



Kaiser Foundation Health Plan, Inc. California Division

1998

A Health Maintenance Organization

Serving: Northern/Southern California area

You must live or work in the Service Area to enroll in this Plan.



Enrollment code (Northern California):

591 Self only

592 Self and family

Enrollment code (Southern California):

621 Self only

622 Self and family



This Plan has full accreditation from the NCQA. See the *FEHB Guide* for more information on NCQA

Service area: Services from Plan providers are available only in the areas described on page 9.

Special notice:

Kaiser Permanente Northern California and Southern California have consolidated into a single Division. The benefits have been combined into a single set of benefits available to all Kaiser Permanente members enrolled in California. You should review the benefits described in this brochure to determine how your benefits have been affected by the consolidation.

Visit this Plan's WEB page at <http://www.kaiperm.org>

Authorized for distribution by the

**United States
Office of
Personnel
Management**

RI 73-003

Kaiser Foundation Health Plan, Inc.—California Division

Kaiser Foundation Health Plan, Inc.,-California Division, consisting of two areas (Northern California Area and Southern California Area), has entered into one contract (CS1044) 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 Health Plan, Kaiser Permanente, or the Plan. The Northern California Area offices are located at 1950 Franklin, Oakland, California 94612, and the Southern California Area offices are located at 393 East Walnut Street, Pasadena, California 91188.

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. Benefit changes are effective January 1, 1998, and are shown on the inside back cover of this brochure.

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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.
- If the provider does not resolve the matter, or if you remain concerned, call your Plan and explain the situation. Northern California Service Area members should call 1-800-759-0584 and Southern California Service Area members should call 1-800-464-4000.
- 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 202/355-6663

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.

If you are a new member of this Plan, 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 16. 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.

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 are effective on January 1 for those already enrolled in this Plan; if you changed plans or plan options, see "If you are a new member" on page 3. In both cases, however, the Plan's new **rates** are effective the first day of the enrollee's first full pay period that begins on or after January 1 (January 1 for all annuitants).
- 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.
- 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 reenroll 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 23 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.

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), you 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.

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 encouraged to select a personal doctor from among 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.

Your decision to join an HMO should be based on your preference for the plan's benefits and delivery system, not because a particular provider is in the plan's network. You cannot change plans because a provider leaves the HMO.

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?

Kaiser Permanente offers comprehensive, affordable health care coverage on a prepaid group practice basis. The Northern California Service Area has 30 Plan facilities conveniently located throughout the San Francisco Bay, Sacramento, Stockton and Fresno areas. These facilities include medical centers with full hospital facilities and Plan medical offices. The Southern California Service Area has 10 major medical centers and more than 90 medical offices conveniently located throughout the Southern California area. Care must be received at these facilities. Health Plan contracts with The Permanente Medical Group, Inc., Southern California Permanente Medical Group, and independent multi-specialty groups of physicians to provide or arrange all necessary physician care for Plan members. Medical care is provided through doctors, nurse practitioners and other skilled medical personnel working as medical teams at Kaiser Permanente facilities. Specialists in most major specialties are available as part of the medical teams for consultation and treatment. Other necessary medical care, such as physical therapy and laboratory and X-ray services, is also available at Kaiser Permanente facilities. Plan doctors also arrange any necessary specialty care. Hospital care is available upon referral by a Plan doctor.

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 there has been a referral by the member's primary care doctor.

Choosing your doctor

The Plan's facilities directory lists the Plan's facilities and services, with the locations and phone numbers. Directories are updated on a regular basis and are available at the time of enrollment or upon request by calling our Customer Service Call Center at 1-800-464-4000; you can also find out if your doctor participates with this Plan by calling the same number. If you are interested in receiving care from **a specific** provider, 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.**

If you are receiving services from a doctor who terminates his or her association with the Plan, the Plan will provide payment for covered services until the Plan can make reasonable and medically appropriate provisions for the assumption of such services by another Plan doctor.

