

HMO Arizona BlueSelect

1997

A Health Maintenance Organization

Serving: The State of Arizona

Maricopa county

Enrollment code:

5T1 Self Only

5T2 Self and Family

Service area: Services from Plan providers are available only in Maricopa county

Enrollment code:

5V1 Self Only

5V2 Self and Family

Service area: Services from Plan providers are available only in Coconino, Pima, Pinal, Yavapai and Yuma counties

Enrollment area: You must live in the State of Arizona to enroll in this Plan. You may enroll in whichever service area you live or work in, and you must use providers in the service area in which you are enrolled.

Special Notice: This Plan is being offered for the first time under the Federal Employees Health Benefits Program during the 1996 Open Season.

RI 73-716

HMO Arizona BlueSelect

Blue Cross & Blue Shield of Arizona, Inc. ("BCBSAZ") dba HMO Arizona BlueSelect, 2341 West Royal Palm Road, Phoenix, Arizona 85021-4924 has entered into a contract (CS 2795) with the Office of Personnel Management (OPM) as authorized by the Federal Employees Health Benefits (FEHB) law, to provide a comprehensive medical plan herein called HMO Arizona BlueSelect ("BlueSelect"), or the Plan.

This brochure is based on text included in the contract between OPM and this Plan and is intended to be a complete statement of benefits available to FEHB members. A person enrolled in the Plan is entitled to the benefits stated in this brochure. However, if conflicts are discovered between the language of this brochure and the contract, the contract will control. If enrolled for Self and Family, each eligible family member is also entitled to these benefits.

Premiums are negotiated with each plan annually.

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Inspector General Advisory: Stop Health Care Fraud!

Fraud increases the cost of health care for everyone. Anyone who intentionally makes a false statement or a false claim in order to obtain FEHB benefits or increase the amount of FEHB benefits is subject to prosecution for FRAUD. This could result in CRIMINAL PENALTIES. Please review all medical bills, medical records and claims statements carefully. If you find that a provider, such as a doctor, hospital or pharmacy, charged your plan for services you did not receive, billed for the same service twice, or misrepresented any other information, take the following actions:

- Call the provider and ask for an explanation - sometimes the problem is a simple error.
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- If the provider does not resolve the matter, or if you remain concerned, call your plan at (602) 864-4875 or 1-800-232-2345 X 4875 and explain the situation.
 - If the matter is not resolved after speaking to your plan (and you still suspect fraud has been committed), call or write:

THE HEALTH CARE FRAUD HOTLINE
202/418-3300

The Office of Personnel Management
Office of the Inspector General Fraud Hotline
1900 E Street, N.W., Room 6400
Washington, D.C. 20415

The inappropriate use of membership identification cards, e.g., to obtain services for a person who is not an eligible family member or after you are no longer enrolled in the Plan, is also subject to review by the Inspector General and may result in an adverse administrative action by your agency.

General Information

Confidentiality

Medical and other information provided to the Plan, including claim files, is kept confidential and will be used only: 1) by the Plan and its subcontractors for internal administration of the Plan, coordination of benefit provisions with other plans, and subrogation of claims; 2) by law enforcement officials with authority to investigate and prosecute alleged civil or criminal actions; 3) by OPM to review a disputed claim or perform its contract administration functions; 4) by OPM and the General Accounting Office when conducting audits as required by the FEHB law; or 5) for bona fide medical research or education. Medical data that does not identify individual members may be disclosed as a result of the bona fide medical research or education.

If you are a new member

Use this brochure as a guide to coverage and obtaining benefits. There may be a delay before you receive your identification card and member information from the Plan. Until you receive your ID card, you may show your copy of the SF 2809 enrollment form or your annuitant confirmation letter from OPM to a provider or Plan facility as proof of enrollment in this Plan. If you do not receive your ID card within 60 days after the

effective date of your enrollment, you should contact the Plan.

If you made your open season change by using Employee Express and have not received your new ID card by the effective date of your enrollment, call the Employee Express HELP number to request a confirmation letter. Use that letter to confirm your new coverage with Plan providers.

Benefits and rates begin on the effective date of your enrollment, as set by your employing office or retirement system. As a member of this Plan, once your enrollment is effective, you will be covered only for services provided or arranged by a Plan doctor except in the case of emergency as described on page 13. If you are confined in a hospital on the effective date, you must notify the Plan so that it may arrange for the transfer of your care to Plan providers. See "If you are hospitalized" on page 4.

FEHB plans may not refuse to provide benefits for any condition you or a covered family member may have solely on the basis that it was a condition that existed before you enrolled in a plan under the FEHB Program except as stated in any cosmetic surgery or dental benefits description in this brochure.

General Information continued

If you are hospitalized

If you change plans or options, benefits under your prior plan or option cease on the effective date of your enrollment in your new plan or option, unless you or a covered family member are confined in a hospital or other covered facility or are receiving medical care in an alternative care setting on the last day of your enrollment under the prior plan or option. In that case, the confined person will continue to receive benefits under the former plan or option until the earliest of (1) the day the person is discharged from the hospital or other covered facility (a move to an alternative care setting does not constitute a discharge under this provision), or (2) the day after the day all inpatient benefits have been exhausted under the prior plan or option, or (3) the 92nd day after the last day of coverage under the prior plan or option. However, benefits for other family members under the new plan will begin on the effective date. If your plan terminates participation in the FEHB Program in whole or in part, or if the Associate Director for Retirement and Insurance orders an enrollment change, this continuation of coverage provision does not apply; in such case, the hospitalized family member's benefits under the new plan begin on the effective date of enrollment.

Your responsibility

It is your responsibility to be informed about your health benefits. Your employing office or retirement system can provide information about: when you may change your enrollment; who "family members" are; what happens when you transfer, go on leave without pay, enter military service, or retire; when your enrollment terminates; and the next open season for enrollment. Your employing office or retirement system will also make available to you an FEHB Guide, brochures and other materials you need to make an informed decision.

Things to keep in mind

- The benefits in this brochure and the Plan's rates are effective on the effective date of your enrollment in this Plan (January 1 for all annuitants); if you changed plans or plan options, see "If you are a new member" above.
 - Generally, you must be continuously enrolled in the FEHB Program for the last five years before you retire to continue your enrollment for you and any eligible family members after you retire.
 - The FEHB Program provides Self Only coverage for the enrollee alone or Self and Family coverage for the enrollee, his or her spouse, and unmarried dependent children under age 22. Under certain circumstances, coverage will also be provided under a family enrollment for a disabled child 22 years of age or older who is incapable of self-support.
 - An enrollee with Self Only coverage who is expecting a baby or the addition of a child may change to a Self and Family enrollment up to 60 days after the birth or addition. The effective date of the enrollment change is the first day of the pay period in which the child was born or became an eligible family member. The enrollee is responsible for his or her share of the Self and Family premium for that time period; both parent and child are covered only for care received from Plan providers, except for emergency benefits.
 - You will not be informed by your employing office (or your retirement system) or your Plan when a family member loses eligibility.
 - You must direct questions about enrollment and eligibility, including whether a dependent age 22 or older is eligible for coverage, to your employing office or retirement system. The Plan does not determine eligibility and cannot change an enrollment status without the necessary information from the employing agency or retirement system.
 - An employee, annuitant, or family member enrolled in one FEHB plan is not entitled to receive benefits under any other FEHB plan.
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- Report additions and deletions (including divorces) of covered family members to the Plan promptly.
 - If you are an annuitant or former spouse with FEHB coverage and you are also covered by Medicare Part B, you may drop your FEHB coverage and enroll in a Medicare prepaid plan when one is available in your area. If you later change your mind and want to re-enroll in FEHB, you may do so at the next open season, or whenever you involuntarily lose coverage in the Medicare prepaid plan or move out of the area it serves.

