

**US Health and Life Insurance Company**  
**Ascension Personalized Care (APC)**  
**Home Office:** [800 Tower Drive, Suite 300], [Troy], Michigan [48098]

**ASCENSION PERSONALIZED CARE**  
**INDIVIDUAL EPO MEDICAL POLICY**

Policy No.: [XXX-XXX-XXX]

Total Premium [\$XXXX.XX]

Policyholder: [John Doe]

Effective Date: [Month Day, Year]

This contract describes the benefits provided by US Health and Life Insurance Company and the exclusions and limitations. This contract is guaranteed to be renewable by the Insured and cannot be cancelled by Us except for specified situations described in this contract.

This contract begins at 12:01 a.m. Central Time on the date this coverage becomes effective for the Insured. It ends, subject to the grace period, at 12:01 a.m. Central Time on the last day the Insured is entitled to coverage under the terms of this contract.

**10-Day Right to Examine and Return this Policy**

If you are not satisfied you have the right to return this Plan within 10 days of delivery to you for a full refund of any Premium paid.

Exclusive Provider Organization (EPO) plans cover health care services only when provided by a health care provider or facility who participates in the network. If you receive services from an Out-of-Network Provider or other health care provider, you will have to pay all the costs for the services, except that emergency services must be covered regardless of whether they are delivered by an In-Network Provider.

US Health and Life Insurance Company is a Qualified Health Plan issuer in the Federal Health Insurance Marketplace.

This Policy is signed for us as of the Effective Date as shown above.

[Officer's Signature]

[Officer's Title]

## UTILIZATION MANAGEMENT NOTICE OF PRIOR AUTHORIZATION REQUIREMENTS

The Policy contains Utilization Management requirements. Prior Authorization is required for all inpatient admissions to Acute Care Hospitals and other facilities unless the admission is for an emergency service, a life-threatening condition, for obstetrical care or occurs outside the 50 United States. Prior Authorization is also required for certain other services. Please refer to the Utilization Management section for the list of services and Treatments for which Prior Authorization is required.

Admission certification is required within 48 hours following all emergency admissions.

Failure to comply with the Utilization Management Program may result in a reduction of benefit reimbursement as described herein.

Prior Authorization Review may be obtained by contacting the Utilization Management company listed on the Insured's Identification Card. The Utilization Management phone number is [(1-833-600-1311 or [1-844-995-1145])].

Prior Authorization Review does not guarantee reimbursement under the Policy. Reimbursement is subject to eligibility and benefit coverage at the time of service and is subject to all the terms, conditions and limitations of the Policy.

### **Case Management**

Under certain circumstances, the Policy allows USHL the flexibility to offer benefits for expenses which are not otherwise Covered Expenses. USHL, at its sole discretion, may offer such benefits if:

- The Insured, his family, and the Physician agree;
- Benefits are cost effective; and
- USHL anticipates future expenditures for Covered Expenses which may be reduced by such benefits.

Any decision by USHL to provide such benefits shall be made on a case-by-case basis. The case coordinator for USHL will initiate case management in appropriate situations.

### **Continuity of Care**

If you are currently receiving Treatment for covered services from an in-network provider that becomes out-of-network during your Treatment because the provider's network contract ends – you may be able to request continued care.

Your care will continue with your current provider under the same terms and conditions that would have applied prior to termination of the contract – for specific conditions and timeframes. Continued care applies when the provider contract gets cancelled or does not renew. But continued care does not apply to provider contracts that end for quality reasons or fraud. The Plan will notify you if your provider's contract ends. You will be able to elect continuing care starting on the day you receive the notice. The continuing care period will run for 90 days if you elect continuing care but may end earlier if you are no longer receiving care from the provider.

If you would like help to find out if you are eligible for continued care, please call [1-833-600-1311] or visit [www.ascensionpersonalizedcare.com](http://www.ascensionpersonalizedcare.com).

Continued care includes:

- o Treatment for a **serious and complex condition**
- o Institutional or in-patient care
- o Scheduled non-elective surgery including necessary post-operative care
- o Care for you if you are pregnant and being treated for your pregnancy
- o Care if you are terminally ill

A serious and complex condition means an acute illness, a condition serious enough to require specialized medical care to avoid reasonable possibility of death or permanent harm or a chronic illness or condition that is life-threatening, degenerative, potentially disabling or congenital and requires specialized medical care over a prolonged time.

## Surprise Billing Notice

Surprise Billing Federal and Michigan state law require us to pay Out-of-Network providers certain rates for Covered Services and prohibit those providers from billing you the difference between what we pay and what the provider charges. When the surprise billing laws apply, you will only pay the Cost Share applicable to that service.

The following situations are covered by the Surprise Billing laws:

- Covered Emergency Services at an In-Network or Out-of-Network facility.
- Covered Services provided by Out-of-Network Providers at an In-Network facility when you were admitted to the Facility within 72 hours after receiving a related covered Emergency Service.
- Covered non-emergency services rendered by an Out-of-Network Provider at an In-Network facility when the provider failed to inform you of their participation status or you did not have the ability or opportunity to choose an In-Network Provider.
- Covered air ambulance services when provided by an Out-of-Network Provider.

Surprise Billing is an instance where a member unknowingly receives care from an Out-of-Network Provider or receives care from an Out-of-Network Provider because an In-Network Provider is unavailable and later receives an unexpected bill for the difference between what the provider charges and what we pay.

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## SECTION 1. GENERAL DEFINITIONS

In this Policy, the Policyholder may be referred to as “you”, “your”, or “yours”. US Health and Life Insurance Company will be referred to as “we”, “our”, “us” or the “Company”.

Certain words and/or phrases that are used and capitalized throughout the Policy are defined and explained below. These definitions and/or explanations shall control with respect to the interpretation of the Company.

Masculine pronouns used in this Policy shall include masculine or feminine gender unless the context indicates otherwise.

"Acute Care Hospital" means an institution which is licensed as such by duly constituted state authority and which maintains an operating room equipped to handle surgical procedures, is staffed always with one or more Physicians and one or more Registered Nurses (R.N.) for patients admitted for a variety of medical conditions. It is not, other than incidentally, a place for rest, a place for the aged, a place for the Treatment of Substance Abuse, a place for alcoholics, or a nursing or convalescent home.

"Ambulatory Care Center" means a specialized facility:

- A. where coverage in such facility is mandated by law, which has been licensed by the regulatory authority having responsibility for such licensing under the laws of the jurisdiction in which it is located; or
- B. where coverage in such facility is not mandated by law, which meets all the following requirements:
  - 1) it is established, equipped, and operated in accordance with the applicable laws in the jurisdiction in which it is located primarily for the purpose of performing surgical procedures; and
  - 2) it is operated under the supervision of a licensed Doctor of Medicine (M.D.) or a Doctor of Osteopathy (D.O.) who is devoting full-time to such supervision and permits a surgical procedure to be performed only by a duly qualified Physician who, at the time the procedure is performed, is privileged to perform such procedure in at least one Acute Care Hospital in the area; and
  - 3) it requires in all cases, other than those requiring only local infiltration anesthetics, that a licensed anesthesiologist administer the anesthetics and remain present throughout the surgical procedure; and
  - 4) it provides at least 2 operating rooms and at least one post-anesthesia recovery room; to be equipped to perform diagnostic x-ray and laboratory examinations; and has available, to handle foreseeable emergencies, trained personnel and necessary equipment, including but not limited to a defibrillator, a tracheotomy set, and a blood bank or other blood supply; and
  - 5) it provides the full-time services of one or more Registered Nurses (R.N.) for patient care in the operating rooms and in the post-anesthesia recovery room; and
  - 6) it maintains a written agreement with at least one Acute Care Hospital in the area for immediate acceptance of patients who develop complications or require postoperative confinement; and
  - 7) it maintains an adequate medical record for each patient, such record to contain an admitting diagnosis, including, for all patients except those undergoing a procedure under local anesthesia, a preoperative examination report, medical history and laboratory tests and/or x-rays, an operative report, and a discharge summary.

“Applied Behavioral Analysis” means the design, implementation, and evaluation of environmental modifications, using behavioral stimuli and consequences, to produce significant improvement in human behavior, including the use of direct observation, measurement, and functional analysis of the relationship between environment and behavior.

“Approved Clinical Trial” means a phase I, II, III or IV clinical trial that is conducted in relation to the prevention, detection, or Treatment of cancer or other life-threatening disease or condition, and is either:

- A. a federally funded or approved study or investigation; or
- B. a study or investigation conducted under an investigational new drug application reviewed by the Food and Drug Administration; or
- C. a study or investigation that is a drug trial exempt from having such an investigational new drug application.

“Assisted Living Facility” means a facility designed to provide residents only with assistance with basic ADLs (activities of daily living) such as bathing, grooming, dressing, and more.

"Autism spectrum disorders" means any of the following pervasive developmental disorders as defined by the diagnostic and statistical manual:

- i. Autistic disorder.
- ii. Asperger's disorder.
- iii. Pervasive developmental disorder not otherwise specified.

"Behavioral health Treatment" means evidence-based counseling and Treatment programs, including applied behavior analysis, that meet both of the following requirements:

- i. Are necessary to develop, maintain, or restore, to the maximum extent practicable, the functioning of an individual.
- ii. Are provided or supervised by a board-certified behavior analyst or a licensed psychologist so long as the services performed are commensurate with the psychologist's formal university training and supervised experience.

"Birthing Center" means a facility operated by an Acute Care Hospital or other licensed health care institution for the purposes of providing facilities for childbirth as an alternative to the environment of the Acute Care Hospital delivery room.

“Brand Name Drug” means a Prescription Drug that has no Generic Drug equivalent or a Prescription Drug that is the innovator or original formulation for which a Generic Drug equivalent exists.

"Cardiac Rehabilitation" means the method by which an individual is restored to his best physical, medical, and psychological status after a cardiac event or diagnosis of cardiac dysfunction. Cardiac Rehabilitation is divided into three phases: Phase I begins during Inpatient hospitalization and is managed by the patient's Physician; Phase II is a medically supervised Outpatient program that begins following discharge from an Inpatient hospitalization; and Phase III is a lifetime maintenance program emphasizing continuation of physical fitness with periodic follow-up. Each phase includes an exercise component, patient education, and risk factor modification.

"Chiropractic Care" means Treatment of the musculoskeletal system through sublimation, manipulation or other similar Treatments including medical diagnostic testing to determine necessity of Treatment prescribed by a Physician.

“Class” means the drug class assigned by the national drug classification (NDC) system.

"Copay" means a service specific deductible expressed as a flat dollar amount and payable by an Insured at the place and time services are rendered. This amount is not part of the Deductible.

"Coinsurance" means the sharing of the cost of Covered Expenses between the Company and the Insured. When the Company pays a percentage of the Reasonable and Customary Charge or the Exclusive Provider Organization's approved fee, the Coinsurance equals the Insured's balance.

"Confinement" or "Confined" means admitted as an Inpatient.

"Covered Expenses" means the costs incurred with respect to the services, supplies, and charges for which benefits are provided in the Policy, and as more specifically defined in the provisions of the Policy relating to coverage.

"Custodial Care" means care given mainly to help a person with daily living activities, and not primarily given to assist such person in recovering from an Injury or Illness. This type of care will be considered custodial regardless of whether or not the patient is under a Physician's care and/or the Custodial Care is requested by the Physician.

The provision of Custodial Care by trained medical personnel, such as a Physician, licensed nurse or registered therapist, does not cause the services to be classified as skilled services. If the nature of the services can be safely and effectively performed by a trained non-medical person, the services will be considered Custodial Care. Care of ventilator patients whose condition is stable, unlikely to change, or does not require constant re-evaluation and clinical intervention shall be deemed as Custodial Care.

"Custodial Care Facility" means a facility that provides personal care including assistance with "activities of daily living" such as bathing, dressing, eating, going to the bathroom, moving around and getting into and out of bed.

"Deductible" means the amount of Covered Expenses that an individual and/or family must satisfy before being eligible for certain benefits to be payable by the Company.

"Individual Deductible" shall mean the amount of Covered Expenses that an Individual must satisfy within a Plan Year, before eligible for certain benefits to be payable by the Company.

"Embedded Family Deductible" shall mean the amount of Covered Expenses that a Family must cumulatively satisfy, within a plan year, before the Deductible shall be deemed satisfied for all members of the Family. It can be satisfied by any combination of family members, but any one individual cannot contribute more than the Individual Deductible amount. An individual family member may be entitled to benefits before the Family Deductible is satisfied if that family member satisfies the Individual Deductible.

"Dentist" means a person duly licensed to practice dentistry by the governmental authority having jurisdiction over the licensing and practice of dentistry in the locality where the service is rendered.

"Dependent" includes your legal spouse or your child(ren). The term child includes any of the following:

- A natural child.
- A stepchild.
- A legally adopted child.
- A child placed for adoption.
- A child for whom you have been awarded legal guardianship.
- A child for which there is a Qualified Medical Child Support Order requiring coverage.

Your newborn child(ren) and newborn adopted child(ren) are covered from the moment of birth. In order to continue coverage beyond the first 31 days following the moment of birth, we will require notice within 60 days following the moment of birth, and payment of the required premium.

Stepchildren, children under court appointed guardianship, children placed for adoption and legally adopted children are eligible from the date the child becomes a stepchild, the date you are appointed guardian by the court, the date the child is placed with the you for adoption.

The Definition of Dependent is subject to the following conditions and limitations:

- A Dependent includes any child listed above, through the last day of the year in which they turn 26 years of age.
- A Dependent includes an unmarried dependent child age 26 or older who is or becomes physically or mentally incapable of self-support. We have the right to require proof of incapacity within 60 days after coverage would otherwise terminate, and proof once each year after that of the continuation of the incapacity.

“Emergency Admission” means an admission to the hospital as a registered bed patient directly from the emergency room of the hospital.

“Emergency Medical Condition” means a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in any of the following:

- A. placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; or
- B. serious impairment to bodily functions; or
- C. serious dysfunction of any bodily organ or part; or
- D. with respect to a pregnant woman who is having contractions—
  - (i) that there is inadequate time to effect a safe transfer to another hospital before delivery, or
  - (ii) that transfer may pose a threat to the health or safety of the woman or the unborn child.

“Emergency Services” means with respect to an emergency medical condition, a medical screening examination that is:

- A. within the capability of the emergency department of a hospital, including ancillary services routinely available to the emergency department to evaluate such emergency medical condition; and
- B. within the capabilities of the staff and facilities available at the hospital when such further medical examination and Treatment are required to stabilize the patient.

“Essential Health Benefits” means benefits covered under the Policy, in at least the following categories: ambulatory patient services, emergency services, hospitalization, maternity and newborn care, mental health and substance use disorder services, including behavioral health Treatment, prescription drugs, rehabilitative and habilitative services and devices, laboratory services, preventive and wellness services and chronic disease management, and pediatric services, including oral and vision care. Such benefits shall be consistent with those set forth under the Patient Protection and Affordable Care Act of 2010 and any regulations issued pursuant thereto.

"Expenses Incurred" means a charge, which shall be deemed to be incurred on the day the purchase is made, or on the day the service is rendered for which a charge is made.

