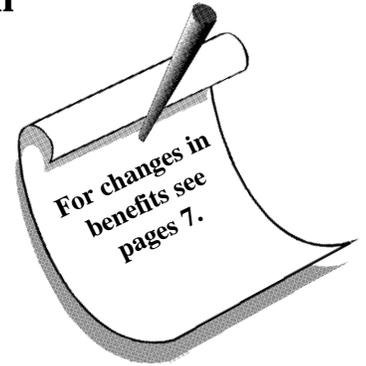


### A Health Maintenance Organization



**Serving:** Minneapolis-St. Paul-St. Cloud; South Central Minnesota;  
West Central Wisconsin

**Enrollment in this Plan is limited; see page 6 for requirements.**



This plan has "Commendable" accreditation from the NCQA. See the *FEHB Guide* for more information on NCQA.

#### Enrollment codes for this Plan:

- HQ1 Self Only
- HQ2 Self and Family

Authorized for distribution by the:



UNITED STATES  
OFFICE OF PERSONNEL MANAGEMENT  
RETIREMENT AND INSURANCE SERVICE  
[HTTP://WWW.OPM.GOV/INSURE](http://www.opm.gov/insure)



Federal Employees  
Health Benefits Program

**RI 73-584**

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## **Introduction**

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HealthPartners, Inc.  
8100 34th Avenue South  
Minneapolis, Minnesota 55440

This brochure describes the benefits of HealthPartners Health Plan under our contract (CS 2649) with the Office of Personnel Management (OPM), as authorized by the Federal Employees Health Benefits law. This brochure is the official statement of benefits. No oral statement can modify or otherwise affect the benefits, limitations, and exclusions of this brochure.

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, 2001, unless those benefits are also shown in this brochure.

OPM negotiates benefits and rates with each plan annually. Benefit changes are effective January 1, 2001, and are summarized on page 7. Rates are shown at the end of this brochure.

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## **Plain Language**

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The President and Vice President are making the Government's communication more responsive, accessible, and understandable to the public by requiring agencies to use plain language. In response, a team of health plan representatives and OPM staff worked cooperatively to make this brochure clearer. Except for necessary technical terms, we use common words. "You" means the enrollee or family member; "we" means HealthPartners Health Plan.

The plain language team reorganized the brochure and the way we describe our benefits. When you compare this Plan with other FEHB plans, you will find that the brochures have the same format and similar information to make comparisons easier.

If you have comments or suggestions about how to improve this brochure, let us know. Visit OPM's "Rate Us" feedback area at [www.opm.gov/insure](http://www.opm.gov/insure) or e-mail us at [fehwebcomments@opm.gov](mailto:fehwebcomments@opm.gov) or write to OPM at Insurance Planning and Evaluation Division, P.O. Box 436, Washington, DC 20044-0436.

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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.

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, coinsurance, and deductibles 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.

### Who provides my health care?

We are a mixed model prepayment plan which allows members to receive health services from individual doctors who practice out of their own offices and through 300 medical clinics and 100 contracting hospitals throughout the Twin Cities and surrounding areas. Our medical providers include more than 1,750 primary care doctors and over 2,500 community specialists to whom patients are referred. Members may choose any medical center in the plan network to receive primary care services. Each covered person in a family may select a different medical center.

### Patients' Bill of Rights

OPM requires that all FEHB Plans comply with the Patients' Bill of Rights, recommended by the President's Advisory Commission on Consumer Protection and Quality in the Health Care Industry. 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.

HealthPartners, Inc. is a Minnesota nonprofit corporation under Articles of Incorporation dated December 28, 1983, and is operated under the Minnesota Nonprofit Corporation Act, Minnesota Statutes Chapter 317A. HealthPartners was formed through the affiliation of Group Health, Inc. and MedCenters Health Plan in 1992. Group Health, Inc. (a 501(c) (3) corporation) has been in existence as a nonprofit corporation since 1957. MedCenters Health Plan was founded in 1972, and is no longer in existence.

HealthPartners is Minnesota's only consumer-guided health plan. Our Board of Directors is composed of consumer-elected members.

HealthPartners is a licensed HMO in the State of Minnesota. Group Health, Inc. is a federally qualified HMO, and received that qualification in 1974.

Information on the following topics is available by calling HealthPartners Member Services:

- Plan preauthorization and utilization review procedures
- Use of clinic protocols, practice guidelines and utilization review standards
- Special disease management programs and programs for persons with disabilities
- Prescription drug formulary and procedures for considering requests of patient-specific waivers
- Qualifications of reviewers at the initial decision and reconsideration under the FEHB disputed claims process

Member Services representatives are available from 7:30 a.m. until 6:00 p.m., Monday through Friday.

If you want more information about us, call 952/883-5000 or 1-800-883-2177 or write to HealthPartners, P.O. Box 1309, Minneapolis, MN 55440-1309. You may also contact us by fax at 952/883-5666 or visit our website at [www.healthpartners.com](http://www.healthpartners.com).

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## **Section 1. Facts about this HMO plan**

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### **Service Area**

To enroll with us, you must live or work in our service area. This is where our providers practice. Our service area is:

The following counties in Minnesota: Anoka, Benton, Carver, Chisago, Dakota, Dodge, Goodhue, Hennepin, Isanti, LeSueur, McLeod, Meeker, Morrison, Olmsted, Ramsey, Rice, Scott, Sherburne, Stearns, Steele, Wabasha, Washington and Wright.

The following partial county in Minnesota: Mille Lacs.

The following counties in Wisconsin: Buffalo, Pepin, Pierce, Polk and St. Croix.

Ordinarily, you must get your care from providers who contract with us. If you receive care outside our service area, we will pay only for emergency care. We will not pay for any other health care services.

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 2001

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### Program-wide changes

- The plain language team reorganized the brochure and the way we describe our benefits. We hope this will make it easier for you to compare plans.
- This year, the Federal Employees Health Benefits Program is implementing network mental health and substance abuse parity. Our Plan already had parity for mental health and substance abuse treatment. Parity means that your coverage for mental health, substance abuse, medical, surgical, and hospital services from providers in our HealthPartners Health Plan network is the same with regard to deductibles, coinsurance, copays, and day and visit limitations when you follow a treatment plan that we approve. This year all plans in the Federal Employee Health Benefits Program will have parity.
- Many healthcare organizations have turned their attention this past year to improving healthcare quality and patient safety. OPM asked all FEHB plans to join them in this effort. You can find specific information on our patient safety activities by calling 952/883-5000 or 1-800-883-2177 or checking our website [www.healthpartners.com](http://www.healthpartners.com). You can find out more about patient safety on the OPM website, [www.opm.gov/insure](http://www.opm.gov/insure). To improve your healthcare, take these five steps:
  - Speak up if you have questions or concerns.
  - Keep a list of all the medicines you take.
  - Make sure you get the results of any test or procedure.
  - Talk with your doctor and health care team about your options if you need hospital care.
  - Make sure you understand what will happen if you need surgery.
- We clarified the language to show that anyone who needs a mastectomy may choose to have the procedure performed on an inpatient basis and remain in the hospital up to 48 hours after the procedure. Previously, the language referenced only women.

### Changes to this Plan

- Your share of the non-Postal premium will increase by 35% for Self Only or 30% for Self and Family.
- We clarified that we do not cover treatment of infertility after the reversal of sterilization.
- We clarified that we cover blood and blood plasma (unless replaced) and blood derivatives under "Treatment therapies", "Inpatient hospital" and "Outpatient hospital or ambulatory surgical center".
- We clarified that we cover vision care for the initial evaluation, fitting for contact or eyeglass lenses if medically necessary for the post-operative treatment of cataracts or for the treatment of aphakia or keratoconus.
- We clarified that no more than a 90-day supply of prescription drugs will be dispensed at a time.
- Under "Prescription drug benefits", we clarified that your prescription drug copayment per manufacturer's pre-packaged dispensing unit.
- We changed our coverage of tobacco cessation products so that the 60-day limit does not have to be "consecutive".
- We clarified that under organ/tissue transplants we cover autologous bone marrow transplants for all acute leukemias..
- We changed our coverage requirements for accidental dental injuries, so that the treatment must be "initiated" within twelve months, rather than "completed" within twelve months, of the date of injury, because the former requirement was not always reasonable for children who might have to wait until their growth is completed for certain repairs.
- Under "When others are responsible for injuries", we added restrictions change when we can recover subrogation/reimbursement amounts.