Most Federal annuitants have Medicare Part A. If you do not have Medicare Part A, you may enroll in a Medicare prepaid plan, but you will probably have to pay for hospital coverage in addition to the Part B premium. Before you join the plan, ask whether they will provide hospital benefits and, if so, what you will have to pay.

You may also remain enrolled in this Plan when you join a Medicare prepaid plan.

Contact your local Social Security Administration (SSA) office for information on local Medicare prepaid plans (also known as Coordinated Care Plans or Medicare HMOs) or request it from SSA at 1-800/638-6833. Contact your retirement system for information on dropping your FEHB enrollment and changing to a Medicare prepaid plan. See page 17 for information on the Medicare prepaid plan offered by this Plan.

- Federal annuitants are not required to enroll in Medicare Part B (or Part A) in order to be covered under the FEHB Program; nor are their FEHB benefits reduced if they do not have Medicare Part B (or Part A).

Coverage after enrollment ends

When an employee's enrollment terminates because of separation from Federal service or when a family member is no longer eligible for coverage under an employee or annuitant enrollment, and the person is not otherwise eligible for FEHB coverage, he or she generally will be eligible for a free 31-day extension of coverage. The employee or family member may also be eligible for one of the following:

Former spouse coverage

When a Federal employee or annuitant divorces, the former spouse may be eligible to elect coverage under the spouse equity law. If you are recently divorced or anticipate divorcing, contact the employee's employing office (personnel office) or retiree's retirement system to get more facts about electing coverage.

General Information continued

Temporary continuation of coverage (TCC)

If you are an employee whose enrollment is terminated because you separate from service, you may be eligible to temporarily continue your health benefits coverage under the FEHB Program in any plan for which you are eligible. Ask your employing office for RI 79-27, which describes TCC, and for RI 70-5, the FEHB Guide for individuals eligible for TCC. Unless you are separated for gross misconduct, TCC is available to you if you are not otherwise eligible for continued coverage under the Program. For example, you are eligible for TCC when you retire if you are unable to meet the five-year enrollment requirement for continuation of enrollment after retirement.

Your TCC begins after the initial free 31-day extension of coverage ends and continues for up to 18 months after your separation from service (that is, if you use TCC until it expires 18 months following separation, you will only pay for 17 months of coverage). Generally, you must pay the total premium (both the Government and employee shares) plus a 2 percent administrative charge. If you use your TCC until it expires, you are entitled to another free 31-day extension of coverage when you may convert to nongroup coverage. If you cancel your TCC or stop paying premiums, the free 31-day extension of coverage and conversion option are not available.

Children or former spouses who lose eligibility for coverage because they no longer qualify as family members (and who are not eligible for benefits under the FEHB Program as employees or under the spouse equity law) also may qualify for TCC. They also must pay the total premium plus the 2 percent administrative charge. TCC for former family members continues for up to 36 months after the qualifying event occurs, for example, the child reaches age 22 or the date of the divorce. This includes the free 31-day extension of coverage. When their TCC ends (except by cancellation or nonpayment of premium), they are entitled to another free 31-day extension of coverage when they may convert to nongroup coverage.

NOTE: If there is a delay in processing the TCC enrollment, the effective date of the enrollment is still the 32nd day after regular coverage ends. The TCC enrollee is responsible for premium payments retroactive to the effective date and coverage may not exceed the 18 or 36 month period noted above.

Notification and election requirements

Separating employees – Within 61 days after an employee's enrollment terminates because of separation from service, his or her employing office must notify the employee of the opportunity to elect TCC. The employee has 60 days after separation (or after receiving the notice from the employing office, if later) to elect TCC.

Children – You must notify your employing office or retirement system when a child becomes eligible for TCC within 60 days after the qualifying event occurs, for example, the child reaches age 22 or marries.

Former spouses – You or your former spouse must notify the employing office or retirement system of the former spouse's eligibility for TCC within 60 days after the termination of the marriage. A former spouse may also qualify for TCC if, during the 36-month period of TCC eligibility, he or she loses spouse equity eligibility because of remarriage before age 55 or loss of the qualifying court order. This applies even if he or she did not elect TCC while waiting for spouse equity coverage to begin. The former spouse must contact the employing office within 60 days of losing spouse equity eligibility to apply for the remaining months of TCC to which he or she is entitled.

The employing office or retirement system has 14 days after receiving notice from you or the former spouse to notify the child or the former spouse of his or her rights under TCC. If a child wants TCC, he or she must elect it within 60 days after the date of the qualifying event (or after receiving the notice, if later). If a former spouse wants TCC, he or she must elect it within 60 days after any of the following events: the date of the qualifying event or the date he or she receives the notice, whichever is later; or the date he or she loses coverage under the spouse equity law because of remarriage before age 55 or loss of the qualifying court order.

Important: The employing office or retirement system must be notified of a child's or former spouse's eligibility for TCC within the 60-day time limit. If the employing office or retirement system is not notified, the opportunity to elect TCC ends 60 days after the qualifying event in the case of a child and 60 days after the change in status in the case of a former spouse.

Conversion to individual coverage

When none of the above choices are available – or chosen – when coverage as an employee or family member ends, or when TCC coverage ends (except by cancellation or nonpayment of premium), the person may be eligible to convert to an individual, nongroup contract. You will not be required to provide evidence of good health and the plan is not permitted to impose a waiting period or limit coverage for preexisting conditions. If you wish to convert to an individual contract, you must apply in writing to the carrier of the plan in which you are enrolled within 31 days after

receiving notice of the conversion right from your employing agency. A family member must apply to convert within the 31-day free extension of coverage that follows the event that terminates coverage, e.g., divorce or reaching age 22. Benefits and rates under the individual contract may differ from those under the FEHB Program.

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Facts about this Plan

This Plan is a comprehensive medical plan, sometimes called a health maintenance organization (HMO). When you enroll in an HMO, you are joining an organized system of health care that arranges in advance with specific doctors, hospitals and other providers to give care to members and pays them directly for their services. Benefits are available only from Plan providers except during a medical emergency. Members are required to select a personal doctor from among participating Plan primary care doctors. Services of a specialty care doctor can only be received by referral from the selected primary care doctor. There are no claim forms when Plan doctors are used.

