BENEFIT PLAN

Prepared Exclusively for
Yale University

Choice POS II – Faculty and Managerial
Employees
Choice POS II medical plan

Booklet
Prepared for:
Employer: Yale University
Contract number: ASA-877076
Plan name: Choice POS II – Faculty and Managerial Employees
Booklet: 10
Plan effective date: January 1, 2024
Plan issue date: March 22, 2024

Third Party Administrative Services provided by
Aetna Life Insurance Company
# Table of contents

Welcome ...........................................................................................................................................................................1  
Coverage and exclusions ..................................................................................................................................................3  
General plan exclusions ..................................................................................................................................................32  
How your plan works ......................................................................................................................................................37  
Complaints, claim decisions and appeals procedures ........................................................................................................50  
Eligibility, starting and stopping coverage ......................................................................................................................54  
General provisions – other things you should know ......................................................................................................59  
Glossary ........................................................................................................................................................................64  

Schedule of benefits Issued with your booklet
Welcome

At Aetna®, your health goals lead the way, so we’re joining you to put them first. We believe that whatever you decide to do for your health, you can do it with the right support. And no matter where you are on this personal journey, it’s our job to enable you to feel the joy of achieving your best health.

Welcome to Aetna.

Introduction

This is your booklet. It describes your covered services – what they are and how to get them. It also describes how we manage the plan, according to our policies, and applicable laws and regulations. The schedule of benefits tells you how we share expenses for covered services and explains any limits. Together, these documents describe the benefits covered by your Employer’s self-funded health benefit plan. Each may have amendments attached to them. These change or add to the document. This booklet takes the place of any others sent to you before.

It’s really important that you read the entire booklet and your schedule of benefits.

If your coverage under any part of this plan replaces coverage under another plan, your coverage for benefits provided under the other coverage may reduce benefits paid by this plan. See the Coordination of benefits - Effect of prior plan coverage section.

If you need help or more information, see the Contact us section below.

How we use words

When we use:

- “You” and “your” we mean you and any covered dependents (if your plan allows dependent coverage)
- “Us,” “we,” and “our” we mean Aetna Life Insurance Company (Aetna)
- Words that are in bold, these are defined in the Glossary section

Contact us

For questions about your plan, you can contact us by:

- Calling the toll-free number on your ID card
- Writing us at 151 Farmington Ave, Hartford, CT, 06156
- Visiting https://www.aetna.com to access your member website

Your member website is available 24/7. With your member website, you can:

- See your coverage, benefits and costs
- Print an ID card and various forms
- Find a provider, research providers, care and treatment options
- View and manage claims
- Find information on health and wellness

Your ID card

Show your ID card each time you get covered services from a provider. Only members on your plan can use your ID card. We will mail you your ID card. If you haven’t received it before you need covered services, or if you lose it, you can print a temporary one using your member website.
Wellness and other rewards
You may be eligible to earn rewards for completing certain activities that improve your health, coverage, and experience with us. We may encourage you to access certain health services, or categories of healthcare providers, participate in programs, including but not limited to financial wellness programs; utilize tools, improve your health metrics or continue participation as an Aetna member through incentives. Talk with your provider about these and see if they are right for you. We may provide incentives based on your participation and outcomes such as:

- Modifications to copayment, deductible or payment percentage amounts
- Contributions to a health savings account
- Merchandise
- Coupons
- Gift cards or debit cards
- Any combination of the above

Discount arrangements
We can offer you discounts on health care related goods or services. Sometimes, other companies provide these discounted goods and services. These companies are called “third party service providers”. These third party service providers may pay us so that they can offer you their services.

Third party service providers are independent contractors. The third party service provider is responsible for the goods or services they deliver. We are not responsible; but, we have the right to change or end the arrangements at any time.

These discount arrangements are not insurance. We don’t pay the third party service providers for the services they offer. You are responsible for paying for the discounted goods or services.
Coverage and exclusions

Providing covered services
Your plan provides covered services. These are:
- Described in this section.
- Not listed as an exclusion in this section or the General plan exclusions section.
- Not beyond any limits in the schedule of benefits.
- Medically necessary. See the How your plan works – Medical necessity and precertification requirements section and the Glossary for more information.
- Services that are not prohibited by law. See Services not permitted by law in the General plan exclusions section for more information.

For covered services under the outpatient prescription drug plan:
- You need a prescription from the prescribing provider
- You need to show your ID card to the network pharmacy when you get a prescription filled

This plan provides coverage for many kinds of covered services, such as a doctor’s care and hospital stays, but some services aren’t covered at all or are limited. For other services, the plan pays more of the expense. For example:
- Physician care generally is covered but physician care for cosmetic surgery is never covered. This is an exclusion.
- Home health care is generally covered but may only be covered up to a set number of visits per year. This is a limitation.
- Your provider may recommend services that are considered experimental or investigational services. But an experimental or investigational service is not covered and is also an exclusion, unless it is recognized as part of an approved clinical trial when you have cancer or a terminal illness. See Clinical trials in the list of services below.
- Preventive services. Usually the plan pays more, and you pay less. Preventive services are designed to help keep you healthy, supporting you in achieving your best health. To find out what these services are, see the Preventive care section in the list of services below. To find out how much you will pay for these services, see Preventive care in your schedule of benefits.

Some services require precertification from us. For more information see the How your plan works – Medical necessity and precertification requirements section.

The covered services and exclusions below appear alphabetically to make it easier to find what you’re looking for. If a service isn’t listed here as a covered service or is listed as not covered under a specific service, it still may be covered. If you have questions, ask your provider or contact us. You can find out about limitations for covered services in the schedule of benefits.

Abortion
Covered services include the following services provided by your physician:
- Abortion, including abortion drugs dispensed by a provider (including a telemedicine provider), where permitted by state and local laws.

Acupuncture
Covered services include manual or electro acupuncture.

The following are not covered services:
- Acupressure
Ambulance services
An ambulance is a vehicle staffed by medical personnel and equipped to transport an ill or injured person.

Emergency
Covered services include emergency transport to a hospital by a licensed ambulance:

- To the first hospital to provide emergency services
- From one hospital to another if the first hospital can’t provide the emergency services you need
- When your condition is unstable and requires medical supervision and rapid transport

Non-emergency
Covered services also include precertified transportation to a hospital by a licensed ambulance:

- From a hospital to your home or to another facility if an ambulance is the only safe way to transport you
- From your home to a hospital if an ambulance is the only safe way to transport you; limited to 100 miles
- When during a covered inpatient stay at a hospital, skilled nursing facility or acute rehabilitation hospital, an ambulance is required to safely and adequately transport you to or from inpatient or outpatient treatment

The following are not covered services:
- Ambulance services for routine transportation to receive outpatient or inpatient services

Applied behavior analysis
Covered services include applied behavior analysis for a diagnosis of autism spectrum disorder. Applied behavior analysis is a process of applying interventions that:

- Systematically change behavior
- Are responsible for observable improvements in behavior

Autism spectrum disorder
Autism spectrum disorder is defined in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders (DSM) of the American Psychiatric Association.

Covered services include services and supplies provided by a physician or behavioral health provider for:

- The diagnosis and treatment of autism spectrum disorder
- Physical, occupational, and speech therapy associated with the diagnosis of autism spectrum disorder
Behavioral health
Mental health treatment
Covered services include the treatment of mental health disorders provided by a hospital, psychiatric hospital, residential treatment facility, physician, or behavioral health provider including:

- Inpatient room and board at the semi-private room rate (your plan will cover the extra expense of a private room when appropriate because of your medical condition), and other services and supplies related to your condition that are provided during your stay in a hospital, psychiatric hospital, or residential treatment facility
- Outpatient treatment received while not confined as an inpatient in a hospital, psychiatric hospital, or residential treatment facility, including:
  - Office visits to a physician or behavioral health provider such as a psychiatrist, psychologist, social worker, or licensed professional counselor (includes telemedicine consultation)
  - Individual, group, and family therapies for the treatment of mental health disorders
  - Other outpatient mental health treatment such as:
    - Partial hospitalization treatment provided in a facility or program for mental health treatment provided under the direction of a physician
    - Intensive outpatient program provided in a facility or program for mental health treatment provided under the direction of a physician
    - Skilled behavioral health services provided in the home, but only when all of the following criteria are met:
      - You are homebound
      - Your physician orders them
      - The services take the place of a stay in a hospital or a residential treatment facility, or you are unable to receive the same services outside your home
      - The skilled behavioral health care is appropriate for the active treatment of a condition, illness, or disease
    - Electro-convulsive therapy (ECT)
    - Transcranial magnetic stimulation (TMS)
    - Psychological testing
    - Neuropsychological testing
    - Observation
    - Peer counseling support by a peer support specialist (including telemedicine consultation)

Substance related disorders treatment
Covered services include the treatment of substance related disorders provided by a hospital, psychiatric hospital, residential treatment facility, physician, or behavioral health provider as follows:

- Inpatient room and board, at the semi-private room rate (your plan will cover the extra expense of a private room when appropriate because of your medical condition), and other services and supplies that are provided during your stay in a hospital, psychiatric hospital, or residential treatment facility.
- Outpatient treatment received while not confined as an inpatient in a hospital, psychiatric hospital, or residential treatment facility, including:
  - Office visits to a physician or behavioral health provider such as a psychologist, social worker, or licensed professional counselor (includes telemedicine consultation)
  - Individual, group, and family therapies for the treatment of substance related disorders
  - Other outpatient substance related disorders treatment such as:
    - Partial hospitalization treatment provided in a facility or program for treatment of substance related disorders provided under the direction of a physician
    - Intensive outpatient program provided in a facility or program for treatment of substance related disorders provided under the direction of a physician
Skilled behavioral health services provided in the home, but only when all of the following criteria are met:
- You are homebound
- Your physician orders them
- The services take the place of a stay in a hospital or a residential treatment facility, or you are unable to receive the same services outside your home
- The skilled behavioral health care is appropriate for the active treatment of a condition, illness, or disease

Ambulatory or outpatient detoxification which includes outpatient services that monitor withdrawal from alcohol or other substances, including administration of medications

Observation

Peer counseling support by a peer support specialist (including telemedicine consultation)

**Behavioral health important note:**
A peer support specialist serves as a role model, mentor, coach, and advocate. Peer support must be supervised by a behavioral health provider.

**Clinical trials**

**Routine patient costs**

**Covered services** include routine patient costs you have from a provider in connection with participation in an approved clinical trial as defined in the federal Public Health Service Act, Section 2709.

The following are not covered services:
- Services and supplies related to data collection and record-keeping needed only for the clinical trial
- Services and supplies provided by the trial sponsor for free
- The experimental intervention itself (except Category B investigational devices and promising experimental or investigational interventions for terminal illnesses in certain clinical trials in accordance with our policies)

**Experimental or investigational therapies**

**Covered services** include drugs, devices, treatments, or procedures from a provider under an “approved clinical trial” only when you have cancer or a terminal illness. All of the following conditions must be met:
- Standard therapies have not been effective or are not appropriate
- We determine you may benefit from the treatment

An approved clinical trial is one that meets all of these requirements:
- The Food and Drug Administration (FDA) has approved the drug, device, treatment, or procedure to be investigated or has granted it investigational new drug (IND) or group c/treatment IND status, when this is required
- The clinical trial has been approved by an institutional review board that will oversee it
- The clinical trial is sponsored by the National Cancer Institute (NCI) or similar federal organization and:
  - It conforms to standards of the NCI or other applicable federal organization
  - It takes place at an NCI-designated cancer center or at more than one institution
- You are treated in accordance with the procedures of that study
**Durable medical equipment (DME)**

**Covered services** are DME and the accessories needed to operate it when:
- Made to withstand prolonged use
- Mainly used in the treatment of illness or injury
- Suited for use in the home
- Not normally used by people who do not have an illness or injury
- Not for altering air quality or temperature
- Not for exercise or training

Your plan only covers the same type of DME that Medicare covers. But, there are some DME items Medicare covers that your plan does not.