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## Section 3. How you get care

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### Identification cards

We will send you an identification (ID) card when you enroll. You should carry your ID card with you at all times. You must show it whenever you receive services from a Plan provider, or fill a prescription at a Plan pharmacy. Until you receive your ID card, use your copy of the Health Benefits Election Form, SF-2809, your health benefits enrollment confirmation (for annuitants), or your 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 952/883-5000 or 1-800-883-2177 (hearing impaired individuals should call 952/883-5127).

### Where you get covered care

You get care from "Plan providers" and "Plan facilities." You will only pay copayments 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 according to national standards. HealthPartners Health Plan is a group practice plan that allows members to receive health services at over 550 medical, mental health and dental facilities. HealthPartners Health Plan medical providers include 8,012 primary care doctors and over 6,000 community specialists to whom patients are referred. Members can choose any medical center in the Plan's network for their primary care. Each covered person in a family may select a different medical center.

We list Plan providers in the provider directory, which we update periodically.

- **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. HealthPartners Health Plan contracts with 124 hospitals throughout Minnesota. If you need to be hospitalized, your primary care physician or specialist will make the necessary hospital arrangements and supervise your care.

### What you must do

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 choose a primary care physician, call your clinic. Each covered person in a family may select a different medical center as their primary care clinic.

- **Primary care**

Your primary care physician can be a family practitioner, internist or pediatrician. Your primary care physician will provide most of your health care, or give you a referral to see a specialist.

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. However, a woman may see a plan gynecologist associated with her clinic for her annual wellness exam without a 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 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).

---

## Section 3. How you get care

---

- 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 and you enroll in another FEHB Plan; or
  - 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 specialist based on the above circumstances, you can continue to see your specialist 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 our customer service department immediately at 952/883-5000 or 1-800-883-2177 (hearing impaired individuals should call 952/883-5127). 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 benefits of the hospitalized person.

### 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.

---

## Section 3. How you get care

---

We call this review and approval process prior authorization. Your Plan physician must obtain prior authorization for services, such as:

- reconstructive surgery
- investigative/experimental treatments
- promising therapies/new technologies
- transplants
- medically necessary dental care, such as orthognathic surgery
- durable medical equipment and prosthetics
- home health care
- skilled nursing care
- hospice care
- habilitative therapy

There may be additional services for which we require prior authorization. Your Plan physician is responsible for obtaining prior authorization.

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## Section 4. Your costs for covered services

---

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 when you receive services.

Example: When you see your primary care physician you pay a copayment of \$10 per office visit.
- **Deductible**

A deductible is a fixed expense you must incur for certain covered services and supplies before we start paying benefits for them. Copayments do not count toward any deductible.

  - We have a separate deductible for accidental injury dental benefits.
- **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 infertility services and durable medical equipment.
- **Your out-of-pocket maximum for deductibles, coinsurance and copayments**

After your copayments and/or coinsurance total \$3,000 per person or \$5,000 per family enrollment in any calendar year, you do not have to pay any more for covered services.

Be sure to keep accurate records of your copayments and/or coinsurance since you are responsible for informing us when you reach the maximum.

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## Section 5. Benefits — OVERVIEW

(See page 7 for how our benefits changed this year and page 53 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 952/883-5000 or 1-800-883-2177 (hearing impaired individuals should call 952/883-5127) or at our website at [www.healthpartners.com](http://www.healthpartners.com).

(a) Medical services and supplies provided by physicians and other health care professionals ....13-20 {page #'s of section}			
•Diagnostic and treatment services	•Hearing services (testing, treatment, and supplies)		
•Lab, x-ray, and other diagnostic tests	•Vision services (testing, treatment, and supplies)		
•Preventive care, adult	•Foot care		
•Preventive care, children	•Orthopedic and prosthetic devices		
•Maternity care	•Durable medical equipment (DME)		
•Family planning	•Home health services		
•Infertility services	•Alternative treatments		
•Allergy care	•Educational classes and programs		
•Treatment therapies			
•Rehabilitative therapies			
(b) Surgical and anesthesia services provided by physicians and other health care professionals .....21-24			
•Surgical procedures	•Oral and maxillofacial surgery		
•Reconstructive surgery	•Organ/tissue transplants		
•Anesthesia			
(c) Services provided by a hospital or other facility, and ambulance services.....25-27			
•Inpatient hospital	•Extended care benefits/skilled nursing care facility benefits		
•Outpatient hospital or ambulatory surgical center	•Hospice care		
•Ambulance			
(d) Emergency services/accidents .....28-29			
•Medical emergency	•Ambulance		
(e) Mental health and substance abuse benefits.....30-31			
(f) Prescription drug benefits .....32-33			
(g) Special features .....34			
• Careline Nurse Line	• Babyline Service	• Partners for Better Health Phone Line	• Services for deaf and hearing impaired
(h) Dental benefits .....35			
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Summary of benefits.....53			

**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>• 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.</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> <li>• In an urgent care center</li> <li>• Office medical consultations</li> <li>• Second surgical opinion</li> </ul>	\$10 per office visit.
Professional services of physicians <ul style="list-style-type: none"> <li>• During a hospital stay</li> <li>• In a skilled nursing facility</li> </ul>	Nothing.
<i>Not covered: genetic counseling and studies not required for diagnosis and treatment.</i>	<i>All charges.</i>
<b>Lab, X-ray and other diagnostic tests</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>• X-rays</li> <li>• Non-routine Mammograms</li> <li>• Cat Scans/MRI</li> <li>• Ultrasound</li> <li>• Electrocardiogram and EEG</li> </ul>	Nothing if you receive these services during your office visit; otherwise, \$10 per office visit.

Benefit Description	You pay
<b>Preventive care, adult</b>	
<p>Routine health exams, periodic health assessments, and cancer screenings, such as:</p> <ul style="list-style-type: none"> <li>• Blood lead level – One annually</li> <li>• Total Blood Cholesterol – once every three years, ages 19 through 64</li> <li>• Colorectal Cancer Screening, including               <ul style="list-style-type: none"> <li>••Fecal occult blood test</li> <li>••Sigmoidoscopy, screening – every five years starting at age 50</li> </ul> </li> <li>• Prostate Specific Antigen (PSA test) – one annually for men age 40 and older</li> <li>• Routine pap test</li> <li>• Testing and treatment of sexually transmitted diseases and testing for HIV and HIV related conditions provided by a Plan or non-Plan provider.</li> </ul> <p>Routine mammogram –covered for women age 35 and older, as follows:</p> <ul style="list-style-type: none"> <li>• From age 35 through 39, one during this five year period</li> <li>• From age 40 through 64, one every calendar year</li> <li>• At age 65 and older, one every two consecutive calendar years</li> </ul> <p>Adult Immunizations</p>	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>
<b>Preventive care, children</b>	
<ul style="list-style-type: none"> <li>• Child health supervision services, including well-child care charges for routine examinations, immunizations and care (through age 22).</li> <li>• Routine hearing and eye exams.</li> </ul>	Nothing.
<b>Maternity care</b>	
<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 do not need to prior authorize your normal delivery; see page 15 for other circumstances, such as extended stays for you or your baby.</li> </ul>	Nothing.

*Continued on next page.*

Benefit Description	You pay
<b>Maternity care</b> <i>continued</i>	
<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>	Nothing.
<i>Not covered: Routine sonograms to determine fetal age, size or sex.</i>	<i>All charges.</i>
<b>Family planning</b>	
<ul style="list-style-type: none"> <li>• Family planning services by a Plan or non-Plan provider</li> </ul>	Nothing.
<ul style="list-style-type: none"> <li>• Voluntary sterilization</li> </ul>	Nothing
<ul style="list-style-type: none"> <li>• Surgically implanted contraceptives</li> <li>• Injectable contraceptive drugs</li> <li>• Intrauterine devices (IUDs)</li> </ul>	20% of charges.
<i>Not covered: Reversal of voluntary surgical sterilization or genetic counseling.</i>	<i>All charges.</i>
<b>Infertility services</b>	
<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>••intra-vaginal insemination (IVI)</li> <li>••intra-cervical insemination (ICI)</li> <li>••intrauterine insemination (IUI)</li> </ul> </li> <li>• Fertility drugs</li> </ul> <p>Note: We cover injectable fertility drugs under medical benefits and oral fertility drugs under the prescription drug benefit. We cover the diagnosis of infertility services provided by a Plan or non-Plan provider.</p>	20% of charges.
<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 and GIFT</i></li> </ul> </li> </ul>	<i>All charges.</i>