"Experimental or Investigational" means a service, supply or Treatment that is deemed experimental or investigational by any technological assessment body established by any state or federal government; or meets one or more of these conditions:

- A. it is within the research, investigational or experimental stage;
- B. it involves the use of a drug or substance that has not been approved by the United States Food and Drug Administration by the issuance of a New Drug Application or other formal approval, or has been labeled "Caution: Limited by Federal Law to Investigational Use";
- C. it is not of general use by qualified Physicians;
- D. it is not of demonstrated value for the diagnosis or Treatment of an Illness or Injury; or
- E. the drug or device cannot be lawfully marketed without the approval of the U. S. Food and Drug Administration and approval for marketing has not been given at the time the drug or device is furnished.
- F. the drug, device, medical Treatment or procedure, or the patient informed consent document utilized with the drug, device, Treatment or procedure was reviewed and approved by the treating facility's institutional Review Board or other body serving a similar function, or if federal law requires such review or approval.
- G. reliable evidence shows that the drug, device medical Treatment or procedure is the subject of ongoing Phase I or Phase II clinical trials, is the research, experimental, study or investigational arm of ongoing Phase III clinical trials, or is otherwise under study to determine its maximum tolerated dose, its toxicity, its safety, its efficacy, or its efficacy as compared with a standard means of Treatment or diagnosis.
- H. if reliable evidence shows that the prevailing opinion among experts regarding the drug, device, medical Treatment or procedure is that further studies or clinical trials are necessary to determine its maximum tolerated dose, its toxicity, its safety, its efficacy, or its efficacy as compared with a standard means of Treatment or diagnosis.

Reliable evidence includes anything determined to be such by the Company within the exercise of its discretion. It includes published reports and articles in the authoritative medical and scientific literature; the written protocol or protocols used by the treating facility or the protocol(s) of another facility studying substantially the same drug, device, medical Treatment or procedure; and written informed consent used by the treating facility or another facility studying substantially the same drug, device, medical Treatment or procedure.

Routine Care Costs incurred in the course of a clinical trial, that would be otherwise covered if not incurred in the course of a clinical trial, are not considered experimental/investigational costs. Routine Care Costs do not include:

1. the health care service, item, or investigational drug that is the subject of the clinical trial.
2. any Treatment modality that is not part of the usual and customary standard of care required to administer or support the health care service, item, or investigational drug that is the subject of the clinical trial.
3. any health care service, item, or drug provided solely to satisfy data collection and analysis needs that are not used in the direct clinical management of the patient.

4. an investigational drug or device that has not been approved for market by the federal Food and Drug Administration.
5. transportation, lodging, food, or other expenses for the patient or a family member or companion of the patient that are associated with travel to or from a facility where a clinical trial is conducted.
6. a service, item, or drug that is provided by a clinical trial sponsor free of charge for any new patient.
7. a service, item, or drug that is eligible for reimbursement from a source other than a covered individual's policy of accident and sickness insurance, including the sponsor of the clinical trial.

"FDA" means the United States Food and Drug Administration.

"Formulary" means a list of drugs that has been developed, organized and is administered to promote rational, clinically appropriate, safe and cost-effective drug therapy.

"Generic Drug" means a Prescription Drug that is medically equivalent to a Brand Name Drug as determined by the FDA. It meets the same standards as a Brand Name Drug for purity, safety, strength and effectiveness and is manufactured and sold under its chemical, common, or official name.

"HIPAA" means Health Insurance Portability and Accountability Act of 1996 and used to refer to the rights provided under the Act, in addition to those expressly authorized by the Company.

"Home Health Agency" means only a public agency or private organization, or a subdivision of such an agency or organization, that is: primarily engaged in providing skilled nursing services and other therapeutic services; has policies established by a group of professional personnel employed with the agency or organization, including one or more legally qualified Physicians and one or more Registered Nurses (R.N.); maintains clinical records on all patients; and, in the case of an agency or organization in any state in which state or applicable local law provides for licensing of agencies or organizations of this nature, is licensed under such law or is approved by the agency of such state or locality responsible for licensing agencies or organizations of this nature, as meeting the standards established for such licensing. The term "Home Health Agency" does not include any agency or organization or subdivision which is engaged primarily in the care and Treatment of a mental disease.

"Hospice Care Program" means a program that provides palliative and supportive care for terminally ill patients and their families and that is organized and licensed as such by the state in which it is headquartered. If accreditation is available, the program must have been currently accredited. In the event that state laws or regulations do not exist with respect to Hospice Care Programs, the program must be accredited by a national accrediting organization or be recognized as a Hospice Care Program or a demonstration Hospice Care Program by the U.S. Department of Health and Human Services. Hospice care can be provided at home, in a hospice, in a Skilled Nursing Facility, in an Acute Care Hospital, or in another freestanding facility.

"Illegal Occupation" means the Company shall not be liable for any loss to which a contributing cause was the Insured's commission of or attempt to commit a felony or to which a contributing cause was the Insured's being engaged in an illegal occupation.

"Illness" means only sickness or disease including mental infirmity, which requires Treatment by a Physician. For purposes of determining benefits payable, "Illness" shall include Pregnancy. All related Illnesses shall be considered one Illness. Concurrent Illnesses shall also be considered one Illness unless such Illnesses are clearly unrelated.

"Injury" means only bodily Injury sustained accidentally by external means, including such Illness as results from an accident. All Injuries sustained by an Insured in connection with any accident shall be considered one Injury.

"In-Network Provider" means those Physicians or facilities that have contracted to participate in the Exclusive Provider Organizations chosen by the Company.

"Inpatient" means a person who is Confined.

"Inpatient Rehabilitation Facility" means Physical Rehabilitation Units that are licensed special care units (or freestanding facilities) that provide intensive rehabilitation services through a multi-disciplinary coordinated team approach. The rehabilitation program for each patient includes:

- A. medical supervision by a physician with specialized training or experience in rehabilitation (i.e., 24-hour physician availability, with physician evaluation of the patient at least 3 times a week);
- B. 24-hour rehabilitation nursing (i.e., 24-hour availability of a registered nurse with specialized training or experience in rehabilitation);
- C. social services; and physical therapy and/or occupational therapy for at least 3 hours per day five days a week;
- D. speech-language pathology services and/or psychological services.

"Insured" means the Policyholder named on the Identification Card. Insured also means the following persons that have been duly enrolled in the Company's records according to the specifications set forth in the Enrollment and Effective Dates section:

- 1. The spouse of the Insured; and
- 2. Each Dependent (as defined in this Policy) of the Insured.

Insured does not refer to persons who have been voluntarily disenrolled by the Policyholder named on the Identification Card.

"Intensive Care Unit" means a special unit in an Acute Care Hospital concentrating all necessary types of equipment together with skilled nursing. This shall include coronary care, burn unit, and intensive isolation.

"Intermediate Care" means the use, in a full (24-hour) residential therapy setting, or in a partial (less than 24-hour) residential therapy setting, of any or all of the following therapeutic techniques, as identified in a Treatment plan for individuals physiologically or psychologically dependent upon or abusing alcohol or drugs:

- A. counseling; or
- B. detoxification services; or
- C. other ancillary services such as medical testing, diagnostic evaluation, and referral to other services identified in a Treatment plan; or
- D. chemotherapy.

"Long Term Acute Care Facility" means a facility which is licensed as such by a duly constituted state authority and provides care for patients who are deemed stable to be discharged from an acute care hospital but who require intensive services such as complicated IV therapy, complicated wound care or other therapy not appropriate to be provided in a Skilled Nursing Facility.

“Mail Order” means only Prescription Drugs that are dispensed by the prescription drug program vendor listed on your identification card, or its contracted Mail Order pharmacy. Mail Order can include use of the United States Post Office or similar delivery services. Similar services by your local pharmacy do not qualify for the Mail Order Copay. Mail Order drugs are dispensed in up to 90-day quantities.

“Medical Literature” means two articles from major peer-reviewed professional medical journals that have recognized, based on scientific or medical criteria, the drug's safety and effectiveness for Treatment of the indication for which it has been prescribed. However, if two other articles from major peer-reviewed medical journals have concluded, based on scientific or medical criteria, that the drug is unsafe or ineffective or that the drug's safety and effectiveness cannot be determined for the Treatment of the indication for which it has been prescribed, none of the articles shall be used to meet the requirement listed above. Peer reviewed medical literature shall not include publications or supplements that are sponsored to a significant extent by a pharmaceutical manufacturing company or a health carrier.

“Medically Appropriate” means services or supplies, which the Company determines, in the exercise of its discretion, are performed or provided according to generally professionally accepted standards of medical practice for the condition being treated.

“Medically Necessary”/“Medical Necessity” means services or supplies which the Company determines, in the exercise of its discretion, are generally professionally accepted as the usual, customary, and effective means of treating the sickness or Injury in the United States and required to diagnose or treat a Covered Illness or Injury, consistent with the symptoms of the diagnosis. Services and supplies that are:

- A. safe, effective, and appropriate with regard to standards of good medical practice; and
- B. customarily applied in the care of persons with similar complaints and findings by similarly trained practitioners or providers; and
- C. generally accepted as the effective elements of care; and
- D. not solely for the convenience of the patient or the provider; and
- E. approved by regulatory authorities such as the Food and Drug Administration; and
- F. the most appropriate supply or level of service which can be safely provided to the patient.

When applied to the care of an inpatient, this means that the medical symptoms or condition require that the services cannot be safely provided to the patient as an outpatient.

The fact that a physician or health care provider has prescribed, ordered, or recommended a service or supply does not in itself mean that it is Medically Necessary as defined.

"Medicare" means the programs established by Title 1 of Public Law 89-97 (79 Statutes 291), as amended, entitled Health Insurance for the Aged Act, and which includes Part A--Hospital Insurance Benefits for the Aged, and Part B--Supplementary Medical Insurance Benefits for the Aged.

“Mental Illness” means a mental disease or disorder or a functional nervous disorder defined as such in the most current version of the Diagnostic and Statistical Manual of Mental Disorders (DSM) or the most current version of the International Classification of Diseases, Ninth Revision, Clinical Modification (IC-10).

"Network" shall refer to those Physicians and facilities that have contracted to participate in the Exclusive Provider Organizations chosen by the Company. "In-Network" shall refer to services received through providers that participate in the Network, while "Out-of-Network" shall refer to services received through non-participating providers.

"New Drug" means a drug that is approved by the FDA after the date of this coverage. If these drugs fall into a covered class of drugs they will be subject to Prior Authorization for at least 90 days. If these drugs fall into an excluded class of drugs, they will be excluded from coverage.

"Non-occupational" means, with respect to Injury, an Injury which does not arise out of and in the course of any employment for wage or profit; and, with respect to Illness, means a disease in connection with which the person is entitled to no benefits under any Workers' Compensation law or similar legislation.

"Out-of-Network Provider" shall refer to Physicians and facilities that have not contracted to participate in the Exclusive Provider Organizations chosen by the Company.

"Outpatient" means a person who is not Confined.

"Partial Hospital Program" means an approved or licensed program when provided at a facility that provides psychiatric service for the diagnosis and Treatment of mental Illness for patients who do not require full time hospitalization but who need broader programs than are possible from outpatient visits. Care is provided by or under the supervision of a licensed Physician and other appropriate licensed medical staff (e.g. RN, MSW, Psychologist).

"Participating Pharmacy" means a pharmacy that has entered into a prescription drug plan agreement with the Pharmacy Benefit Manager listed on your identification card.

"Patient Protection And Affordable Care Act Of 2010" means the Patient Protection and Affordable Care Act of 2010 (Public Law 111-148) as amended by the Health Care and Education Reconciliation Act of 2010 (Public Law 111-152).

"Pharmacy Benefit Manager (PBM)" means the prescription drug program vendor listed on your identification card.

"Physician" means a medical practitioner who is acting within the lawful scope of his license and includes the following:

- Advanced Registered Nurse Practitioner (ARNP)/Advanced Practice Registered Nurse (APRN);
- Any of the following when authorized to engage in private, independent practice under the laws of the state in which covered services are received:
  - Licensed Clinical Marriage and Family Therapist (LCMFT);
  - Licensed Clinical Professional Counselor (LCPC);
  - Licensed Clinical Psychotherapist (LCP);
  - Licensed Specialist Clinical Social Worker (LSCSW);
- Audiologist;
- Certified Diabetic Educator/Licensed Dietitian (for covered diabetic education services);
- Doctor of Chiropractic (DC);
- Doctor of Dental Surgery (DDS);
- Doctor of Medicine (MD);
- Doctor of Osteopathy (DO);
- Licensed Physical Therapist (LPT);
- Occupational Therapist;
- Doctor of Optometry (OD);
- Oral Surgeon (OMFS, OMS);
- Physician Assistant (PA);
- Doctor of Podiatric Medicine (DPM);
- Psychologist and Psychological associates;
- Psychiatrist licensed in the State in which the psychiatrist practices; and
- Speech-Language Pathologist.

Physician or Doctor, as defined above, does not include the Policyholder or his Dependents or any person who is the spouse, parent, child, brother or sister of such Policyholder or his Dependents.

For purposes of determining the copay to be applied, the following terms apply:

Primary Care Physician or Doctor means a Physician or Doctor who may provide the first contact for a person with an undiagnosed health concern as well as continuing care of varied medical conditions, not limited by cause, organ system, or diagnosis. This Physician or Doctor generally does not specialize in any medical specialty except in the case of a gynecologist for the care of women and family practice, general practice, pediatrics, and internal medicine.

Specialist Physician or Doctor shall mean a Physician or doctor who engages in a medical specialty other than gynecology, family practice, general practice, pediatrics, and internal medicine.

"Plan Year" means the period beginning on the effective date of the Policy and continuing for 12 months and each subsequent 12-month renewal period.

"Policy, The Policy, This Policy" means the entire agreement that includes all the following:

- This Policy
- The Schedule of Benefits.

These documents make up the entire agreement that is issued to the Policyholder.

"Policyholder" means the person (who is not a Dependent) to whom this Policy is issued.

"Pre-admission Testing" means Outpatient diagnostic tests performed on an Insured during the 10- day period before being admitted as an Inpatient; or within 48 hours before an Outpatient surgical admission at an Acute Care Hospital. The time requirement will be waived if:

- A. medical complications delay the intended Surgical Procedure; or
- B. the Confinement is cancelled or postponed because a bed is unavailable; or
- C. there is a change in the Insured's condition that precludes the Surgical Procedure.

"Pregnancy" means the state in which a woman carries a fertilized egg inside her body. For the purposes of this policy, it also includes spontaneous abortion, miscarriage, childbirth, and complications arising during Pregnancy.

"Prescription Drug" means a drug that is available only by Prescription Order.

"Prescription Order" means the written or oral authorization of a Prescription Drug by a Physician who is licensed to make such authorization in the ordinary course of his professional practice.

"Prior Authorization Review" also referred to as "precertification" or "prior approval" is a process by which Physicians and other health care providers must obtain advance approval from a health plan before a specific service is delivered to the patient to qualify for payment coverage.

"Psychiatric care" means evidence-based direct or consultative services provided by a psychiatrist licensed in the state in which the psychiatrist practices.

"Psychiatric Facility" means a special care unit or freestanding facility that is licensed as such by duly constituted state authority and that provides psychiatric service for the diagnosis and Treatment of mental illness on a 24 hour basis by or under the supervision of a licensed physician and other appropriate licensed medical staff (e.g. RN, MSW, Psychologist).