Facts about this Plan *continued*

Referrals for specialty care

Except in a medical emergency, and for certain specialty care as identified in the Plan's Health Care Directories, you must contact your primary care doctor for a referral before seeing any other doctor or obtaining specialty services. Referral to a specialist is given at the primary care doctor's discretion; if specialists or consultants are required beyond those who are Plan doctors, the primary care doctor will make arrangements for appropriate referrals.

When you receive a referral from your primary care doctor, you must return to the primary care doctor after the consultation. All follow-up care must be provided or arranged by the primary care doctor. On referrals, the primary care doctor will give specific instructions to the consultant as to what services are authorized. If additional services or visits are suggested by the consultant, you must first check with your primary care doctor. Do not go to the specialist unless your primary care doctor has arranged for and the Plan has issued an authorization for the referral in advance.

For new members

If you are already under the care of a specialist who is a Plan doctor, you must still obtain a referral from a Plan primary care doctor for the care to be covered by the Plan.

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

Copayments are required for a few benefits. However, copayments will not be required for the remainder of the calendar year after your out-of-pocket expenses for services provided or arranged by the Plan reach \$1,500 per Self Only enrollment or \$3,000 per Self and Family enrollment. This copayment maximum does not include costs of prescription drugs, contraceptive devices, cosmetic services, extended care services, durable medical equipment, external prostheses and braces, and all mental health services except the first 20 outpatient visits.

You should maintain accurate records of the copayments made, as it is your responsibility to determine when the copayment maximum is reached. You are assured a predictable maximum in out-of-pocket costs for covered health and medical needs. Copayments are due when service is rendered, except for emergency care.

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.

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.

Facts about this Plan *continued*

The Plan's service areas

The service areas for this Plan, where Plan providers and facilities are located, is described on this page. You must live or work in the service area to enroll in this Plan.

The service area for this Plan includes the following areas:

Northern California Service Area:

The following Northern California counties in the San Francisco Bay, Sacramento, Stockton, and Fresno areas are within the service areas:

- Alameda
- Sacramento
- San Mateo
- Contra Costa
- San Francisco
- Solana
- Marin
- San Joaquin
- Stanislaus

Portions of the counties, as indicated by the zip codes below, are in the service areas:

Amador County	Kings County	95703	95419	Sutter County
95640	93230	95722	95421	95622
95669		95736	95425	95659
	Madera County	95746-47	95430-31	95668
El Dorado County	93601	95765	95433	95674
95613-14	93604		95436	95676
95619	93614	Santa Clara County	95439	
95623	93637-39	94022-24	95441-42	Tulare County
95633-35	93643-45	94035	95444	93618
95643	93653	94039-43	95446	93666
95651	93669	94086-91	95448	93673
95664		94301-99	95450	
95667	Mariposa County	95002	95452	Yolo County
95672	93623	95008-09	95462	95605
95682		95011	95465	95607
	Napa County	95013-16	95471-73	95612
Fresno County	94508	95020-21	95476	95616-18
93242	94515	95026	95486-87	95645
93602	94558-59	95030-32	95492	95691
93606-07	94562	95035-38		95694-95
93609	94567	95042	Stanislaus County	95697-98
93611-13	94573-74	95044	95307	95776
93616	94576	95046	95313	95798-99
93624-27	94581	95050-57	95316	
93630-31	94599	95070-71	95319	Yuba County
93646		95101-99	95323	95692
93648-52	Placer County	Sonoma County	95326	95903
93654	95602-04	94922-23	95328-29	95961
93656-57	95648	94927-28	95350-58	
93660	95650	94931	95360-61	
93662	95658	94972	95363	
93667-68	95661	94975	95367-68	
93675	95663	94999	95380-81	
93701-94	95677-78	95401-09	95384-87	
93844	95681	95416		
93888				

Facts about this Plan *continued*

Southern California and Bakersfield Service Areas:

90000-899	92014	92282	92581-87	93261
90100-199	92018-27	92292	92595-96	93263
90200-299	92029-30	92305	92599	93268
90300-399	92033	92307-08	92600-699	93276
90400-499	92037-40	92313-18	92700-799	93280
90500-599	92046	92320-22	92800-899	93285
90600-699	92049	92324-26	93000-009	93287
90700-799	92051-58	92329	93010-12	93301-09
(except 90704)	92064-65	92333-37	93015-16	93311-13
90800-899	92067-69	92339-41	93020-21	93380-90
91000-099	92071-72	92345-46	93022	93399
91100-199	92074-75	92350	93030-35	93501-02
91200-299	92079	92352	93040	93504-05
91300-399	92082-85	92354	93041-44	93510
91400-499	92090-93	92357-59	93060-61	93518
91500-599	92096	92369	93062-66	93519
91600-699	92100-199	92371-78	93093	93531-32
91700-799	92201-03	92382	93099	93534-36
91800-899	92210-11	92385-86	93203	93539
91901-03	92220	92391-94	93205-06	93543-44
91808-17	92223	92397	93215-17	93550-53
91921	92230	92399	93220	93560
91931-33	92234-36	92400-499	93222	93561
91935	92240-41	92500-532	93224	93563
91941-47	92253	92543-46	93225	93581-82
91950-51	92255	92548	93226	93584
91962-63	92258	92551-57	93238	93586
91976-80	92260-64	92562-64	93240-41	93590-91
91990-91	92270	92567	93243	93599
92007-09	92276	92570-72	93250-52	

Benefits for care outside the service area are limited to emergency services, as described on page 16.

If you or a covered family member travels frequently or lives away from home part of the year, you should be aware that benefits for care outside the service area are restricted to emergency care and care received at Kaiser Permanente facilities in other Kaiser Permanente service areas. Contact the Plan for further details on services available in other Kaiser Permanente Service Areas. The service area is the area within which the Plan's providers are most accessible. For this Plan, the service areas are the same as the enrollment area listed on page 9 of this brochure (the area in which you must live or work to enroll in this Plan).

If you or a covered family member move outside the service 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.

Arbitration of claims

Any claim for damages for personal injury, mental disturbance or wrongful death arising out of the claims rendition of or failure to render services under this contract must be submitted to binding arbitration.

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.

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 to 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.

General Limitations *continued*

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.
Liability insurance and third-party actions	If a covered person is sick or injured as a result of the act or omission of another person or party, the Plan requires that it be reimbursed for the benefits provided in an amount not to exceed the amount of the recovery, or that it be subrogated to the person's rights to the extent of the benefits received under this Plan, including the right to bring suit in the person's name. If you need more information about subrogation, the Plan will provide you with its subrogation procedures.

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 and outpatient surgery visits; **you pay** a \$5 per office visit copayment; but nothing for ultraviolet light therapy treatment visits, dialysis visits, laboratory tests and X-rays. Within the service area, the home health services benefit is provided as listed below and if in the judgment of the Plan doctor such care is necessary and appropriate; **you pay** nothing for home health visits by nurses and health aides.

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

- Preventive care, including well-baby care and periodic check-ups. All scheduled preventive Pediatric Department office visits for children from birth until age two will be provided at no charge.
- Mammograms are covered as follows: for women age 35 through 39, one mammogram during these five years; for women age 40 through 49, one mammogram every one or two years; for women age 50 through 64, one mammogram every year; and for women age 65 and above, one mammogram every two years. In addition to routine screening, mammograms are covered when prescribed by the doctor as medically necessary to diagnose or treat your illness.
- Routine immunizations and boosters
- Consultations by specialists
- Diagnostic procedures, such as laboratory tests and X-rays
- Complete obstetrical (maternity) care for all covered females, including prenatal, delivery and postnatal care by a Plan doctor. Following confirmation of pregnancy, all medically necessary Obstetrical Department prenatal visits and the first post-partum visit will be provided at no charge. The mother, at her option, may remain in the hospital up to 48 hours after a regular delivery and 96 hours after a caesarean delivery. Inpatient stays will be extended if medically necessary. 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
- Diagnosis and treatment of diseases of the eye
- Allergy testing and treatment, including test and treatment materials (such as allergy serum) will be provided at no charge
- Blood and blood products and the administration of blood (no charge)
- The insertion of internal prosthetic devices, such as pacemakers and artificial joints
- Cornea, heart, heart-lung, kidney, pancreas-kidney, simultaneous pancreas/kidney, liver and lung (single or double) 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 (ovarian carcinoma is not covered). Transplants are covered when approved by the Medical Group. Related medical and hospital expenses of the donor are covered.
- Women who undergo mastectomies may, at their option, have this procedure performed on an inpatient basis and remain in the hospital up to 48 hours after the procedure.