Because the Plan provides or arranges your care and pays the cost, it seeks efficient and effective delivery of health services. By controlling unnecessary or inappropriate care, it can afford to offer a comprehensive range of benefits. In addition to providing comprehensive health services and benefits for accidents, illness and injury, the Plan emphasizes preventive benefits such as office visits, physicals, immunizations and well-baby care. You are encouraged to get medical attention at the first sign of illness.

Who provides care to Plan members?

BlueSelect is a mixed model plan, contracting directly with individual physicians, group practices and hospitals within specific areas of the community. The Plan involves the cooperation of a local hospital(s), a panel of physicians and BCBSAZ. At the time you enroll for BlueSelect, each member selects a specific BlueSelect Community Health Plan conveniently located in his/her community. The member then chooses a primary care physician (PCP) or primary care doctor from that BlueSelect Community Health Plan's panel of PCPs. The PCP may be a general practitioner, a family practitioner, an internist or, for children, a pediatrician. Members of the same family do not need to enroll in the same Community Health Plan or choose the same PCP. Your PCP is responsible for the management of all your health care needs. If you obtain care without the authorization of your PCP or outside the BlueSelect Network (except for emergencies), you will be responsible for all expenses incurred.

HMO-USA (Out of State Physician Care) - As a BlueSelect customer, you have

access to physician care through HMO-USA, a nationwide network of Blue Cross and Blue Shield HMO's. HMO-USA is one of the largest HMO networks in the country, offering coverage in more than 200 U.S. cities. If you become ill while visiting one of these cities, contact the HMO-USA network at 1-800-4-HMO-USA. This number is also found on the back of your ID card. The HMO-USA referral coordinator will schedule an appointment with an HMO-USA physician in the area from which you are calling. No office visit copayment will be required and you will not need to file a claim.

Role of a primary care doctor

The first and most important decision each member must make is the selection of a primary care doctor. The decision is important since it is through this doctor that all other health services, particularly those of specialists, are obtained. It is the responsibility of your primary care doctor to obtain any necessary authorizations from the Plan before referring you to a specialist or making arrangements for hospitalization. Services of other providers are covered only when you have been referred by your primary care doctor, with the following exceptions: annual routine well woman care, maternity benefits, annual routine vision services, annual routine hearing services, inpatient and outpatient behavioral health and mental disorders services.

Your primary care doctor is responsible for providing most of the services covered under BlueSelect and for coordinating referrals to other BlueSelect providers when you require specialized care. When you are referred to a specialist or require a hospital admission, your primary care doctor will continue to be involved in the management of your care. Your primary care doctor will refer you to your BlueSelect Primary Hospital for inpatient services, outpatient services (diagnostic or surgical), medical emergency care, and other services, which may be needed after you leave the primary hospital; such as home health care. If you require services that cannot be provided by your primary hospital, your primary care doctor will make the arrangements necessary for you to receive the care you need in another facility.

Referral by your primary care doctor is not required for the specific services listed above; however, except for medical emergencies, the BlueSelect Provider Network must be utilized for services to be covered. The physician you select for maternity care must have privileges at your primary hospital. Inpatient and outpatient behavioral health care/mental disorders services must be provided or authorized by Biodyne. BCBSAZ has contracted with Biodyne of Arizona, Inc., to manage your behavioral health care/mental disorders benefit. All inpatient services (including detoxification) for behavioral health care/mental disorders must be provided in one of the hospitals specifically designated by BCBSAZ for this purpose and must be authorized by Biodyne. Biodyne is your exclusive provider for outpatient behavioral health care/mental disorders services. If you obtain care without the authorization of your primary care doctor (except as outlined above) or outside the BlueSelect network, you will be

responsible for all expenses incurred.

Choosing your doctor

The Plan's provider directory lists primary care doctors (general practitioners, family practitioners, pediatricians and internists) with their locations and phone numbers, and notes whether or not the doctor is accepting new patients. Directories are updated as needed and are available at the time of enrollment or upon request by calling BCBSAZ at (602) 864-4102 or 1-800-345-7562; you can also find out if your doctor participates with this Plan by calling this number. If you are interested in receiving care from a specific provider who is listed in the directory, call the provider to verify that he or she still participates with the Plan and is accepting new patients. Important note: When you enroll in this Plan, services (except for emergency benefits) are provided through the Plan's delivery system; the continued availability and/or participation of any one doctor, hospital, or other provider cannot be guaranteed.

When you enroll in the Plan, you will be asked to choose a Community Health Plan and then to pick a primary care doctor from that Community Health Plan's panel of primary care doctors for each member of your family. If you wish to change your primary care doctor, you may do so by completing a change of physician form, which is available from BCBSAZ. The change will become effective the first day of the month following a 30-day notice.

There are different BlueSelect Community Health Plans located throughout Arizona. If you move and/or wish to change to another BlueSelect Community Health Plan, you may do so by completing a change request form, which is available from BCBSAZ. The change will become effective the first day of the month following a 30-day notice of change. You may change your BlueSelect Community Health Plan once every 12 months at will, or contact BCBSAZ for prior approval.

A primary care doctor may participate in only one community Health Plan. Therefore, if you decide to change from one Community Health Plan to another, you will also need to select a new primary care doctor.

If you are receiving services from a doctor who leaves the Plan, the Plan will arrange for you to see another Plan doctor within the same hospital network until you choose a new primary care doctor.

Referrals for specialty care

Except in a medical emergency, you must receive a referral from your primary care doctor before seeing any other doctor or obtaining special services. Referral to a participating specialist is given at the primary care doctor's discretion; if non-Plan specialists or consultants are

required, the primary care doctor will arrange for appropriate referrals.

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Facts about this Plan continued

When you receive a referral from your primary care doctor, you must return to the primary care doctor after the consultation unless your doctor authorizes additional visits. All follow-up care must be provided or authorized by the primary care doctor. Do not go to the specialist for a second visit unless your primary care doctor has arranged for, and the Plan has issued an authorization for, the referral in advance.

Authorizations

Your primary care doctor must obtain authorization from the Plan before a non-formulary drug may be dispensed at the Plan pharmacy.

For new members

If you are already under the care of a specialist who is a Plan participant, you must still obtain a referral from a Plan primary care doctor for the care to be covered by the Plan. If the doctor who originally referred you to this specialist is now your Plan primary care doctor, you need only call to explain that you are now a Plan member and ask that you be referred for your next appointment.

If you are selecting a new primary care doctor and want to continue with this specialist, you must schedule an appointment so that the primary care doctor can decide whether to treat the condition directly or refer you back to the specialist.

Hospital care

If you require hospitalization, your primary care doctor or authorized specialist will make the necessary arrangements and continue to supervise your care.