*Continued on next page.*

Benefit Description	You pay
<b>Infertility services</b> <i>continued</i>	
<ul style="list-style-type: none"> <li>• <i>Services and supplies related to excluded ART procedures</i></li> <li>• <i>Cost of donor sperm or ova</i></li> <li>• <i>Cost of storage of donor sperm, ova or embryo</i></li> <li>• <i>Treatment of infertility after reversal of sterilization</i></li> <li>• <i>Artificial insemination for surrogate pregnancy</i></li> </ul>	<i>All charges.</i>
<b>Allergy care</b>	
<p>Testing and treatment</p> <p>Allergy injection and serum</p>	Nothing.
<i>Not covered: provocative food testing and sublingual allergy desensitization</i>	<i>All charges.</i>
<b>Treatment therapies</b>	
<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 are 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>• Intravenous (IV)/Infusion Therapy</li> </ul>	\$10 per office visit.
<ul style="list-style-type: none"> <li>• Blood and blood plasma (unless replaced) and blood derivatives for the treatment of blood disorders</li> </ul>	Nothing.
<ul style="list-style-type: none"> <li>• Growth hormone therapy (GHT)</li> </ul> <p>Note: – We will only cover GHT when your Plan physician prior authorizes the treatment. If we determine GHT is not medically necessary, we will not cover the GHT or related services and supplies. See Services requiring our prior approval in Section 3.</p>	20% of charges.
<i>Not covered: Growth hormones which are not for growth hormone deficiency or chronic renal insufficiency.</i>	<i>All charges.</i>
<b>Rehabilitative therapies</b>	
<p>Physical therapy, occupational therapy and speech therapy</p> <ul style="list-style-type: none"> <li>• Two months per condition for the services of each of the following: <ul style="list-style-type: none"> <li>•• qualified physical therapists;</li> <li>•• speech therapists; and</li> <li>•• occupational therapists.</li> </ul> </li> </ul>	\$10 per office visit.

*Continued on next page.*

Benefit Description	You pay
<b>Rehabilitative therapies</b> <i>continued</i>	
<p>Note: We only cover rehabilitative therapy to restore bodily function or speech when there has been a total or partial loss of bodily function or functional speech due to illness or injury. You must achieve significant functional improvement, within a predictable period of time (generally within a period of two months), toward your maximum potential ability to perform functional daily living activities.</p> <ul style="list-style-type: none"> <li>• Habilitative care rendered for congenital, developmental or medical conditions which have significantly limited the successful initiation of normal speech and motor development.</li> </ul> <p>Note: To be considered habilitative, significant functional improvement and measurable progress must be made toward achieving functional goals and your maximum potential ability, within a predictable period of time. We will supplement and coordinate such services with similar benefits made available by other agencies, including the public school system. Our Plan Medical Director will determine whether measurable progress has been made based on objective documentation.</p> <ul style="list-style-type: none"> <li>• Cardiac rehabilitation following a heart transplant, bypass surgery or a myocardial infarction, is provided for Phase I. Phase II is provided if we determine it is medically necessary. Phase III is not covered.</li> </ul>	\$10 per office 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>
<b>Hearing services (testing, treatment, and supplies)</b>	
<p>Hearing testing (see <i>Preventative care, adults and children</i>)</p> <p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>all other hearing testing</i></li> <li>• <i>hearing aids, testing and examinations for them.</i></li> </ul>	<i>All charges.</i>
<b>Vision services (testing, treatment, and supplies)</b>	
<ul style="list-style-type: none"> <li>• Diagnosis and treatment of illness and injury to the eye; and</li> </ul>	\$10 per office visit.
<ul style="list-style-type: none"> <li>• Initial evaluation, lenses and fitting for contact or eyeglass lenses if medically necessary for the post-surgical treatment of cataracts or for the treatment of aphakia or keratoconous.</li> </ul>	\$10 per office visit. <i>All charges for lens replacement beyond the initial pair.</i>
<ul style="list-style-type: none"> <li>• Eye exam to determine the need for vision correction (see preventive care).</li> <li>• Annual eye refractions.</li> </ul>	Nothing.
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Eyeglasses or contact lenses and, except as described above</i></li> <li>• <i>Eye exercises</i></li> <li>• <i>Radial keratotomy and other refractive surgery</i></li> </ul>	<i>All charges.</i>

Benefit Description	You pay
<b>Foot care</b>	
<ul style="list-style-type: none"> <li>• Routine foot care when you are under active treatment for a metabolic or peripheral vascular disease, such as diabetes.</li> <li>• See orthopedic and prosthetic devices for information on podiatric shoe inserts.</li> </ul>	\$10 per office 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> <li>• <i>Over-the-counter foot orthotics.</i></li> </ul>	<i>All charges.</i>
<b>Orthopedic and prosthetic devices</b>	
<p>We cover the following:</p> <ul style="list-style-type: none"> <li>• Orthopedic devices, such as braces and foot orthotics;</li> <li>• Prosthetic devices, such as artificial limbs and eyes;</li> <li>• Externally worn breast prostheses and surgical bras, including necessary replacements, following a mastectomy;</li> <li>• Internal prosthetic devices, such as artificial joints, pacemakers, cochlear implants, and surgically implanted breast implant following mastectomy. Note: We pay internal prosthetic devices as hospital benefits; see Section 5 (c) for payment information. See 5(b) for coverage of the surgery to insert the device; and</li> <li>• Corrective orthopedic appliances for non-dental treatment of temporomandibular joint (TMJ) pain dysfunction syndrome.</li> <li>• Orthopedic and corrective shoes, when approved by Plan based on our criteria</li> </ul>	20% of charges.
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>over-the-counter foot orthotics</i></li> <li>• <i>replacement or repair of any covered items if they are damaged or destroyed by member misuse, abuse or carelessness; lost; or stolen.</i></li> <li>• <i>duplicate or similar items.</i></li> <li>• <i>items which are primarily educational in nature or for vocation, comfort, convenience or recreation.</i></li> </ul>	<i>All charges.</i>

Benefit Description	You pay
<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>• crutches;</li> <li>• walkers;</li> <li>• blood glucose monitors; and</li> <li>• insulin pumps.</li> </ul>	20% of charges.
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• replacement or repair of any covered items if they are damaged or destroyed by member misuse, abuse or carelessness; lost; or stolen.</li> <li>• duplicate or similar items.</li> <li>• items which are primarily educational in nature or for vocation, comfort, convenience or recreation.</li> <li>• household equipment, such as exercise cycles, air purifiers, water purifiers, air conditioners, non-allergenic pillows, mattresses or water beds.</li> <li>• household fixtures, such as escalators or elevators, ramps, swimming pools or saunas.</li> <li>• modifications to the home, such as wiring, plumbing or charges to install equipment.</li> <li>• vehicle, car or van modifications, such as hand brakes, hydraulic lifts and car carriers.</li> <li>• Rental of durable medical equipment while member's equipment is being repaired, beyond one month rental.</li> </ul>	All charges.
<b>Home health services</b>	
<p>We cover home health care ordered by a Plan physician and provided by a registered nurse (R.N.), licensed practical nurse (L.P.N.), or home health aide, as shown below:</p>	
<ul style="list-style-type: none"> <li>• Physical therapy, occupational therapy, speech therapy, respiratory therapy and home health aide services.</li> </ul>	\$10 per office visit.
<ul style="list-style-type: none"> <li>• TPN/intravenous therapy, skilled nursing services, prenatal and postnatal services, child health services, and phototherapy.</li> </ul>	Nothing.
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• nursing care requested by, or for the convenience of, the patient or the patient's family;</li> <li>• care by nurses primarily for hygiene, feeding, exercising, moving the patient, homemaking, companionship or giving oral medication.</li> </ul>	All charges.