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

Medical and Surgical Benefits *continued*

- Dialysis (at no charge)
- Chemotherapy and critical adjuncts, radiation therapy, and respiratory therapy
- Cardiac rehabilitation following a heart transplant, bypass surgery or myocardial infarction
- Surgical treatment of morbid obesity
- For members confined to their homes within the service area, home health services of doctors, nurses and health aides and physical, speech and occupational therapists, including intravenous fluids and medications, when prescribed and directed by the Plan's Home Health Committee, which 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, at no additional cost to you, except as noted.

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 shortening of the mandible or maxillae for cosmetic purposes, correction of malocclusion, and any dental care involved in treatment of temporomandibular joint (TMJ) pain dysfunction syndrome.

Reconstructive surgery will be provided to correct a condition resulting from a functional defect or from 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 if significant improvement is achievable. You may receive inpatient or outpatient therapy as part of a specialized therapy program in a specialized rehabilitation facility for up to two months per condition; **you pay** a \$5 copayment per session for outpatient care and nothing for care provided while you are an inpatient. 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.

Durable medical equipment (DME), when intended to be used repeatedly and in the home is covered. Coverage is limited to the standard item of DME in accord with the Plan's formulary guidelines, that adequately meets the medical needs of the member. **You pay** nothing. The following items are not covered: comfort and convenience equipment; exercise and hygiene equipment; disposable supplies; electronic monitors of the function of the heart or lungs (except apnea monitors for newborns), and devices to perform medical tests on blood or other bodily substances or excretions (except blood glucose monitors for diabetics); dental appliances; experimental or research equipment; devices not medical in nature such as sauna baths and elevators; and modifications to the home or auto; chiropractic appliances, except as specifically provided in the chiropractic benefit.

External prosthetic and orthotic devices and braces are covered. **You pay** nothing. Coverage is provided for those FDA-approved devices which are in general use and are required because of a defect of form or function or a permanently inoperative or malfunctioning body part. Lenses following cataract removal are covered.

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

Medical and Surgical Benefits *continued*

Chiropractic services are provided through American Specialty Health Plans (ASHP). You will have direct access to a participating ASHP chiropractor without the need to obtain a Plan doctor referral. After the initial examination and except for chiropractic emergency services, your ASHP chiropractor is responsible to obtain authorization from ASHP for any additional chiropractic services on your behalf. **You pay** \$15 per office visit, up to a maximum of 20 visits per calendar year. When necessary and prescribed by an ASHP chiropractor, you may receive up to \$50 of chiropractic appliances per calendar year. ASHP will not cover any chiropractic services if you were referred through your Plan doctor.

Diagnosis and treatment of infertility is covered. **You pay** \$5 per office visit. The following types of artificial insemination are covered: intravaginal insemination (IVI); intracervical insemination (ICI) and intrauterine insemination (IUI); **you pay** \$5 per office visit; cost of donor sperm and donor eggs and services related to their procurement and storage is not covered. Other **assisted reproductive technology (ART) procedures**, such as in vitro fertilization, gamete and zygote intrafallopian transfer, are not covered. Infertility services are not available when either member of the family has been voluntarily surgically sterilized. Drugs related to non-covered infertility treatments are not covered.