"Psychiatric Treatment" means Treatment care for a mental disease or disorder or a functional nervous disorder.

"Psychological care" means evidence-based direct or consultative services provided by a psychologist licensed in the state in which the psychologist practices.

"Qualified Individual" means an Insured who is eligible to participate in an Approved Clinical Trial according to the trial protocol with respect to the Treatment of cancer or other life-threatening disease or condition, and either:

- A. the referring health care professional is an In-Network health care provider and has concluded that the individual's participation in the trial would be appropriate; or
- B. the Insured provides medical or scientific information establishing that the Insured's participation in the trial would be appropriate.

"Qualified Health Plan Issuer" means a health insurance issuer that offers a Qualified Health Plan in accordance with a certification by the Health Insurance Marketplace®.

"Qualified Medical Child Support Order" (QMCSO) means a Medical Child Support Order that creates or recognizes the existence of Alternate Recipient's right to or assigns to an Alternate Recipient the right to receive benefits for which a Covered Individual or eligible Dependent is entitled under this Policy.

In order for such an order to be a QMCSO, it must clearly specify:

- A. the name and last known mailing address (if any) of the Policyholder and the name and mailing address of each such Alternate Recipient covered by the order;
- B. a reasonable description of the type of coverage to be provided by the Policy to each Alternate Recipient, or the manner in which such type of coverage is to be determined;
- C. the period of coverage to which the order pertains; and
- D. the name of this Policy.

However, such an order need not be recognized as "qualified" if it requires the Policy to provide any type or form of benefit, or any option not otherwise provided to Insureds without regard to this section, except to the extent necessary to meet the requirements of a state law relating to medical child support orders as described in Social Security Act 1908 (as added by Omnibus Budget Reconciliation Act of 1993 § 13822).

"Routine Patient Care Costs" mean all items and services consistent with the coverage provided in this policy that are typically covered for a Qualified Individual who is not enrolled in an Approved Clinical Trial. Routine Patient Care Costs do not include:

- A. the health care service, item, or investigational drug that is the subject of the clinical trial;
- B. any Treatment modality that is not part of the usual and customary standard of care required to administer or support the health care service, item, or investigational drug that is the subject of the clinical trial;

- C. any health care service, item, or drug provided solely to satisfy data collection and analysis needs that are not used in the direct clinical management of the patient;
- D. an investigational drug or device that has not been approved for market by the federal Food and Drug Administration;
- E. transportation, lodging, food, or other expenses for the patient or a family member or companion of the patient that are associated with travel to or from a facility where a clinical trial is conducted;
- F. a service, item, or drug that is provided by a clinical trial sponsor free of charge for any new patient; or
- G. a service, item, or drug that is eligible for reimbursement from a source other than a covered individual's policy of accident and sickness insurance, including the sponsor of the clinical trial.

"Semi-Private Room and Board" means a 2-bed room accommodation.

"Skilled Nursing Facility" means an institution (or a distinct part of an institution) which:

- A. is primarily engaged in providing for Inpatients, skilled nursing care and related services for patients who require medical or nursing care, or rehabilitation service for the rehabilitation of injured or sick persons;
- B. has policies, which are developed with the advice of (and with provision for review of such policies from time to time by) a group of professional personnel, including one or more Physicians and one or more Registered Nurses, to govern the skilled nursing care and related medical or other services it provides;
- C. has a Physician, a Registered Nurse, or a medical staff responsible for the execution of such policies;
- D. has a requirement that the health care of every patient must be under the supervision of a Physician, and provides for having a Physician available to furnish necessary medical care in case of emergency;
- E. maintains clinical records on all patients;
- F. provides 24-hour nursing care in accordance with the policies developed as provided in subparagraph B. above, and has at least one Registered Nurse employed full-time;
- G. provides appropriate methods and procedures for dispensing and administering drugs and biologicals;
- H. has in place a utilization review plan which provides for the review, on a sample or other basis, of admissions to the institution, the duration of stays, and the professional services (including drugs and biologicals) furnished with respect to the medical necessity of the services, and for the purpose of promoting the most efficient use of available health facilities and services and with such review to be made by either a staff committee of the institution composed of 2 or more Physicians, with or without participation of other professional personnel, or a group similarly composed which is established by the local medical society and some or all of the Acute Care Hospitals and Skilled Nursing Facilities in the locality. Such review provides for prompt notification to the facility, the individual, and the attending Physician of a finding that further stay in the facility is not Medically Necessary;

- I. is licensed under the applicable state or local law or is approved by the appropriate state or local agency for such licensing, except that such term shall not include any institution which is primarily used for Custodial Care.

“Sound Natural Tooth/Teeth” means a tooth that is whole or properly restored; is without advanced periodontal disease and is not in need of the Treatment provided for any reason other than an accidental Injury.

“Stabilize” means, with respect to an emergency medical condition, to provide such medical Treatment of the condition as may be necessary to assure, within reasonable medical probability that no material deterioration of the condition is likely to result from or occur during the transfer of the individual from a facility.

“Standard Reference Compendia” includes the American Hospital Formulary Service-Drug Information or the United States Pharmacopoeia-Drug Information.

“Substance Abuse” means the taking of alcohol or other drugs at dosages that place an individual’s social, economic, psychological, and physical welfare in potential hazard. “Substance Abuse” shall also be understood to apply to an individual who loses the power of self-control as a result of the use of alcohol or drugs, or while habitually under the influence of alcohol or drugs, endangers public health, morals, safety, or welfare.

“Surgical Procedure” means a procedure defined as such in the most current version of the Current Procedural Terminology (CPT) or the most current version of the International Classification of Diseases, Clinical Modification (ICD-10-CM).

“Telemedicine” means the use of an electronic media to link Insureds with Physicians in different locations. To be considered Telemedicine, the Physician must be able to examine the Insured via a HIPAA-compliance real-time, interactive audio or video, or both, telecommunications system, or store and forward online messaging, and the Insured must be able to interact with the off-site Physician at the time the services are provided. Telemedicine includes Telepsychiatry.

"Temporomandibular Joint (TMJ) and Comparable Disorders" includes temporomandibular, craniomandibular, head and neck neuromuscular or similar disorders.

"Treatment" means medical care or attention, providing services or medication, consultations, testing.

"Treatment of Autism Spectrum Disorders" means evidence-based Treatment that includes the following care prescribed or ordered for an individual diagnosed with 1 of the autism spectrum disorders by a licensed physician or a licensed psychologist who determines the care to be medically necessary:

- A. Behavioral health Treatment.
- B. Pharmacy care.
- C. Psychiatric care.
- D. Psychological care.
- E. Therapeutic care.

"Treatment plan" for Autism Spectrum Disorders means a written, comprehensive, and individualized intervention plan that incorporates specific Treatment goals and objectives and that is developed by a board certified or licensed provider who has the appropriate credentials and who is operating within his or her scope of practice, when the Treatment of an autism spectrum disorder is first prescribed or ordered by a licensed physician or licensed psychologist as described in "Treatment of autism spectrum disorders".

“Urgent Care” means walk-in care to prevent serious deterioration of an Insured’s health as a result of an unforeseen illness, Injury, or the onset of acute or severe symptoms or pain which requires immediate Treatment to prevent long-term harm.

“Urgent Care Center” means a facility, not including a hospital emergency room for a physician’s office, that provides Treatment or services that are required:

1. To prevent serious deterioration of an Insured’s health; and
2. As a result of an unforeseen illness, Injury, or the onset of acute or severe symptoms or pain.

“Workers’ Compensation” means any federal or state benefits program provided for any bodily Injury or bodily sickness arising out of and in the course of employment.

## SECTION 2. PREMIUMS; ENROLLMENT; EFFECTIVE DATE

### Payment of Premiums

1. The premiums for this contract are due and payable as follows:
  - a. Initial premiums -- In advance of the date this coverage becomes effective for you
  - b. Subsequent premiums -- On the first day of each subsequent payment period
2. Nonpayment of premiums occurs when:
  - a. Premiums are not paid by the due dates as provided in 1. above; and/or
  - b. Premiums are not paid by you, your relative by blood, marriage or adoption, or an organization specifically designated by federal or state law as an entity from whom the Company must accept premiums.

### Eligibility Requirements

Individuals are eligible for coverage under this Policy if, at the time of application, the individual is:

- a citizen or national of the United States, or a non-citizen who is lawfully present in the United States, and are reasonably expected to be a citizen, national, or a non-citizen who is lawfully present for the entire period for which enrollment is sought; and
- not incarcerated other than incarceration pending the disposition of charges.

### Enrollment and Effective Date

In order to enroll or make a change due to any of the events listed below, an eligible individual or Insured must notify the Company within 60 days of a triggering event. This may require the submission of a change form. The addition of new Insureds due to one of these triggering events may require a change in coverage type and/or additional premiums.

### Open Enrollment

Eligible individuals and Insureds may enroll in or change from one Qualified Health Plan (QHP) to another during annual open enrollment periods established by Health and Human Services. Effective dates are also established by Health and Human Services.

### Effective Dates for All Other Special Enrollment Events

- a. If notification of a change to your enrollment is received by the Company between the first and the fifteenth day of any month, such change will be effective on the first day of the following month.
- b. If notification of a change to your enrollment is received by the Company between the sixteenth and the last day of any month, such change will be effective on the first day of the second following month.

### Special Enrollment

#### Triggering Events Effective on the First of the Month Following the Event

Qualified individuals may enroll in your Qualified Health Plan (QHP) or a QHP of their choosing as a result of the following triggering event:

#### **Adding a dependent or becoming a dependent through marriage.**

this applies to the Policyholder, spouse, and any newly-acquired Dependent(s) only. The Policyholder may not change their current QHP due to adding a Dependent.

Eligible individuals and Insureds may enroll in or change from one Qualified Health Plan (QHP) to another as a result of the following triggering events:

- Loss of minimum essential coverage
- Adding a Dependent or becoming a Dependent through marriage

- Gaining access to new QHPs as a result of a permanent change of address. You must have minimum essential coverage for one or more days in the 60 days prior to the move unless moving from a foreign country or a United States territory.
- Enrollment or non-enrollment in a QHP is unintentional, inadvertent or erroneous and is the result of the error, misrepresentation or inaction of an officer, employee or agent of the Health Insurance Marketplace (Exchange) or Health and Human Services or its instrumentalities as evaluated and determined by the Exchange.
- A QHP enrollee adequately demonstrates to the Exchange the QHP in which he or she is enrolled substantially violated a material provision of its contract in relation to that enrollee.
- Becoming newly eligible for advance premium tax credits or cost sharing reductions.
- An individual enrolled in any non-calendar year group health plan or individual health insurance coverage will qualify for Special Enrollment, even if the qualified individual or his or her dependent has the option to renew such coverage.
- An individual, who was not previously a citizen, national or lawfully present individual gains such status.
- An Indian may enroll in a QHP or change from one QHP to another one time per month.
- Meeting other exceptional circumstances as the Exchange may provide.

#### Triggering Events Effective on the Date of the Event

#### **Adding a Dependent through birth, adoption or placement for adoption**

Advance premium tax credits and cost sharing reductions, if applicable, are not effective until the first day of the following month, unless the birth, adoption, or placement for adoption occurs on the first day of the month.

If the current coverage provides benefits for only the parent(s) of the newborn child, coverage must be changed to a type which provides benefits for dependent children within 60 days of a triggering event, in order for the newborn child's coverage to continue beyond the initial 48 or 96 hour period.

Covered services received by the child within the initial 48 or 96 hour period will be treated as though they were services received by the parent Insured.

A newborn, an adopted child (regardless of age) or a child placed in the Insured's home by a child placement agency, as defined by state law for the purpose of adoption, is covered as follows, if the type of coverage is for two or more Insureds. Coverage is effective and provided without charge for 31 days beginning on the date of birth for:

(1) natural newborns

(2) newborns for which the petition for adoption has been filed within 60 days following birth

Exception: If the petition of adoption is filed after 60 days of birth, coverage will be effective the date the petition for adoption was filed and provided without charge for 31 days.

(3) newborns placed in the Insured's home within 60 days following birth

Exception: If a child is placed after 60 days of birth, coverage will be effective the date of placement and provided without charge for 31 days.

## SECTION 3. CANCELLATION

### Policyholder Cancellation for on Exchange

The Policyholder may cancel coverage under this contract (including for individual Insureds) at any time by contacting the Exchange. Cancellation will be effective no later than 14 days after the Policyholder's request for coverage to be discontinued. In the event of cancellation or death, the earned premium will be computed on a pro-rata basis and the unearned portion of any premium will be promptly returned. Cancellation will occur without prejudice to any claim originating prior to the effective date of cancellation.

### Cancellation by the Exchange and/or Company

Coverage under the contract may be cancelled only in the following circumstances:

- a. The Insured is no longer eligible for coverage in a QHP through the Exchange. The last day of coverage is the last day of the month following the month in which notice is sent by the Exchange unless an earlier cancellation date is requested and approved by the Exchange.
- b. Nonpayment of premiums when:
  - (1) The 90-day grace period required for individuals receiving advance premium tax credits has been exhausted. Under these circumstances, the last day of coverage will be the last day of the first month of the 90-day grace period; or
  - (2) A grace period of 30 days following the premium due date has been exhausted for Insureds not receiving advance premium tax credits. Unless premiums are received by the end of the stated grace period, coverage under this contract cancels as of the last day of the month for which full premium was paid.
- c. The Insured's coverage is rescinded in the event of fraud or intentional misrepresentation of a material fact.
- d. The Insured no longer resides, lives, or works in this service area or moves to a service area where the Company is not authorized to do business.
- e. The QHP cancels or is decertified.
- f. The Insured changes from coverage under this contract to another QHP during an annual open enrollment period or special enrollment period.
- g. The Insured is newly eligible for Medicaid, CHIP or Basic Health Program (BHP) coverage. Cancellation of coverage will be effective the day before such coverage begins.
- h. Dependents who no longer qualify under the general definition of Insured.

### Reinstatement

If the premium is not paid during the grace period, this contract will be cancelled. To re-enroll you must have a triggering event for a Special Enrollment opportunity or wait for the next Open Enrollment.

### Services Before Coverage Begins or After Coverage Ends

We do not pay for any services, Treatment, care or supplies provided before coverage under this Policy begins or after it ends, unless this Policy states otherwise. If coverage begins or ends while the Insured is an Inpatient in an Acute Care Hospital, our payment will be based on our contract with the hospital. It may cover the following:

- The services, Treatment, care or supplies the Insured receives during the entire admission, or
- Only the services, Treatment, care or supplies the Insured receives while their coverage is in effect.

We may pay for only the services, Treatment, care or supplies the Insured receives while their coverage is in effect if it begins or ends while the Insured is:

- An Inpatient in a facility such as a hospice, long-term acute care facility, rehabilitation hospital, psychiatric hospital, or other facility identified by Us, or
- Being treated for an episode of Illness by a Home Health Agency, ESRD facility or Outpatient hospital rehabilitation unit or other facility identified by us.

If the Insured has other coverage when a facility admits or discharges them, it may have to pay for the care the Insured receives before the Insured's coverage begins or after it ends with Us.