Benefit Description	You pay
<b>Alternative treatments</b>	
<p>We cover the following services:</p> <ul style="list-style-type: none"> <li>• Acupuncture – by a certified Plan acupuncturist for: <ul style="list-style-type: none"> <li>••anesthesia</li> <li>••pain management</li> <li>••chemical dependency</li> <li>••headaches</li> <li>••nausea</li> </ul> </li> <li>• Biofeedback for: <ul style="list-style-type: none"> <li>••incontinence</li> <li>••headaches</li> <li>••musculo-skeletal spasms which do not respond to other treatments</li> <li>••mental/nervous disorders</li> <li>••neurological retraining</li> </ul> </li> <li>• Chiropractic services for rehabilitative care, provided to diagnose and treat acute neuromusculo-skeletal conditions.</li> </ul>	\$10 per office visit.
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>naturopathic services</i></li> <li>• <i>hypnotherapy</i></li> </ul>	<i>All charges.</i>
<b>Educational classes and programs</b>	
<ul style="list-style-type: none"> <li>• Smoking Cessation</li> <li>• We cover education for the management of chronic health problems (such as diabetes)</li> </ul>	<p>\$10 per office visit/session.</p> <p>\$10 per office visit/session.</p>

**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>• 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.</li> <li>• The services described in this section are for the charges billed by a physician or other health care professional for your surgical care. The amount that you pay for these services depends on where the services are provided and follow the benefits described in Section 5 (a) and (c), unless otherwise specified below.</li> <li>• <b>YOUR PLAN PHYSICIAN MUST GET PRIOR AUTHORIZATION OF SOME SURGICAL PROCEDURES.</b> Please refer to the prior authorization information shown in Section 3 to be sure which services require prior authorization and identify which surgeries require prior authorization.</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>Such as:</p> <ul style="list-style-type: none"> <li>• Treatment of fractures, including casting</li> <li>• Normal pre- and post-operative care by the surgeon</li> <li>• Correction of amblyopia and strabismus</li> <li>• Endoscopy procedure</li> <li>• Biopsy procedure</li> <li>• Removal of tumors and cysts</li> <li>• Correction of congenital anomalies (see reconstructive surgery)</li> <li>• Surgical treatment of morbid obesity</li> <li>• Insertion of internal prosthetic devices. See 5(a) — Orthopedic braces and prosthetic devices for device coverage information.</li> <li>• Voluntary sterilization</li> <li>• Treatment of burns</li> </ul> <p>Note: Generally, we pay for internal prostheses (devices) according to where the procedure is done. For example, we pay Hospital benefits for a pacemaker and for insertion of the pacemaker.</p>	<p>\$10 per office visit; nothing for hospital visits.</p>

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Benefit Description	You pay
<b>Surgical procedures</b> <i>continued</i>	
<ul style="list-style-type: none"> <li>• Norplant (a surgically implanted contraceptive) and intrauterine devices (IUDs) Note: Devices are covered under 5(a).</li> </ul> <p>Note: Generally, we pay for internal prostheses (devices) according to where the procedure is done. For example, we pay Hospital benefits for a pacemaker and Surgery benefits for insertion of the pacemaker.</p>	20% of charges.
<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>	<i>All charges.</i>
<b>Reconstructive surgery</b>	
<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; port wine stains*; webbed fingers; and webbed toes.</li> </ul> <p>* Note: port wine stains do not have to result in a functional defect to be covered.</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 lymphedemas;</li> <li>•• breast prostheses and surgical bras and replacements (see Prosthetic devices)</li> </ul> </li> </ul> <p>Note: If you need a mastectomy, you may choose to have the procedure performed on an inpatient basis and remain in the hospital up to 48 hours after the procedure.</p>	\$10 per office visit, nothing for hospital visits.
<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, unless determined medically necessary by the Plan Medical Director</i></li> </ul>	<i>All charges.</i>

Benefit Description	You pay
<b>Oral and maxillofacial surgery</b>	
<p>Oral surgical procedures, limited to:</p> <ul style="list-style-type: none"> <li>• Reduction of fractures of the jaws or facial bones;</li> <li>• Surgical correction of cleft lip, cleft palate (limited to dependent children to age 18);</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, including non-dental treatment of temporomandibular joint dysfunction (TMJ).</li> </ul>	<p>\$10 per office visit, nothing for hospital visits.</p>
<ul style="list-style-type: none"> <li>• Orthognathic surgery for the treatment of a skeletal malocclusion when a functional occlusion cannot be achieved through non-surgical treatment alone and a demonstrable functional impairment exists.</li> </ul>	<p>25% of charges.</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> <li>• <i>Orthodontic services (pre or post operative) associated with orthognathic surgery.</i></li> </ul>	<p><i>All charges.</i></p>
<b>Organ/tissue transplants</b>	
<p>Transplant services are covered at our designated centers of excellence for transplants and are 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 for diabetes</li> <li>• Liver, for biliary atresia in children, primary biliary cirrhosis, post acute viral infection (including hepatitis A, hepatitis B antigen e negative and hepatitis C) causing acute atrophy or post necrotic cirrhosis, primary sclerosing cholangitis and alcoholic cirrhosis</li> <li>• Lung: Single – Double, for primary pulmonary hypertension, Eisenmenger’s syndrome, end stage pulmonary fibrosis, alpha 1 antitrypsin disease, cystic fibrosis and emphysema</li> </ul>	<p>The amount that you pay for these services depends on where the services are provided and follows the benefits described in Section 5 (a) and (c).</p>

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Benefit Description	You pay
<b>Organ/tissue transplants</b> <i>continued</i>	
<ul style="list-style-type: none"> <li>• Autologous bone marrow transplants (autologous stem cell and peripheral stem cell support) for the following conditions: acute lymphocytic or non-lymphocytic leukemia; Hodgkin's lymphoma; non-Hodgkin's lymphoma; Burkitt's lymphoma; neuroblastoma; breast cancer; multiple myeloma; epithelial ovarian cancer; and testicular, mediastinal, retroperitoneal and ovarian germ cell tumors</li> <li>• Allogenic (donor) bone marrow transplants or peripheral stem cell support associated with high dose chemotherapy for acute myelogenous leukemia; acute lymphocytic leukemia; chronic myelogenous leukemia; severe combined immunodeficiency disease; Wiscott-Aldrich syndrome; and aplastic anemia</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>	<p>The amount that you pay for these services depends on where the services are provided and follows the benefits described in Section 5 (a) and (c).</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• Donor screening tests and donor search expenses, except those performed for the actual donor</li> <li>• Implants of artificial organs</li> <li>• Transplants not listed as covered</li> </ul>	<p><i>All charges.</i></p>
<b>Anesthesia</b>	
<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>	<p>The amount that you pay for these services depends on where the services are provided and follows the benefits described in Section 5 (a) and (c).</p>

**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 remember 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>• 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.</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>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 and blood plasma (unless replaced) and blood derivatives</li> <li>• Dressings, splints, casts, and sterile tray services</li> <li>• Medical supplies and equipment, including oxygen</li> <li>• Anesthetics, including nurse anesthetist services</li> <li>• Take-home items</li> <li>• Medical supplies, appliances, medical equipment, and any covered items billed by a hospital for use at home (Note: calendar year deductible applies.)</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>	<p>Nothing.</p>

*Continued on next page.*

Benefit Description	You pay
<b>Inpatient hospital <i>continued</i></b>	
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• Custodial care</li> <li>• Non-covered facilities, such as nursing homes, extended care facilities, schools</li> <li>• Personal comfort items, such as telephone, television, barber services, guest meals and beds</li> <li>• Private nursing care</li> </ul>	All charges.
<b>Outpatient hospital or ambulatory surgical center</b>	
<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 (unless replaced) and blood derivatives</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.
<b>Extended care benefits/skilled nursing care facility benefits</b>	
<p>We cover a comprehensive range of benefits for up to 180 days per period of confinement when full-time skilled nursing care is necessary and confinement in a skilled nursing facility is medically appropriate as determined by your Plan physician and prior authorized by this Plan. All necessary services are covered, including:</p> <ul style="list-style-type: none"> <li>• Bed, board and general nursing care</li> <li>• Drugs, biologicals, services and equipment ordinarily provided or arranged by the skilled nursing facility when prescribed by your Plan physician.</li> </ul> <p>Period of confinement means (1) continuous stay in a hospital or skilled nursing facility, or (2) a series of two or more stays in a hospital or skilled nursing facility for the same condition in which the end of each inpatient stay is separated from the beginning of the next one by less than 90 days. Same condition means illness or injury related to a former illness or injury that is (1) within the same ascertainable diagnosis, or (2) within the scope of complications, or related conditions.</p>	Nothing
<i>Not covered: custodial care</i>	All charges.

Benefit Description	You pay
<b>Hospice care</b>	
<p>We cover supportive and palliative care in your home or a hospice facility if you are terminally ill. We cover the following services:</p> <ul style="list-style-type: none"> <li>• Outpatient care, family counseling and continuous care*.</li> </ul>	Nothing.
<ul style="list-style-type: none"> <li>• Inpatient care.</li> </ul>	Nothing.
<ul style="list-style-type: none"> <li>• Respite care*.</li> </ul>	You pay 20% of charges.
<p><i>* Note: Respite care is limited to 5 days per episode, and respite care and continuous care combined are limited to 30 days.</i></p>	All charges.
<p><i>Not covered: independent nursing, homemaker services</i></p>	All charges.
<b>Ambulance</b>	
<ul style="list-style-type: none"> <li>• Ambulance and medical transportation for medical emergencies described in section 5(d).</li> </ul>	You pay 20% of charges.
<ul style="list-style-type: none"> <li>• Prior authorized transfers between network hospitals for treatment if initiated by a Plan physician.</li> </ul>	Nothing.