What is not covered

- Physical examinations that are not necessary for medical reasons, such as those required for obtaining or continuing employment or insurance or governmental licensing
- Reversal of voluntary, surgically induced sterility
- Plastic surgery primarily for cosmetic purposes
- External and internally implanted hearing aids
- Homemaker services
- Long-term rehabilitative therapy
- Orthopedic devices such as foot orthotics, other than braces
- Transplants not listed as covered
- Any eye surgery solely for the purpose of correcting refractive defects of the eye, such as nearsightedness (myopia), farsightedness (hyperopia) and astigmatism.

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 products and the administration of blood (no charge)

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

Hospital/Extended Care Benefits *continued*

Extended care

The Plan provides a comprehensive range of benefits for up to 100 days per benefit period when full-time skilled nursing care is necessary and confinement in a skilled nursing facility is medically appropriate as determined by a Plan doctor. A benefit period begins when a person enters a hospital or skilled nursing facility and ends when a person has not been a patient in either a hospital or skilled nursing facility for 60 consecutive days. **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 covered in the home. Services include inpatient and outpatient care, and family counseling; 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.

Ambulance service

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

Limited benefits

Inpatient dental procedures

Hospitalization for certain dental procedures is covered when a Plan doctor determines there is a need for hospitalization for reasons totally unrelated to the dental procedure; the Plan will cover the hospitalization, but not the cost of the professional dental services. Conditions for which hospitalization would be covered include hemophilia and heart disease; the need for anesthesia, by itself, is not such a condition.

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 18 for nonmedical substance abuse benefits.

What is not covered

- Personal comfort items, such as telephone and television
- Custodial care and care in an intermediate care facility

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

Emergency Benefits

What is a medical emergency?

A medical emergency is an injury or the sudden and unexpected onset of a condition requiring 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, call or go for treatment to the nearest Kaiser Permanente Medical Center. Emergency care is available at Kaiser Permanente Medical Centers 24 hours a day, 7 days a week. In an extreme emergency, if you are unable to go to a Kaiser Permanente Medical Center, contact the local emergency system (e.g., the 911 telephone system) or go for treatment to the nearest hospital emergency room. Be sure to tell the emergency room personnel that you are a Kaiser Permanente member so they can notify Kaiser Permanente. You or a family member must notify the Plan within 48 hours. It is your responsibility to ensure that the Plan has been timely notified.

Emergency Benefits *continued*

If you need to be hospitalized in a non-Plan facility, 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. If you are hospitalized in non-Plan facilities and Plan doctors believe care can be better provided in a Plan hospital, you will be transferred when medically feasible, with any ambulance charges covered in full.

Benefits are available for care from non-Plan providers in a medical emergency only if delay in reaching a Plan facility would result in death, disability or significant jeopardy to your condition. The Plan must be notified so you can be transferred to a Plan hospital.

To be covered by this Plan, any follow-up care recommended by non-Plan providers must be approved by the Plan or provided by Plan providers.

Plan pays . . .

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

You pay . . .

\$25 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 copayment 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.

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. 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.

To be covered by this Plan, any follow-up care recommended by non-Plan providers must be approved by the Plan or provided by Plan providers.

Plan pays . . .

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

You pay . . .

\$25 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 copayment 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 doctor services
- Ambulance service approved by the Plan

What is not covered

- Elective care or nonemergency care
- Emergency care provided outside the service area if the need for care could have been foreseen before leaving the service area
- Medical and hospital costs resulting from a normal full-term delivery of a baby outside 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 24.

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; **you pay** \$5 per visit
- Psychiatric treatment (including individual and group therapy)
- Hospitalization (including inpatient professional services)
- Partial hospitalization for up to 90 sessions per calendar year (less two sessions for each day of inpatient care received during the calendar year)

Outpatient care

Up to 40 outpatient visits to Plan doctors, consultants, or other psychiatric personnel each calendar year; **you pay** a \$10 copayment for each covered individual therapy visit, a \$5 copayment for each covered group therapy visit—all charges thereafter.

Unless an appointment is canceled at least 24 hours in advance, members must pay \$20 for a missed individual therapy appointment and \$10 for a missed group therapy appointment.