## SECTION 4. MEDICAL BENEFITS AND EXCLUSIONS

### **Coverage Provided**

Coverage under this Policy becomes effective on the Effective Date indicated on the face page of this Policy.

To receive benefits from your coverage, you must use a Network Provider. However, payment will be made at the In-Network Provider level of benefits for services provided by an Out-of-Network Provider when the services are provided for an Emergency Medical Condition. We will provide you with a list of providers in your location via our website where you can locate an In-Network Provider that is right for you. Visit our website at [ascensionpersonalizedcare.com/find-a-doctor](http://ascensionpersonalizedcare.com/find-a-doctor).

We have no obligation to advise you of the applicability of additional payment provisions for using an Out-of-Network Provider during the course of authorization prior to service or otherwise. You are responsible for choosing an In-Network Provider.

If Medically Necessary covered services, excluding Emergency Services, are not available through one of our In-Network Providers we will approve a referral to an Out-of-Network Provider and issue payment to the Out-of-Network Provider at the greater of a rate based on the requirements of state and federal laws. You will be held harmless for any amount beyond the copayment, deductible, and coinsurance percentage that you would have paid had you received services from an In-Network Provider. See the Notice of Surprise Billing section for additional information.

### **Schedule of Benefits**

The Schedule of Benefits provides a list of the Covered Medical Expenses as described in this Policy. It outlines what percentage of those Covered Medical Expenses will be provided when services are incurred by an Insured to the extent those charges exceed any Deductible and/or Copay and/or Coinsurance amounts.

### **Deductible**

A Deductible amount, as outlined in the Schedule of Benefits, shall be applied to certain Covered Medical Expenses incurred by an individual eligible for benefits in any Plan Year. Expenses incurred by an individual eligible for benefits in any Plan Year will be the amount that must be satisfied before the individual is entitled to benefits.

Family Deductible - After the Family Deductible is satisfied, no further Deductible amount will be required for medical benefits to be payable for all family members in the Plan Year, if family (more than one individual) coverage is provided.

### **Cost Sharing Maximum**

After the Cost Sharing Maximum has been reached, the Company will pay 100% of all services and supplies for which benefits are available under this Policy which We determine to be Medically Necessary. Charges for services and supplies which We determine are not Medically Necessary will not be eligible for benefit consideration and may not be used to satisfy the Cost Sharing Maximum.

### **Covered Medical Expenses include:**

- A. Semi-Private Room and Board and Intensive Care Unit accommodations furnished to an Insured by a qualified Acute Care Hospital while the Insured is an Inpatient.

- B. Acute Care Hospital services and supplies furnished by a qualified Acute Care Hospital to an Insured, for their use while an Inpatient or Outpatient, such as operating room, x-rays, laboratory tests, drugs, medicines, general nursing care, anesthesia, radiation therapy, blood and blood products.
- C. Hospice Care Program expenses if a Physician's statement is received which verifies that the Insured's life expectancy is no longer than 6 months. The exclusion for Custodial Care does not apply to Hospice Care Program benefits.

Hospice Care Program expenses include:

1. 45 days of Inpatient hospice care at the facility's average Semi-Private Room and Board rate.
  2. Physicians' services.
  3. Home health care services, including:
    - a. Part-time nursing care rendered in the Insured's home by a Registered Nurse (R.N.), Licensed Practical Nurse (L.P.N.), or Licensed Public Health Nurse.
    - b. Physical therapy provided in the Insured's home.
    - c. Use of medical equipment.
  4. Respite care.
  5. Prescription drugs.
  6. Bereavement services for other members of the Insured's family provided that they are also Insureds under the Policy. These services are eligible for a period not to exceed 6 months and only if the Hospice Care Program benefit was used by the terminally ill Insured.
- D. Medical supplies and Treatment, home and office visits by a Physician and other medical care as deemed necessary for the Treatment of an Illness or Injury which includes visits offered via Telemedicine.
  - E. Benefits for visits by an In-Network Provider to an Inpatient during the period of Confinement.
  - F. Services of a consulting Physician with special skill or knowledge to assist in diagnosis or Treatment for one consultation during each continuous period the patient is Confined. No benefits are payable for staff consultations required by the facility's rules or regulations.
  - G. Surgical Procedures including preoperative and postoperative care.
  - H. Services of a technical surgical assistant when deemed to be required for a Surgical Procedure not routinely available as a service provided by an Acute Care Hospital intern, resident, or full-time, salaried Physician.
  - I. Generally accepted operative and cutting procedures necessary for the diagnosis and Treatment of Illnesses, Injuries, fractures and dislocations, including any necessary preoperative and postoperative care and, where included as part of such service, anesthesia administered by the Physician or Certified Registered Nurse Anesthetist.
  - J. Licensed ground or air ambulance services for emergency or Medically Necessary transportation to the nearest facility equipped to handle the condition and within a 500 mile radius.
  - K. Emergency Services including Emergency Room Services. If you are experiencing an Emergency, call 9-1-1 or go to the nearest Hospital. Services which we determine to meet the definition of Emergency Services will be covered, whether the services are rendered by a Network Provider or Non-Network Provider. Emergency Services rendered by a Non-Network

provider will be covered as a Network service, however the Insured will be responsible for any applicable Coinsurance, Copayment or Deductible. We will pay the greater of a rate based on the requirements of state and federal laws. A Non-Network provider of Emergency Services may send you a bill for any charges remaining after your Plan has paid (this is called —surprise billing). The rate we pay for Emergency Services may be less than the bill; you will not be required to pay the difference between what the provider charges and what we pay. See the Surprise Billing Notice section for more information.

In addition, if you contact your Physician and are referred to a Hospital emergency room, benefits will be provided at the level for Emergency Services. Hospitals are open to treat an Emergency 24 hours a day, 7 days a week. **Follow-up care is not considered Emergency Services.**

- L. For Urgent Care services provided in a Physician's office or at an Urgent Care Center.
- M. Anesthetics, oxygen and their administration by a Physician or Certified Registered Nurse Anesthetist.
- N. The administration of blood and blood products.
- O. Artificial limbs (except myoelectric limbs), artificial eyes, and artificial larynx for an Illness or Injury, Covered Expenses do not include charges for replacement or repair or maintenance, unless made necessary by bodily growth or development or irreparable damage due to normal wear.
- P. Electronic heart pacemaker for an Illness or Injury, not including charges for replacement or repair or maintenance. Covered Expenses do not include charges for replacement or repair or maintenance, unless made necessary by bodily growth or development or irreparable damage due to normal wear.
- Q. Surgical dressings, casts, splints, trusses; orthotics, braces (including attached corrective shoes) for an Illness or Injury and shoes prescribed for a person with diabetes. Covered Expenses do not include charges for replacement or repair or maintenance, unless made necessary by bodily growth or development or irreparable damage due to normal wear.
- R. Crutches, prostheses, and similar medical supplies for an Illness or Injury. Covered Expenses do not include charges for replacement or repair or maintenance, unless made necessary by bodily growth or development or irreparable damage due to normal wear.
- S. Rental (or at the Company's option, purchase, if the Company determines that the cost of purchase is less than anticipated total rental charges) of a wheelchair, oxygen tent, hospital bed, nebulizer, ventilation equipment or other similar durable medical equipment. The durable medical equipment must be primarily medical in nature, not normally of use in the absence of Illness and Injury. Covered Expenses do not include charges for replacement or repair or maintenance, unless made necessary by bodily growth or development or irreparable damage due to normal wear. Coverage is limited to the most cost effective durable medical equipment that meets the Covered person's medical needs.
- T. Diagnostic x-rays, electrocardiograms (ECG), electroencephalograms (EEG), laboratory testing and pathological examinations when performed by a Physician for the diagnosis of an Illness or Injury.
- U. Physical therapy Treatment by a licensed physiotherapist and occupational therapy by a licensed occupational therapist. These services must be due to an Injury or Illness and to improve bodily function.

- V. Imaging (i.e. radiation, therapy, MRI, CT/PET Scans) and Treatments with other radioactive substances.
- W. Treatment by a licensed, qualified speech therapist for the purpose of restoring speech loss or correcting an impairment due to:
  1. a congenital defect; or
  2. an Injury or Illness, except a mental, psychoneurotic or personality disorder.

Speech therapy is limited to 30 visits per Plan Year.
- X. Acute Care Hospital expenses associated with dental procedures while an Inpatient when a concurrent hazardous medical condition exists.
- Y. Acute Care Hospital services in connection with admissions for multiple extractions or removal of unerupted teeth while the Insured is Hospitalized as an Inpatient.
- Z. Care for routine nursery charges for a newborn child. The requirement that the Confinement be as a result of Injury or Illness will not apply with respect to the charges incurred in connection with the Confinement of a newborn child while such child's mother is Confined in the Acute Care Hospital. Also eligible shall be the routine Physician visits during the initial Confinement.
- AA. Pre- and postnatal care, genetic testing, including required visits to the doctor's office and Medically Necessary laboratory tests related to a covered Pregnancy.
- BB. Charges for or in connection with circumcisions for newborn males.
- CC. One contact lens per eye following cataract surgery.
- DD. Chemotherapy and drugs used in antineoplastic therapy are payable on the same basis as for any other prescribed drugs covered under the Policy. The drug must meet the following conditions:
  1. It is ordered by a Physician for the Treatment of a specific type of neoplasm.
  2. It is approved by the Federal Food and Drug Administration for use in antineoplastic therapy.
  3. It is used as part of an antineoplastic drug regimen.
  4. Its efficacy is substantiated by current medical literature and recognized oncology organizations generally accept the Treatment.
  5. The physician has obtained informed consent from the patient for the Treatment regimen which includes federal food and drug administration approved drugs for off-label indications.
- EE. All Skilled Home Health Care services including home infusion and related services, require Prior Authorization by the Company in order to be eligible for benefits. If prior approval is not obtained, the Company has the right to request medical records to review to determine whether services are eligible under this contract.
  - a. Covered services that require that the patient be homebound:
 

An Insured will be considered to be homebound if they have a condition due to Illness or Injury for which leaving the home is medically contraindicated. The Company has the right to determine whether the patient is homebound.

    - (1) Skilled Nursing Care visits include services provided by a Home Health Agency on an intermittent per visit basis.
    - (2) Physical, Occupational, and Speech therapy provided by a Home Health Agency, on a per visit basis.

- (3) Social Worker services are covered when provided by a Home Health Agency, on a per visit basis.
- b. Covered services that do not require that the patient be homebound:
  - (1) Home care education associated with diabetes, colostomy care, wound care, IV therapy or any other condition or Treatment which the Company has determined is appropriate for home care education, when provided by a Home Health Agency. Benefits for educational services will be limited to no more than three home care education visits per Benefit Period for which home care education is appropriate.
  - (2) Home infusion and related services. These services can be provided by either a Home Health Agency, state licensed nursing agency or state licensed nurse.
- c. Skilled Home Health Care services do not include:
  - (1) Services provided by a member of the Insured's immediate family.
  - (2) Services provided by a person who normally lives in the Insured's home.
  - (3) Custodial/Maintenance Care. The Company has the right to determine which services are Custodial/Maintenance Care.

FF. Skilled Nursing Facility expenses if:

- 1. The Insured was first an Inpatient in an Acute Care Hospital for at least 3 consecutive days;
- 2. A Physician orders Skilled Nursing Facility confinement for convalescence from a condition which caused that Acute Care Hospital stay or related conditions;
- 3. The Skilled Nursing Facility confinement begins within 14 days after discharge from that Acute Care Hospital stay, or within 14 days after a related Skilled Nursing Facility stay; and
- 4. The Insured is under a Physician's continuous supervision and requires 24-hour nursing care and there is a personal examination at least once every 7 days.

Covered Skilled Nursing Facility expenses include:

- 1. Semi-Private Room and Board;
- 2. Other services and supplies ordered by a Physician and furnished by the Skilled Nursing Facility for Inpatient medical care; or
- 3. Services provided in the course of Treatment of the Insured by an anesthesiologist, pathologist, physical therapist, occupational therapist, speech therapist, or radiologist.

No Skilled Nursing Facility benefit shall be payable for:

- 1. confinement that does not meet the above requirements for Skilled Nursing Facility benefits;
- 2. personal items and private duty nursing or other professional services, unless the patient is under the continuous care of their physician or unless 24-hour nursing care is essential; or
- 3. Custodial Care.

GG. Benefits for Psychiatric Treatment including:

- 1. Acute Care Hospital and Psychiatric Facility admissions;
- 2. Outpatient psychiatric services when furnished and billed for by a Psychiatric Facility or Partial Hospital Program;
- 3. Day care and night care provided by Acute Care Hospitals or Psychiatric Facilities. All eligible charges in connection with this care shall be considered as Inpatient charges:
  - a. Professional and other staff and auxiliary services made available to ambulatory patients;

- b. Prescribed drugs and medications dispensed by the Acute Care Hospital for psychiatric day care and night care or by the Psychiatric Facility, when dispensed in connection with Treatment received at the Acute Care Hospital or Psychiatric Facility;
  - 4. Electroshock therapy when administered by a Physician;
  - 5. Anesthesia for electroshock therapy when administered by a Physician other than the Physician administering the electroshock therapy;
  - 6. Psychological testing rendered by a Physician;
  - 7. Individual or family counseling rendered by a Physician;
  - 8. Private duty nursing in the Acute Care Hospital, Psychiatric Facility, Partial Hospital Program, or at home; and
  - 9. Treatment must be rendered in an approved facility by an M.D., Ph.D., or licensed Social Worker.
- JJ. Treatment for Mental Illness or Substance Abuse for Inpatient and Outpatient services that are Medically Necessary. Benefits will be provided at the same payment level that is applicable to the service if it had been provided for a condition other than Mental Illness or Substance Abuse.
- KK. Ambulatory Care Center or Acute Care Hospital Outpatient facility charges in connection with a covered Surgical Procedure.
- LL. Pre-admission Testing within 10 days before surgery.
- MM. Outpatient Surgery Expense including services and supplies connected to the procedure furnished within 24 hours after the surgery:
- 1. Physician's services
  - 2. Necessary supplies
- NN. Human Organ & Bone Marrow Transplant Benefits are provided for the following human organ transplants:
- 1. Cornea
  - 2. Heart
  - 3. Heart-lung
  - 4. Kidney
  - 5. Kidney-liver
  - 6. Liver
  - 7. Lung (whole or lobar, single or double)
  - 8. Multivisceral transplants
  - 9. Pancreas
  - 10. Pancreas-kidney
  - 11. Small intestine
  - 12. Bone Marrow and or/ peripheral stem cell transplant. (High-Dose Chemotherapy with Hematopoietic Support)

There is no coverage hereunder for any transplant not specifically listed as covered or for supplies or services provided directly for or relative to human organ transplants not specifically listed as covered. No benefits will be provided for multiple organ transplant combinations not listed even when one or more of the organs involved is listed as a covered transplant.

Benefits for a human organ transplant will be available for a live donor (whether or not an Insured), if the recipient is an Insured, unless the donor has other coverage.

Benefits are available only when pre-certified and the Treatment particular for the Insured's condition is not Experimental or Investigational.

Benefits will be available for the costs associated with the donor search and acquisition of bone marrow or peripheral stem cells when a related donor is not available.