**Covered services** include the expense of renting or buying DME and accessories you need to operate the item from a DME supplier. If you purchase DME, that purchase is only covered if you need it for long-term use.

**Covered services** also include:
- One item of DME for the same or similar purpose
- Repairing DME due to normal wear and tear
- A new DME item you need because your physical condition has changed
- Buying a new DME item to replace one that was damaged due to normal wear, if it would be cheaper than repairing it or renting a similar item

The following are **not covered services**:
- Communication aid
- Elevator
- Maintenance and repairs that result from misuse or abuse
- Massage table
- Message device (personal voice recorder)
- Over bed table
- Portable whirlpool pump
- Sauna bath
- Telephone alert system
- Vision aid
- Whirlpool

**Emergency services**

When you experience an **emergency medical condition**, you should go to the nearest emergency room. You can also dial 911 or your local emergency response service for medical and ambulance help.

**Covered services** include only outpatient services to evaluate and stabilize an **emergency medical condition** in a **hospital** emergency room. You can get **emergency services** from network or **out-of-network providers**.

Your coverage for **emergency services** will continue until the following conditions are met:
- You are evaluated and your condition is stabilized and
- Your attending **physician** determines that you are medically able to travel or be transported, by non-medical or non-emergency transportation, to another **provider** if you need more care
If both of the above conditions are met and you continue to stay in the hospital (emergency admission) or receive follow-up care, these are not emergency services. Different benefits and requirements apply. Please refer to the How your plan works – Medical necessity and precertification requirements section and the Coverage and exclusions section that fits your situation (for example, Hospital care or Physician services). You can also contact us or your network physician or primary care physician (PCP).

Non-emergency services
If you go to an emergency room for what is not an emergency medical condition, the plan may not cover your expenses. See the schedule of benefits for more information.

Foot orthotic devices
Covered services include a mechanical device, ordered by your physician, to support or brace weak or ineffective joints or muscles of the foot.

Gender affirming treatment
Covered services include certain services and supplies for gender affirming treatment.

Some cosmetic procedures are covered. Please call Member Services for more information at the number on the back of your ID Card.

Important note:
Visit https://www.aetna.com/health-care-professionals/clinical-policy-bulletins.html for detailed information about this benefit, including eligibility and medical necessity requirements. You can also call the toll-free number on your ID card.

Habilitation therapy services
Habilitation therapy services are services needed to keep, learn or improve your skills and functioning for daily living (e.g. therapy for a child who isn’t walking or talking at the expected age). The services must follow a specific treatment plan, ordered by your physician. The services have to be performed by a:

- Licensed or certified physical, occupational or speech therapist
- Hospital, skilled nursing facility or hospice facility
- Home health care agency
- Physician

Outpatient physical, occupational, and speech therapies
Covered services include:
- Physical therapy if it is expected to develop any impaired function
- Occupational therapy if it is expected to develop any impaired function
- Speech therapy if it is expected to develop speech function that resulted from delayed development (Speech function is the ability to express thoughts, speak words and form sentences)

The following are not covered services:
- Services provided in an educational or training setting or to teach sign language
- Vocational rehabilitation or employment counseling
Hearing aids
Hearing aid means:
- Any wearable, non-disposable instrument or device designed to aid or make up for impaired hearing
- Parts, attachments, or accessories

Covered services include prescribed hearing aids and the following hearing aid services:
- Audiometric hearing visit and evaluation for a hearing aid prescription performed by:
  - A physician certified as an otolaryngologist or otologist
  - An audiologist who:
    o Is legally qualified in audiology
    o Holds a certificate of Clinical Competence in Audiology from the American Speech and Hearing Association in the absence of any licensing requirements
    o Performs the exam at the written direction of a legally qualified otolaryngologist or otologist
- Electronic hearing aids, installed in accordance with a prescription written during a covered hearing exam
- Any other related services necessary to access, select, and adjust or fit a hearing aid

The following are not covered services:
- Replacement of a hearing aid that is lost, stolen or broken
- Replacement parts or repairs for a hearing aid
- Batteries or cords
- A hearing aid that does not meet the specifications prescribed for correction of hearing loss

Hearing exams
Covered services include hearing exams for evaluation and treatment of illness, injury or hearing loss when performed by a hearing specialist.

The following are not covered services:
- Hearing exams given during a stay in a hospital or other facility, except those provided to newborns as part of the overall hospital stay

Home health care
Covered services include home health care provided by a home health care agency in the home, but only when all of the following criteria are met:
- You are homebound
- Your physician orders them
- The services take the place of a stay in a hospital or a skilled nursing facility, or you are unable to receive the same services outside your home
- The services are a part of a home health care plan
- The services are skilled nursing services, home health aide services or medical social services, or are short-term speech, physical or occupational therapy
- Home health aide services are provided under the supervision of a registered nurse
- Medical social services are provided by or supervised by a physician or social worker

Skilled nursing services are services provided by a registered nurse or licensed practical nurse within the scope of their license.

If you are discharged from a hospital or skilled nursing facility after a stay, the intermittent requirement may be waived to allow coverage for continuous skilled nursing services. See the schedule of benefits for more information on the intermittent requirement.
Short-term physical, speech, and occupational therapy provided in the home are subject to the same conditions and limitations imposed on therapy provided outside the home. See Rehabilitation services and Habilitation therapy services in this section and the schedule of benefits.

The following are not covered services:
- Custodial care
- Services provided outside of the home (such as in conjunction with school, vacation, work, or recreational activities)
- Transportation

Hospice care
Covered services include inpatient and outpatient hospice care when given as part of a hospice care program. The types of hospice care services that are eligible for coverage include:
- Room and board
- Services and supplies furnished to you on an inpatient or outpatient basis
- Services by a hospice care agency or hospice care provided in a hospital
- Psychological and dietary counseling
- Pain management and symptom control
- Bereavement counseling
- Respite care

Hospice care services provided by the providers below will be covered, even if the providers are not an employee of the hospice care agency responsible for your care:
- A physician for consultation or case management
- A physical or occupational therapist
- A home health care agency for:
  - Physical and occupational therapy
  - Medical supplies
  - Outpatient prescription drugs
  - Psychological counseling
  - Dietary counseling

The following are not covered services:
- Funeral arrangements
- Pastoral counseling
- Financial or legal counseling including estate planning and the drafting of a will
- Homemaker services, caretaker services, or any other services not solely related to your care, which may include:
  - Sitter or companion services for you or other family members
  - Transportation
  - Maintenance of the house

Hospital care
Covered services include inpatient and outpatient hospital care. This includes:
- Semi-private room and board (your plan will cover the extra expense of a private room when appropriate because of your medical condition)
- Services and supplies provided by the outpatient department of a hospital, including the facility charge
- Services of physicians employed by the hospital
- Administration of blood and blood derivatives, but not the expense of the donated blood or blood product
The following are not covered services:

- All services and supplies provided in:
  - Rest homes
  - Any place considered a person’s main residence or providing mainly custodial or rest care
  - Health resorts
  - Spas
  - Schools or camps

Infertility services

Basic infertility

Covered services include seeing a provider:

- To diagnose and evaluate the underlying medical cause of infertility.
- To do surgery to treat the underlying medical cause of infertility. Examples are endometriosis surgery or, for men, varicocele surgery.

Infertility services exclusions:

The following are not covered services:

- All infertility services associated with or in support of an ovulation induction cycle while on injectable medication to stimulate the ovaries. This includes, but is not limited to, imaging, laboratory services, and professional services.
- Intrauterine (IUI)/intracervical insemination (ICI) services.
- All infertility services associated with or in support of an Advanced Reproductive Technology (ART) cycle. These include, but are not limited to:
  - Imaging, laboratory services, and professional services
  - In vitro fertilization (IVF)
  - Zygote intrafallopian transfer (ZIFT)
  - Gamete intrafallopian transfer (GIFT)
  - Cryopreserved embryo transfers
  - Gestational carrier cycles
  - Any related services, products or procedures (such as intracytoplasmic sperm injection (ICSI) or ovum microsurgery).
- Cryopreservation (freezing) and storage of eggs, embryos, sperm, or reproductive tissue.
- Thawing of cryopreserved (frozen) eggs, sperm, or reproductive tissue.
- All charges associated with or in support of surrogacy arrangements for you or the surrogate. A surrogate is a female carrying her own genetically related child with the intention of the child being raised by someone else, including the biological father.
- Home ovulation prediction kits or home pregnancy tests.
- The purchase of donor embryos, donor eggs or donor sperm.
- Obtaining sperm from a person not covered under this plan.
- Infertility treatment when a successful pregnancy could have been obtained through less costly treatment.
- Infertility treatment when either partner has had voluntary sterilization surgery, with or without surgical reversal, regardless of post reversal results. This includes tubal ligation, hysterectomy and vasectomy only if obtained as a form of voluntary sterilization.
- Infertility treatment when infertility is due to a natural physiologic process such as age related ovarian insufficiency (e.g., perimenopause, menopause) as measured by an unmedicated FSH level at or above 19 on cycle day two or three of your menstrual period or other abnormal testing results as outlined in Aetna’s infertility clinical policy.
- Injectable infertility medication, including but not limited to menotropins, hCG, and GnRH agonists.
Jaw joint disorder treatment

Covered services include the diagnosis, surgical and non-surgical treatment of jaw joint disorder by a provider, including:

- The jaw joint itself, such as temporomandibular joint dysfunction (TMJ) syndrome
- The relationship between the jaw joint and related muscle and nerves, such as myofascial pain dysfunction (MPD)

The following are not covered services:

- Dental services, and therapeutic services related to jaw joint disorder

Maternity and related newborn care

Covered services include pregnancy (prenatal) care, care after delivery and obstetrical services. After your child is born, covered services include:

- No less than 48 hours of inpatient care in a hospital after a vaginal delivery
- No less than 96 hours of inpatient care in a hospital after a cesarean delivery
- A shorter stay, if the attending physician, with the consent of the mother, discharges the mother or newborn earlier

If the mother is discharged earlier, the plan will pay for 1 home visit after delivery by a health care provider. Covered services also include services and supplies needed for circumcision by a provider.

The following are not covered services:

- Any services and supplies related to births that take place in the home or in any other place not licensed to perform deliveries

Obesity surgery and services

Obesity surgery is a type of procedure performed on people who are morbidly obese for the purpose of losing weight. Your physician will determine whether you qualify for obesity surgery.

Covered services include:

- An initial medical history and physical exam
- Diagnostic tests given or ordered during the first exam
- Outpatient prescription drugs included under the Prescription drugs – outpatient section
- An obesity surgical procedure
- A multi-stage procedure when planned and approved by the plan
- Adjustments after an approved lap band procedure, including approved adjustments in an office or outpatient setting

The following are not covered services:

- Weight management treatment
- Drugs intended to decrease or increase body weight, control weight or treat obesity except as described in the booklet.
- Preventive care services for obesity screening and weight management interventions, regardless of whether there are other related conditions. This includes:
  - Drugs, stimulants, preparations, foods or diet supplements, dietary regimens and supplements, food supplements, appetite suppressants and other medications
  - Hypnosis, or other forms of therapy
- Exercise programs, exercise equipment, membership to health or fitness clubs, recreational therapy or other forms of activity or activity enhancement
Oral and maxillofacial treatment (mouth, jaws and teeth)

Covered services include the following when provided by a physician, dentist and hospital:

- Cutting out:
  - Cysts, tumors, or other diseased tissues
- Cutting into gums and tissues of the mouth.
  - Only when not associated with the removal, replacement or repair of teeth

Outpatient surgery

Covered services include services provided and supplies used in connection with outpatient surgery performed in a surgery center or a hospital’s outpatient department.