Out-of-pocket maximum

Your out-of-pocket expenses for benefits under this Plan are limited to the stated copayments required for a few benefits.

Deductible carryover

If you changed to this Plan during open season from a plan with a deductible and the effective date of the change was after January 1, any expenses that would have applied to that plan's deductible will be covered by your old plan if they are for care you got in January before the effective date of your coverage in this Plan. If you have already met the deductible in full, your old plan will reimburse these covered expenses. If you have not met it in full, your old plan will first apply your covered expenses to satisfy the rest of the deductible and then reimburse you for any additional covered expenses. The old plan will pay these covered expenses according to this year's benefits; benefit changes are effective January 1.

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Facts about this Plan continued

Submit claims promptly

When you are required to submit a claim to this Plan for covered expenses, submit your claim promptly. The Plan will not pay benefits for claims submitted later than December 31 of the calendar year following the year in which the expense was incurred unless timely filing was prevented by administrative operations of Government or legal incapacity, provided the claim was submitted as soon as reasonably possible.

Other considerations

Plan providers will follow generally accepted medical practice in prescribing any course of treatment. Before you enroll in this Plan, you should determine whether you will be able to accept treatment or procedures that may be recommended by Plan providers.

The Plan's service and enrollment areas

The service area for this Plan, where Plan providers and facilities are located, is different from the enrollment area listed on the front cover of this brochure (the area in which you must live or work to enroll in the

Plan). Benefits for care outside the service area are limited to emergency services, as described on page 13.

If you or a covered family member move outside the enrollment area, you may enroll in another approved plan. It is not necessary to wait until you move or for the open season to make such a change; contact your employing office or retirement system for information if you are anticipating a move.

General Limitations

Important notice

Although a specific service may be listed as a benefit, it will be covered for you only if, in the judgment of your Plan doctor, it is medically necessary for the prevention, diagnosis, or treatment of your illness or condition. No oral statement of any person shall modify or otherwise affect the benefits, limitations and exclusions of this brochure, convey or void any coverage, increase or reduce any benefits under this Plan or be used in the prosecution or defense of a claim under this Plan. This brochure is based on text included in the contract between OPM and this Plan and is intended to be a complete statement of benefits available to FEHB members. You should use this brochure to determine your entitlement to benefits. However, if conflicts are discovered between the language of this brochure and the contract, the contract will control.

Circumstances beyond Plan control

In the event of major disaster, epidemic, war, riot, civil insurrection, disability of a significant number of Plan providers, complete or partial destruction of facilities, or other circumstances beyond the Plan's control, the Plan will make a good faith effort to provide or arrange for covered services. However, the Plan will not be responsible for any delay or failure in providing service due to lack of available facilities or personnel.

Other sources of benefits

This section applies when you or your family members are entitled to benefits from a source other than this Plan. You must disclose information about other sources of benefits to the Plan and complete all necessary documents and authorizations requested by the Plan.

Medicare

If you or a covered family member is enrolled in this Plan and Part A, Part B, or Parts A and B of Medicare, benefits will be coordinated with Medicare according to Medicare's determination of which coverage is primary. Generally, you do not need to take any action after informing the Plan of your or your family member's eligibility for Medicare. Your Plan will provide you with further instructions if a Medicare claim needs to be filed.

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General Limitations continued

Group health insurance and automobile insurance

This coordination of benefits (double coverage) provision applies when a person covered by this Plan also has, or is entitled to benefits from, any other group health coverage, or is entitled to the payment of medical and hospital costs under no-fault or other automobile insurance that pays benefits without regard to fault. Information about the other coverage must be disclosed to this Plan.

When there is double coverage for covered benefits, other than emergency services from non-Plan providers, this Plan will continue to provide its benefits in full, but is entitled to receive payment for the services and supplies provided, to the extent that they are covered by the other coverage, no-fault or other automobile insurance or any other primary plan. One plan normally pays its benefits in full as the primary payer, and the other plan pays a reduced benefit as the secondary payer. When this Plan is the secondary payer, it will pay the lesser of (1) its benefits in full or (2) a reduced amount which, when added to the benefits payable by the other coverage, will not exceed reasonable charges. The determination of which health coverage is primary (pays its benefits first) is made according to guidelines provided by the National Association of Insurance Commissioners. When benefits are payable under automobile insurance, including no-fault, the automobile insurer is primary (pays its benefits first) if it is legally obligated to provide benefits for health care expenses without regard to other health benefits coverage the enrollee may have. This provision applies whether or not a claim is filed under the other coverage. When applicable, authorization must be given this Plan to obtain information about benefits or services available from the other coverage, or to recover overpayments from other coverages.

CHAMPUS

If you are covered by both this Plan and the Civilian Health and Medical

Program of the Uniformed Services (CHAMPUS), this Plan will pay benefits first. As a member of a prepaid plan, special limitations on your CHAMPUS coverage apply; your primary care provider must authorize all care. See your CHAMPUS Health Benefits Advisor if you have questions about CHAMPUS coverage.

Medicaid

If you are covered by both this Plan and Medicaid, this Plan will pay benefits first.

Workers' compensation

The Plan will not pay for services required as the result of occupational disease or injury for which any medical benefits are determined by the Office of Workers Compensation Programs (OWCP) to be payable under workers' compensation (under section 8103 of title 5, U.S.C.) or by a similar agency under another Federal or State law. This provision also applies when a third party injury settlement or other similar proceeding provides medical benefits in regard to a claim under workers' compensation or similar laws. If medical benefits provided under such laws are exhausted, this Plan will be financially responsible for services or supplies that are otherwise covered by this Plan. The Plan is entitled to be reimbursed by OWCP (or the similar agency) for services it provided that were later found to be payable by OWCP (or the agency).

DVA facilities, DoD facilities, and Indian Health Service

Facilities of the Department of Veterans Affairs, the Department of Defense, and the Indian Health Service are entitled to seek reimbursement from the Plan for certain services and supplies provided to you or a family member to the extent that reimbursement is required under the Federal statutes governing such facilities.

Other Government agencies

The Plan will not provide benefits for services and supplies paid for directly or indirectly by any other local, State, or Federal Government agency.

General Exclusions

All benefits are subject to the limitations and exclusions in this brochure. Although a specific service may be listed as a benefit, it will not be covered for you unless your Plan doctor determines it is medically necessary to prevent, diagnose or treat your illness or condition. The following are excluded:

- Care by non-Plan doctors or hospitals except for authorized referrals or emergencies (see Emergency Benefits);
- Expenses incurred while not covered by this Plan;
- Services furnished or billed by a provider or facility barred from the FEHB Program;
- Services not required according to accepted standards of medical, dental, or psychiatric practice;
- Procedures, treatments, drugs or devices that are experimental or investigational;
- Procedures, services, drugs and supplies related to sex transformations; and
- Procedures, services, drugs and supplies related to abortions except when the life of the mother would be endangered if the fetus were carried to term or when the pregnancy is the result of an act of rape or incest.