- OO. Preventive Care and Screening Services and Immunizations for children, adolescents and adults (provided by an In-Network provider only).

Preventive Care and Screening Services and Immunizations for children, adolescents and adults that:

- have a rating of A or B in the current United States Preventive Services Task Force recommendations, or
- are recommended by the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention, or
- are provided for in comprehensive guidelines supported by the Health Resources and Services Administration, with respect to the individual involved.

Please consult the recommendations and guidelines for age, frequency and other guidelines. Some examples of screening include high blood pressure, breast cancer (mammograms), cervical cancer (PAP), cholesterol, depression, diabetes, colorectal cancer (colonoscopies), and prostate cancer (PSA). Examples of immunizations include HIV, DTP, Hepatitis A, Hepatitis B, HIB, HPV, MMR, and Flu Shots.

Copies of the recommendations and guidelines may be obtained from the following web sites. You may also call [800-211-1534] to obtain a no-cost paper copy from US Health and Life.

<https://www.healthcare.gov/what-are-my-preventive-care-benefits/>  
[www.cdc.gov/vaccines/Pubs/acip-list.htm](http://www.cdc.gov/vaccines/Pubs/acip-list.htm)  
[Official web site of the U.S. Health Resources & Services Administration | \(hrsa.gov\)](http://www.hrsa.gov)

- PP. Hemodialysis.
- QQ. Second surgical opinions.
- RR. Birthing Center.
- SS. Phase I and Phase II Cardiac Rehabilitation services shall be covered for 30 visits per year when provided within 3 months of the following: post-myocardial infarction; post-coronary bypass; post-percutaneous transluminal angioplasty; post-cardiac transplantation; post-pathway ablation; post-AICD implantation; angina pectoris (Class III or IV); myocardial disease (Class III or IV); and dangerous arrhythmias. No benefits are provided for maintenance or unsupervised programs, or the purchase or rental of exercise equipment in connection with Cardiac rehabilitation.
- TT. Charges for surcharge fees mandated under the New York Health Care Reform Act (HCRA).
- UU. Charges for or in connection with a mastectomy including the following:
1. Reconstruction of the breast on which the mastectomy was performed;
  2. Surgical Procedures and reconstruction of the other breast, to produce a symmetrical appearance;
  3. Prostheses and physical complications of all stages of mastectomy, including lymphedemas.
  4. Benefits are not provided for items of wearing apparel except coverage is available for two (2) post-mastectomy bras per insured per benefit period. A post mastectomy bra is a bra that is specifically designed and intended to support single or bilateral breast prosthesis.
- VV. Breast cancer diagnostic screening services, as an Inpatient or Outpatient:
1. 2-view, low dose radiation mammography;
  2. surgical breast biopsy and pathologic examination and interpretation;

3. one service during the 5-year period for an Insured aged 35-40;
  4. one service each Plan Year for an Insured aged 40 or older.
- WW. For mothers and newborns, an Acute Care Hospital admission of 48 hours following a normal delivery, or 96 hours following a Cesarean delivery, will be allowed for an eligible admission. This includes the obstetrical and delivery expenses of the birth mother of a child adopted within 90 days of birth of such child.
- No Prior Authorization is required for the minimum hospital stay.
  - Hospital length of stay begins at the time of delivery if delivery occurs in a hospital and at the time of admission if delivery occurs outside the hospital.
  - Well-baby services will be provided regardless of whether the newborn is added to this Policy. In which case, these services would be covered under the mother's maternity coverage.
- XX. Prescribed syringes, needles, and colostomy bags.
- YY. Surgical and Non-Surgical services of a reversible nature to treat temporomandibular, craniomandibular, head and neck neuromuscular or similar disorders requires prior authorization and is, subject to the following:
1. a single examination including allowances for all models, electronic diagnostic testing, psychological testing and photographs;
  2. physical therapy of necessary frequency and duration and limited to a multiple modality benefit recommendation when more than one therapeutic Treatment is rendered on the same date of Treatment;
  3. therapeutic injections;
  4. appliance therapy based on the usual and customary fee for use of a single appliance, regardless of the number of appliances used, including an allowance for all jaw relation and position diagnostic services, office visits, adjustments, training, repair, and replacement of the appliance
  5. there can be no pre-estimates of the frequency or duration of TMJ-related Treatment and services.
- ZZ. Diabetes program to prevent the onset of clinical diabetes emphasizing best practice guidelines to prevent the onset of clinical diabetes and to treat diabetes, including, but not limited to, diet, lifestyle, physical exercise and fitness, and early diagnosis and Treatment.
1. Coverage for the following equipment, supplies, and educational training for the Treatment of diabetes, if determined to be medically necessary and prescribed by an allopathic or osteopathic physician:
    - a) Blood glucose monitors and blood glucose monitors for the legally blind.
    - b) Test strips for glucose monitors, visual reading and urine testing strips, lancets, and spring-powered lancet devices.
    - c) Syringes.
    - d) Insulin pumps and medical supplies required for the use of an insulin pump.
    - e) Diabetes self-management training to ensure that persons with diabetes are trained as to the proper self-management and Treatment of their diabetic condition, subject to the following:
      - i. Is limited to completion of a certified diabetes education program upon occurrence of either of the following:
        1. If considered medically necessary upon the diagnosis of diabetes by an allopathic or osteopathic physician who is managing the patient's diabetic condition and if the services are needed under a comprehensive plan of care to ensure therapy compliance or to provide necessary skills and knowledge.

2. If an allopathic or osteopathic physician diagnoses a significant change with long-term implications in the patient's symptoms or conditions that necessitates changes in a patient's self-management or a significant change in medical protocol or Treatment modalities.
  - ii. Shall be provided by a diabetes outpatient training program certified to receive Medicaid or Medicare reimbursement or certified by the department of community health. Training provided under this subdivision shall be conducted in group settings whenever practicable.

2. As used in this section, "diabetes" includes all of the following:

- a. Gestational diabetes.
- b. Insulin-dependent diabetes.
- c. Non-insulin-dependent diabetes.

- AAA. Allergy testing, evaluations and injections, including serum costs.
- BBB. Consultations with a dietician employed by an In-Network Provider. Some dietician services may be covered under the Preventive Care benefit.
- CCC. Education conducted by In-Network Providers about managing chronic disease states such as diabetes or asthma.
- DDD. Maternity classes conducted by In-Network Providers.
- EEE. Evaluation and Treatment of chronic and/or acute pain as specified in our medical policies.
- FFF. Reconstructive surgery to correct congenital defects and/or effects of Illness or Injury, if:
1. The defects and/or effects of Illness or Injury cause clinical functional impairment. "Clinical functional impairment" exists when the defects and/or effects of Illness or Injury:
    - (a) Cause significant disability or major psychological trauma (psychological reasons do not represent a medical or surgical necessity unless you are undergoing psychotherapy for issues solely related to the Illness or Injury for which the reconstructive surgery is requested);
    - (b) Interfere with employment or regular attendance at school;
    - (c) Require surgery that is a component of a program of reconstructive surgery for a congenital deformity or trauma; or
    - (d) Contribute to a major health problem; and
  2. We reasonably expect the surgery to correct the condition; and
  3. The services are approved in advance by us and you receive them within two years of the event that caused the impairment, unless either of the following applies:
    - a. The impairment caused by Illness or Injury was not recognized at the time of the event. In that case, Treatment must begin within two years of the time that the problem was identified; or
    - b. your Treatment needs to be delayed because of developmental reasons.

We will cover Treatment to correct the functional impairment even if the Treatment needs to be performed in stages as long as that Treatment begins within two years of the event causing the impairment and as long as you remain an Insured.

- GGG. Pulmonary rehabilitation. Limited to 30 visits per year.
- HHH. Biofeedback for Treatment of medical diagnoses.
- III. Chiropractic Care by a chiropractor and all manipulations by osteopathic Physicians. This is limited to 30 visits per year.
- JJJ. Tobacco smoking cessation services provided by an In-Network Physician which includes educational services and preferred tobacco cessation prescription drugs. Some screening, counseling, and interventions may be covered under the Preventive Care benefit.
- KKK. Physician-supervised weight loss programs.
- LLL. Supplemental feedings administered via tube. This type of nutrition therapy is also known as enteral feeding. Formulas intended for this type of feeding as well as supplies, equipment, and accessories needed to administer this type of nutrition therapy, are Covered.
- MMM. Supplemental feedings administered via an IV. This type of nutrition therapy is also known as parenteral nutrition. Nutrients, supplies, and equipment needed to administer this type of nutrition is covered.
- NNN. Services provided by an Inpatient Rehabilitation Facility.
- OOO. Services provided by a Long Term Acute Care Facility.
- PPP. Facility, ancillary and anesthesia services for limited dental services may be covered for pediatric Insureds when:
- i. a child under age seven needs multiple extractions or restorations.
  - ii. a total of six or more teeth are extracted in various quadrants.
  - iii. there are dental Treatment needs for which local anesthesia is ineffective because of acute infection, anatomic variation or allergy.
  - iv. extensive oral-facial and/or dental trauma has occurred causing Treatment under local anesthesia to be ineffective or compromised.
  - v. a patient has a serious medical condition that may interfere with routine dental work.
  - vi. medical services, such as suturing of lacerations, are required in connection with an accident.

Facility and ancillary services relating to dental services for adults require Prior Authorization by USHL.

Removal of Sound Natural Teeth required in preparation for other medical procedures that are covered under this Policy.

- QQQ. Orthognathic surgery services which includes: Referral care for evaluation and orthognathic Treatment; Cephalometric study and x-rays; Orthognathic surgery and post-operative care, including hospitalization, if necessary. These services require Prior Authorization.

For purposes of this Covered Medical Expense, "orthognathic surgery" means surgical Treatment to restructure the bones or the other part of the jaw to correct a congenital birth defect, the effect of an Illness or Injury or to correct other functional impairments.

Orthodontic Treatment, even when provided along with orthognathic surgery is not a Covered Medical Expense under this Policy.

- RRR. One hearing screening, performed as part of a physical exam, during each calendar year to determine hearing loss as determined within routine preventive screening – USPSTF preventive services.
- SSS. One vision screening, performed as part of a physical exam, during each calendar year to determine vision loss as determined within routine preventive screening according to USPSTF preventive services.
- TTT. Routine Patient Care Costs incurred in the course of an Approved Clinical Trial for Qualified Individuals.

Qualified Individuals will not be denied participation in an Approved Clinical Trial with respect to the Treatment of cancer or another life-threatening disease or condition. A Qualified Individual will not be discriminated against on the basis of participation in such trial.

The Qualified Individual may participate in an Approved Clinical Trial through an In- Network provider if the provider will accept the Qualified Individual as a participant in the trial. However, this does not prevent a Qualified Individual from participating in an Approved Clinical Trial conducted outside of the state in which the individual resides.

- UUU. Women's Preventive Services, including:

1. Contraceptives for all FDA-approved methods for women as required by PPACA, to include prescriptions, surgery and over-the-counter items as well as related counseling (counseling and education includes instruction in fertility awareness-based methods, including lactation amenorrhea), office visits, inpatient and outpatient facilities and physician's services. This includes coverage for contraceptive devices (e.g. Depo-Provera and Intrauterine Devices (IUDs). Diaphragms will also be covered when services are provided in the physician's office;
2. Sterilization of females, including tubal ligation and associated charges (anesthesia, labs, etc.);
3. Manual and electrical breast pumps per pregnancy when purchased or rented from a licensed provider or purchased from a retail outlet. Hospital-grade pumps are not covered;
4. Lactation support and counseling from a licensed provider (in hospital or in office);
5. Screening for gestational diabetes for pregnant women between 24 and 28 weeks of gestation and first prenatal visit for pregnant women at high risk for diabetes;
6. Human papillomavirus (HPV) screening;
7. Annual counseling for sexually transmitted infections during well-woman visits for all sexually active women;
8. Screening for interpersonal and domestic violence.

For services involving contraceptive coverage, there is no co-pay, deductible, or coinsurance, even if your deductible or out-of-pocket maximum has not been met. The contraceptive items and services may be covered under the medical or pharmacy benefit without cost-sharing when provided by a pharmacy or Physician in your health plan's network, however, please note this list is not all inclusive and additional product may be covered at no additional cost.

- VVV. Treatment for Autism Spectrum Disorders, including Applied Behavioral Analysis, physical therapy, occupational therapy, and speech therapy. No dollar limits or quantitative limits (hourly, daily, weekly, etc.) will apply to these benefits.
- WWW. Blepharoplasty of upper lid.
- XXX. Medically Necessary breast reduction. Refer to Utilization Management for Prior Authorization requirements.

YYY. Surgical Treatment of male gynecomastia, panniculectomy, sleep apnea Treatments including Rhinoplasty and Septorhinoplasty. Refer to Utilization Management for Prior Authorization requirements.

ZZZ. Evaluation and Treatment of chronic and/or acute pain.

AAAA. Benefits are provided for a penile prosthesis required for physiological (not psychological) impotence, subject to advance approval by the Company only in the following situations: trauma, radical pelvic surgery, diabetes, Peyronie's Disease, vascular or neurological diseases when individual situation warrants coverage in the Company's opinion. Subject to prior authorization.

Benefits are not provided for services of sleep laboratories for nocturnal penile tumescence testing.

BBBB. Vasectomy only when performed in a Physician's office or when performed in connection with another covered inpatient or outpatient surgery.

### **Outpatient Prescription Drug Benefits**

Prescription Drugs obtained from a Participating Pharmacy. You may call the 800 number on your identification card for assistance in a Participating Pharmacy.

The Formulary is subject to change. Drugs may be deleted from the Formulary during the year if significant safety issues arise, or if new products come to the market that are superior in efficiency and or safety. If a new drug is determined as safe and effective as currently available therapies, the cost effectiveness of the drug is reviewed. Typically, if the cost is comparable or better than existing therapies, the drug is added to the Formulary. Drugs listed on the Formulary will be included in Covered Drugs if they not excluded, the appropriate Copay and/or Deductible and Coinsurance is paid, and any required Prior Authorization is received.

Some Prescription Drugs are subject to Step Therapy. Step Therapy is an automated process that defines how and when a particular drug can be dispensed based on your drug history. Step therapy usually requires the use of one or more prerequisite drugs prior to the use of another drug.