<table>
<thead>
<tr>
<th>Important note:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Some surgeries can be done safely in a physician’s office. For those surgeries, your plan will pay only for physician, PCP services and not for a separate fee for facilities.</td>
</tr>
</tbody>
</table>

The following are not covered services:

- A stay in a hospital (see Hospital care in this section)
- A separate facility charge for surgery performed in a physician’s office
- Services of another physician for the administration of a local anesthetic

Physician services

Covered services include services by your physician to treat an illness or injury. You can get services:

- At the physician’s office
- In your home
- In a hospital
- From any other inpatient or outpatient facility
- By way of telemedicine

<table>
<thead>
<tr>
<th>Important note:</th>
</tr>
</thead>
<tbody>
<tr>
<td>For behavioral health services, all in-person, covered services with a behavioral health provider are also covered services if you use telemedicine instead.</td>
</tr>
<tr>
<td>Telemedicine may have a different cost share from other physician services. See your schedule of benefits.</td>
</tr>
</tbody>
</table>

Other services and supplies that your physician may provide:

- Allergy testing and allergy injections
- Radiological supplies, services, and tests
- Immunizations that are not covered as preventive care
Prescription drugs - outpatient
Read this section carefully. This plan does not cover all prescription drugs and some coverage may be limited. This doesn’t mean you can’t get prescription drugs that aren’t covered; you can, but you have to pay for them yourself. For more information about prescription drug benefits, including limits, see the schedule of benefits.

Important note:
A pharmacy may refuse to fill or refill a prescription when, in the professional judgement of the pharmacist, it should not be filled or refilled.

Your plan provides standard safety checks to encourage safe and appropriate use of medications. These checks are intended to avoid adverse events and align with the medication’s U.S. Food and Drug Administration (FDA) approved prescribing information and current published clinical guidelines and treatment standards. These checks are routinely updated as new medications come to market and as guidelines and standards are updated.

Covered services are based on the drugs in the drug guide. We exclude prescription drugs listed on the formulary exclusions list unless we approve a medical exception. The formulary exclusions list is a list of prescription drugs not covered under the plan. This list is subject to change. If it is medically necessary for you to use a prescription drug that is not on this drug guide, you or your provider must request a medical exception. See the Requesting a medical exception section or just contact us.

Your provider can give you a prescription in different ways including:
- A written prescription that you take to a network pharmacy
- Calling or e-mailing a prescription to a network pharmacy
- Submitting the prescription to a network pharmacy electronically

The pharmacy may substitute a generic prescription drug for a brand-name prescription drug. Your cost share may be less if you use a generic drug when it is available.

Any prescription drug made to work beyond one month shall require the copayment amount that equals the expected duration of the medication.

How to access network pharmacies
A network pharmacy will submit your claim. You will pay your cost share to the pharmacy. You can find a network pharmacy either online or by phone. See the Contact us section for how. You may go to any of our network pharmacies.

Pharmacy types
Retail pharmacy
A retail pharmacy may be used for up to a 30 day supply of a prescription drug.

Mail order pharmacy
The drugs available through mail order are maintenance drugs that you take on a regular basis for a chronic or long-term medical condition. A mail order pharmacy may be used for up to a 90 day supply of a prescription drug.

Prescriptions can be filled at a network mail order pharmacy or CVS pharmacy.
Specialty pharmacy
A specialty pharmacy may be used for up to a 30 day supply of a specialty prescription drug. You can view the list of specialty prescription drugs. See the Contact us section for how.

All specialty prescription drug fills including the first fill must be filled at a network specialty pharmacy unless it is an urgent situation.

Copayment assistance program
Your plan includes a copayment assistance program for certain specialty prescription drugs. This program helps you identify cost share savings on specialty prescription drugs and complete any participation requirements, if required.

With copayment assistance for covered specialty prescription drugs, you will pay no cost share. If you choose to not use the program, or don’t complete any participation requirements of the program, then you will pay a cost share.

If you are taking a specialty prescription drug, included in the program, we’ll contact you. If there are participation requirements, we’ll let you know and provide any additional information needed to participate.

Call us at 1-800-573-4403 with any questions or for more information.

Important note:
Your cost share for specialty prescription drugs, under the copayment assistance program, will not count toward your deductible or maximum out-of-pocket limit. This includes cost shares that you, the plan, or the program pay. A cost share paid for a specialty prescription drug that is an essential health benefit will count toward your deductible or maximum out-of-pocket limit, if you have one.

Some specialty prescription drugs may qualify for third-party copayment assistance programs that could lower your out of-pocket costs. Any manufacturer coupon or rebate assistance amount received through one of these programs will not apply towards your deductible or maximum out-of-pocket limit.

PrudentRx Solution for Specialty Medications

In order to provide a comprehensive and cost-effective prescription drug program for you and your family, Choice POS II – Faculty and Managerial Employees has contracted to offer the PrudentRx Solution for certain specialty medications. The PrudentRx Solution assists members by helping them enroll in manufacturer copay assistance programs. Medications on the PrudentRx Program Drug List are included in the program and will be subject to a 30% co-insurance, after satisfaction of any applicable deductible. However, if a member is participating in the PrudentRx Solution, which includes enrollment in an available manufacturer copay assistance program for their specialty medication, the member will have a $0 out-of-pocket responsibility for their prescriptions covered under the PrudentRx Solution.

Copay assistance is a process in which drug manufacturers provide financial support to patients by covering all or most of the patient cost share for select medications - in particular, specialty medications. The PrudentRx Solution will assist members in obtaining copay assistance from drug manufacturers to reduce a member’s cost share for eligible medications thereby reducing out-of-pocket expenses. Participation in the program requires certain data to be shared with the administrators of these copay assistance programs, but please be assured that this is done in compliance with HIPAA.
If you currently take one or more specialty medications included in the PrudentRx Program Drug List, you will receive a welcome letter from PrudentRx that provides information about the PrudentRx Solution as it pertains to your medication. All eligible members must call PrudentRx at 1-800-578-4403 to register for any manufacturer copay assistance program available for your specialty medication as some manufacturers require you to sign up to take advantage of the copay assistance that they provide for their medications. If you do not call PrudentRx, PrudentRx will make outreach to you to assist with questions and enrollment. If you choose to opt out of the PrudentRx Solution, you must call 1-800-578-4403. Eligible members who fail to enroll in an available manufacturer copay assistance program or who opt out of the PrudentRx Solution will be responsible for the full amount of the 30% co-insurance on specialty medications that are eligible for the PrudentRx Solution.

If you or a covered family member are not currently taking, but will start a new medication covered under the PrudentRx Solution, you can reach out to PrudentRx or they will proactively contact you so that you can take full advantage of the PrudentRx Solution. PrudentRx can be reached at 1-800-578-4403 to address any questions regarding the PrudentRx Solution.

The PrudentRx Program Drug List may be updated periodically.

Payments made on your behalf, including amounts paid by a manufacturer’s copay assistance program, for medications covered under the PrudentRx Solution will not count toward your plan deductible or out-of-pocket maximum (if any), unless otherwise required by law. Also, payments made by you for a medication that does not qualify as an “essential health benefit” under the Affordable Care Act, will not count toward your deductible or out-of-pocket maximum (if any), unless otherwise required by law. A list of specialty medications that are not considered to be “essential health benefits” under the Affordable Care Act is available. An exception process is available for determining whether a medication that is not an “essential health benefit” under the Affordable Care Act is medically necessary for a particular individual.

PrudentRx can be reached at 1-800-578-4403 to address any questions regarding the PrudentRx Solution.

**Prescription** drugs covered by this plan are subject to misuse, waste, or abuse utilization review by us, your **provider**, and/or your network pharmacy. The outcome of this review may include:
- Limiting coverage of a drug to one prescribing **provider** or one network pharmacy
- Quantity, dosage or day supply limits
- Requiring a partial fill or denial of coverage

**How to access out-of-network pharmacies**
You can directly access an out-of-network pharmacy to get covered outpatient **prescription drugs**. When you use an out-of-network pharmacy, you pay your in-network copayment or payment percentage then you pay any remaining **deductible** and then you pay your out-of-network payment percentage. If you use an out-of-network pharmacy to obtain outpatient **prescription drugs**, you are subject to a higher out-of-pocket expense and are responsible for:
- Paying your in-network outpatient **prescription drug** cost share
- Paying any applicable out-of-network outpatient **prescription drug deductible**
- Your out-of-network payment percentage
- Any charges over the **recognized charge**
- Submitting your own claims
Other covered services

Abortion drugs
Covered services include prescription drugs used for elective termination of pregnancy.

Contraceptives (birth control)
For females who are able to become pregnant, covered services include certain drugs and devices that the FDA has approved to prevent pregnancy. You will need a prescription from your provider and must fill it at a network pharmacy. At least one form of each FDA-approved contraception method is a covered service. You can access a list of covered drugs and devices. See the Contact us section for how.

Preventive contraceptives important note:
You may qualify for a medical exception if your provider determines that the contraceptives covered as preventive covered services under the plan are not medically appropriate for you. Your provider may request a medical exception and submit it to us for review. If the exception is approved, the brand-name prescription drug contraceptive will be covered at 100%.

Diabetic supplies
Covered services include but are not limited to the following:
- Alcohol swabs
- Blood glucose calibration liquid
- Diabetic syringes, needles and pens
- Continuous glucose monitors
- Insulin infusion disposable pumps
- Lancet devices and kits
- Test strips for blood glucose, ketones, urine
- Blood glucose meters and insulin pumps

See the Diabetic services, supplies, equipment, and self-care programs section for medical covered services.

Immunizations
Covered services include preventive immunizations as required by the ACA when given by a network pharmacy. You can find a participating network pharmacy by contacting us. Check with the pharmacy before you go to make sure the vaccine you need is in stock. Not all pharmacies carry all vaccines.

Infertility drugs
Covered services include oral and injectable ovulation induction prescription drugs used to treat the underlying medical cause of infertility.

Obesity drugs
Covered services include prescription drugs used only for the purpose of weight loss. These are sometimes called anti-obesity agents.
You must be diagnosed by your provider, including a physical exam and outpatient diagnostic lab work, with one of the medical conditions listed here:

- Morbid obesity
- Obesity with one or more of the following obesity-related risk factors:
  - Coronary artery disease
  - Dyslipidemia (LDL and HDL cholesterol, triglycerides)
  - Hypertension
  - Obstructive sleep apnea
  - Type 2 diabetes mellitus

**Preventive care drugs and supplements**

**Covered services** include preventive care drugs and supplements, including OTC ones, as required by the ACA.

**Risk reducing breast cancer prescription drugs**

**Covered services** include prescription drugs used to treat people who are at:

- Increased risk for breast cancer
- Low risk for medication side effects

**Sexual enhancement or dysfunction prescription drugs**

**Covered services** include prescription drugs for the treatment of sexual dysfunction or enhancement.

For the most up-to-date information on covered prescription drugs and doses, contact us.

**Tobacco cessation prescription and OTC drugs**

**Covered services** include FDA approved prescription and OTC drugs to help stop the use of tobacco products.

You must receive a prescription from your provider and submit the prescription to the pharmacy for processing.