Inpatient care

Up to 45 days of hospitalization each calendar year; **you pay** nothing for the first 45 days—all charges thereafter (less one day for each two days of partial hospitalization, or less one day for each three sessions of care in an intensive outpatient psychiatric treatment program).

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 below. If psychiatric services are necessary, they are provided in conjunction with the mental conditions benefit shown above. In addition, the Plan provides:

Inpatient care

- Short-term recovery services, including counseling and support, under the Plan's substance abuse treatment program. **You pay** nothing.

In the Southern California service area, up to 60 days per calendar year (maximum of 120 days in any 5 consecutive calendar years) in a non-medical residential care facility, that provides counseling and support services, will be provided when prescribed by a Plan doctor; **you pay** a \$100 copayment per admission.

Outpatient care

Treatment and counseling, including the services to determine the need for special facilities; **you pay** a \$5 copayment per visit (\$2.50 per group therapy session). Determination of the need for services of a specialized facility and referral to such a facility in appropriate cases are covered.

What is not covered

- Treatment that is not authorized by a Plan doctor.
- Care in a specialized alcoholism, drug abuse or drug addiction treatment center except that methadone treatment for a pregnant member is provided at no charge at licensed treatment centers throughout the pregnancy and for two months after delivery.

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

Prescription Drug Benefits

What is covered

Prescription drugs prescribed by Plan doctors or any dentist and obtained at a Plan pharmacy will be dispensed for up to a 90-day supply. **You pay** a \$5 copayment per prescription unit or refill. The Plan uses a formulary to determine if the prescribed drugs will be provided to members. Nonformulary drugs will be covered when prescribed by a Plan doctor. If your doctor or dentist has prescribed a nonformulary drug, a Plan pharmacist may provide an equivalent drug from the Plan formulary. If you request a prescribed drug that is not on the formulary, and your Plan doctor has not exclusively prescribed the nonformulary drug, it is not covered.

It may be possible for you to receive refills by mail at no extra charge. Delivery may be available at a charge. Ask for details at a Plan pharmacy.

Covered medications and accessories include:

- Drugs for which a prescription is required by Federal law
- Oral contraceptive drugs, diaphragms, cervical caps and intrauterine devices
- Implanted time-release medications, such as Norplant. For Norplant **you pay** a one-time copayment of \$120 per prescription. For other internally implanted time-release medications **you pay** a one-time copayment equal to the \$5 per prescription copayment times the expected number of months the medication will be effective, not to exceed \$200. There is no charge when the medication is implanted during a covered hospitalization. There will be no refund of any portion of these copayments if the implanted time-release medication is removed before the end of its expected life.
- Injectable contraceptives such as Depo Provera are provided up to a 90-day period of expected effectiveness; **you pay** a one-time copayment of \$5 per injection. The copayment applies when the contraceptive drug is injected at a medical office visit.
- Insulin
- Diabetic supplies including insulin syringes, needles, glucose test tablets and test tape, and acetone test tablets
- Nitroglycerin, phenobarbital or Thyroid U.S.P.-when prescribed in quantities of 100, a single charge will apply.
- Smoking cessation drugs and medications, including nicotine patches, are covered in accord with the Plan drug formulary guidelines; **you pay** \$5 copayment per prescription unit or refill. Coverage is limited to one course of treatment per calendar year under the following conditions:
 - 1) the drug or medication is prescribed by a Plan doctor; **and**
 - 2) if the member enrolls in a Plan-approved behavioral intervention program

The Plan provides the following at no charge

- Disposable needles and syringes needed for injecting covered prescribed medications
- Amino acid modified products used in the treatment of inborn errors of amino acid metabolism (PKU)
- Immunosuppressant drugs required after a covered transplant
- Ostomy supplies
- Intravenous fluids and medications for home use
- Enteral elemental dietary formulas when used as primary therapy for regional enteritis
- Chemotherapy drugs (no charge)

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

Prescription Drug Benefits *continued*

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
- Medical supplies such as dressings and antiseptics
- Contraceptive devices, except diaphragms, cervical caps and intrauterine devices
- Drugs for cosmetic purposes
- Drugs to enhance athletic performance
- Drugs related to non-covered infertility services

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

Other Benefits

Vision care

What is covered

In addition to the medical and surgical benefits provided for diagnosis and treatment of diseases of the eye, eye refractions (to provide a written lens prescription for eyeglasses) may be obtained from Plan providers. **You pay** a \$5 copayment per visit.