You may obtain a copy of the current Formulary at no charge by contacting us at:

Address: US Health and Life Insurance Company  
Attention: Customer Service  
[800 Tower Drive, Suite 300  
Troy, MI 48098]  
Telephone: [833-600-1311]  
Website: [www.ascensionpersonalizedcare.com]

### **Covered Prescription Drugs**

The Company covers only drugs that are:

- A. Approved for Treatment of the Insured's Sickness or Injury by the Food and Drug Administration (FDA); or
- B. Approved by the Food and Drug Administration (FDA) for the Treatment of a particular diagnosis or condition other than the Insured's and recognized as appropriate medical Treatment for the Insured's diagnosis or condition in one or more of the Standard Reference Compendia or recommended by a clinical study or recommended by a review article in a major peer-reviewed professional journal; and

C. Satisfy the following:

- (1) Federal legend drugs that bear the legend Caution: Federal law prohibits dispensing without a prescription;
- (2) Compounded medications in which at least one ingredient is a legend drug;
- (3) Drugs prescribed for non-FDA approved use (Off-Label use) may be covered if all of the following conditions are met:
  - (a) the drug is approved by the FDA;
  - (b) the drug is prescribed for the Treatment of a life-threatening condition or a chronic and seriously debilitating condition;
  - (c) the drug has been proven effective and accepted for the Treatment of the specific indication for which it has been prescribed in any one of the Standard Reference Compendia or in Medical Literature; and
  - (d) Prior Authorization has been received from the Company.
- (4) Insulin syringes (no Copay when dispensed with Insulin);
- (5) Diabetic devices, needles, supplies, testing reagents;
- (6) Blood glucose strips, limited to 100 strips per a 25-day period; additional strips may be available subject to Prior Authorization;
- (7) Glucose (blood sugar) monitors limited to one per two-year period;
- (8) Lancets or Microlet Vaculance;
- (9) Prenatal Vitamins for females between the ages of 10 and 65 years old;
- (10) Over-the-counter preventive care medication if prescribed by a Physician;
- (11) At least one Intranasal spray opioid reversal agent when prescriptions of opioids are dosages of 50 MME or higher;
- (12) Buprenorphine or generic equivalent product for medication-assisted Treatment of opioid use;
- (13) Medically Necessary growth hormone therapy;
- (14) Drugs used for the Treatment of the underlying causes of infertility.

If you want to obtain a complete list of Covered Drugs, please contact the Company for its current list.

Only drugs that are obtained by a Prescription Order, are not excluded, and are Medically Necessary are covered. Benefits subject to Prior Authorization are covered only to the extent that the Insured satisfies the Prior Authorization requirements.

Where there is a Generic Drug equivalent available for a Brand Name Drug the Insured is responsible for the Brand Name Drug Copay and the difference in price between the Brand Name Drug and the Generic Drug, unless the prescribing Physician provides a letter of Medical Necessity supporting the use of the Brand Name Drug for a specific medical reason.

Dispensing Limits: The quantity of Prescription Drugs dispensed pursuant to a Prescription Order or refill will be that quantity usually prescribed by the Physician, not to exceed the quantity required for 34 consecutive days supply with the following exceptions:

- A. one (1) vial of insulin;
- B. three (3) ounces net weight of ointment or cream;
- C. a 14-day supply of antibiotics;
- D. 90 days supply for Home Delivery (if the Home Delivery Option is selected);
- E. a sufficient supply to provide appropriate continuing medication during an Insured's quote temporary absence from an area where a Participating Pharmacy is available, subject to prior review and approval by US Health and Life Insurance Company.

New prescriptions for, or refills of, a previously obtained Prescription Drug are not covered until 75% of the medication obtained has been used (unless Prior Authorization is obtained).

### **Drugs Covered Subject to Prior Authorization**

Prior Authorization means that a request has been submitted to the Company or to the Pharmacy Benefit Manager (PBM) identified on the identification card for a determination as to whether the requested Prescription Drug is Medically Necessary and is medically appropriate Treatment for the condition for which it is prescribed.

Prior Authorization is intended to encourage appropriate and cost-effective medication use. The Pharmacy Benefit Manager has relied on a clinical team of physicians and pharmacists to identify, develop and approve clinical criteria for medications that are appropriate for Prior Authorization by reviewing FDA-approved labeling, scientific literature and nationally recognized guidelines.

Drugs and drug classes subject to Prior Authorization are chosen based on a variety of factors, including current medical findings, FDA information, and the availability of other cost-effective Treatments available in the marketplace.

If the Insured is prescribed a drug that is subject to Prior Authorization, the drug will not be dispensed without Prior Authorization obtained by Insured's physician. If Prior Authorization is obtained, the drug will be dispensed and is subject to the Prior Authorization penalty. If Prior Authorization is denied, the drug will not be dispensed, and the Insured will be notified of the proper appeals procedure. The drugs subject to Prior Authorization are subject to change.

You may obtain a copy of the current list of Prescription Drugs that require Prior Authorization at no charge by contacting us at:

**Address:** US Health and Life Insurance Company  
Attention: Customer Service  
[800 Tower Drive, Suite 300  
Troy, MI 48098]  
**Telephone:** [833-600-1311]  
**Website:** [www.ascensionpersonalizedcare.com]

### **Prescription Drug Exception Process**

Providers or Covered Individuals may request and gain access to a drug not on the plan's formulary under certain situations. The Covered Individual's provider may recommend a particular service or FDA-approved item based on a determination of Medical Necessity with respect to that individual. Under this process, we will notify the Covered Individual, the Insured's designee and physician of Our decision within 72 hours after we receive the exception request. The Covered Individual or the Covered Individual's designee/physician may request an expedited exception based on exigent circumstances and receive notification no later than 24 hours after making the request.

If you are having difficulty accessing contraceptive coverage you may contact the Department of Insurance and Financial Services, P.O. Box 30220, Lansing, MI 48909-7720 or call them at 517/284-8800. If you have concerns that your State Department of Insurance is not enforcing the contraceptive coverage requirements may contact CMS at: [contraception\\_complaints@cms.hhs.gov](mailto:contraception_complaints@cms.hhs.gov).

### **Prescription Drug Exclusions**

Prescription Drug Benefits are subject to the General Exclusions. In addition, Prescription Drug Benefits will not be paid for the following charges:

1. for the administration of any drug, however done, including but not limited to injection, implantation, insertion, topical application; or
2. for medical supplies, therapeutic devices or appliances, including needles or syringes, support garments and other non-medicinal substances, regardless of intended use, except as specifically described in Covered Prescription Drugs section; or

3. for a Prescription Drug for Treatment of military service-related disabilities, Sicknesses or Injuries when the Insured is legally entitled to other coverage for Prescription Drugs furnished by or made available by an agency of the U.S. Government or a foreign government and for which facilities are reasonably available to the Insured regardless of whether the Insured has requested such coverage; or
4. for a Prescription Drug for Treatment of Sicknesses or Injuries for which a contributing cause was the Insured's commission of or attempt to commit a felony or for which a contributing cause was the Insured's being engaged in an illegal occupation; or
5. for experimental drugs not otherwise approved for any indication by the FDA; or
6. for non-FDA approved drugs, dosage forms, strengths or indications or uses, except as may be described in the Covered Prescription Drug section; or
7. for DESI Drugs, drugs designated by the Food and Drug Administration as less than effective, except the DESI Drugs indicated on the attached Covered DESI Drug list; or
8. for any drug where the FDA has determined its use to be contraindicated, that is a use for which a medication or Treatment should not be administered, such as giving a drug to a person who is allergic to that drug; or
9. for over-the-counter drugs and drugs with over-the-counter equivalents. This exclusion does not apply to insulin and supplies related to insulin or preventive care medications if prescribed by a Physician;
10. for a Prescription Drug which is to be taken by or administered to an Insured, in whole or in part while he is an inpatient in an institution which operates on its premises, or allows to be operated on its premises, a facility for dispensing pharmaceuticals; or
11. for any Prescription Drug refilled in excess of the number specified by the Physician, or any refill dispensed after one year from the Physician's original Prescription Order; or
12. for all irrigating solutions and intravenous infusion; or
13. for drugs used for cosmetic purposes except as described in the Covered Prescription Drug section
14. for syringes, except described in the Covered Prescription Drug section; or
15. for obsolete drugs (drugs more than 2 years past the listed expiration date); or
16. for New Drugs, when the drug is in a class of drugs listed below; or
17. for any of the following drugs:
  - a. abortifacants, except this exclusion does not apply to emergency pregnancy prevention medication obtained from a Participating Pharmacy;
  - b. antiviral monoclonal antibodies;
  - c. adrenergic agents, except as may be shown under Covered Prescription Drugs;
  - d. oxycontin and duragesic;
  - e. antiobesity and weight loss drugs;
  - f. biologicals, such as allergens, serums, toxoids, and vaccines;
  - g. blood, blood products, and blood plasmas;
  - h. contraceptive devices;
  - i. dietary supplements;
  - j. fluoride preps;

- k. gold compounds;
- l. hair growth reduction agents;
- m. injectable medications, except as may be shown under Covered Prescription Drugs;
- n. miscellaneous medical supplies, including but not limited to, urine tests, glucometers (non Ascensia brands), non-insulin syringes, non-insulin and over-the-counter- products, unless required by law;
- o. nutritional supplements;
- p. obsolete drugs;
- q. research drugs, unless required by law; and
- r. topical minoxidil (e.g. Rogaine).

## **SECTION 5. UTILIZATION MANAGEMENT REQUIREMENTS**

### **Utilization Management**

Benefits due to Insureds are subject to the following Utilization Management provisions:

Prior Authorization Review is intended to confirm the Medical Necessity and Medical Appropriateness of a setting, service, Treatment, supply, device, or prescription drug. If a setting, service, Treatment, supply, device, or prescription drug is listed below, Prior Authorization Review must be obtained before incurring any claims for that setting, service, Treatment, supply, device, or prescription drug. You are responsible for obtaining Prior Authorization Review when required. You can obtain Prior Authorization Review by contacting us at:

**Company:** Seton Health Plan, dba: Dell Children's Health Plan  
**Address:** [1345 Philomena St., Suite #305]  
[Austin, TX 78723]  
**Phone:** [1-844-995-1145 (TTY: 586-693-1214)]  
**Fax:** [512-380-7507]  
**Email:** [SHP-Authorization@ascension.org]

Prior Authorization is not a guarantee that benefits will be payable. All benefits payable are subject to all of the terms, conditions, provisions, exclusions, and limitations of the Policy.

The following settings, services, Treatments, supplies, devices, or prescription drugs require Prior Authorization Review:

- Inpatient admissions (including acute care, long term acute care- behavioral health and/or substance abuse use disorder rehabilitation, residential Treatment and partial hospitalization; skilled nursing facility).
- Emergency admissions within 48 hours following admission
- High Risk Maternity (routine that exceeds federal requirements)
- Outpatient Surgical Procedures
- Oral Pharynx Procedures
- Spinal Procedures
- Bariatric Surgery
- Diagnostic Radiology
- Therapeutic Radiology
- Neuropsychological Testing
- Orthotics and Prosthetics
- Durable Medical Equipment (including DME items more than \$1000)
- Hearing (EAR) devices
- Transplants (other than Corneal Transplants)
- Orthognathic surgery
- Home Health Care
- Home Infusion Therapy
- Rehabilitative and Habilitative Outpatient Therapy
- Injectable Medications (administered by a healthcare provider)
- Genetic Testing
- Potential Experimental or Investigational Treatment, testing or procedures

List of services requiring Prior Authorization Review is not all inclusive.

Failure to utilize or abide by the decisions of the Utilization Management Program will result in the denial of the claim for failing to prior authorize in advance of the proposed procedure or admission.

Please also refer to the Notice of Your Rights and Protections Against Surprise Medical Bills section of the Policy.

## SECTION 6. GENERAL EXCLUSIONS

The calculation of benefits payable under this Policy shall not include or be based upon any charge:

1. made for or in connection with any Confinement, or any examination, or any surgical, medical or other Treatment, or any service or supply furnished before the effective date of coverage of the Insured on whose account the charge is made or which was furnished in connection with or during a Confinement which commenced before that date; or
2. for which a claim for benefits is made more than one year after the expense is incurred; or
3. for services incurred after eligibility is terminated; or
4. made for or in connection with any Confinement, or any examination, or any surgical, medical or other Treatment, or any service or supply furnished without the recommendation and approval of a Physician or Dentist acting within the scope of his license; or
5. made for or in connection with any Confinement, or any examination, or any surgical, medical or other Treatment, or any service, supply, or drug that is not Medically Necessary to the care and Treatment of any Injury or Illness of the Insured on whose account the charge is made, unless such procedure is specifically listed as eligible under Covered Medical Expenses; or
6. for services rendered for Treatment of an Injury or Illness for which benefits are available under Workers' Compensation or Employer liability law, or services rendered for any Injury or Illness sustained as a result of any work for wage or profit; or
7. for services rendered in connection with an Injury or Illness that is not a Non-occupational Injury or Illness; or
8. made for or in connection with any Confinement, or any examination, or any surgical, medical or other Treatment, or any service or supply furnished by or through any government or any subdivision or agency of a government, or the charge for which is paid or payable or reimbursable by or through any policy or program of any government or any subdivision or agency of a government, other than a policy, plan or program of a government or of a subdivision or agency of a government unless payment is legally required; or
9. which would not have been made in the absence of coverage or professional courtesy service, or which the Insured is not legally obligated to pay or to the extent that the Company is prohibited from providing benefits for such charge, by any law or regulation; or
10. for Out-of-Network charges unless the charges are a result of Emergency Services; or
11. made for or in connection with any Confinement, or any examination, or any surgical, medical or other Treatment, or any service or supply for which benefits are furnished, paid for, or required by reason of service in the armed services of any country; or
12. for Treatment or services that were received outside of the United States, its protectorates, Canada or Mexico, except if the Treatment is for a Medical Emergency; or
13. for care, Treatment, services, and supplies which are not uniformly and professionally endorsed by the general medical community as standard medical care; or
14. for procedures, Treatment, services, supplies or drugs which are considered as Experimental Treatment or Investigative; or

15. for procedures, Treatment, services, supplies or drugs not approved by the Federal Food and Drug Administration of the United States; or
16. for Custodial Care or charges made by a Custodial Care Facility; or
17. for an Inpatient admission primarily for physical check-ups, observation, and rest cures; or
18. for the difference between a Semi-Private Room and Board rate and a private room and board rate; or
19. for Confinement for procedures and services not covered under the Policy; or
20. for professional services of a person who ordinarily resides in the Insured's home or is a member of the Insured's family. For the purpose of this item family consists of the Policyholder, spouse, children, brothers and sisters, and parents of the Policyholder; or
21. for anesthesia for procedures that are not covered by the Policy; or
22. for air conditioners, purifiers, humidifiers, heating pads, hot water bottles, and other related equipment; or
23. for charges for convenience items, including television, telephone, guest beds, etc.; or
24. for breast implants for solely cosmetic reasons; or
25. for sterilization reversal; or
26. In vitro fertilization, in vivo fertilization or any other medically-aided insemination procedure; or
27. incurred for, or in connection with, surgery and other services related to sexual impotency; or
28. for contraceptives other than contraceptives covered under the Preventive Care Benefit or the Prescription Drug Benefit; or
29. for Elective Abortion as defined by Michigan Law; or
30. for paternity testing; or
31. for home uterine activity monitoring devices; or
32. for Cosmetic services except when performed to correct deformities under the following circumstances:
  - a. as a result of a covered accidental Injury or Illness; or
  - b. repair as a result of congenital abnormalities and hereditary complications or conditions, limited to:
    - (1) Cleft lip or palate.
    - (2) Birthmarks on head or neck.
    - (3) Webbed fingers or toes.
    - (4) Supernumerary fingers or toes; or
  - c. for reconstructive breast surgery in connection with a Medically Necessary mastectomy that resulted from a medical Illness or Injury. This includes reconstructive surgery on a breast on which a mastectomy was not performed in order to produce a symmetrical appearance; or

- d. for reconstructive services performed on structures of the body to improve/restore impairments of bodily function resulting from disease, trauma, congenital or developmental anomalies or previous therapeutic processes.