**Prescription drug exclusions:**

The following are not covered services:

- Allergy sera and extracts given by injection
- Any services related to providing, injecting or application of a drug
- Compounded prescriptions containing bulk chemicals not approved by the FDA including compounded bioidentical hormones
- Cosmetic drugs including medication and preparations used for cosmetic purposes
- Devices, products and appliances unless listed as a covered service
- Dietary supplements including medical foods
- Drugs or medications
  - Administered or entirely consumed at the time and place they are prescribed or provided
  - Which do not require a prescription by law, even if a prescription is written, unless we have approved a medical exception
  - That are therapeutically the same or an alternative to a covered prescription drug, unless we approve a medical exception
  - Not approved by the FDA or not proven safe or effective
  - Provided under your medical plan while inpatient at a healthcare facility
  - Recently approved by the FDA but not reviewed by our Pharmacy and Therapeutics Committee, unless we have approved a medical exception
  - That includes vitamins and minerals unless recommended by the United States Preventive Services Task Force (USPSTF)
  - That are used to treat sexual dysfunction, enhance sexual performance or increase sexual desire, including drugs, implants, devices or preparations to correct or enhance erectile function, enhance sensitivity or alter the shape or appearance of a sex organ unless listed as a covered service
That are used for the purpose of weight gain or loss including but not limited to stimulants, preparations, foods or diet supplements, dietary regimens and supplements, food or food supplements, appetite suppressants or other medications

That are drugs or growth hormones used to stimulate growth and treat idiopathic short stature unless there is evidence that the member meets one or more clinical criteria detailed in our precertification and clinical policies

- Duplicative drug therapy; for example, two antihistamines for the same condition
- Genetic care including:
  - Any treatment, device, drug, service or supply to alter the body’s genes, genetic makeup or the expression of the body’s genes unless listed as a covered service
- Immunizations related to travel or work
- Immunization or immunological agents except as specifically stated in the schedule of benefits or the booklet
- Implantable drugs and associated devices except as specifically stated in the schedule of benefits or the booklet
- Injectables including:
  - Any charges for the administration or injection of prescription drugs
  - Needles and syringes except for those used for insulin administration
  - Any drug which, due to its characteristics as determined by us, must typically be administered or supervised by a qualified provider or licensed certified health professional in an outpatient setting with the exception of Depo Provera and other injectable drugs for contraception
- Off-label drug use except for indications recognized through peer-reviewed medical literature
- Prescription drugs:
  - That are ordered by a dentist or prescribed by an oral surgeon in relation to the removal of teeth or prescription drugs for the treatment of a dental condition
  - That are considered oral dental preparations and fluoride rinses except pediatric fluoride tablets or drops as specified on the plan’s drug guide
  - That are being used or abused in a manner that is determined to be furthering an addiction to a habit-forming substance, the use of or intended use of which is illegal, unethical, imprudent, abusive, not medically necessary or otherwise improper and drugs obtained for use by anyone other than the member as identified on the ID card
- Replacement of lost or stolen prescriptions
- Test agents except diabetic test agents
- Tobacco cessation drugs, unless recommended by the USPSTF
- We reserve the right to exclude:
  - A manufacturer’s product when the same or similar drug (one with the same active ingredient or same therapeutic effect), supply or equipment is on the plan’s drug guide
  - Any dosage or form of a drug when the same drug is available in a different dosage or form on the plan’s drug guide
Preventive care

Preventive covered services are designed to help keep you healthy, supporting you in achieving your best health through early detection. If you need further services or testing such as diagnostic testing, you may pay more as these services aren’t preventive. If a covered service isn’t listed here under preventive care, it still may be covered under other covered services in this section. For more information, see your schedule of benefits.

The following agencies set forth the preventive care guidelines in this section:

- Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention (CDC)
- United States Preventive Services Task Force (USPSTF)
- Health Resources and Services Administration
- American Academy of Pediatrics/Bright Futures/Health Resources and Services Administration guidelines for children and adolescents

These recommendations and guidelines may be updated periodically. When updated, they will apply to this plan. The updates are effective on the first day of the year, one year after the updated recommendation or guideline is issued.

For frequencies and limits, contact your physician or us. This information is also available at https://www.healthcare.gov/

**Important note:**
Gender-specific preventive care benefits include covered services described regardless of the sex you were assigned at birth, your gender identity, or your recorded gender.

**Breast-feeding support and counseling services**

Covered services include assistance and training in breast-feeding and counseling services during pregnancy or after delivery. Your plan will cover this counseling only when you get it from a certified breast-feeding support provider.

**Breast pump, accessories and supplies**

Covered services include renting or buying equipment you need to pump and store breast milk.

Coverage for the purchase of breast pump equipment is limited to one item of equipment, for the same or similar purpose, and the accessories and supplies needed to operate the item. You are responsible for the entire cost of any additional pieces of the same or similar equipment you purchase or rent for personal convenience or mobility.

**Counseling services**

Covered services include preventive screening and counseling by your health professional for:

- Alcohol or drug misuse
  - Preventive counseling and risk factor reduction intervention
  - Structured assessment
- Genetic risk for breast and ovarian cancer
- Obesity and healthy diet
  - Preventive counseling and risk factor reduction intervention
  - Nutritional counseling
  - Healthy diet counseling provided in connection with hyperlipidemia (high cholesterol) and other known risk factors for cardiovascular and diet-related chronic disease
- Sexually transmitted infection
• Tobacco cessation
  – Preventive counseling to help stop using tobacco products
  – Treatment visits
  – Class visits

**Family planning services – female contraceptives**

**Covered services** include family planning services as follows:

- Counseling services provided by a **physician** or other **provider** on contraceptive methods. These will be covered when you get them in either a group or individual setting.
- Contraceptive devices (including any related services or supplies) when they are prescribed, provided, administered, or removed by a **health professional**.
- Voluntary sterilization including charges billed separately by the **provider** for female voluntary sterilization procedures and related services and supplies. This also could include tubal ligation and sterilization implants.

The following are not preventive **covered services**:

- Services provided as a result of complications resulting from a voluntary sterilization procedure and related follow-up care
- Any contraceptive methods that are only “reviewed” by the FDA and not “approved” by the FDA
- Male contraceptive methods, sterilization procedures or devices

**Immunizations**

**Covered services** include preventive immunizations for infectious diseases.

The following are not preventive **covered services**:

- Immunizations that are not considered preventive care, such as those required due to your employment or travel

**Prenatal care**

**Covered services** include your routine pregnancy physical exams at the **physician, PCP, OB, GYN or OB/GYN office**. The exams include initial and subsequent visits for:

- Anemia screening
- Blood pressure
- Chlamydia infection screening
- Fetal heart rate check
- Fundal height
- Gestational diabetes screening
- Gonorhea screening
- Hepatitis B screening
- Maternal weight
- Rh incompatibility screening
Routine cancer screenings

Covered services include the following routine cancer screenings:
- Colonoscopies including pre-procedure specialist consultation, removal of polyps during a screening procedure, and a pathology exam on any removed polyp
- Digital rectal exams (DRE)
- Double contrast barium enemas (DCBE)
- Fecal occult blood tests (FOBT)
- Lung cancer screenings
- Mammograms
- Prostate specific antigen (PSA) tests
- Sigmoidoscopies
- Breast ultrasound

Routine physical exams

A routine preventive exam is a medical exam given for a reason other than to diagnose or treat a suspected or identified illness or injury and also includes:
- Evidence-based items that have in effect a rating of A or B in the current recommendations of the United States Preventive Services Task Force.
- Services as recommended in the American Academy of Pediatrics/Bright Futures/Health Resources and Services Administration guidelines for children and adolescents.
- Screenings and counseling services as provided for in the comprehensive guidelines recommended by the Health Resources and Services Administration. These services may include but are not limited to:
  - Screening and counseling services on topics such as:
    - Interpersonal and domestic violence
    - Sexually transmitted diseases
    - Human immune deficiency virus (HIV) infections
    - High risk human papillomavirus (HPV) DNA testing for women

Covered services include:
- Office visit to a physician
- Hearing screening
- Vision screening
- Radiological services, lab and other tests
- For covered newborns, an initial hospital checkup

Well woman preventive visits

A routine well woman preventive exam is a medical exam given for a reason other than to diagnose or treat a suspected or identified illness or injury and also includes:
- Office visit to a physician, PCP, OB, GYN or OB/GYN for services including Pap smears
- Preventive care breast cancer (BRCA) gene blood testing
- Screening for diabetes after pregnancy for women with a history of diabetes during pregnancy
- Screening for urinary incontinence

Private duty nursing - outpatient

Covered services include private duty nursing care provided by an R.N. or L.P.N. when:
- You are homebound
- Your physician orders services as part of a written treatment plan
- Services take the place of a hospital or skilled nursing facility stay
- Your condition is serious, unstable, and requires continuous skilled 1-on-1 nursing care
- Periodic skilled nursing visits are not adequate
The following are not **covered services**:  
- Inpatient private duty nursing care  
- Care provided outside the home  
- Maintenance or custodial care  
- Care for your convenience or the convenience of the family caregiver

**Prosthetic device**  
A prosthetic device is a device that temporarily or permanently replaces all or part of an external body part lost or impaired as a result of illness, injury or congenital defects.

**Covered services** include the initial provision and subsequent replacement of a prosthetic device that your **physician** orders and administers.

Coverage includes:
- Instruction and other services (such as attachment or insertion) so you can properly use the device  
- Repairing or replacing the original device you outgrow or that is no longer appropriate because your physical condition changed  
- Replacements required by ordinary wear and tear or damage

If you receive a prosthetic device as part of another **covered service**, it will not be covered under this benefit.

The following are not **covered services**:
- Orthopedic shoes and therapeutic shoes, unless the orthopedic shoe is an integral part of a covered leg brace  
- Trusses, corsets, and other support items  
- Repair and replacement due to loss, misuse, abuse or theft

**Reconstructive breast surgery and supplies**  
**Covered services** include all stages of reconstructive **surgery** by your **provider** and related supplies provided in an inpatient or outpatient setting only in the following circumstances:
- Your **surgery** reconstructs the breast where a necessary mastectomy was performed, such as an implant and areolar reconstruction. It also includes:
  - **Surgery** on a healthy breast to make it symmetrical with the reconstructed breast  
  - Treatment of physical complications of all stages of the mastectomy, including lymphedema  
  - Prostheses

**Reconstructive surgery and supplies**  
**Covered services** include all stages of reconstructive **surgery** by your **provider** and related supplies provided in an inpatient or outpatient setting only in the following circumstances:
- Your **surgery** is to implant or attach a covered prosthetic device.  
- Your **surgery** corrects a gross anatomical defect present at birth. The **surgery** will be covered if:
  - The defect results in severe facial disfigurement or major functional impairment of a body part  
  - The purpose of the **surgery** is to improve function  
- Your **surgery** is needed because treatment of your illness resulted in severe facial disfigurement or major functional impairment of a body part, and your **surgery** will improve function.
Covered services also include the procedures or surgery to sound natural teeth injured due to an accident and performed as soon as medically possible, when:

- The teeth were stable, functional and free from decay or disease at the time of the injury.
- The surgery or procedure returns the injured teeth to how they functioned before the accident.

These dental related services are limited to:

- The first placement of a permanent crown or cap to repair a broken tooth
- The first placement of dentures, implant or bridgework to replace lost teeth
- Orthodontic therapy to pre-position teeth

**Short-term cardiac and pulmonary rehabilitation services**

**Cardiac rehabilitation**

Covered services include cardiac rehabilitation services you receive at a hospital, skilled nursing facility or physician’s office, but only if those services are part of a treatment plan determined by your risk level and ordered by your physician.

**Pulmonary rehabilitation**

Covered services include pulmonary rehabilitation services as part of your inpatient hospital stay if they are part of a treatment plan ordered by your physician. A course of outpatient pulmonary rehabilitation may also be covered if it is performed at a hospital, skilled nursing facility, or physician’s office, is used to treat reversible pulmonary disease states, and is part of a treatment plan ordered by your physician.

**Short-term rehabilitation services**

Short-term rehabilitation services are services needed to restore or develop your skills and functioning for daily living. The services must follow a specific treatment plan, ordered by your physician. The services have to be performed by a:

- Licensed or certified physical, occupational, or speech therapist
- Hospital, skilled nursing facility, or hospice facility
- Home health care agency
- Physician

Covered services include:

- Spinal manipulation to correct a muscular or skeletal problem. Your provider must establish or approve a treatment plan that details the treatment and specifies frequency and duration.