Medical and Surgical Benefits

What is covered

A comprehensive range of preventive, diagnostic and treatment services is provided by Plan doctors and other Plan providers. This includes all necessary office visits; you pay a \$5 office visit copay during normal office hours, but no additional copay for laboratory tests and X-rays; you pay a \$20 copay for after-hours office visits. Within the service area, house calls will be provided if, in the judgment of the Plan doctor, such care is necessary and appropriate; you pay a \$5 copay for a doctor's house call and nothing for home visits by nurses.

The following services are included and are subject to the office visit copay unless stated otherwise:

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- Preventive care, including well-baby care and periodic check-ups. Annual routine well woman gynecologic exams, including pap smears and other appropriate laboratory testing associated with the exam, are available through a BlueSelect provider specializing in Obstetrics and/or Gynecology without referral from your primary care doctor. If further services are required, however, a referral must be obtained from your primary care doctor.
 - Routine immunizations and boosters
 - Consultations by specialists
 - Diagnostic procedures, such as laboratory tests and X-rays
 - Routine mammography screenings are covered as indicated in the following schedule:

| Frequency | Women Aged |
|-------------------|-------------|
| One every 5 years | 35 - 39 |
| One every 2 years | 40 - 49 |
| One every year | 50 and over |

- Complete obstetrical (maternity) care for all covered females, including prenatal, delivery and postnatal care by a Plan doctor (copays are waived for maternity care). If enrollment in the Plan is terminated during pregnancy, benefits will not be provided after coverage under the Plan has ended. Ordinary nursery care of the newborn child during the covered portion of the mother's hospital confinement for maternity will be covered under either a Self Only or Self and Family enrollment; other care of an infant who requires definitive treatment will be covered only if the infant is covered under a Self and Family enrollment.
 - Voluntary sterilization and family planning services; you pay a \$100 copay for a vasectomy and a \$200 copay for a tubal ligation
 - Diagnosis and treatment of diseases of the eye
 - Allergy testing and treatment, including testing and treatment materials (such as allergy serum)
 - The insertion of internal prosthetic devices, such as pacemakers and artificial joints
 - Cornea, heart, kidney, liver, lung (single or double), heart/lung, pancreas/kidney, skin, and heart valve transplants; allogeneic (donor) bone marrow transplants; autologous bone marrow transplants (autologous
-

stem cell and peripheral stem cell support) for the following conditions: acute lymphocytic or non-lymphocytic leukemia, advanced Hodgkin's lymphoma, advanced non-Hodgkin's lymphoma, advanced neuroblastoma, breast cancer; multiple myeloma; epithelial ovarian cancer; and testicular, mediastinal, retroperitoneal and ovarian germ cell tumors. Transplants are covered when approved by the Medical Director. Related medical and hospital expenses of the donor are covered when the recipient is covered by this Plan.

- Dialysis
- Chemotherapy, radiation therapy, and inhalation therapy

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

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Medical and Surgical Benefits continued

- Surgical treatment of morbid obesity
 - Orthotic devices, such as collars, braces, or molds
 - Prosthetic devices, such as artificial limbs and lenses following cataract removal. One pair of eyeglasses or contact lenses prescribed within 6 months following cataract removal as part of postoperative treatment is covered
 - Rental or purchase of durable medical equipment, such as wheelchairs and hospital beds, prescribed by your Plan doctor
 - Medical supplies, such as disposable supplies required to operate and/or maintain a covered item of durable medical equipment, and lancets and chem strips or ostomy supplies when purchased at a durable medical equipment provider to which you have been referred by your primary care doctor
 - Blood and blood derivatives
 - Home health services of nurses provided by or arranged for through an approved home health agency, including intravenous fluids and medications and medical supplies such as ostomy supplies, when prescribed by your Plan doctor, who will periodically review the program for continuing appropriateness and need
-

-
- All necessary medical or surgical care in a hospital or extended care facility from Plan doctors and other Plan providers
 - One hearing exam and hearing aid evaluation per calendar year; you pay a \$10 copay.

Limited benefits

Oral and maxillofacial surgery is provided for nondental surgical and hospitalization procedures for congenital defects, such as cleft lip and cleft palate, and for medical or surgical procedures occurring within or adjacent to the oral cavity or sinuses including, but not limited to, treatment of fractures and excision of tumors and cysts. All other procedures involving the teeth or intra-oral areas surrounding the teeth are not covered, including any dental care involved in the treatment of temporomandibular joint (TMJ) pain dysfunction syndrome.

Reconstructive surgery will be provided to correct a condition resulting from a functional defect or from an injury or surgery that has produced a major effect on the member's appearance and if the condition can reasonably be expected to be corrected by such surgery.

Short-term rehabilitative therapy (physical, speech and occupational) is provided on an inpatient or outpatient basis for up to two consecutive months per condition if significant improvement can be expected within two months; you pay nothing per outpatient session. Speech therapy is limited to treatment of certain speech impairments of organic origin. Occupational therapy is limited to services that assist the member to achieve and maintain self-care and improved functioning in other activities of daily living.

Diagnosis and treatment of infertility is covered; you pay 50% of the charges. Artificial insemination is covered; you pay 50% of the charges; cost of donor sperm is not covered. Fertility drugs are not covered. Other assisted reproductive technology (ART) procedures, such as in vitro fertilization and embryo transfer, are not covered.

Cardiac rehabilitation following cardiac surgery or a myocardial infarction is covered.

Foot orthotics and orthopedic shoes are covered when they are an integral part of a brace.

What is not covered

-
- Physical examinations that are not necessary for medical reasons, such

as those required for obtaining or continuing employment or insurance, attending school or camp, or travel

- Reversal of voluntary, surgically-induced sterility
- Plastic surgery primarily for cosmetic purposes, except when the procedure is for breast reconstruction following a mastectomy or for congenital defects for newborns, adopted children or children placed for adoption
- Homemaker services
- Home Health Aide services
- Hearing aids
- Transplants not listed as covered
- Long-term rehabilitative therapy
- Chiropractic services
- Acupuncture
- Biofeedback and/or hypnotherapy (except as provided by your behavioral health care provider)
- Podiatric services
- Weight loss/gain programs, except as provided by your behavioral health care provider
- Treatment of sexual dysfunction not related to organic disease
- Massage therapy

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

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Hospital/Extended Care Benefits

What is covered

Hospital care

The Plan provides a comprehensive range of benefits with no dollar or day limit when you are hospitalized under the care of a Plan doctor. You pay nothing. All necessary services are covered, including:

- Semiprivate room accommodations; when a Plan doctor determines it is medically necessary, the doctor may prescribe private accommodations or private duty nursing care
- Specialized care units, such as intensive care or cardiac care units
- Blood and blood derivatives