## 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.
- 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.

### What to do in case of emergency:

**Emergencies within our service area:** If you need emergency care, call your clinic, or call the CareLinesm nurse after hours at 612/339-3663 (hearing impaired individuals should call 952/883-5474). The service nurse or Plan physician will recommend how, when and where to obtain the appropriate treatment. In extreme emergencies, if you are unable to contact your primary care doctor or clinic or the CareLinesm nurse, contact the local emergency system (e.g., 911 telephone system) or go to the nearest hospital emergency room.

**Emergencies outside our service area:** You must notify us within two days of admittance to an out-of-network hospital, or as soon as reasonably possible under the circumstances. If a Plan doctor believes care can be better provided in a Plan hospital, you will be transferred when medically feasible with any ambulance charges covered in full.

Benefit Description	You pay
<b>Emergency within our service area</b>	
<ul style="list-style-type: none"> <li>• Emergency care at a physician's office</li> <li>• Emergency care at an urgent care center</li> </ul>	\$10 per office visit.
<ul style="list-style-type: none"> <li>• Emergency care as an outpatient or inpatient at a hospital, including physicians' services</li> </ul> <p>Note: copay waived if admitted to the hospital for the same condition within 24 hours.</p>	\$40 per office visit.
<i>Not covered: Elective care or non-emergency care</i>	<i>All charges.</i>

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

<b>Emergency outside our service area</b> <i>continued</i>	
<ul style="list-style-type: none"> <li>• Emergency care at a physician's office</li> <li>• Emergency care at an urgent care center</li> <li>• Emergency care as an outpatient or inpatient at a hospital, including physicians' services</li> </ul>	20% of the first \$2,500 of charges per calendar year.
<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>	
<ul style="list-style-type: none"> <li>• Ambulance and medical transportation for medical emergencies described in section 5(d).</li> </ul> <p><i>Note: air ambulance is covered if medically necessary.</i></p>	You pay 20% of charges.

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

<b>I M P O R T A N T</b>	<b>Parity</b>	<b>I M P O R T A N T</b>
	Beginning in 2001, all FEHB plans' mental health and substance abuse benefits will achieve "parity" with other benefits. This means that we will provide mental health and substance abuse benefits differently than in the past.	
	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.	
	<b>Here are some important things to keep in mind about these benefits:</b>	
	<ul style="list-style-type: none"> <li>• All benefits are subject to the definitions, limitations, and exclusions in this brochure.</li> <li>• 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.</li> <li>• <b>YOU MUST GET PREAUTHORIZATION OF THESE SERVICES.</b> See the instructions after the benefits descriptions below.</li> </ul>	

Benefit Description	You pay
All diagnostic and treatment services contained in a treatment plan that we approve. The treatment plan may include services, drugs, and supplies described elsewhere in this brochure.	Your cost sharing responsibilities are no greater than for other illness or conditions.
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.	
<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>	\$10 per office visit.
<ul style="list-style-type: none"> <li>• Group therapy</li> </ul>	\$5 per office visit.
<ul style="list-style-type: none"> <li>• Diagnostic tests</li> </ul>	Nothing.
<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:</li> <li>• Residential treatment</li> <li>• Partial hospitalization or full-day hospitalization for mental health services</li> </ul>	Nothing.
<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>	<i>All charges.</i>

## **Prior authorization**

To be eligible to receive these enhanced mental health and substance abuse benefits you must follow your treatment plan and all of our network authorization processes. These include:

- You do not need a referral from your primary care Physician to obtain mental or substance abuse services. You must use a mental or substance abuse provider that is in our Plan network and associated with your clinic. We list the mental and substance abuse health providers associated with your clinic's care system in our provider directory. If you have questions or need a provider directory, call HealthPartners Member Services Department at 952/883-5000 or 1-800-883-2177 (hearing impaired individuals should call 952/883-5127).

## **Special transitional benefit**

If a mental health or substance abuse professional provider is treating you under our plan as of January 1, 2001, you will be eligible for continued coverage with your provider for up to 90 days under the following conditions:

- If your mental health or substance abuse professional provider with whom you are currently in treatment leaves the plan at our request for other than cause.

If this condition applies to you, we will allow you reasonable time to transfer your care to a Plan mental health or substance abuse professional provider. During the transitional period, you may continue to see your treating provider and will not pay any more out-of-pocket than you did in the year 2000 for services. This transitional period will begin with our notice to you of the change in coverage and will end 90 days after you receive our notice. If we write to you before October 1, 2000, the 90-day period ends before January 1 and this transitional benefit does not apply.

## **Network limitation**

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

## Section 5 (f). Prescription drug benefits

<b>I</b>	<b>Here are some important things to keep in mind about these benefits:</b>	<b>I</b>
<b>M</b>	<ul style="list-style-type: none"> <li>• We cover prescribed drugs and medications, as described in the chart beginning on the next page.</li> </ul>	<b>M</b>
<b>P</b>		<b>P</b>
<b>O</b>	<ul style="list-style-type: none"> <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> </ul>	<b>O</b>
<b>R</b>		<b>R</b>
<b>T</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<b>T</b>
<b>A</b>		<b>A</b>
<b>N</b>		<b>N</b>
<b>T</b>		<b>T</b>

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

- **Who can write your prescription.** A plan or referral physician must write the prescription.
- **Where you can obtain them.** You must fill the prescription at a plan pharmacy or by mail.
- **We use a formulary.** This is a current list, which may be revised from time to time, of prescription drugs covered by us. Non-formulary drugs will be covered when prescribed by a Plan physician. It is the Plan physician's responsibility to obtain authorization for non-formulary drugs.
- These are the dispensing limitations. Unless otherwise specified in this section, you may receive up to a 30-day supply per prescription. No more than a 90-day supply will be covered and dispensed at a time. If there is a generic equivalent and you request brand name, brand name drugs are only covered up to the charge that would apply to the generic drug, minus any required copayment. If a copayment is required, you must pay one copayment for each 30-day supply, or portion thereof, or for each manufacturer's pre-packaged dispensing unit (but not less than what your doctor recommends is a 30-day supply, except as follows:
  - For insulin a copay will apply per vial or box of insulin cartridges.
  - For contraceptive barrier devices, a copayment will apply per device.
  - For Mail order drugs, see benefit described below.
- If you request a refill too soon after the last one was filled, it may not be filled at that time. It may require up to 14 days to get mail order prescriptions filled, so this service is best for maintenance drugs, not for drugs you need immediately or for drugs you are taking on a short-term basis. Federal or state regulations may prevent us from filling certain prescriptions through our mail order service, such as laws which prohibit us from sending narcotic drugs across state lines.
- When you have to file a claim. You do not need to file a claim for drugs obtained at a network pharmacy or through our mail order service. You would need to file a claim for prescription drugs covered as part of an out-of-area emergency, if you did not get them at a network pharmacy. See section 7. for instructions on filing a claim.

Benefit Description	You pay
<b>Covered medications and supplies</b>  We cover the following medications and supplies prescribed by a Plan physician and obtained from a Plan Pharmacy: <ul style="list-style-type: none"> <li>• Drugs and medicines that by Federal law of the United States require a physician's prescription for their purchase</li> <li>• Insulin, with a copay applied per vial</li> </ul>	\$8 copay per prescription unit or refill for each 30-day supply or portion thereof, or for each manufacturer's pre-packaged dispensing unit (but not less than what your doctor recommends is a 30-day supply).