**Cognitive rehabilitation, physical, occupational, and speech therapy**

Covered services include:

- Physical therapy, but only if it is expected to significantly improve or restore physical functions lost as a result of an acute illness, injury, or surgical procedure
- Occupational therapy, but only if it is expected to do one of the following:
  - Significantly improve, develop, or restore physical functions you lost as a result of an acute illness, injury, or surgical procedure
  - Help you relearn skills so you can significantly improve your ability to perform the activities of daily living on your own
- Speech therapy, but only if it is expected to do one of the following:
  - Significantly improve or restore lost speech function or correct a speech impairment resulting from an acute illness, injury, or surgical procedure
  - Improve delays in speech function development caused by a gross anatomical defect present at birth (Speech function is the ability to express thoughts, speak words and form sentences. Speech impairment is difficulty with expressing one’s thoughts with spoken words.)
• Cognitive rehabilitation associated with physical rehabilitation, but only when:
  – Your cognitive deficits are caused by neurologic impairment due to trauma, stroke, or encephalopathy
  – The therapy is coordinated with us as part of a treatment plan intended to restore previous cognitive function

Short-term physical, speech and occupational therapy services provided in an outpatient setting are subject to the same conditions and limitations for outpatient short-term rehabilitation services. See the Short-term rehabilitation services section in the schedule of benefits.

The following are not covered services:
• Services provided in an educational or training setting or to teach sign language
• Vocational rehabilitation or employment counseling

**Skilled nursing facility**

**Covered services** include precertified inpatient skilled nursing facility care. This includes:
• Room and board, up to the semi-private room rate
• Services and supplies provided during a stay in a skilled nursing facility

**Specialty prescription drugs**

**Covered services** include specialty prescription drugs when they are:
• Purchased by your provider
• Injected or infused by your provider in an outpatient setting such as:
  – A freestanding outpatient facility
  – The outpatient department of a hospital
  – A physician in the office
  – A home care provider in your home

Certain injected and infused medications may be covered under the outpatient prescription drug benefit. Contact us to determine if coverage is under this specialty prescription drug or the outpatient prescription drug benefit.

**Copayment assistance program**

Your plan includes a copayment assistance program for certain specialty prescription drugs. This program helps you identify cost share savings on specialty prescription drugs and complete any participation requirements, if required.

With copayment assistance for covered specialty prescription drugs, you will pay no cost share. If you choose to not use the program, or don’t complete any participation requirements of the program, then you will pay a cost share.
If you are taking a specialty prescription drug included in the program, we’ll contact you. If there are participation requirements, we’ll let you know and provide any additional information needed to participate.

Call us at 1-855-476-4118 with any questions or for more information.

Important note:
Your cost share for specialty prescription drugs, under the copayment assistance program, will not count toward your deductible or maximum out-of-pocket limit. This includes cost shares that you, the plan or the program pay. A cost share paid for a specialty prescription drug that is an essential health benefit will count toward your deductible or maximum out-of-pocket limit, if you have one.

Telemedicine
Covered services include telemedicine consultations when provided by a physician, specialist, behavioral health provider or other telemedicine provider acting within the scope of their license.

Covered services for telemedicine consultations are available from a number of different kinds of providers under your plan. Log in to your member website at https://www.aetna.com/ to review our telemedicine provider listing and contact us to get more information about your options, including specific cost sharing amounts.

The following are not covered services:
- Telephone calls
- Telemedicine kiosks
- Electronic vital signs monitoring or exchanges (e.g. Tele-ICU, Tele-stroke)

Tests, images and labs - outpatient
Diagnostic complex imaging services
Covered services include:
- Computed tomography (CT) scans, including for preoperative testing
- Magnetic resonance imaging (MRI) including magnetic resonance spectroscopy (MRS), magnetic resonance venography (MRV) and magnetic resonance angiogram (MRA)
- Nuclear medicine imaging including positron emission tomography (PET) scans
- Other imaging service where the billed charge exceeds $500

Complex imaging for preoperative testing is covered under this benefit.

Diagnostic lab work
Covered services include:
- Lab
- Pathology
- Other tests

These are covered only when you get them from a licensed radiology provider or lab.

Diagnostic x-ray and other radiological services
Covered services include x-rays, scans and other services (but not complex imaging) only when you get them from a licensed radiology provider. See Diagnostic complex imaging services above for more information.
Therapies – chemotherapy, GCIT, infusion, radiation

Chemotherapy
Covered services for chemotherapy depend on where treatment is received. In most cases, chemotherapy is covered as outpatient care. However, your hospital benefit covers the initial dose of chemotherapy after a cancer diagnosis during a hospital stay.

Gene-based, cellular and other innovative therapies (GCIT)
Covered services include GCIT provided by a physician, hospital or other provider.

GCIT covered services include:
- Cellular immunotherapies.
- Genetically modified oncolytic viral therapy.
- Other types of cells and tissues from and for use by the same person (autologous) and cells and tissues from one person for use by another person (allogenic) for certain therapeutic conditions.
- Human gene-based therapy that seeks to change the usual function of a gene or alter the biologic properties of living cells for therapeutic use. Examples include therapies using:
  - Luxturna® (Voretigene neparvovec)
  - Zolgensma® (Onasemnogene abeparvovec-xioi)
  - Spinraza® (Nusinersen)
- Products derived from gene editing technologies, including CRISPR-Cas9.
- Oligonucleotide-based therapies. Examples include:
  - Antisense. An example is Spinraza.
  - siRNA.
  - mRNA.
  - microRNA therapies.

Facilities/provider for gene-based, cellular and other innovative therapies
We designate facilities to provide GCIT services or procedures. GCIT physicians, hospitals and other providers are GCIT-designated facilities/providers for Aetna and CVS Health.

Important note:
You must get GCIT covered services from the GCIT-designated facility/provider. If there are no GCIT-designated facilities/providers assigned in your network, it’s important that you contact us so we can help you determine if there are other facilities that may meet your needs. If you do not get your GCIT services at the facility/provider we designate, they will not be covered services.

The following are not covered services unless you receive prior written approval from us:
- GCIT services received at a facility or with a provider that is not a GCIT-designated facility/provider
- All associated services when GCIT services are not covered. Examples include infusion, laboratory, radiology, anesthesia, and nursing services.

Please refer to the How your plan works – Medical necessity and precertification requirements section.

Key Terms
To help you understand this section, here are some key terms we use.

Cellular
Relating to or consisting of living cells.
GCIT
Any Services that are:
- Gene-based
- Cellular and innovative therapeutics
We call these “GCIT services”.

They have a basis in genetic/molecular medicine and are not covered under the Institutes of Excellence™ (IOE) programs.

Gene
A unit of heredity which is transferred from a parent to child and is thought to determine some feature of the child.

Molecular
Relating to or consisting of molecules. A molecule is a group of atoms bonded together, making the smallest vital unit of a chemical compound that can take part in a chemical reaction.

Therapeutic
A treatment, therapy, or drug meant to have a good effect on the body or mind; adding to a sense of well-being.

Infusion therapy
Infusion therapy is the intravenous (IV) administration of prescribed medications or solutions.

Covered services include infusion therapy you receive in an outpatient setting including but not limited to:
- A freestanding outpatient facility
- The outpatient department of a hospital
- A physician’s office
- Your home from a home care provider

You can access the list of preferred infusion locations by contacting us.

When Infusion therapy services and supplies are provided in your home, they will not count toward any applicable home health care maximums.

Certain infused medications may be covered under the outpatient prescription drug benefit. You can access the list of specialty prescription drugs by contacting us.

Radiation therapy
Covered services include the following radiology services provided by a health professional:
- Accelerated particles
- Gamma ray
- Mesons
- Neutrons
- Radioactive isotopes
- Radiological services
- Radium
Transplant services

Covered services include transplant services provided by a physician and hospital.

This includes the following transplant types:
- Solid organ
- Hematopoietic stem cell
- Bone marrow
- CAR-T and T Cell receptor therapy for FDA-approved treatments
- Thymus tissue for FDA-approved treatments

Covered services also include:
- Travel and lodging expenses
  - If you are working with an IOE facility that is 100 or more miles away from where you live, travel and lodging expenses are covered services for you and a companion, to travel between home and the IOE facility
  - Coach class air fare, train or bus travel are examples of covered services

Network of transplant facilities

We designate facilities to provide specific services or procedures. They are listed as IOE facilities in your provider directory.

The amount you will pay for covered transplant services depends on where you get the care. Your cost share will be lower when you get transplant services from the facility we designate to perform the transplant you need. Transplant services received from an IOE facility are subject to the network copayment, payment percentage, deductible, maximum out-of-pocket and limits, unless stated differently in this booklet and schedule of benefits. You may also get transplant services at a non-IOE facility, but your cost share will be higher. Transplant services received from a non-IOE facility are subject to the out-of-network copayment, payment percentage, deductible, maximum out-of-pocket, and limits, unless stated differently in this booklet and schedule of benefits.

Important note:

If there are no IOE facilities assigned to perform your transplant type in your network, it’s important that you contact us so we can help you determine if there are other facilities that may meet your needs. If you don’t get your transplant services at the facility we designate, your cost share will be higher.

Many pre and post transplant medical services, even routine ones, are related to and may affect the success of your transplant. If your transplant care is being coordinated by the National Medical Excellence® (NME) program, all medical services must be managed through NME so that you receive the highest level of benefits at the appropriate facility. This is true even if the covered service is not directly related to your transplant.

The following are not covered services:
- Services and supplies furnished to a donor when the recipient is not a covered person
- Harvesting and storage of organs, without intending to use them for immediate transplantation for your existing illness
- Harvesting and/or storage of bone marrow, hematopoietic stem cells, or other blood cells without intending to use them for transplantation within 12 months from harvesting, for an existing illness

The following are not covered services:
Travel and Lodging

If covered services are not available from a network provider within 100 miles of your home, the following travel and lodging expenses are covered under the plan:

- U.S. domestic travel and lodging expenses for you and one companion, to travel from your home to receive the covered services from a network provider (coach class air fare, train or bus travel are examples of covered services).
- The maximum lodging benefit is $50 per person per night, up to a total maximum lodging benefit of $100.
- Total maximum travel and lodging benefit is $10,000 per year.
- This travel and lodging benefit is not available for the following:
  - Covered services coordinated through the Institutes of Excellence™, Institutes of Quality, National Medical Excellence® or Gene-based, cellular and other innovative therapies (GCIT) programs

To be eligible for travel and lodging reimbursement, Aetna Member Services must first confirm a network provider is not available within 100 miles of your home and a travel and lodging claim form must be completed. To obtain this confirmation and the travel and lodging claim form, and for detailed information about these covered services, including specific eligibility requirements and any limitations, contact Member Services at the toll-free number on your ID card. Receipt of prior confirmation from Member Services is not required to receive travel and lodging benefits for abortion services, however Member Services can still assist you with locating a provider.

Urgent care services

Covered services include services and supplies to treat an urgent condition at an urgent care center. An urgent condition is an illness or injury that requires prompt medical attention but is not a life-threatening emergency medical condition. An urgent care center is a facility licensed as a freestanding medical facility to treat urgent conditions.

If you need care for an urgent condition, you should first seek care through your physician, PCP. If your physician is not reasonably available, you may access urgent care from an urgent care center.