Extended care

The Plan provides a comprehensive range of benefits for up to 30 days per calendar year, when full-time skilled nursing care is necessary and confinement in a skilled nursing facility is medically appropriate as determined by a Plan doctor and approved by the Plan. You pay nothing. All necessary services are covered, including:

- Bed, board and general nursing care
- Drugs, biologicals, supplies, and equipment ordinarily provided or arranged by the skilled nursing facility when prescribed by a Plan doctor

Hospice care

Supportive and palliative care for a terminally ill member is provided by a licensed hospice agency in the member's home. These services are provided under the direction of a Plan doctor who certifies that the patient is in the terminal stages of illness, with a life expectancy of approximately six months or less. In addition to routine outpatient care, the following services are provided:

- Respite care: Admission of the subscriber to an approved facility for up to five days to provide rest to the patient's family or primary caregiver. Respite care is available once every 21 days.
 - Continuous home care: 24-hour skilled care provided by an RN or LPN during a period of crisis in order to maintain the patient at home. Continuous care is generally delivered in 8-hour blocks.
-

- Inpatient acute care: Inpatient admission for pain control or symptom management, which cannot be provided in the home setting.

Ambulance service

Benefits are provided for ambulance transportation ordered or authorized by a Plan doctor.

Limited benefits

Acute inpatient detoxification

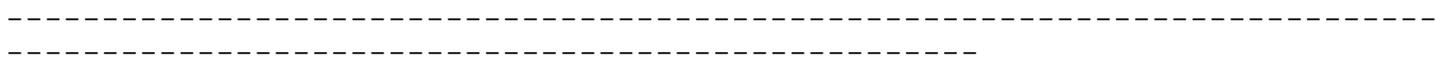
Hospitalization for medical treatment of substance abuse is limited to emergency care, diagnosis, treatment of medical conditions, and medical management of withdrawal symptoms (acute detoxification) if the Plan doctor determines that outpatient management is not medically appropriate. See page 14 for nonmedical substance abuse benefits.

What is not covered

- Personal comfort items, such as telephone and television
- Custodial care, rest cures, domiciliary or convalescent care
- Hospitalization for inpatient dental procedures

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

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Emergency Benefits

What is a medical emergency?

A medical emergency is the sudden and unexpected onset of a condition or an injury that 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 the Plan may determine

are medical emergencies – what they all have in common is the need for quick action.

Emergencies within the service area

If you are in an emergency situation, you should go to your primary hospital for treatment. In extreme emergencies, you should seek treatment at the nearest source of medical care. After receiving care, you should contact your primary care doctor as soon as reasonably possible so he/she may coordinate your follow-up care.

Benefits are available for care from non-Plan providers in a medical emergency only if delay in reaching a Plan provider would result in death, disability or significant jeopardy to your condition.

Plan pays

Reasonable charges for emergency services to the extent the services would have been covered if received from Plan providers.

You pay

\$50 per hospital emergency room visit for emergency services that are covered benefits of this Plan. If the emergency results in admission to a hospital, the copay is waived.

Emergencies outside the service area

Benefits are available for any medically necessary health service that is immediately required because of injury or unforeseen illness.

When an emergency requiring immediate care occurs, you should seek treatment at the nearest source of medical care. After receiving care, you should contact your primary care doctor as soon as reasonably possible so he/she may coordinate your follow-up care. If you need to be hospitalized, the Plan must be notified within 48 hours or on the first working day following your admission, unless it was not reasonably possible to notify the Plan within that time.

Plan pays

Reasonable charges for emergency services to the extent the services would

have been covered if received from Plan providers.

You pay

\$50 per hospital emergency room visit for emergency services that are covered benefits of this Plan. If the emergency results in admission to a hospital, the copay is waived.

What is covered

- Emergency care at a doctor's office or an urgent care center
- Emergency care as an outpatient or inpatient at a hospital, including doctors' services
- Ambulance service approved by the Plan

What is not covered

- Elective care or non-emergency care
- Emergency care provided outside the service area if the need for care could have been foreseen before leaving the service area

Filing claims for non-Plan providers

With your authorization, the Plan will pay benefits directly to the providers of your emergency care upon receipt of their claims. Physician claims should be submitted on the HCFA 1500 claim form. If you are required to pay for the services, submit itemized bills and your receipts to the Plan along with an explanation of the services and the identification information from your ID card.

Payment will be sent to you (or the provider if you did not pay the bill), unless the claim is denied. If it is denied, you will receive notice of the decision, including the reasons for the denial and the provisions of the contract on which denial was based. If you disagree with the Plan's decision, you may request reconsideration in accordance with the disputed claims procedure described on page 18.

Reciprocity

HMO-USA (Out of State Physician Care) - As a BlueSelect customer, you have access to physician care through HMO-USA, a nationwide network of Blue Cross and Blue Shield HMOs. HMO-USA is one of the largest HMO networks in the country, offering coverage in more than 200 U.S. cities. If you become ill while visiting one of these cities, contact the HMO-USA network at 1-800-4-HMO-USA. This number is also found on the back of your ID card. The HMO-USA referral coordinator will schedule an appointment with an HMO-USA physician in the area from which you are calling. No office visit copayment will be required and you will not need to file a claim.

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Mental Conditions/Substance Abuse Benefits

Mental conditions

What is covered

To the extent shown below, the Plan provides the following services necessary for the diagnosis and treatment of acute psychiatric conditions, including the treatment of mental illness or disorders:

- Diagnostic evaluation
- Psychological testing
- Psychiatric treatment (including individual and group therapy)
- Hospitalization (including inpatient professional services)

Psychiatric and medical services required because of any eating disorder (e.g., bulimia, anorexia nervosa), or any physical manifestation of a mental disorder, are eligible for benefits only under this benefit provision.

Outpatient care

All necessary outpatient visits to plan doctors or other psychiatric personnel each calendar year; you pay a \$10 copay for each covered visit. There is a copayment maximum of \$100 per calendar year per Self Only enrollment and \$200 per calendar year per Self and Family enrollment.

Inpatient care

Up to 30 days of hospitalization each calendar year; you pay a \$150 copayment per day for the first 30 days -- all charges thereafter.

All inpatient services (including detoxification) must be provided in one of the hospitals specifically designated by BCBSAZ and must be authorized by your behavioral health care provider (or your primary care doctor and BCBSAZ for detoxification services). The hospitals are listed in the provider directory. Benefits are available for up to 72 hours of inpatient care received outside Arizona for crisis intervention. The facility should contact your primary care doctor to coordinate treatment. Coverage for crisis intervention is limited to one admission per 24-month period. Inpatient days for crisis intervention will apply to the 30-day maximum per calendar year for inpatient treatment and the \$150 per day copayment applies.