For purposes of this exclusion, "cosmetic" means procedures and related services performed to reshape structures of the body in order to alter the individual's appearance.

- 33. for routine x-rays or laboratory examinations, including dental x-rays, unless required in connection with services needed to correct damage caused by an accidental Injury or except for those expressly allowed under the Preventive Care benefit; or
- 34. for routine physical examinations and well child care, including related diagnostic testing unless the service is specifically listed as eligible in the Schedule of Benefits; or
- 35. for dental services, dental prostheses and dental x-rays, unless specifically listed in the Schedule of Benefits or Covered Medical Expenses; or
- 36. for Treatment of periodontal or periapical disease or any condition (other than a malignant tumor) involving teeth, surrounding tissue or structure; or
- 37. in connection with the prevention or correction of malocclusion of the jaws by wire braces or any other Treatment unless specifically listed in the Schedule of Benefits; or
- 38. for examinations, testing, and procedures related to vision correction, including eye glasses and contact lenses unless specifically listed in the Schedule of Benefits; or
- 39. for laser or radial keratotomies; or
- 40. for examination, testing, and procedures related to hearing correction, including hearing aids; or
- 41. for care for corns, calluses, bunions, or toenails except for related surgical procedures; or
- 42. for hair replacement or removal; or
- 43. for travel, whether or not recommended by a Physician; or
- 44. for pre-marital or pre-employment examinations including all related diagnostic testing; or
- 45. for marriage counseling; or
- 46. all food, formula, vitamins, and nutritional supplements, or except as provided for under Covered Medical Expenses for Parenteral and Enteral nutrition; or
- 47. for routine Treatment of obesity or services primarily for weight loss or control, unless necessitated as the direct result of a specifically identifiable and diagnosed condition or disease etiology; or
- 48. benefits in excess of 1 per lifetime for and related in any way to weight loss surgery, gastric bypass surgery, bariatric surgery, stomach stapling surgery, open/laparoscopic Roux-en-Y- gastric bypass (RYGB), Vertical Banded Gastroplasty (VBG), Laparoscopic Adjustable Silicone Gastric Banding (LASGB or Lap-Band), or similar surgeries or procedures; or
- 49. benefits for and related in any way to weight loss surgery, gastric bypass surgery, bariatric surgery, stomach stapling surgery, open/laparoscopic Roux-en-Y-gastric bypass (RYGB), Vertical Banded Gastroplasty (VBG), Laparoscopic Adjustable Silicone Gastric Banding (LASGB or Lap-Band), or similar surgeries or procedures that do not meet the requirements listed in Covered Medical Expenses; or

50. for a prescription drug charge that is not eligible under the agreement between the Network prescription provider and Company;
51. for charges for replacement, repair, or maintenance of durable medical equipment or prosthetic devices or orthotics unless specifically listed as covered elsewhere; or
52. for bio-feedback training; or
53. for music therapy or reading therapy; or
54. for hypnotherapy; or
55. for recreational therapy, including cognitive rehabilitation; or
56. for occupational therapy, except when Confined or in conjunction with Outpatient physical therapy; or
57. for educational training or testing; or
58. for any Cardiac Rehabilitation procedure that is not specifically listed as a Covered Medical Expense; or
59. for maintenance or unsupervised programs, or the purchase or rental of exercise equipment in connection with Cardiac rehabilitation; or
60. for any human organ or bone marrow transplant procedure that is not specifically listed as eligible under Covered Medical Expenses; or
61. for any loss to which a contributing cause was the insured's commission of or attempt to commit a felony or to which a contributing cause was the insured's being engaged in an illegal occupation or other willful criminal activity.

"Willful criminal activity" includes, but is not limited to, any of the following:

- a. Operating a vehicle while intoxicated in violation of section 625 of the Michigan vehicle code, 1949 PA 300, MCL 257.625, or similar law in a jurisdiction outside of this state.
- b. Operating a methamphetamine laboratory. "Methamphetamine laboratory" means that term as defined in Michigan law.

This term does not include a civil infraction or other activity that does not rise to the level of a misdemeanor or felony.

62. in connection with a newborn child of a Dependent daughter; or
63. for a donor's expenses in connection with an organ transplant; or
64. for benefits that are available to the Insured through any extension or continuation of benefits provision of any prior group health policy or group health plan or program of the Insured; or
65. for expenses covered or provided for by the U.S. Social Security Act; or
66. for Phase II irreversible Treatment for Temporomandibular Joint and Comparable disorders. Irreversible Treatment includes but is not limited to; equilibration of occlusion, coronoplasty, occlusal adjustment; slides and/or photographs; non-prescription drugs, vitamin, nutrition supplements; stretching and other exercises; coolant sprays; moist heat therapy; hot packs; massage, either

manual or by machine; acupuncture; cold packs; range of motion Treatments; diet survey; nutritional counseling; rent or purchase of transcutaneous electrical nerve stimulators; office visits; periapical bitewing and full-mouth radiographs.

67. Skin titration (Rinkle Method), cytotoxicity testing (Bryan's Test), MAST testing, urine auto injections, bronchial or oral allergen sensitization and provocative and neutralization testing for allergies.
68. Services for remedial education, education testing or training (including intelligence testing), or classes covering such subjects as stress management, parenting, and lifestyle changes.
69. Acupuncture and other non-traditional services including, but not limited to, holistic and homeopathic Treatment, yoga, Reiki, massage therapy and Rolf therapy.
70. Services provided by a member of the Insured's immediate family; provided by a person who normally lives in the Insured's home; or which are custodial/maintenance care. The Company has the right to determine which services are Custodial/Maintenance care.
71. Charges made by an Assisted Living Facility.
72. For any Covered Medical Expenses which require Prior Authorization and were obtained without a Prior Authorization.

## SECTION 7. GRIEVANCE AND APPEAL PROVISIONS

### Grievance and Appeals Process

We have a formal grievance and appeals process that allows you to dispute an adverse benefit decision or rescission of your coverage.

An adverse benefit decision includes a:

- Denial of a request for benefits
  - Reduction in benefits
  - Failure to pay for an entire service or part of a service
  - Rescission of coverage
- A rescission of coverage is a cancellation or discontinuance of coverage that has retroactive effect, such as a cancellation that treats a policy as void from the time of enrollment.

You may file a grievance or appeal about any adverse benefit decision or rescission within 180 days after you receive the claim denial. The dollar amount involved does not matter.

If you file a grievance or appeal:

- You will not have to pay any filing charges
- You may submit materials or testimony at any step of the process to help us in our review
- You may authorize another person, including your physician, to act on your behalf at any stage in the standard review process. Your authorization must be in writing sent with your appeal.
- Although we have 60 days to give you our final determination for post-service appeals, you have the right to allow us additional time if you wish.
- You do not have to pay for copies of information relating to US Health and Life Insurance Company's decision to deny, reduce or terminate or cancel your coverage.

The grievance and appeals process begins with an internal review by US Health and Life Insurance Company. Once you have exhausted your internal options, you have the right to a review by the Michigan Department of Insurance and Financial Services (DIFS).

You do not have to exhaust our internal grievance process before requesting an external review in certain circumstances:

- We waive the requirement
  - We fail to comply with our internal grievance process
- Our failure to comply must be for more than minor violations of the internal grievance process.
    - Minor violations are those that do not cause and are not likely to cause you prejudice or harm.

### Standard Internal Review Process

You or your authorized representative sends us a written statement explaining why you disagree with our decision.

To send us a written grievance, you can mail or email to us at:

US Health and Life Insurance Company  
[PO Box 1707  
Troy, MI 48099-1707  
apcsupport@ascension.org]

We will contact you to schedule a conference once we receive your grievance. During your conference, you can provide us with any other information you want us to consider in reviewing your grievance. You can choose to have the conference in person or over the telephone. If in person, the conference will be held at our office in Detroit during regular business hours. The written decision we give you after the conference is our final decision.

If you disagree with our final decision, or you do not receive our decision within 60 days after we received your original grievance, you may request an external review. See below for how to request an external review.

### **Standard External Review Process**

Once you have gone through our standard internal review process, you or your authorized representative may request an external review.

#### The standard external review process is as follows:

Within 127 days of the date you receive or should have received our final decision, send a written request for an external review to the Department listed below. You may mail your request and the required forms that we give you to:

Department of Insurance and Financial Services  
Office of General Counsel  
Health Care Appeals Section  
P.O. Box 30220  
Lansing, MI 48909-7720

You may also contact the Department with your request by phone, fax, or online:

Phone: 1-877-999-6442

Fax: 517-284-8837

Online: <https://difs.state.mi.us/Complaints/ExternalReview.aspx>

When you file a request for an external review, you will have to authorize the release of medical records that may be required to reach a decision during the external review.

If you ask for an external review about a medical issue and the issue is found to be appropriate for external review, the Department will assign an independent review group to conduct the external review. The group will consist of independent clinical peer reviewers. The recommendation of the independent review group will only be binding on you and US Health and Life Insurance Company if the Department decides to accept the group's recommendation. The Department will make sure that this independent review group does not have a conflict of interest with you, with us, or with any other relevant party.

### **Reviews of Medical Issues**

The Department will assign an independent review group to review your request if it concerns a medical issue that is appropriate for an external review.

- You can give the Department additional information within seven days of requesting an external review. We must give the independent review group all of the information we considered when we made a final decision, within seven days of getting notice of your request from the Department.

The review group will recommend within 14 days whether the Department should uphold or reverse our decision. The Department must decide within seven business days whether to accept the recommendation and then notify you of its decision. The decision is your final administrative remedy under the Patient's Right to Independent Review Act of 2000.

### **Reviews of Nonmedical Issues**

Department's staff will review your request if it involves nonmedical issues and is appropriate for external review.

They will recommend if the Department should uphold or reverse our decision. The Department will notify you of the decision. This is your final administrative remedy under the Patient's Right to Independent Review Act of 2000.

### **Expedited Internal Review Process**

- If your physician shows (verbally or in writing) that following the timeframes of the standard internal process will seriously jeopardize:
  - Your life or health, or
  - Your ability to regain maximum function

You may request an expedited internal review if you believe:

- We wrongly denied, terminated, cancelled or reduced your coverage for a service before you receive it, or
- We failed to respond in a timely manner to a request for benefits or payment

The process to submit an expedited internal review is as follows:

Call [469-212-1579] to ask for an expedited review. Your physician should also call this number to confirm that you qualify for an expedited review.

We must provide you with our decision within 72 hours of receiving both your grievance and the physician's substantiation.

If you do not agree with our decision, you may, within 10 days of receiving it, request an expedited external review.

### **Expedited External Review Process**

If you have filed a request for an expedited internal review, you or your authorized representative may ask for an expedited external review from the Department of Insurance and Financial Services.

You may request an expedited external review if you believe:

- We wrongly denied, terminated, cancelled or reduced your coverage for a service before you receive it, or
- We failed to respond in a timely manner to a request for benefits or payment

The expedited external review process is as follows:

A request for external review form will be sent to you or your representative with our final adverse determination.

Complete this form and mail it to:

Department of Insurance and Financial Services  
Office of General Counsel  
Health Care Appeals Section  
P.O. Box 30220  
Lansing, MI 48909-7720

You may also contact the Department with your request by phone, fax, or online:

Phone: 1-877-999-6442  
Fax: 517-284-8837  
Online: <https://difs.state.mi.us/Complaints/ExternalReview.aspx>

When you file a request for an external review, you will have to authorize the release of medical records that may be required to reach a decision during the external review.

The Department will decide if your request qualifies for an expedited review. If it does, the Department will assign an independent review group to conduct the review. The group will recommend within 36 hours if the Department should uphold or reverse our decision.

The Department must decide whether to accept the recommendation within 24 hours. You will be told of the Department's decision. This decision is the final administrative decision under the Patient's Right to Independent Review Act of 2000.

### **Pre-Service Appeals**

#### For members who must get approval before obtaining certain health services.

Your plan may require preapproval of certain health services. If preapproval is denied, you can appeal this decision.

Please follow the steps below to request a review. If you have questions or need help with the appeal process, please call the Customer Service number on the back of your ID card.

All appeals must be requested in writing. We must receive your written request within 180 days of the date you received notice that the service was not approved.

#### **Requesting a Standard Pre-Service Review**

You may make the request yourself, or your physician or someone else acting on your behalf may make the request for you. If another person will represent you, that person must obtain written authorization to do so. Please call the Customer Service number on the back of your ID card and ask for a Designation of Authorized Representative and Release of Information form. Complete it and send it with your appeal.

Your request for a review must include:

- Your enrollee ID and group numbers, found on your ID card;
- A daytime phone number for both you and your representative;
- The member's name if different from yours, and
- A statement explaining why you disagree with our decision and any additional supporting information.
- Once we receive your appeal, we will provide you with our final decision within 30 days.

#### **Requesting an Urgent Pre-Service Review**

If your situation meets the definition of urgent under the law, your request will be reviewed as soon as possible; generally, within 72 hours. An urgent situation is one in which your health may be in serious jeopardy or, in the opinion of your physician; you may experience pain that cannot be adequately controlled while you wait for a decision on your appeal. If you believe your situation is urgent, you may request an urgent review or a simultaneous expedited external review.

See above for the steps to follow to request an expedited external review.

For more information on how to ask for an urgent review or simultaneous expedited external review, call the Customer Service number listed on the back of your ID card.

#### **Need More Information?**

At your request and without charge, we will send you details from your health care plan if our decision was based on your benefits. If our decision was based on medical guidelines, we will provide you with the appropriate protocols and Treatment criteria. If we involved a medical expert in making this decision, we will provide that person's credentials.

To request information about your plan or the medical guidelines used, or if you need help with the appeal process, call the Customer Service number on the back of your ID card.

### **Other Resources to Help You**

You can contact the Director of the Michigan Department of Insurance and Financial Services for assistance.

To contact the Director:

- Call toll-free at 1-877-999-6442; or
- Fax to 517-284-8837; or
- Go online at <https://difs.state.mi.us/Complaints/ExternalReview.aspx>; or
- Mail to: Department of Insurance and Financial Services  
P.O. Box 30220  
Lansing, MI 48909-7720

### **If you believe you've been wrongly billed call the Plan at [1-833-600-1311] for help.**

If you believe you've been wrongly billed, you may also contact [1-800-985-3059] and your call will be routed to the correct federal department responsible for enforcing the law.

Visit <https://www.cms.gov/nosurprises> for more information about your rights under federal law. You may also visit the Plan website at [www.ascensionpersonalizedcare.com](http://www.ascensionpersonalizedcare.com).

## SECTION 8. STANDARD PROVISIONS

### Entire Contract; Changes

This policy, including the applicable riders and endorsements; the application for coverage if specified by the insurer; the identification card if specified by the insurer; and the attached papers, if any, constitutes the entire contract of insurance. No change in this policy is valid until approved by an executive officer of the insurer and unless the approval is endorsed on this policy or attached to this policy. An insurance producer does not have authority to change this policy or to waive any of its provisions.

### Time Limit On Certain Defenses

After 3 years from the effective date of coverage no misstatements, except fraud or intentional misrepresentation of material fact, made by the applicant in the application for coverage shall be used to void the coverage or to deny a claim for loss incurred or disability commencing after the end of the 3-year period. We must provide 30 days' notice of rescission or termination of coverage to any person affected. The notice will include the reason for rescission or termination.