*Continued on next page.*

Benefit Description	You pay
<b>Covered medications and supplies</b> <i>continued</i>	
<ul style="list-style-type: none"> <li>• Diabetic testing supplies</li> <li>• Disposable needles and syringes for the administration of covered medications</li> <li>• Drugs for sexual dysfunction (see Prior authorization below)</li> <li>• Oral contraceptive drugs and contraceptive barrier devices, a single copay charge will apply for 3 cycles of oral contraceptive drugs or for each barrier device</li> <li>• Tobacco cessation products, as determined by this Plan, limited to a 60-day supply per calendar year. Benefits will be limited to one product at a time, and no more than a 30-day supply will be covered and dispensed at a time.</li> </ul>	<p>\$8 copay per prescription unit or refill for each 30-day supply or portion thereof, or for each manufacturer's pre-packaged dispensing unit (but not less than what your doctor recommends is a 30-day supply).</p>
<b>Mail order benefits</b>	
<p>You may also get outpatient prescription drugs which can be self-administered through HealthPartners mail order service. For information on how to obtain drugs through HealthPartners mail order service, please call our Member Services Department at 1-800/883-2177. This benefit does not apply to drugs listed under Limited Benefits below.</p>	<p>\$16 copay per prescription unit or refill for each 90-day supply or portion thereof, or for three manufacturer's pre-packaged dispensing unit (but not less than what the doctor recommends is a 90-day supply).</p>
<b>Limited benefits</b>	
<ul style="list-style-type: none"> <li>• Injectable or implantable contraceptive drugs or devices (such as, Depo Provera, Norplant, IUDs)</li> <li>• Growth hormones</li> <li>• Injectable drugs for the treatment of infertility</li> <li>• Special dietary treatment for phenylketonuria (PKU)</li> <li>• Drugs to treat sexual dysfunction. Contact us for dose limits.</li> </ul> <p>Here are some things to keep in mind about our prescription drug program:</p> <ul style="list-style-type: none"> <li>• A generic equivalent will be dispensed if it is available, unless your physician specifically requires a name brand. If you receive a name brand drug when a Federally-approved generic drug is available, and your physician has not specified Dispense as Written for the name brand drug, you have to pay the difference in cost between the name brand drug and the generic.</li> <li>• We have an open formulary. If your physician believes a name brand product is necessary or there is no generic available, your physician may prescribe a name brand drug from a formulary list. This list of name brand drugs is a preferred list of drugs that we selected to meet patient needs at a lower cost.</li> </ul>	<p>20% of charges.</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, nutrients and food supplements even if a physician prescribes or administers them, except as specified</i></li> <li>• <i>Nonprescription medicines</i></li> <li>• <i>Drugs obtained at a non-Plan pharmacy, except for out-of-area emergencies</i></li> <li>• <i>Vitamins and nutritional substances, unless specified in this section</i></li> <li>• <i>Medical supplies such as dressings and antiseptics</i></li> <li>• <i>Drugs to enhance athletic performance</i></li> </ul>	<p><i>All Charges.</i></p>

## Section 5 (g). Special Features

Feature	Description
<p><b>CareLine<sup>sm</sup> nurse line</b></p>	<p>When you call the CareLine after regular clinic hours, you reach a skilled nurse who is specially trained to assess medical conditions of all kinds. Call 612/339-3663 or 1-800-551-0859 and talk with a registered nurse who will discuss treatment options and answer your health questions.</p>

Feature	Description
<p><b>BabyLine<sup>sm</sup> Service</b></p>	<p>If you're an expecting or new parent and have questions after regular clinic hours, our BabyLine service is just for you. BabyLine is staffed by obstetric nurses who can help with questions relating to pregnancy, new baby care, nursing and postpartum concerns. Call 612/333-BABY (333-2229) or 1-800-845-9297.</p>
<p><b>Partners for Better Health Phone Line</b></p>	<p>The HealthPartners Partners for Better Health Phone Line is a special service designed to help you improve your health, prevent disease and lead a healthier lifestyle.</p> <p>When you call 952/883-7800 weekdays between 8 a.m. and 6 p.m., you will speak directly with a health educator or registered dietitian who will help you develop a personalized action plan to make healthier choices in you daily routine. You can also register for health education classes, learn about member discounts for many health and safety products, plus much more.</p>
<p><b>Services for deaf and hearing impaired</b></p>	<p>If you are deaf or hearing impaired, we have phone lines which you may call for the following services:</p> <p>Member Services: 952/883-5127</p> <p>CareLine<sup>sm</sup> Service: 952/883-5474</p> <p>Baby Line<sup>sm</sup> Service: 952/883-5127</p> <p>Partners for Better Health: 952/883-7498</p>

**Section 5 (h). Dental 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>• 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 dentists must provide or arrange your care.</li> <li>• There is a \$50 calendar year deductible for emergency accidental dental services provided by non-Plan dentists.</li> <li>• We cover hospitalization for dental procedures only when a nondental physical impairment exists which makes hospitalization necessary to safeguard the health of the patient; we do not cover the dental procedure unless it is described below.</li> <li>• 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.</li> </ul>	<b>I M P O R T A N T</b>
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<b>Dental benefits</b>	<b>You pay</b>
<p>We cover the preventive and diagnostic dental services shown below for all members when provided by Plan dentists. Benefit limits are noted where they apply.</p> <ul style="list-style-type: none"> <li>• Routine dental examinations (per Plan dentist’s recommendation);</li> <li>• Teeth cleaning, prophylaxis or periodontal maintenance recall (limited to twice per calendar year);</li> <li>• Topical application of fluoride (per Plan dentist’s recommendation);</li> <li>• Oral hygiene instruction (per Plan dentist’s recommendation);</li> <li>• Bitewing x-rays (limited to once calendar per year); and</li> <li>• Full mouth (panoramic) x-rays (limited to once every three calendar years).</li> </ul>	Nothing
<i>Not covered: other dental services not shown as covered.</i>	<i>All charges.</i>
<b>Accidental injury benefit</b>	<b>You pay</b>
<p>We cover restorative services and supplies provided by Plan dentists necessary to promptly repair or replace sound natural teeth, including the cost and installation of necessary prescription dental prosthetic items or devices. The need for these services must directly result from an accidental injury, not including injury from biting or chewing, and the treatment or repair must be initiated within twelve months of the date of injury.</p>	The dental laboratory’s actual charge for prescription dental prosthetic items and devices related to the accident plus any dental services rendered in connection with previously missing teeth or for teeth not injured in the accident
<p>Emergency dental services for accidental injury, as described above, are covered when they are provided by non-Plan dentists if the services require immediate treatment.</p>	A \$50 calendar year deductible, plus 20% of the charges, up to a maximum benefit of \$300 per calendar year, and any charges thereafter.
<i>Not covered: other dental services not shown as covered.</i>	<i>All charges.</i>

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## **Section 5 (i). Non-FEHB benefits available to Plan members**

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The benefits on this page are not part of the FEHB contract or premium, and you cannot file an FEHB disputed claim about them. Fees you pay for these services do not count toward FEHB deductibles or out-of-pocket maximums.

Medicare prepaid plan enrollment – This Plan offers Medicare recipients the opportunity to enroll in the Plan through Medicare without payment of an FEHB premium. As indicated on page 41, certain annuitants and former spouses who are covered by both Medicare Parts A and B and FEHB may elect to drop their FEHB coverage and later reenroll in FEHB. Contact your retirement system for information on changing your FEHB enrollment. Call us at 952/883-5600 for information on the Medicare prepaid plan and the cost of enrollment.

### **Expanded Provider Network Option**

An Expanded Provider Network (EPN) option is available to you as a member of this HealthPartners medical plan. The EPN option offers a network of allied health care professionals in addition to the network available under your medical plan. EPN health care professionals include audiologists, chiropractors, home health care providers, mental health providers, occupational therapists, optometrists, physical therapists, podiatrists and speech therapists.

The EPN option is offered as a rider, or "add-on," to your current medical plan. You have the opportunity to purchase the EPN rider within 31 days of enrolling in this Plan and annually at the beginning of each year.

The EPN option does not increase or change the benefits under this Plan. The coverage, limitations and exclusions are the same as this Plan, with a per visit copayment for care received from an EPN provider. There is a monthly cost to you for enrolling in the EPN option.

For a complete EPN Information Packet, including benefit summary, rates, provider listing and enrollment form, please call HealthPartners Member Services at 952-883-5000 or the toll-free number at 1-800-883-2177. If you have additional questions about the EPN option after you receive your packet, please call Member Services.

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

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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 and we agree, as discussed under What Services Require Our Prior Approval on page 9.

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 unless determined medically necessary by the Plan Medical Director; or
- Services, drugs, or supplies you receive from a provider or facility barred from the FEHB Program.

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## Section 7. Filing a claim for covered services

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When you see 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, coinsurance, or deductible.

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, hospital and drug 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 952/883-5000 or 1-800-883-2177 (hearing impaired individuals should call 952/883-5127).