What is not covered

- Care for psychiatric conditions that in the professional judgment of Plan doctors are not subject to significant improvement through relatively short-term treatment
- Psychiatric evaluation or therapy on court order or as a condition of parole or probation, unless determined by a Plan doctor to be necessary and appropriate
- Psychological testing that is not medically necessary to determine the appropriate treatment of a short-term psychiatric condition

Substance abuse

What is covered

This Plan provides medical and hospital services such as acute detoxification services for the medical, non-psychiatric aspects of substance abuse, including alcoholism and drug addiction, the same as for any other illness or condition. Services for the psychiatric aspects are provided in conjunction with the mental conditions benefit shown above. Outpatient visits to Plan mental health providers for follow-up care and counseling are covered, as well as inpatient services necessary for diagnosis and treatment. The mental conditions visit/day limitations and copays apply. Inpatient substance abuse treatment/rehabilitation programs (up to 30 days each) are limited to 2 per member per lifetime.

What is not covered

- Treatment that is not authorized and/or provided by your Behavioral Health Care Provider

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

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Prescription Drug Benefits

What is covered

Prescription drugs prescribed by a Plan or referral doctor and obtained at a Plan pharmacy will be dispensed for up to a 34-day supply. You pay a \$5 copay per prescription unit or refill for up to a 34-day supply of prescription drugs found on the BCBSAZ formulary.

Drugs are prescribed by Plan doctors and dispensed in accordance with the Plan's drug formulary. Non-formulary drugs will be covered when prescribed by a Plan Doctor. The Plan must authorize a non-formulary drug before it may be dispensed. It is the prescribing doctor's responsibility to obtain the Plan's authorization. You pay 50% of the Plan's cost for a non-formulary drug.

A 90-day supply of maintenance medication listed on the BCBSAZ formulary (the same drug and drug strength) may be obtained through the BlueSelect Prescriptions Drug Mail Order Program. The copayment for the 90-day supply is three (3) times the prescription drug copayment indicated above. The 34-day supply limitation will not apply to prescription drugs obtained through the mail order program. The BCBSAZ formulary is applicable to the mail order benefit. Maintenance medication not found on the BCBSAZ formulary is not a covered benefit under the mail order prescription drug program. Oral contraceptives found on the BCBSAZ formulary will be a covered benefit when purchased through the mail order program. The 90-day maintenance drug supply is only available when obtained through the mail order program.

Covered medications and accessories include:

- Drugs for which a prescription is required by Federal law
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- Oral contraceptives found on the BCBSAZ formulary only when purchased through the mail order program
 - Insulin
 - Disposable needles and syringes needed to inject covered prescribed medication
 - Diabetic supplies, including insulin syringes, needles, glucose test tablets and test tape, Benedict's solution or equivalent, glucose monitors and acetone test tablets

Intravenous fluids and medication for home use, medical supplies, implantable drugs, and some injectable drugs are covered under Medical and Surgical Benefits.

What is not covered

- Drugs available without a prescription or for which there is a nonprescription equivalent available
- Drugs obtained at a non-Plan pharmacy except for out-of-area emergencies
- Vitamins, minerals, dietary and nutritional substances that can be purchased without a prescription
- Drugs for cosmetic purposes
- Drugs to enhance athletic performance
- Drugs dispensed in a physician's office for home use
- Contraceptive drugs not found on the formulary or not obtained through the mail order prescription drug program; Depo Provera; Norplant
- Contraceptive devices
- Fertility drugs
- Smoking cessation drugs and medication

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

Other Benefits

Dental care

What is covered

Accidental injury benefit

Restorative services and supplies necessary to promptly repair (but not replace) sound natural teeth. The need for these services must result from an accidental injury, and treatment must begin within 30 days of the accidental injury. Eligible services must be rendered by a network dental provider with a referral from your primary care doctor. You pay nothing.

What is not covered

- Other dental services not shown as covered

Vision care

What is covered

In addition to the medical and surgical benefits provided for the diagnosis and treatment of diseases of the eye, the Plan provides one eye exam (including refraction and glaucoma testing) per calendar year when a network provider is utilized. You pay a \$10 copay for routine eye exam; \$25 copay for routine contact lens exam (includes required follow-up visit).

What is not covered

- Corrective lenses or frames
 - Vision therapy
 - Radial Keratotomy
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- All types of refractive keratoplasties

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

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Non-FEHB Benefits Available to Plan Members

The benefits described on this page are neither offered nor guaranteed under the contract with the FEHB Program, but are made available to all enrollees and family members of this Plan. The cost of the benefits described on this page is not included in the FEHB premium and any charges for these services do not count toward any FEHB deductibles or out-of-pocket maximums. These benefits are not subject to the FEHB disputed claims procedure.

- Dental discount plan - BCBSAZ offers a dental discount plan administered by Avesis at no additional premium to its customers. Members are entitled to: one free initial oral exam per calendar year; two (2) bitewing films each year and then discounted rates of 20-40% for all other covered procedures when network providers are utilized. For more information regarding this benefit, see the brochure enclosed in your enrollment packet.
 - Health Club Membership Discounts - BCBSAZ has made it easier for you to get involved in an exercise or fitness program through our arrangements with selected fitness clubs. Your BCBSAZ ID card and a picture ID are all you need to take advantage of discounted initiation fees, month to month payments and discounted monthly dues. For more information, see the brochure enclosed in your enrollment packet.
 - LifeCare for Moms & Kids - BCBSAZ offers LifeCare for Moms and Kids free of charge to BlueSelect members. It's a maternity education and health assessment program for mom and kids. For more information about this program, call 1-800-574-2805.
 - The following discounts are available to BCBSAZ customers on personal security items and self-defense training through Bob Lee of Hayashi-Lee Associates: 20% on training video tape, CD-ROM or crime prevention book; 20% on private, individual personal training; 15% for on-site group seminars for businesses or organizations. For more information, or to schedule training, contact Bob Lee at (602) 254-4059.
 - Discounted RK surgery - BCBSAZ customers receive substantial discounts on radial keratotomy (RK) surgery through selected area eye care centers. The discounted price is \$450 per eye. This price includes all
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preoperative examinations, surgery and professional services, the surgical facility, and any necessary enhancements that are performed within 6 months of the surgery. For more information regarding this service, refer to the brochure enclosed in your enrollment packet.

Medicare prepaid plan enrollment - This Plan offers Medicare recipients the opportunity to enroll in the Plan through Medicare. As indicated on page 4, annuitants and former spouses with FEHB coverage and Medicare Part B may elect to drop their FEHB coverage and enroll in a Medicare prepaid plan when one is available in their area. They may then later re-enroll in the FEHB Program. Most Federal annuitants have Medicare Part A. Those without Medicare Part A may join this Medicare prepaid plan but will probably have to pay for hospital coverage in addition to the Part B premium. Before you join the plan, ask whether the plan covers hospital benefits and, if so, what you will have to pay. Contact your retirement system for information on dropping your FEHB enrollment and changing to a Medicare prepaid plan. Contact us at 602-864-4102 or 1-800-345-7562 for information on the Medicare prepaid plan and the cost of that enrollment.