### Conformity with Applicable Law

Any provision of the Policy which, on its effective date, is in conflict with an applicable federal law, is amended to conform with the minimum requirements of that law.

### If You Receive Covered Health Services from a Network Provider

We pay Network providers directly for your Covered Medical Expenses. If a Network provider bills you for any Covered Medical Expenses, contact us. However, you are responsible for meeting any applicable deductible and for paying any required Copayments and Coinsurance to a Network provider at the time of service, or when you receive a bill from the provider.

### If You Receive Covered Health Services from a Non-Network Provider

This Policy does NOT pay benefits for Covered Medical Expenses from a non-Network provider, except for an Emergency or if we refer you to a Non-Network provider. You are responsible for requesting payment from us. You must file the claim in a format that contains all the information we require, as described below.

### Proof of Loss

Written proof of claim must be given to the Company within 90 days from the date the expense was incurred or as soon as is reasonably possible.

After receipt of a written notice of claim, the Company will furnish the claimant with forms for filing a proof of claim. If the forms are not furnished within 15 days after the written notice of claim was filed, the claimant shall be deemed to have complied with the requirement for filing proof of claim by virtue of having filed the written notice of claim.

Written proof of claim must be given to the Company by the end of the Plan Year following the Plan Year in which the expense was incurred. However, when the Insured's coverage terminates for any reason, written proof of claim must be given to the Company within 60 days of the date of termination of coverage, provided that the Policy remains in force. Claims will be paid on a timely basis by the Company upon receipt of complete written proof. Upon termination of the Policy, final claims must be received within 30 days of termination.

Failure to furnish such proof within the time required shall not invalidate nor reduce any claim if it shall be shown not to have been reasonably possible to furnish such proof within the required time and that proof was given as soon as was reasonably possible but no later than 1 year from the time proof of claim is otherwise required.

For charges that are applied to satisfy a Deductible amount, the date of loss shall mean the date when the sum of the charges equals the Deductible amount. For other charges, the date of loss shall mean the date the charge is incurred.

In the event that a claim is denied, and the Insured appeals said denial, the Company shall not be obligated to pay any part of said claim until a final determination has been made under the Claims Appeal procedure.

The Company shall have the right (at its own expense) to require a claimant to undergo a physical examination when and as often as may be reasonable.

#### Required Information

When you request payment of Benefits from us, you must provide us with all of the following information:

- The Policyholder's name and address.
- The patient's name and age.
- The number stated on your ID card.
- The name and address of the provider of the service(s).
- The name and address of any ordering Physician.
- A diagnosis from the Physician.
- An itemized bill from your provider that includes the *Current Procedural Terminology (CPT)* codes or a description of each charge.
- The date the Injury or Sickness began.
- A statement indicating either that you are, or you are not, enrolled for coverage under any other health insurance plan or program. If you are enrolled for other coverage you must include the name of the other carrier(s).

The above information should be filed with us at the address on your ID card. When filing a claim for Outpatient Prescription Drug Benefits, your claims should be submitted to:

[Cigna Pharmacy Service Center  
PO Box 188053  
Chattanooga, TN 37422-8053]

#### Payment of Any Claim

Payment of any claim will be made to the person rendering the services, unless the Insured furnishes paid receipts with his proof of claim. If the Insured dies before all benefits have been paid, the remaining benefits may be paid to any relative of the Insured or to any person or corporation appearing to the Company to be entitled to payments. The Company shall discharge its liability by such payments.

#### Time of Payment of Claims

Claims made for indemnities provided under the Policy shall be deemed payable immediately upon receipt of due written proof of loss.

#### Claims Appeal

If a claim is denied in whole or in part, the Insured will receive written notification of the decision. An explanation of benefits worksheet will be provided by the Company showing the calculation of the total amount payable, charges not payable, and the reason why they are not payable. An Insured may request a review by filing a written application with the Company who will then review the claim and furnish copies of all documents and all reasons and facts relating to the decision. The Insured may then formally appeal the decision by filing a written request to the Company stating their opinion of the issues and other comments. This appeal must be submitted within 60 days of the receipt of written notice of denial. The Company will issue a decision within 60 days of receipt of the Insured's written request unless special circumstances require an extension. The decision of the Company shall end the appeal procedure under the Company.

Physical Examination and Autopsy

The Company, at its own expense, shall have the right and opportunity to have the person or any individual whose Injury or Illness is the basis of a claim, examined by a Physician designated by it, when and as often as it may reasonably require during the pendency of a claim under the Policy and to make an autopsy in case of death, where it is not forbidden by law.

Legal Action

No action at law or in equity shall be brought to recover on the Policy prior to the expiration of 60 days after written proof of loss has been furnished in accordance with the requirements of the Policy. No such action shall be brought after the expiration of 3 years after the time written proof of loss is required to be furnished.

Workers' Compensation

This Policy is not in lieu of and does not affect any requirement for coverage by Workers' Compensation insurance.

Genetic Testing

Coverage is not limited based on genetic testing. We will not adjust premiums, request or require genetic testing, or collect genetic information from an individual at any time for underwriting purposes.

## SECTION 9. COORDINATION OF BENEFITS WITH OTHER COVERAGE

The Coordination of Benefits (COB) provision applies when a person has health care coverage under more than one plan. Plan is defined below.

The order of benefit determination rules govern the order in which each plan will pay a claim for benefits. The plan that pays first is called the primary plan. The primary plan must pay benefits in accordance with its policy terms without regard to the possibility that another plan may cover some expenses. The plan that pays after the primary plan is the secondary plan. The secondary plan may reduce the benefits it pays so that payments from all plans does not exceed 100% of the total allowable expense.

### A. Definitions

1. A plan is any of the following that provides benefits or services for medical or dental care or Treatment. If separate certificates are used to provide coordinated coverage for members of a group, the separate certificates are considered parts of the same plan and there is no COB among those separate certificates.
  - a. Plan includes:
    - (1) group insurance and subscriber contracts
    - (2) nongroup insurance contracts effective on or after January 1, 2014
    - (3) health maintenance organizations (HMO) contracts
    - (4) closed panel or other forms of group or group-type coverage (whether insured or uninsured)
    - (5) medical care components of long-term care contracts, such as Skilled Nursing Care
    - (6) Medicare or any other federal governmental plan, as permitted by law.
  - b. Plan does not include:
    - (1) hospital indemnity coverage or other fixed indemnity coverage
    - (2) accident only coverage
    - (3) specified disease or specified accident coverage
    - (4) benefits for non-medical components of long-term care policies
    - (5) Medicare supplement policies
    - (6) Medicaid policies
    - (7) coverage under other federal governmental plans, unless permitted by law.

Each contract or certificate for coverage under a or b above is a separate plan. If a plan has two parts and COB rules apply only to one of the two, each of the parts is treated as a separate plan.

2. This Plan means, in a COB provision, the part of the contract providing the health care benefits to which the COB provision applies and which may be reduced because of the benefits of other plans. Any other part of the contract providing health care benefits is separate from this plan. A contract may apply one COB provision to certain benefits, such as dental benefits, coordinating only with similar benefits, and may apply another COB provision to coordinate other benefits.
3. The order of benefit determination rules determine whether this plan is a primary plan or secondary plan when the person has health care coverage under more than one plan.

When this plan is primary, it determines payment for its benefits first before those of any other plan without considering any other plan's benefits. When this plan is secondary, it determines its benefits after those of another plan and may reduce the benefits it pays so that all plan benefits do not exceed 100% of the total allowable expense.

4. Allowable expense is a health care expense, including Deductibles, Coinsurance and Copayments, that is covered at least in part by any plan covering the person. When a plan provides benefits in the form of services, the reasonable cash value of each service will be considered an allowable expense and a benefit paid. An expense that is not covered by any plan covering the person is not an allowable expense. In addition, any expense that a provider by law

or in accordance with a contractual agreement is prohibited from charging a covered person is not an allowable expense. The following are examples of expenses that are not allowable expenses:

- a. The difference between the cost of a semi-private hospital room and a private hospital room is not an allowable expense, unless one of the plans provides coverage for private hospital room expenses.
  - b. If a person is covered by two or more plans that compute their benefit payments on the basis of usual and customary fees or relative value schedule reimbursement methodology or other similar reimbursement methodology, any amount in excess of the highest reimbursement amount for a specific benefit is not an allowable expense.
  - c. The amount of any benefit reduction by the primary plan because a covered person has failed to comply with the plan provisions is not an allowable expense. Examples of these types of plan provisions include second surgical opinions, precertification of admissions, and preferred provider arrangements.
5. Closed panel plan is a plan that provides health care benefits to covered persons primarily in the form of services through a panel of providers that have contracted with or are employed by the plan, and that excludes coverage for services provided by other providers, except in cases of emergency or referral by a panel member.
  6. Custodial parent is the parent awarded custody by a court decree or, in the absence of a court decree, is the parent with whom the child resides more than one half of the calendar year excluding any temporary visitation.

#### **B. Order of Benefit Determination Rules**

When a person is covered by two or more Plans, the rules for determining the order of benefit payments are as follows:

1. The primary plan pays or provides its benefits according to its terms of coverage and without regard to the benefits of under any other plan.
2. a. Except as provided in Paragraph (b), a plan that does not contain a coordination of benefits provision that is consistent with this regulation is always primary unless the provisions of both plans state that the complying plan is primary.
- b. Coverage that is obtained by virtue of membership in a group that is designed to supplement a part of a basic package of benefits and provides that this supplementary coverage shall be excess to any other parts of the plan provided by the contract holder. Examples of these types of situations are major medical coverages that are superimposed over base plan hospital and surgical benefits, and insurance type coverages that are written in connection with a closed panel plan to provide out-of-network benefits.
3. A plan may consider the benefits paid or provided by another Plan in calculating payment of its benefits only when it is secondary to that other Plan.
4. Each plan determines its order of benefits using the first of the following rules that apply:
  - a. Non-dependent or dependent. The plan that covers the person other than as a dependent, for example as an employee, member, policyholder, subscriber or retiree is the primary plan and the plan that covers the person as a dependent is the secondary plan. However, if the person is a Medicare beneficiary and, as a result of federal law, Medicare is secondary to the plan covering the person as a dependent; and primary to

the Plan covering the person as other than a dependent (e.g. a retired employee); then the order of benefits between the two Plans is reversed so that the Plan covering the person as an employee, member, policyholder, subscriber or retiree is the Secondary plan and the other plan is the primary plan.

- b. Dependent child covered under more than one plan. Unless there is a court decree stating otherwise, when a dependent child is covered by more than one Plan the order of benefits is determined as follows:
- (1) For a dependent child whose parents are married or are living together, whether or not they have ever been married:
    - (a) The plan of the parent whose birthday falls earlier in the calendar year is the Primary plan; or
    - (b) If both parents have the same birthday, the plan that has covered the parent the longest is the primary plan.
  - (2) For a dependent child whose parents are divorced or separated or not living together, whether or not they have ever been married:
    - (a) If a court decree states that one of the parents is responsible for the dependent child's health care expenses or health care coverage and the plan of that parent has actual knowledge of those terms, that plan is primary. This rule applies to plan years commencing after the plan is given notice of the court decree;
    - (b) If a court decree states that both parents are responsible for the dependent child's health care expenses or health care coverage, the provisions of item (1) above shall determine the order of benefits;
    - (c) If a court decree states that the parents have joint custody without specifying that one parent has responsibility for the health care expenses or health care coverage of the dependent child, the provisions of item (1) above shall determine the order of benefits; or
    - (d) If there is no court decree allocating responsibility for the dependent child's health care expenses or health care coverage, the order of benefits for the child are as follows:
      - (i) The plan covering the custodial parent;
      - (ii) The plan covering the spouse of the custodial parent;
      - (iii) The plan covering the noncustodial parent; and then
      - (iv) The plan covering the spouse of the noncustodial parent.
- c. Active Employee or Retired or Laid-off Employee. The plan that covers a person as an active employee, that is, an employee who is neither laid off nor retired, is the primary plan. The plan covering that same person as a retired or laid-off employee is the secondary plan. The same would hold true if a person is a dependent of an active employee and that same person is a dependent of a retired or laid-off employee. If the other plan does not have this rule, and as a result, the plans do not agree on the order of benefits, this rule is ignored. This rule does not apply if the rule labeled B.4.a can determine the order of benefits.

- d. COBRA or State Continuation Coverage. If a person whose coverage is provided pursuant to COBRA or under a right of continuation provided by state or other federal law is covered under another plan, the plan covering the person as an employee, member, subscriber or retiree or covering the person as a dependent of an employee, member, subscriber or retiree is the primary plan and the COBRA or state or other federal continuation coverage is the secondary plan. If the other plan does not have this rule, and as a result, the plans do not agree on the order of benefits, this rule is ignored. This rule does not apply if the rule labeled B.4.a can determine the order of benefits.
- e. Longer or Shorter Length of Coverage. The Plan that covered the person as an employee, member, policyholder, subscriber or retiree longer is the primary plan and the plan that covered the person the shorter period of time is the secondary plan.
- f. If the preceding rules do not determine the order of benefits, the allowable expenses shall be shared equally between the plans meeting the definition of plan. In addition, this plan will not pay more than it would have paid had it been the primary plan.

### **C. Effect on the Benefits of this Plan**

1. When this plan is secondary, it may reduce its benefits so that the total benefits paid or provided by all plans during a plan year are not more than the total allowable expenses. In determining the amount to be paid for any claim, the secondary plan will calculate the benefits it would have paid in the absence of other health care coverage and apply that calculated amount to any allowable expense under its plan that is unpaid by the Primary plan. The secondary plan may then reduce its payment by the amount so that, when combined with the amount paid by the primary plan, the total benefits paid or provided by all plans for the claim do not exceed the total allowable expense for that claim. In addition, the secondary plan shall credit to its plan Deductible any amount it would have credited to its Deductible in the absence of other health care coverage.
2. If a covered person is enrolled in two or more closed panel plans and if, for any reason, including the provision of service by a non-panel provider, benefits are not payable by one closed panel plan, COB shall not apply between that plan and other closed panel plans.

### **D. Right to Receive and Release Needed Information**

Certain facts about health care coverage and services are needed to apply these COB rules and to determine benefits payable under this plan and other plans. The Company may get the facts it needs from or give them to other organizations or persons for the purpose of applying these rules and determining benefits payable under this plan and other plans covering the person claiming benefits. The Company need not tell, or get the consent of, any person to do this. Each person claiming benefits under this plan must give the Company any facts it needs to apply those rules and determine benefits payable.

### **E. Facility of Payment**

A payment made under another plan may include an amount that should have been paid under this plan. If it does, the Company may pay that amount to the organization that made that payment. That amount will then be treated as though it were a benefit paid under this plan. The Company will not have to pay that amount again. The term "payment made" includes providing benefits in the form of services, in which case "payment made" means the reasonable cash value of the benefits provided in the form of services.

### **F. Right of Recovery**

If the amount of the payments made by the Company is more than it should have paid under this COB provision, it may recover the excess from one or more of the persons it has paid or for whom it has paid; or any other person or organization that may be responsible for the benefits or services provided for the covered person. The "amount of the payments made" includes the reasonable cash value of any benefits provided in the form of services.