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 and address 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:**     **HealthPartners claims**  
  **P.O. Box 1289**  
  **Minneapolis, MN 55440-1289**

### **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
<b>1</b>	<p>Ask us in writing to reconsider our initial decision. You must:</p> <ul style="list-style-type: none"><li>(a) Write to us within 6 months from the date of our decision; and</li><li>(b) Send your request to us at: HealthPartners, Member Services, P.O. Box 1309, Minneapolis, MN 55440-1309, and</li><li>(c) Include a statement about why you believe our initial decision was wrong, based on specific benefit provisions in this brochure; and</li><li>(d) Include copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms.</li></ul>
<b>2</b>	<p>We have 30 days from the date we receive your request to:</p> <ul style="list-style-type: none"><li>(a) Pay the claim (or, if applicable, arrange for the health care provider to give you the care); or</li><li>(b) Write to you and maintain our denial -- go to step 4; or</li><li>(c) Ask you or your provider for more information. If we ask your provider, we will send you a copy of our request—go to step 3.</li></ul>
<b>3</b>	<p>You or your provider must send the information so that we receive it within 60 days of our request. We will then decide within 30 more days.</p> <p>If we do not receive the information within 60 days, we will decide within 30 days of the date the information was due. We will base our decision on the information we already have.</p> <p>We will write to you with our decision.</p>
<b>4</b>	<p>If you do not agree with our decision, you may ask OPM to review it. You must write to OPM within:</p> <ul style="list-style-type: none"><li>• 90 days after the date of our letter upholding our initial decision; or</li><li>• 120 days after you first wrote to us -- if we did not answer that request in some way within 30 days; or</li><li>• 120 days after we asked for additional information.</li></ul> <p>Write to OPM at: Office of Personnel Management, Office of Insurance Programs, Contracts Division xx, P.O. Box 436, Washington, D.C. 20044-0436.</p> <p>Send OPM the following information:</p> <ul style="list-style-type: none"><li>• A statement about why you believe our decision was wrong, based on specific benefit provisions in this brochure;</li><li>• Copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms;</li><li>• Copies of all letters you sent to us about the claim;</li><li>• Copies of all letters we sent to you about the claim; and</li><li>• Your daytime phone number and the best time to call.</li></ul> <p>Note: If you want OPM to review different claims, you must clearly identify which documents apply to which claim.</p> <p>The Disputed Claims process (Continued)</p> <p>Note: You are the only person who has a right to file a disputed claim with OPM. Parties acting as your representative, such as medical providers, must provide a copy of your specific written consent with the review request.</p>

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## Section 8. The disputed claims process *(Continued)*

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Step	Description
	Note: The above deadlines may be extended if you show that you were unable to meet the deadline because of reasons beyond your control.
5	OPM will review your disputed claim request and will use the information it collects from you and us to decide whether our decision is correct. OPM will send you a final decision within 60 days. There are no other administrative appeals.
6	<p>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. This is the only deadline that may not be extended.</p> <p>OPM may disclose the information it collects during the review process to support their disputed claim decision. This information will become part of the court record.</p> <p>You may not 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.</p> <p>NOTE: If you have a serious or life threatening condition (one that may cause permanent loss of bodily functions or death if not treated as soon as possible), and</p> <p>(a) We haven't responded yet to your initial request for care or preauthorization/prior approval, then call us at 952/883-5000 or 1-800-883-2177 (hearing impaired individuals should call 952/883-5127) and we will expedite our review; or</p> <p>(b) We denied your initial request for care or preauthorization/prior approval, then:</p> <ul style="list-style-type: none"><li>• If we expedite our review and maintain our denial, we will inform OPM so that they can give your claim expedited treatment too, or</li><li>• You can call OPM's Health Benefits Contracts Division III at 202/606-0737 between 8 a.m. and 5 p.m. eastern time.</li></ul>

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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 a family member is covered under another group health plan or have 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 what is left of our allowance, up to our regular benefit. We will not pay more than our allowance.

#### • 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.
- Part B (Medical Insurance). Most people pay monthly for Part B.

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

The Original Medicare Plan is available everywhere in the United States. It is the way most people get their Medicare Part A and Part B benefits. You may go to any doctor, specialist, or hospital that accepts Medicare. Medicare pays its share and you pay your share. Some things are not covered under Original Medicare, like prescription drugs.

When you are enrolled in this Plan and Original Medicare, you still need to follow the rules in this brochure for us to cover your care. You must coordinate your care with your Plan primary care physician, who will authorize your referrals to Plan specialists and prior authorize services with the Plan, as specified under Section 3.

We will waive any of our copayments, coinsurance and deductibles.

**(Primary payer chart begins on next page.)**

## Section 9. Coordinating benefits with other coverage

The following chart illustrates whether Original Medicare 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 ...</b>		
	<b>Original Medicare</b>	<b>This Plan</b>
1) Are an active employee with the Federal government (including when you or a family member are eligible for Medicare solely because of a disability),		✓
2) Are an annuitant,	✓	
3) Are a reemployed annuitant with the Federal government when... a) The position is excluded from FEHB or... b) The position is not excluded from FEHB Ask your employing office which of these applies to you.	✓	✓
4) 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),	✓	
5) Are enrolled in Part B only, regardless of your employment status,	✓ (for Part B services)	✓ (for other services)
6) 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, (except for claims related to Workers' Compensation.)	✓	
<b>B. When you — or a covered family member — have Medicare based on end stage renal disease (ESRD) and...</b>		
1) Are within the first 30 months of eligibility to receive Part A benefits solely because of ESRD,		✓
2) Have completed the 30-month ESRD coordination period and are still eligible for Medicare due to ESRD,	✓	
3) Become eligible for Medicare due to ESRD after Medicare became primary for you under another provision,	✓	
<b>C. When you or a covered family member have FEHB and...</b>		
1) Are eligible for Medicare based on disability, and a) Are an annuitant, or b) Are an active employee	✓	✓

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## Section 9. Coordinating benefits with other coverage

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- **Claims process** You probably will never have to file a claim form when you have both our plan and Medicare
  - When we are the primary payer, we process the claim first.
  - When original Medicare is the primary payer, Medicare processes your claim first. In most cases, your claims will be coordinated automatically and we will pay the balance of covered charges. You will not need to do anything. To find out if you need to do something about filing your claims, call us at 952/883-5000 or 1-800/883-2177 (hearing impaired individuals should call 952/883-5127) or at our website at [www.healthpartners.com](http://www.healthpartners.com).

**We waive some costs when you have Medicare** — When Medicare is the primary payer we will waive any of our copayments, coinsurance and deductibles.

- **Medicare managed care plan** If you are eligible for Medicare, you may choose to enroll in and get your Medicare benefits from a Medicare managed care plan. These are health care choices (like HMOs) in some areas of the country. In most Medicare managed care plans, you can only go to doctors, specialists, or hospitals that are part of the plan. Medicare managed care plans cover all Medicare Part A and B benefits. Some cover extras, like prescription drugs. To learn more about enrolling in a Medicare managed care 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 managed care plan, the following options are available to you:

**This Plan and our Medicare managed care plan:** You may enroll in our Medicare managed care plan and also remain enrolled in our FEHB plan. In this case, we do waive any of our copayments, coinsurance, or deductibles for your FEHB coverage.

**This Plan and another Plan's Medicare managed care plan:** You may enroll in another plan's Medicare managed care plan and also remain enrolled in our FEHB plan. We will still provide benefits when your Medicare managed care plan is primary, even out of the managed care plan's network and/or service area (if you use our Plan providers), but we will not waive any of our copayments, coinsurance, or deductibles.

**Suspended FEHB coverage and a Medicare managed care plan:** If you are an annuitant or former spouse, you can suspend your FEHB coverage to enroll in a Medicare managed care plan, eliminating your FEHB premium. (OPM does not contribute to your Medicare managed care 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 managed care service area.

- **Enrollment in Medicare Part B**

Note: If you choose not to enroll in Medicare Part B, you can still be covered under the FEHB Program. We cannot require you to enroll in Medicare.

### TRICARE

TRICARE is the health care program for eligible dependents of military persons and retirees of the military. TRICARE includes the CHAMPUS program. If both TRICARE and this Plan cover you, we pay first. See your TRICARE Health Benefits Advisor if you have questions about TRICARE coverage.

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## Section 9. Coordinating benefits with other coverage

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### **Workers' Compensation**

We do not cover services that:

- you need because of a workplace-related disease 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 benefits. You must use our providers.

### **Medicaid**

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

### **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.

This Plan will be entitled to immediately collect the present value of subrogation rights from any recovery payments you receive, whether or not you have been fully compensated for your losses and damages. Unless we agree, you may not deduct attorneys' fees and expenses, which you incur in the recovery of monies from a third party, from the subrogation/reimbursement amounts.