Benefits on this page are not part of the FEHB contract

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 How to Obtain Benefits

Questions

If you have a question concerning Plan benefits or how to arrange for care, contact the Plan's Member Services Office at (602) 864-4102 or 1-800-345-7562 or you may write to the Plan at BCBSAZ, P.O. Box 13466, Phoenix, AZ 85002-3466.

Disputed claims review

Plan reconsideration

If a claim for payment or services is denied by the Plan, you must ask the Plan, in writing and within six months of the date of the denial, to reconsider its denial before you request a review by OPM. OPM will not review your request unless you demonstrate that you gave the Plan an opportunity to reconsider your claim. Your written request to the Plan must state why, based on specific benefit provisions in this brochure, you

believe the denied claim for payment or service should have been paid or provided.

Within 30 days after receipt of your request for reconsideration, the Plan must affirm the denial in writing to you, pay the claim, provide the service, or request additional information reasonably necessary to make a determination. If the Plan asks a provider for information, it will send you a copy of this request at the same time. The Plan has 30 days after receiving the information to give its decision. If this information is not supplied within 60 days, the Plan will base its decision on the information it has on hand.

OPM review

If the Plan affirms its denial, you have the right to request a review by OPM to determine whether the Plan's actions are in accordance with the terms of its contract. You must request the review within 90 days after the date of the Plan's letter affirming its initial denial.

You may also ask OPM for a review if the Plan fails to respond within 30 days of your written request for reconsideration or 30 days after you have supplied additional information to the Plan. In this case, OPM must receive a request for review within 120 days of your request to the Plan for reconsideration or of the date you were notified that the Plan needed additional information, either from you or from your doctor or hospital.

This right is available only to you or the executor of a deceased claimant's estate. Providers, legal counsel, and other interested parties may act as your representative only with your specific written consent to pursue payment of the disputed claim. OPM must receive a copy of your written consent with their request for review.

Your written request for an OPM review should state why, based on specific benefit provisions in this brochure, you believe the denied claim for payment or service should have been paid or provided. If the Plan has reconsidered and denied more than one unrelated claim, clearly identify the documents for each claim.

Your request must include the following information or it will be returned by OPM:

- A copy of your letter to the Plan requesting reconsideration;
 - A copy of the Plan's reconsideration decision (if the Plan failed to respond, provide instead (a) the date of your request to the Plan or (b) the dates the Plan requested and you provided additional information to the Plan);
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- Copies of documents that support your claim, such as doctors' letters, operative reports, bills, medical records, and explanation of benefit (EOB) forms; and
 - Your daytime phone number.

Medical documentation received from you or the Plan during the review process becomes a permanent part of the disputed claim file, subject to the provisions of the Freedom of Information Act and the Privacy Act.

Send your request for review to: Office of Personnel Management, Office of Insurance Programs, Contracts Division III, P.O. Box 436, Washington, DC 20044.

You (or a person acting on your behalf) may not bring a lawsuit to recover benefits on a claim for treatment, services, supplies or drugs covered by this Plan until you have exhausted the OPM review procedure, established at section 890.105, title 5, Code of Federal Regulations (CFR). If OPM upholds the Plan's decision on your claim, and you decide to bring a lawsuit based on the denial, the lawsuit must be brought no later than December 31 of the third year after the year in which the services or supplies upon which the claim is predicated were provided. Pursuant to section 890.107, title 5, CFR, such a lawsuit must be brought against the Office of Personnel Management in Federal court.

Federal law exclusively governs all claims for relief in a lawsuit that relates to this Plan's benefits or coverage or payments with respect to those benefits. Judicial action on such claims is limited to the record that was before OPM when it rendered its decision affirming the Plan's denial of the benefit. The recovery in such a suit is limited to the amount of benefits in dispute.

Privacy Act statement – If you ask OPM to review a denial of a claim for payment or service, OPM is authorized by chapter 89 of title 5, U.S.C., to use the information collected from you and the Plan to determine if the Plan has acted properly in denying you the payment or service, and the information so collected may be disclosed to you and/or the Plan in support of OPM's decision on the disputed claim.

 Summary of Benefits for HMO Arizona BlueSelect - 1997

Do not rely on this chart alone. All benefits are provided in full unless

otherwise indicated subject to the limitations and exclusions set forth in the brochure. This chart merely summarizes certain important expenses covered by the Plan. If you wish to enroll or change your enrollment in this Plan, be sure to indicate the correct enrollment code on your enrollment form (codes appear on the cover of this brochure). ALL SERVICES COVERED UNDER THIS PLAN, WITH THE EXCEPTION OF EMERGENCY CARE, ARE COVERED ONLY WHEN PROVIDED OR ARRANGED BY PLAN DOCTORS.

| | | |
|----------|--------------------|------|
| Benefits | Plan pays/provides | Page |
|----------|--------------------|------|

Inpatient care

Hospital

| | |
|---|----|
| Comprehensive range of medical and surgical services without dollar or day limit. Includes in-hospital doctor care, room and board, general nursing care, private room and private nursing care if medically necessary, diagnostic tests, drugs and medical supplies, use of operating room, intensive care and complete maternity care. You pay nothing..... | 12 |
|---|----|

Extended care

| | |
|--|----|
| All necessary services up to 30 days per calendar year. You pay nothing..... | 12 |
|--|----|

Mental conditions

| | |
|--|----|
| Diagnosis and treatment of acute psychiatric conditions for up to 30 days of inpatient care per year You pay \$150 per day..... | 14 |
|--|----|

Substance abuse

| | |
|--------------------------------------|----|
| Covered under mental conditions..... | 14 |
|--------------------------------------|----|

Outpatient care

Comprehensive range of services such as diagnosis and treatment of illness or injury, including specialist's care; preventive care, including well-baby care, periodic check-ups and routine immunizations; laboratory tests and X-rays; complete maternity care. You pay a \$5 copay per office

visit during normal office hours; a \$20 copay per after-hours office visit (copays are waived for maternity care); \$5 per house call by a doctor.....10,11

Home health care

All necessary visits by nurses. You pay nothing..... 10,11

Mental conditions

All necessary visits. You pay a \$10 copay per visit..... 14

Substance abuse

Covered under mental conditions.....14

Emergency care

Reasonable charges for services and supplies required because of a medical emergency. You pay a \$50 copay to the hospital for each emergency room visit and any charges for services that are not covered by this Plan..... 13

Prescription drugs

Drugs prescribed by a Plan doctor and obtained at a Plan pharmacy. You pay a \$5 copay per prescription unit or refill on the formulary..... 15

Dental care

Accidental injury benefit; you pay nothing. Preventive dental care; no current benefit.16

Vision care

One exam annually. You pay a \$10 copay per eye exam or \$25 copay for contact lens exam16

Out-of-pocket maximum

Your out-of-pocket expenses for benefits under this Plan are limited to the stated copayments required for a few benefits..... 7

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