The following are not covered services:

- Non-urgent care in an urgent care center

Vision care

Covered services include:

- Routine vision exam provided by an ophthalmologist or optometrist including refraction and glaucoma testing

The following are not covered services:

- Office visits to an ophthalmologist, optometrist or optician related to the fitting of prescription contact lenses
- Eyeglass frames, non-prescription lenses and non-prescription contact lenses that are for cosmetic purposes
**Walk-in clinic**

Covered services include, but are not limited to, health care services provided through a walk-in clinic for:

- Scheduled and unscheduled visits for illnesses and injuries that are not emergency medical conditions
- Preventive care immunizations administered within the scope of the clinic’s license
- **Telemedicine** consultation
- Individual screening and counseling services that will help you:
  - With obesity or healthy diet
  - To stop using tobacco products
General plan exclusions

The following are not covered services under your plan:

**Behavioral health treatment**
Services for the following based on categories, conditions, diagnoses or equivalent terms as listed in the most recent version of the *Diagnostic and Statistical Manual of Mental Disorders* (DSM) of the American Psychiatric Association:

- School and/or education service, including special education, remedial education, wilderness treatment programs, or any such related or similar programs
- Services provided in conjunction with school, vocation, work or recreational activities
- Transportation

**Blood, blood plasma, synthetic blood, blood derivatives or substitutes**
Examples of these are:

- The provision of donated blood to the hospital, other than blood derived clotting factors
- Any related services for donated blood including processing, storage or replacement expenses
- The service of blood donors, including yourself, apheresis or plasmapheresis
- The blood you donate for your own use, excluding administration and processing expenses and except where described in the *Coverage and exclusions, Transplant services* section

**Cosmetic services and plastic surgery**
Any treatment, surgery (cosmetic or plastic), service or supply to alter, improve or enhance the shape or appearance of the body, except where described in the *Coverage and exclusions* section

**Cost share waived**
Any cost for a service when any out-of-network provider waives all or part of your copayment, payment percentage, deductible, or any other amount

**Court-ordered services and supplies**
This includes court-ordered services and supplies, or those required as a condition of parole, probation, release or because of any legal proceeding, unless they are a covered service under your plan

**Custodial care**
Services and supplies meant to help you with activities of daily living or other personal needs. Examples of these are:

- Routine patient care such as changing dressings, periodic turning and positioning in bed
- Administering oral medications
- Care of stable tracheostomy (including intermittent suctioning)
- Care of a stable colostomy/ileostomy
- Care of stable gastrostomy/jejunostomy/nasogastric tube (intermittent or continuous) feedings
- Care of a bladder catheter, including emptying or changing containers and clamping tubing
- Watching or protecting you
- Respite care, adult or child day care, or convalescent care
- Institutional care, including room and board for rest cures, adult day care and convalescent care
- Help with walking, grooming, bathing, dressing, getting in or out of bed, going to the bathroom, eating, or preparing foods
- Any other services that a person without medical or paramedical training could be trained to perform
• For behavioral health (mental health treatment and substance related disorder treatment):
  - Services provided when you have reached the greatest level of function expected with the current level of care, for a specific diagnosis
  - Services given mainly to:
    o Maintain, not improve, a level of function
    o Provide a place free from conditions that could make your physical or mental state worse

Dental services
The following are not covered services:
• Services normally covered under a dental plan
• Dental implants

Educational services
Examples of these are:
• Any service or supply for education, training or retraining services or testing. This includes:
  - Special education
  - Remedial education
  - Wilderness treatment programs (whether or not the program is part of a residential treatment facility or otherwise licensed institution)
  - Job training
  - Job hardening programs
• Educational services, schooling or any such related or similar program, including therapeutic programs within a school setting.

Examinations
Any health or dental examinations needed:
• Because a third party requires the exam. Examples include examinations to get or keep a job, and examinations required under a labor agreement or other contract.
• To buy coverage or to get or keep a license.
• To travel.
• To go to a school, camp, sporting event, or to join in a sport or other recreational activity.

Experimental or investigational
Experimental or investigational drugs, devices, treatments or procedures unless otherwise covered under clinical trials

Foot care
Routine services and supplies for the following:
• Routine pedicure services, such as routine cutting of nails, when there is no illness or injury in the nails
• Supplies (including orthopedic shoes), ankle braces, guards, protectors, creams, ointments and other equipment, devices and supplies
• Treatment of calluses, bunions, toenails, hammertoes or fallen arches
• Treatment of weak feet, chronic foot pain or conditions caused by routine activities, such as walking, running, working, or wearing shoes
Gene-based, cellular and other innovative therapies (GCIT)
The following are not covered services unless you receive prior written approval from us:
- GCIT services received at a facility or with a provider that is not a GCIT-designated facility/provider.
- All associated services when GCIT services are not covered. Examples include:
  - Infusion
  - Lab
  - Radiology
  - Anesthesia
  - Nursing services

See the How your plan works – Medical necessity and precertification requirements section.

Growth/height care
- A treatment, device, drug, service or supply to increase or decrease height or alter the rate of growth
- Surgical procedures, devices and growth hormones to stimulate growth

Maintenance care
Care made up of services and supplies that maintain, rather than improve, a level of physical or mental function, except for habilitation therapy services

Medical supplies – outpatient disposable
Any outpatient disposable supply or device. Examples of these include:
- Sheaths
- Bags
- Elastic garments
- Support hose
- Bandages
- Bedpans
- Home test kits not related to diabetic testing
- Splints
- Neck braces
- Compresses
- Other devices not intended for reuse by another patient

Missed appointments
Any cost resulting from a canceled or missed appointment

Nutritional support
Any food item, including:
- Infant formulas
- Nutritional supplements
- Vitamins
- Prescription vitamins
- Medical foods
- Other nutritional items

Other non-covered services
- Services you have no legal obligation to pay
- Services that would not otherwise be charged if you did not have the coverage under the plan
Other primary payer
Payment for a portion of the charges that Medicare or another party is responsible for as the primary payer

Personal care, comfort or convenience items
Any service or supply primarily for your convenience and personal comfort or that of a third party

Prescription or non-prescription drugs and medicines – outpatient
- Outpatient prescription or non-prescription drugs and medicines
- Specialty prescription drugs except as stated in the Coverage and exclusions section

Routine exams and preventive services and supplies
Routine physical exams, routine eye exams, routine dental exams, routine hearing exams and other preventive services and supplies, except as specifically provided in the Coverage and exclusions section

Services not permitted by law
Some laws restrict the range of health care services a provider may perform under certain circumstances or in a particular state. When this happens, the services are not covered by the plan.

Note that in some cases the plan may provide travel benefits for services affected by this exclusion. For detailed information about these excluded services, call the toll-free number on your ID card.

Services provided by a family member
Services provided by a spouse, civil union partner, domestic partner, parent, child, stepchild, brother, sister, in-law, or any household member

Services, supplies and drugs received outside of the United States
Non-emergency medical services, outpatient prescription drugs or supplies received outside of the United States. They are not covered even if they are covered in the United States under this booklet.

Sexual dysfunction and enhancement
Any treatment, prescription drug, or supply to treat sexual dysfunction, enhance sexual performance or increase sexual desire, including:
- Surgery, prescription drugs, implants, devices or preparations to correct or enhance erectile function, enhance sensitivity or alter the shape of a sex organ
- Sex therapy, sex counseling, marriage counseling, or other counseling or advisory services

Strength and performance
Services, devices and supplies such as drugs or preparations designed primarily to enhance your strength, physical condition, endurance or physical performance

Therapies and tests
- Full body CT scans
- Hair analysis
- Hypnosis and hypnotherapy
- Massage therapy, except when used for physical therapy treatment
- Sensory or hearing and sound integration therapy
Tobacco cessation
Any treatment, drug, service or supply to stop or reduce smoking or the use of other tobacco products or to treat or reduce nicotine addiction, dependence or cravings, including, medications, nicotine patches and gum unless recommended by the United States Preventive Services Task Force (USPSTF). This also includes:
- Counseling, except as specifically provided in the Coverage and exclusions section
- Hypnosis and other therapies
- Medications, except as specifically provided in the Coverage and exclusions section
- Nicotine patches
- Gum

Treatment in a federal, state, or governmental entity
Any care in a hospital or other facility owned or operated by any federal, state or other governmental entity unless coverage is required by applicable laws

Voluntary sterilization
- Reversal of voluntary sterilization procedures, including related follow-up care

Wilderness treatment programs
See Educational services in this section

Work related illness or injuries
Coverage available to you under workers’ compensation or a similar program under local, state or federal law for any illness or injury related to employment or self-employment

Important note:
A source of coverage or reimbursement is considered available to you even if you waived your right to payment from that source. You may also be covered under a workers’ compensation law or similar law. If you submit proof that you are not covered for a particular illness or injury under such law, then that illness or injury will be considered “non-occupational” regardless of cause.
How your plan works

How your medical plan works while you are covered in-network
Your in-network coverage helps you get and pay for a lot of, but not all, health care services. Your cost share is lower when you use a network provider.

Providers
Our provider network is there to give you the care you need. You can find network providers and see important information about them by logging in to your member website. There you’ll find our online provider directory. You may also contact us to ask for a copy of the directory. We update the online directory regularly, but the listings can change. Before you get care, we suggest that you call us for current information or to make sure that your provider, their office location or their provider group is in the network. See the Contact us section for more information.

You may choose a PCP to oversee your care. Your PCP will provide routine care and send you to other providers when you need specialized care. You don’t have to get care through your PCP. You may go directly to network providers. Your plan may pay a bigger share for covered services you get through your PCP, so choose a PCP as soon as you can.

For more information about the network and the role of your PCP, see the Who provides the care section.

How your medical plan works while you are covered out-of-network
With your out-of-network coverage:
- You can get care from providers who are not part of the Aetna network and from network providers without a PCP referral
- You may have to pay the full cost for your care, and then submit a claim to be reimbursed
- You are responsible to get any required precertification
- Your cost share will be higher

Who provides the care
Network providers
We have contracted with providers to provide covered services to you. These providers make up the network for your plan.

To get network benefits, you must use network providers. There are some exceptions:
- Emergency services – see the description of emergency services in the Coverage and exclusions section.
- Urgent care – see the description of urgent care in the Coverage and exclusions section.
- Transplants – see the description of transplant services in the Coverage and exclusions section.

You may select a network provider from the online directory through your member website.

You will not have to submit claims for services received from network providers. Your network provider will take care of that for you. And we will pay the network provider directly for what the plan owes.

Your PCP
We encourage you to get covered services through a PCP. They will provide you with primary care.
How you choose your PCP
You can choose a PCP from the list of PCPs in our directory. Each covered family member is encouraged to select a PCP. You may each choose a different PCP. You should select a PCP for your covered dependent if they are a minor or cannot choose a PCP on their own.

What your PCP will do for you
Your PCP will coordinate your medical care or may provide treatment. They may send you to other network providers.

Changing your PCP
You may change your PCP at any time by contacting us.

Out-of-network providers
You can also get care from out-of-network providers. When you use an out-of-network provider, your cost share is higher. You are responsible for:

- Your out-of-network deductible
- Your out-of-network coinsurance
- Any charges over the recognized charge
- Submitting your own claims and getting precertification

Keeping a provider or facility you go to now (continuity of care)
You may have to find a new provider when:

- You join the plan and the provider or facility you have now is not in the network
- You are already an Aetna member and your provider or facility stops being in our network

However, in some cases, you may be able to keep going to your current provider or facility to complete a treatment or to have treatment that was already scheduled at the in-network cost sharing levels for up to 90 days of the provider or facility ceasing to be in our network. This is called continuity of care. If we know you are under an active treatment plan, we will notify you of the provider’s or facility’s contract termination and how you can submit a request to keep going to your current provider or facility. Contact us for additional information.

Medical necessity and precertification requirements
Your plan pays for its share of the expense for covered services only if the general requirements are met. They are:

- The service is medically necessary
- For in-network benefits, you get the service from a network provider
- You or your provider precertifies the service when required

Medically necessary, medical necessity
The medical necessity requirements are in the Glossary section, where we define “medically necessary, medical necessity.” That is where we also explain what our medical directors or a physician they assign consider when determining if a service is medically necessary.

Important note:
We cover medically necessary, sex-specific covered services regardless of identified gender.

Precertification
You need pre-approval from us for some covered services. Pre-approval is also called precertification.
In-network
Your network physician is responsible for obtaining any necessary precertification before you get the care. Network providers cannot bill you if they fail to ask us for precertification. But if your physician requests precertification and we deny it, and you still choose to get the care, you will have to pay for it yourself.