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>Copayment</b>	A copayment is a fixed amount of money you pay when you receive covered services. See page 11.
<b>Coinsurance</b>	Coinsurance is the percentage of our allowance that you must pay for your care. See page 11.
<b>Covered services</b>	Care we provide benefits for, as described in this brochure.
<b>Deductible</b>	A deductible is a fixed amount of covered expenses you must incur for certain covered services and supplies before we start paying benefits for those services. See page 11.
<b>Experimental or investigational services</b>	<p>The Plan determines if a treatment or procedure is experimental/investigative or unproven if it is:</p> <ul style="list-style-type: none"><li>• Not approved by the U.S. Food and Drug Administration (FDA) to be lawfully marketed for the proposed use; or</li><li>• If reliable evidence shows that the drug, device or medical treatment or procedure is the subject of ongoing Phase I, II, or III Clinical Trials; or</li><li>• If reliable evidence shows that the drug, device or medical treatment or procedure is under study to determine its maximum tolerated dose, its toxicity, its safety, and its efficacy as compared with the standard means of treatment or diagnosis.</li></ul>
<b>Plan allowance</b>	<p>Plan allowance is the amount we use to determine our payment and your coinsurance for covered services. Fee-for-service plans determine their allowances in different ways. We determine our allowance as follows:</p> <p>For covered services delivered by Plan providers, or Plan referral providers, our allowance is the provider's discounted charge for a given medical/surgical service, procedure or item, which Plan providers have agreed to accept as payment in full.</p> <p>For covered services delivered by non-Plan providers, our allowance is the provider's charge for a given medical/surgical service, procedure or item, according to the fair and reasonable charge amount.</p> <p>The Fair and Reasonable Charge is the maximum amount we allow when we calculate the payment for charges incurred for covered services provided by non-Plan providers. It is consistent with what other providers in the same community charge for a given service or item, as defined by the Health Insurance Association of America (HIAA) schedule.</p>
<b>Us/We</b>	Us and we refer to HealthPartners Health Plan
<b>You</b>	You refers to the enrollee and each covered family member.

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## Section 11. FEHB facts

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### **No pre-existing condition limitation**

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

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.

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.

The benefits in this brochure are effective on January 1. If you are new to this Plan, your coverage and premiums begin on the first day of your first pay period that starts on or after January 1. Annuitants' premiums begin on January 1.

We will keep your medical and claims information confidential. Only the following will have access to it:

- OPM, this Plan, and subcontractors when they administer this contract;
- This Plan, and appropriate third parties, such as other insurance plans and the Office of Workers' Compensation Programs (OWCP), when coordinating benefit payments and subrogating claims;
- Law enforcement officials when investigating and/or prosecuting alleged civil or criminal actions;
- OPM and the General Accounting Office when conducting audits;
- Individuals involved in bona fide medical research or education that does not disclose your identity; or
- OPM, when reviewing a disputed claim or defending litigation about a claim.

### **When benefits and premiums start**

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

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## Section 11. FEHB facts

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### 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.

- **Spouse equity**

If you are divorced from a Federal employee or annuitant, you may not coverage continue to get benefits under your former spouse's enrollment. But, you may be eligible for your own FEHB coverage under the spouse equity law. 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.

- **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.

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

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).

- **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.

### Getting a Certificate of Group Health Plan Coverage

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.

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.

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## Section 11. FEHB facts

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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.

### Inspector General Advisory

**Stop health care fraud!** Fraud increases the cost of health care for everyone. If you suspect that a physician, pharmacy, or hospital 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 952/883-5000 or 1-800-883-2177 (hearing impaired individuals should call 952/883-5127) 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.

### Penalties for Fraud

Anyone who falsifies a claim to obtain FEHB Program benefits can be prosecuted for fraud. Also, the Inspector General may investigate anyone who uses an ID card if the person tried to obtain services for someone who is not an eligible family member, or is no longer enrolled in the Plan and tries to obtain benefits. Your agency may also take administrative action against you.

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## Department of Defense/FEHB Demonstration Project

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### What is it?

The Department of Defense/FEHB Demonstration Project allows some active and retired uniformed service members and their dependents to enroll in the FEHB Program. The demonstration will last for three years and began with the 1999 open season for the year 2000. Open season enrollments will be effective January 1, 2001. DoD and OPM have set up some special procedures to implement the Demonstration Project, noted below. Otherwise, the provisions described in this brochure apply.

### Who is eligible

DoD determines who is eligible to enroll in the FEHB Program. Generally, you may enroll if:

- You are an active or retired uniformed service member and are eligible for Medicare;
- You are a dependent of an active or retired uniformed service member and are eligible for Medicare;
- You are a qualified former spouse of an active or retired uniformed service member and you have not remarried; or
- You are a survivor dependent of a deceased active or retired uniformed service member; and
- You live in one of the geographic demonstration areas.

If you are eligible to enroll in a plan under the regular Federal Employees Health Benefits Program, you are not eligible to enroll under the DoD/FEHBP Demonstration Project.

### The demonstration areas

- Dover AFB, DE
- Fort Knox, KY
- Dallas, TX
- New Orleans, LA
- Adair County, IA
- Commonwealth of Puerto Rico
- Greensboro/Winston Salem/High Point, NC
- Humboldt County, CA area
- Naval Hospital, Camp Pendleton, CA
- Coffee County, GA

### When you can join

You may enroll under the FEHB/DoD Demonstration Project during the 2000 open season, November 13, 2000, through December 11, 2000. Your coverage will begin January 1, 2001. DoD has set-up an Information Processing Center (IPC) in Iowa to provide you with information about how to enroll. IPC staff will verify your eligibility and provide you with FEHB Program information, plan brochures, enrollment instructions and forms. The toll-free phone number for the IPC is 1-877/DOD-FEHB (1-877/363-3342).

You may select coverage for yourself (Self Only) or for you and your family (Self and Family) during the 2000 and 2001 open seasons. Your coverage will begin January 1 of the year following the open season during which you enrolled.

If you become eligible for the DoD/FEHB Demonstration Project outside of open season, contact the IPC to find out how to enroll and when your coverage will begin.

DoD has a web site devoted to the Demonstration Project. You can view information such as their Marketing/Beneficiary Education Plan, Frequently Asked Questions, demonstration area locations and zip code lists at [www.tricare.osd.mil/fehbp](http://www.tricare.osd.mil/fehbp). You can also view information about the demonstration project, including "The 2001 Guide to Federal Employees Health Benefits Plans Participating in the DoD/FEHB Demonstration Project," on the OPM web site at [www.opm.gov](http://www.opm.gov).

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## Department of Defense/FEHB Demonstration Project

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### **TCC eligibility**

See Section 11, FEHB Facts; it explains temporary continuation of coverage (TCC). Under this DoD/FEHB Demonstration Project the only individual eligible for TCC is one who ceases to be eligible as a "member of family" under your self and family enrollment. This occurs when a child turns 22, for example, or if you divorce and your spouse does not qualify to enroll as an unremarried former spouse under title 10, United States Code. For these individuals, TCC begins the day after their enrollment in the DoD/FEHB Demonstration Project ends. TCC enrollment terminates after 36 months or the end of the Demonstration Project, whichever occurs first. You, your child, or another person must notify the IPC when a family member loses eligibility for coverage under the DoD/FEHB Demonstration Project.

TCC is not available if you move out of a DoD/FEHB Demonstration Project area, you cancel your coverage, or your coverage is terminated for any reason. TCC is not available when the demonstration project ends.

### **Other features**

The 31-day extension of coverage and right to convert do not apply to the DoD/FEHB Demonstration Project.

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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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**NOTES:**

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## Summary of benefits for the HealthPartners Health Plan - 2001

- **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	\$10 per office visit primary care; \$10 per office visit specialist	13
Services provided by a hospital: • Inpatient • Outpatient	Nothing. Nothing.	25 26
Emergency benefits: • In-area  • Out-of-area	\$40 Emergency Room visit \$10 Urgent Care Center visit  20% of the first \$2,500; nothing thereafter	28  29
Mental health and substance abuse treatment	Regular cost sharing.	30
Prescription drugs	\$8 copay per prescription unit or refill (mail order benefit is two copays per 90-day supply)	32
Dental Care	Nothing for preventive care.	35
Vision Care	Nothing for preventive care.	17
Special features:	• CareLine nurse line, • BabyLine Service, • Partners for Better Health Phone Line, • Services for deaf and hearing impaired.	34
Protection against catastrophic costs (your out-of-pocket maximum)	\$3,000/self only or \$5,000/ family per calendar year	11





## 2001 Rate Information for HealthPartners Health Plan

**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 special FEHB guides are published for Postal Service Nurses and Tool & Die employees (see RI 70-2B); and 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. Refer to the applicable FEHB Guide.

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

Minneapolis – St. Paul – St. Cloud – South Central Minnesota – West Central Wisconsin

Self Only	HQ1	\$86.59	\$58.64	\$187.61	\$127.06	\$102.22	\$43.01
Self and Family	HQ2	\$195.82	\$152.72	\$424.28	\$330.89	\$231.17	\$117.37