What is not covered

- Corrective lenses or frames (including the fitting of contact lenses)
- Eye exercises

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

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.

Eyewear discount

As a Kaiser Permanente FEHBP member, you and your eligible dependents will be able to purchase eyewear at significant savings. When you visit any of the California Division Health Plan Optical Departments, you will receive 25% off the member rate for frames and lenses and options such as no-line bifocals and prescription and non-prescription sunglasses. You will also be able to receive 25% off the member rate for cosmetic contact lenses and the required lens fitting.

Limitations & Exclusions

This discount will apply only to purchased eyewear under the FEHBP basic coverage. The vision discount may not be coordinated with any other Kaiser Permanente Health Plan vision benefit. This discount will also not apply to any sale, promotional or packaged eyewear program or for any contact lens Extended Purchase Agreement (which includes products purchased in this Agreement).

Expanded dental benefits

Kaiser Permanente is pleased to offer Federal employees, retirees and dependents a choice of dental coverages to supplement your medical plan. These coverages are through Delta Dental Plan of California.

OPTION I /DeltaCare:

DeltaCare offers dental health maintenance organization (HMO) benefits that are administered by PMI, an affiliate of Delta Dental Plan of California. You select a dentist from the network of contracting DeltaCare dental offices that is most convenient for you and your family. With DeltaCare, there are no claim forms to worry about. DeltaCare also provides a full range of services that includes preventive, restorative, endodontics, periodontics, prosthetics, oral surgery, and orthodontics. Under this program, the subscriber pays a specific copayment for most covered services.

OPTION II /DeltaAdapTable:

DeltaAdapTable, a table of allowances program, allows you to select any licensed dentist. After you satisfy a deductible, Delta will pay a predetermined amount that is specified in a table toward each covered service, and **you pay** the remainder of the fee. You do not need to satisfy a deductible toward covered preventive services you receive. DeltaAdapTable offers a full range of services: diagnostic, preventive, restorative, endodontics, periodontics, oral surgery, and both fixed and removable prosthodontics. Orthodontics is not available under the DeltaAdapTable.

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

Non-FEHB Benefits Available to Plan Members

Monthly premium:

OPTION I/Delta Care: OPTION II/DeltaAdapTable:

Self Only	\$ 7.63	\$16.60
Self & One Party	\$12.76	\$29.53
Self & Two or More	\$19.35	\$45.03

DeltaAdapTable and DeltaCare are available only if you enroll or are currently enrolled in the Kaiser Permanente Plan for FEHB members. You do not need to enroll in either dental plan if you choose not to. However, you must enroll in Kaiser Permanente to participate in either the DeltaAdapTable or DeltaCare programs. All subscribers who enroll in either dental program, when eligible, must continue enrollment in the selected dental program until the next open enrollment period. This does not apply if employment is terminated.

How to enroll

Please use the enclosed postage paid card to send in your application. If you would like more information on DeltaAdapTable, please call 1-800-933-9312. A Delta Dental representative will be able to assist you Monday through Friday, 8:15 a.m. to 4:30 p.m. For information on DeltaCare, please call 1-800-422-4234, where a Delta Dental representative will be able to assist you Monday through Friday, 6 a.m. to 6 p.m.

Payments for the DeltaAdapTable or DeltaCare programs will be made by automatic withdrawal from your checking, savings, or credit union account.