Out-of-network
When you go to an out-of-network provider, you are responsible to get any required precertification from us. If you don’t precertify:
  • Your benefits may be reduced, or the plan may not pay. See your schedule of benefits for details.
  • You will be responsible for the unpaid bills.
  • Your additional out-of-pocket expenses will not count toward your deductible or maximum out-of-pocket limit, if you have any.

Timeframes for precertification are listed below. For emergency services, precertification is not required, but you should notify us as shown.

To obtain precertification, contact us. You, your physician or the facility must call us within these timelines:

<table>
<thead>
<tr>
<th>Type of care</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-emergency admission</td>
<td>Call at least 14 days before the date you are scheduled to be admitted</td>
</tr>
<tr>
<td>Emergency admission</td>
<td>Call within 48 hours or as soon as reasonably possible after you have been admitted</td>
</tr>
<tr>
<td>Urgent admission</td>
<td>Call before you are scheduled to be admitted</td>
</tr>
<tr>
<td>Outpatient non-emergency medical services</td>
<td>Call at least 14 days before the care is provided, or the treatment or procedure is scheduled</td>
</tr>
</tbody>
</table>

An urgent admission is a hospital admission by a physician due to the onset of or change in an illness, the diagnosis of an illness, or injury.

We will tell you and your physician in writing of the precertification decision, where required by state law. An approval is valid for 180 days as long as you remain enrolled in the plan.

For an inpatient stay in a facility, we will tell you, your physician and the facility about your precertified length of stay. If your physician recommends that you stay longer, the extra days will need to be precertified. You, your physician, or the facility will need to call us as soon as reasonably possible, but no later than the final authorized day. We will tell you and your physician in writing of an approval or denial of the extra days.

If you or your provider request precertification and we don’t approve coverage, we will tell you why and explain how you or your provider may request review of our decision. See the Complaints, claim decisions and appeal procedures section.

Types of services that require precertification
Precertification is required for inpatient stays and certain outpatient services and supplies.

Precertification is required for the following types of services and supplies:
  Inpatient –
  • Gender affirming treatment
  • Gene-based, cellular and other innovative therapies (GCIT)
  • Obesity (bariatric) surgery
  • Stays in a hospice facility
- **Stays in a hospital**
- **Stays in a rehabilitation facility**
- **Stays in a residential treatment facility** for treatment of **mental health disorders** and **substance related disorders**
- **Stays in a skilled nursing facility**

**Outpatient –**
- Applied behavior analysis
- ART services
- Complex imaging
- Comprehensive **infertility** services
- Cosmetic and reconstructive **surgery**
- Gender affirming treatment
- Gene-based, cellular and other innovative therapies (GCIT)
- Home health care
- Hospice care
- Injectables, (immunoglobulins, growth hormones, multiple sclerosis medications, osteoporosis medications, Botox, hepatitis C medications)
- Kidney dialysis
- Knee **surgery**
- Non-emergency transportation by airplane
- Obesity (bariatric) **surgery**
- Outpatient back **surgery** not performed in a **physician’s** office
- Partial hospitalization treatment – **mental health disorders** and **substance related disorders** treatment
- Private duty nursing services
- Sleep studies
- Transcranial magnetic stimulation (TMS)
- Wrist **surgery**

Contact us to get a complete list of the services that require **precertification**. The list may change from time to time.

Sometimes you or your **provider** may want us to review a service that doesn't require **precertification** before you get care. This is called a predetermination, and it is different from **precertification**. Predetermination means that you or your **provider** requests the pre-service clinical review of a service that does not require **precertification**.

Our clinical policy bulletins explain our policy for specific services and supplies. We use these bulletins and other resources to help guide individualized coverage decisions under our plans. You can find the bulletins and other information at [https://www.aetna.com/health-care-professionals/clinical-policy-bulletins.html](https://www.aetna.com/health-care-professionals/clinical-policy-bulletins.html).

Certain **prescription** drugs are covered under the medical plan when they are given to you by your doctor or health care facility. The following **precertification** information applies to these **prescription** drugs:
- For certain drugs, your **provider** needs to get approval from us before we will cover the drug. The requirement for getting approval in advance guides appropriate use of certain drugs and makes sure they are **medically necessary**.

Step therapy is a type of **precertification** where you must try one or more prerequisite drugs before a step therapy drug is covered. A ‘prerequisite’ is something that is required before something else. Prerequisite drugs are FDA-approved, may cost less and treat the same condition. If you don’t try the prerequisite drugs first, the step therapy drug may not be covered.
Contact us or go online to get the most up-to-date precertification requirements and list of step therapy drugs.

**Requesting a medical exception**
Sometimes you or your provider may ask for a medical exception for drugs that are not covered or for which coverage was denied. You, someone who represents you or your provider can contact us. You will need to provide us with clinical documentation. Any exception granted is based upon an individual and is a case-by-case decision that will not apply to other members. For directions on how you can submit a request for a review:

- Call the toll-free number on your ID card
- Log in to your member website at [https://www.aetna.com/](https://www.aetna.com/)
- Submit the request in writing to CVS Health ATTN: Aetna PA, 1300 E Campbell Road, Richardson, TX 75081

You, someone who represents you or your provider may seek a quicker medical exception when the situation is urgent. It’s an urgent situation when you have a health condition that may seriously affect your life, health or ability to get back maximum function. It can also be when you are going through a current course of treatment using a non-covered drug.

**What the plan pays and what you pay**
Who pays for your covered services – this plan, both of us, or just you? That depends.

**The general rule**
The schedule of benefits lists what you pay for each type of covered service. In general, this is how your benefit works:

- You pay the deductible, when it applies.
- Then the plan and you share the expense. Your share is called a copayment or payment percentage.
- Then the plan pays the entire expense after you reach your maximum out-of-pocket limit.

When we say “expense” in this general rule, we mean the negotiated charge for a network provider, and recognized charge for an out-of-network provider.

**Negotiated charge**
*For health coverage:*
This is the amount a network provider has agreed to accept or that we have agreed to pay them or a third party vendor (including any administrative fee in the amount paid).

For surprise bills, calculations will be made based on the median contracted rate.

We may enter into arrangements with network providers or others related to:

- The coordination of care for members
- Improving clinical outcomes and efficiencies

Some of these arrangements are called:

- Value-based contracting
- Risk sharing
- Accountable care arrangements

These arrangements will not change the negotiated charge under this plan.
For prescription drug services:
When you get a prescription drug, we have agreed to this amount for the prescription or paid this amount to the network pharmacy or third party vendor that provided it. The negotiated charge may include a rebate, additional service or risk charges and administrative fees. It may include additional amounts paid to or received from third parties under price guarantees.

**Recognized charge**

**Voluntary Services**
The amount of an out-of-network provider’s charge that is eligible for coverage. You may be responsible for all amounts above what is eligible for coverage. However, there are some types of claims for which a provider may not bill you for amounts above what is eligible for coverage (see Involuntary Services and Surprise Bills for more information).

If your ID card displays the National Advantage Program (NAP) logo your cost may be lower when you get care from a NAP provider for whom we access NAP rates. Through NAP, the recognized charge is determined as follows:

- If your service was received from a NAP provider, a pre-negotiated charge may be paid. NAP providers are out-of-network providers that have contracts with Aetna, directly or through third-party vendors, that include a pre-negotiated charge for services. NAP providers are not network providers. (At times Aetna may choose to terminate specific providers from NAP and will notify the provider of such a decision).
- If your service was not received from a NAP provider, a claim specific rate or discount may be negotiated by Aetna or a third-party vendor.

If your claim is not paid as outlined above, the recognized charge for specific services or supplies will be the out-of-network plan rate, calculated in accordance with the following:

<table>
<thead>
<tr>
<th>Service or Supply</th>
<th>Out-of-Network Plan Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional services*</td>
<td>An amount determined by Aetna, or its third-party vendors, based on data resources selected by Aetna, reflecting typical costs, competitive charges and/or payments for a service, adjusted for the geographic area in which the service was provided.</td>
</tr>
<tr>
<td>Inpatient and outpatient charges of hospitals*</td>
<td>300% of the Medicare allowable rate</td>
</tr>
<tr>
<td>Inpatient and outpatient charges of facilities other than hospitals*</td>
<td>300% of the Medicare allowable rate</td>
</tr>
<tr>
<td>Prescription drugs</td>
<td>110% of the average wholesale price (AWP)</td>
</tr>
</tbody>
</table>

*Involuntary services are not paid as outlined above. See Involuntary Services and Surprise Bills for information on how these claims are paid under the plan.

**Important note:** If the provider bills less than the amount calculated using the out-of-network plan rate described above, the recognized charge is what the provider bills.

In the event you receive a balance bill from a provider for your out-of-network service, Patient Advocacy Services may be available to assist you in certain circumstances. If Patient Advocacy Services are available for your claim, additional information will be provided to you.

If NAP does not apply to you, the recognized charge for specific services or supplies will be the out-of-network plan rate set forth in the above chart.
The out-of-network plan rate does not apply to involuntary services. See *Involuntary Services and Surprise Bills* for more information.

**Special terms used**
- Average wholesale price (AWP) is the current average wholesale price of a *prescription drug* listed in the Facts and Comparisons, Medi-span weekly price updates (or any other similar publication chosen by Aetna).
- Geographic area is normally based on the first three digits of the U.S. Postal Service zip codes. If we determine we need more data for a particular service or supply, we may base rates on a wider geographic area such as an entire state.

**Our reimbursement policies**
We have the right to apply our reimbursement policies to all out-of-network services including involuntary services. This may affect the **recognized charge**. When we do this, we consider:
- The length and difficulty of a service
- Whether additional expenses are needed, when multiple procedures are billed at the same time
- Whether an assistant surgeon is needed
- If follow up care is included
- Whether other conditions change or make a service unique
- Whether any of the services described by a claim line are part of or related to the primary service provided, when a charge includes more than one claim line
- The educational level, licensure or length of training of the **provider**

We base our reimbursement policies on our review of:
- CMS National Correct Coding Initiative (NCCI) and other external materials that say what billing and coding practices are and aren’t appropriate
- Generally accepted standards of medical and dental practice
- The views of **physicians** and dentists practicing in relevant clinical areas

We use commercial software to administer some of these policies. Policies may differ for professional services and facility services.

**Get the most from your benefits:**
We have online tools to help you decide whether to get care and if so, where. Use the ‘Estimate the Cost of Care’ tool or ‘Payment Estimator’ tool on the Aetna website. The website may contain additional information that can help you determine the cost of a service or supply.

**Surprise bill**
There may be times when you unknowingly receive services or don’t consent to receive services from an **out-of-network provider**, even where you try to stay in the network for your **covered services**. You may get a bill at the out-of-network rate that you didn’t expect. This is called a surprise bill.

An **out-of-network provider** can’t balance bill or attempt to collect costs from you that exceed your in-network cost-sharing requirement, such as **deductibles**, **copayments** and **coinsurance** for the following services:
- **Emergency services** provided by an **out-of-network provider** and ancillary services initiated from your emergency services
• Non-emergency services provided by an out-of-network provider at an in-network facility, except when the out-of-network provider has given you the following:
  – The out-of-network notice for your signature
  – The estimated charges for the items and services
  – Notice that the provider is an out-of-network provider
• Out-of-network air ambulance services

The out-of-network provider must get your consent to be treated and balance billed by them.