Medicare prepaid plan enrollment

Medicare prepaid plan enrollment—This Plan offers Medicare recipients the opportunity to enroll in the Plan through Medicare. As indicated on page 5, 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 1-800-790-7909 in Northern California and 1-800-443-0815 in Southern California for information on the Medicare prepaid plan and the cost of that enrollment.

If you are Medicare eligible and are interested in enrolling in a Medicare HMO sponsored by this Plan without dropping your enrollment in this Plan's FEHB plan, members in the Northern California Area should call 1-800-790-7909 and members in the Southern California Area should call 1-800-443-0815 for information on the benefits available under the Medicare HMO.

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

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 the number listed in the facilities directory or write to Kaiser Foundation Health Plan Inc., Northern California Area at 1950 Franklin, Oakland, California 94612 or Southern California Area at 393 East Walnut Street, Pasadena, California 91188.

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. (This time limit may be extended if you show you were prevented by circumstances beyond your control from making your request within the time limit.) 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 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. 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);
- 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 3, P.O. Box 436, Washington, DC 20044.

How to Obtain Benefits *continued*

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.

How Kaiser Foundation Health Plan, Inc., California Division Changes January 1998

Do not rely on this page; it is not an official statement of benefits.

Program-wide changes:

This year, the Office of Personnel Management (OPM) instituted minimum benefit levels in all plans for normal deliveries (48 hours of inpatient care), caesarean sections (96 hours of inpatient care) and mastectomies (48 hours of inpatient care). See page 13 for this Plan's benefits.

The mammography screening schedule is shown on page 13.

OPM also requires each prepaid plan to list the specific artificial insemination procedures that it covers. See page 15 for this Plan's benefits.

Changes to this Plan:

- Allergy office visits for testing or injections are provided with no copay. See page 13.
- Chiropractic services are covered up to 20 visits per year. See page 15.
- The copay for emergency visits will be waived if the member is admitted to a hospital. See page 17.
- Outpatient mental health visits increased from 20 visits to 40 visits per calendar year. See page 18.
- Prescription drugs are dispensed up to a 90-day supply with a \$5 copay per prescription. See page 19.
- Injectable contraceptives are dispensed up to a period of 90 days of expected effectiveness with a \$5 copay per injection. See page 19.
- In the Southern California Service Area, up to 60 inpatient substance abuse days are covered in a non-medical residential care facility. See page 18.
- Emergency room visits are covered with a \$25 copay per visit which is waived upon inpatient admission. See Page 17.
- The Plan has expanded its service area into Coachella Valley, Northern Antelope Valley, western Ventura County, and Stanislaus County.

Notes

Notes

Summary of Benefits for Kaiser Foundation Health Plan, Inc., California Division—1998

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	15
	Extended care	All necessary services, up to 100 days per benefit period. You pay nothing	16
	Mental conditions	Diagnosis and treatment of acute psychiatric conditions for up to 45 days of inpatient care per year. You pay nothing	18
	Substance abuse	Covered under Mental Conditions Benefit	18
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 \$5 copayment per office visit and outpatient surgery visit	13
	Home health care	All necessary visits by nurses and health aides. You pay nothing	13
	Mental conditions	Up to 40 outpatient visits per calendar year. You pay a \$10 copayment per individual visit; \$5 per group therapy session	18
	Substance abuse	Treatment and counseling visits. You pay a \$5 copayment per individual visit; \$2.50 per group therapy session. Mental conditions services are also covered as shown	18
Emergency care		Reasonable charges for services and supplies required because of a medical emergency. You pay applicable Plan copayment and all charges for non-covered benefits	16
Prescription drugs		Drugs prescribed by your doctor or dentist and obtained at a Plan pharmacy. You pay \$5 per prescription unit or refill	19
Dental care		No current benefit	
Vision care		Refractions. You pay \$5 copayment per visit	21
Out-of-pocket maximum		Copayments are required for a few benefits; however, after your out-of-pocket expenses reach a maximum of \$1,500 per Self Only or \$3,000 per Self and Family enrollment per calendar year, covered benefits will be provided at 100%. This copayment maximum does not include prescription drugs and other services listed on page	8