Ancillary services mean any professional services including:
• Items and services related to emergency medicine
• Anesthesiology
• Hospitalist services
• Laboratory services
• Neonatology
• Pathology
• Radiology
• Services provided by an out-of-network provider because there was no network provider available to perform the service

A facility in this instance means an institution providing health care related services, or a health care setting. This includes the following:
• Hospitals and other licensed inpatient centers
• Ambulatory surgical or treatment centers
• Skilled nursing facilities
• Residential treatment facilities
• Diagnostic, laboratory, and imaging centers
• Rehabilitation facilities
• Other therapeutic health settings

A surprise bill claim is paid based on the median contracted rate for all plans offered by us in the same insurance market for the same or similar item or service that is all of the following:

• Provided by a provider in the same or similar specialty or facility of the same or similar facility type
• Provided in the geographic region in which the item or service is furnished

The median contracted rate is subject to additional adjustments as specified in federal regulations.

Any cost share paid with respect to the items and services will apply toward your in-network deductible and maximum out-of-pocket limit if you have one.

It is not a surprise bill when you knowingly choose to go out-of-network and have signed a consent notice for these services. In this case, you are responsible for all charges.

You may request external review if you want to know if the federal surprise bill law applies to your situation.

If you receive a surprise bill or have any questions about what a surprise bill is, contact us.
Paying for covered services – the general requirements
There are several general requirements for the plan to pay any part of the expense for a covered service. For in-network coverage, they are:

- The service is medically necessary
- You get your care from a network provider
- You or your provider precertifies the service when required

For out-of-network coverage:
- The service is medically necessary
- You get your care from an out-of-network provider
- You or your provider precertifies the service when required

For outpatient prescription drugs, your costs are based on:
- The type of prescription you’re prescribed
- Where you fill the prescription

The plan may make some brand-name prescription drugs available to you at the preferred prescription drug cost share.

Generally, your plan and you share the cost for covered services when you meet the general requirements. But sometimes your plan will pay the entire expense, and sometimes you will. For details, see your schedule of benefits and the information below.

You pay the entire expense when:
- You get services or supplies that are not medically necessary.
- Your plan requires precertification, your physician requests it, we deny it and you get the services without precertification.
- You get care and the provider waives all or part of your cost share.

In all these cases, the provider may require you to pay the entire charge. Any amount you pay will not count towards your deductible or your maximum out-of-pocket limit.

Where your schedule of benefits fits in
The schedule of benefits shows any out-of-pocket costs you are responsible for when you receive covered services and any benefit limitations that apply to your plan. It also shows any maximum out-of-pocket limits that apply.

Limitations include things like maximum age, visits, days, hours, and admissions. Out-of-pocket costs include things like deductibles, copayments and payment percentage.

Keep in mind that you are responsible for paying your part of the cost sharing. You are also responsible for costs not covered under this plan.

Coordination of benefits
Some people have health coverage under more than one health plan. If you do, we will work with your other plan to decide how much each plan pays. This is called coordination of benefits (COB).

Key Terms
Here are some key terms we use in this section. These will help you understand this COB section.
In this section when we talk about “plan” through which you may have other coverage for health care expenses we mean:

- Group or non-group, blanket, or franchise health insurance policies issued by insurers, HMOs, or health care service contractors
- Labor-management trustee plans, labor organization plans, employer organization plans, or employee benefit organization plans
- An automobile insurance policy
- Medicare or other government benefits
- Any contract that you can obtain or maintain only because of membership in or connection with a particular organization or group

**How COB works**

- When this is your primary plan, we pay your medical claims first as if there is no other coverage.
- When this is your secondary plan, we pay benefits after the primary plan and reduce our payment to the lesser of:
  - What the plan would have paid if it had been primary.
  - What the plan would have paid less the primary plan's payment.

**Determining who pays**

The basic rules are listed below. Reading from top to bottom the first rule that applies will determine which plan is primary and which is secondary. Contact us if you have questions or want more information.

A plan that does not contain a COB provision is always the primary plan.

<table>
<thead>
<tr>
<th>COB rule</th>
<th>Primary plan</th>
<th>Secondary plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-dependent or dependent</td>
<td>Plan covering you as an employee, retired employee or subscriber (not as a dependent)</td>
<td>Plan covering you as a dependent</td>
</tr>
<tr>
<td>Child – parents married or living together</td>
<td>Plan of parent whose birthday (month and day) is earlier in the year (Birthday rule)</td>
<td>Plan of parent whose birthday is later in the year</td>
</tr>
</tbody>
</table>
| Child – parents separated, divorced, or not living together | • Plan of parent responsible for health coverage in court order  
  • Birthday rule applies if both parents are responsible or have joint custody in court order  
  • Custodial parent’s plan if there is no court order | • Plan of other parent  
  • Birthday rule applies (later in the year)  
  • Non-custodial parent’s plan |
| Child – covered by individuals who are not parents (i.e. stepparent or grandparent) | Same rule as parent | Same rule as parent |
| Active or inactive employee                        | Plan covering you as an active employee (or dependent of an active employee) | Plan covering you as a laid off or retired employee (or dependent of a former employee) |
| Consolidated Omnibus Budget Reconciliation Act (COBRA) or state continuation | Plan covering you as an employee or retiree (or dependent of an employee or retiree) | COBRA or state continuation coverage |
### COB rule

<table>
<thead>
<tr>
<th>Primary plan</th>
<th>Secondary plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Longer or shorter length of coverage</td>
<td>Plan that has covered you longer</td>
</tr>
<tr>
<td></td>
<td>Plan that has covered you for a shorter period of time</td>
</tr>
<tr>
<td>Other rules do not apply</td>
<td>Plans share expenses equally</td>
</tr>
<tr>
<td></td>
<td>Plans share expenses equally</td>
</tr>
</tbody>
</table>

### How COB works with Medicare

If your other coverage is under Medicare, federal laws explain whether Medicare will pay first or second. COB with Medicare will always follow federal requirements. Contact us if you have any questions about this.

When you are eligible for Medicare, we coordinate the benefits we pay with the benefits that Medicare pays. If you are eligible but not covered, and Medicare would be your primary payer, we may still pay as if you are covered by Medicare and coordinate with the benefits Medicare would have paid. Sometimes, this plan pays benefits before Medicare pays. Sometimes, this plan pays benefits after Medicare or after an amount that Medicare would have paid if you had been covered.

You are eligible for Medicare if you are covered under it. You are also eligible for Medicare, even if you are not covered, if you refused it, dropped it, or didn’t make a request for it.

### Effect of prior plan coverage

If you are in a continuation period from a prior plan at the time you join this plan you may not receive the full benefit paid under this plan. Your current and prior plan must be offered through the same employer.

### Other health coverage updates – contact information

You should contact us if you have any changes to your other coverage. We want to be sure our records are accurate so your claims are processed correctly.

### Our rights

We have the right to:

- Release or obtain any information we need for COB purposes, including information we need to recover any payments from your other health plans
- Reimburse another health plan that paid a benefit we should have paid
- Recover any excess payment from a person or another health plan, if we paid more than we should have paid

### Benefit payments and claims

A claim is a request for payment that you or your health care provider submits to us when you want or get covered services. There are different types of claims. You or your provider may contact us at various times, to make a claim, to request approval, or payment, for your benefits. This can be before you receive your benefit, while you are receiving benefits and after you have received the benefit.

It is important that you carefully read the previous sections within How your plan works. When a claim comes in, we review it, make a decision and tell you how you and we will split the expense. The amount of time we have to tell you about our decision on a claim depends on the type of claim.

### Claim type and timeframes

**Urgent care claim**

An urgent claim is one for which the doctor treating you decides a delay in getting medical care could put your life or health at risk. Or a delay might put your ability to regain maximum function at risk. It could also be a situation in which you need care to avoid severe pain. We will make a decision within 72 hours.
If you are pregnant, an urgent claim also includes a situation that can cause serious risk to the health of your unborn baby.

**Pre-service claim**
A pre-service claim is a claim that involves services you have not yet received and which we will pay for only if we **precertify** them. We will make a decision within 15 days.

**Post-service claim**
A post-service claim is a claim that involves health care services you have already received. We will make a decision within 30 days.

**Concurrent care claim extension**
A concurrent care claim extension occurs when you need us to approve more services than we already have approved. Examples are extending a **hospital stay** or adding a number of visits to a **provider**. You must let us know you need this extension 24 hours before the original approval ends. We will have a decision within 24 hours for an urgent request. You may receive the decision for a non-urgent request within 15 days.

**Concurrent care claim reduction or termination**
A concurrent care claim reduction or termination occur when we decide to reduce or stop payment for an already approved course of treatment. We will notify you of such a determination. You will have enough time to file an appeal. Your coverage for the service or supply will continue until you receive a final appeal decision from us or an external review organization if the situation is eligible for external review.

During this continuation period, you are still responsible for your share of the costs, such as **copayments**, **payment percentage** and **deductibles** that apply to the service or supply. If we uphold our decision at the final internal appeal, you will be responsible for all of the expenses for the service or supply received during the continuation period.
Filing a claim
When you see a network provider, that office will usually send us a detailed bill for your services. If you see an out-of-network provider, you may receive the bill (proof of loss) directly. This bill forms the basis of your post-service claim. If you receive the bill directly, you or your provider must send us the bill within 12 months of the date you received services, unless you are legally unable to notify us. You must send it to us with a claim form that you can either get online or contact us to provide. You should always keep your own record of the date, providers and cost of your services.

The benefit payment determination is made based on many things, such as your deductible or payment percentage, the necessity of the service you received, when or where you receive the services, or even what other insurance you may have. We may need to ask you or your provider for some more information to make a final decision. You can always contact us directly to see how much you can expect to pay for any service.

We will pay the claim within 30 days from when we receive all the information necessary. Sometimes we may pay only some of the claim. Sometimes we may deny payment entirely. We may even rescind your coverage entirely. Rescission means you lose coverage going forward and going backward. If we paid claims for your past coverage, we will want the money back.

We will give you our decision in writing. You may not agree with our decision. There are several ways to have us review the decisions. Please see the Complaints, claim decisions and appeal procedures section for that information.
Complaints, claim decisions and appeals procedures

The difference between a complaint and an appeal

A Complaint
You may not be happy about a provider or an operational issue, and you may want to complain. You can call or write Member Services. Your complaint should include a description of the issue. You should include copies of any records or documents that you think are important. We will review the information and provide you with a written response within 30 calendar days of receiving the complaint. We will let you know if we need more information to make a decision.

An Appeal
You can ask us to re-review an adverse benefit determination. This is called an appeal. You can appeal to us verbally or in writing.

Claim decisions and appeal procedures
Your provider may contact us at various times to make a claim, or to request approval for payment based on your benefits. This can be before you receive your benefit, while you are receiving benefits and after you have received the benefit. You may not agree with our decision. As we said in Benefit payments and claims in the How your plan works section, we pay many claims at the full rate, except for your share of the costs. But sometimes we pay only some of the claim. Sometimes we deny payment entirely.

Any time we deny even part of the claim, it is an “adverse benefit determination” or “adverse decision.” For any adverse decision, you will receive an explanation of benefits in writing. You can ask us to review an adverse benefit determination. This is the internal appeal process. If you still don’t agree, you can also appeal that decision. There are times you may skip the two levels of internal appeal. But in most situations, you must complete both levels before you can take any other actions, such as an external review.

Appeals of adverse benefit determinations
You can appeal our adverse benefit determination. We will assign your appeal to someone who was not involved in making the original decision. You must file an appeal within 180 calendar days from the time you receive the notice of an adverse benefit determination.

You can appeal by sending a written appeal to Member Services at the address on the notice of adverse benefit determination. Or you can call Member Services at the number on your ID card. You need to include:
- Your name
- The employer’s name
- A copy of the adverse benefit determination
- Your reasons for making the appeal
- Any other information you would like us to consider

Another person may submit an appeal for you, including a provider. That person is called an authorized representative. You need to tell us if you choose to have someone else appeal for you (even if it is your provider). You should fill out an authorized representative form telling us that you are allowing someone to appeal for you. You can get this form by contacting us. You can use an authorized representative at any level of appeal.

You can appeal two times under this plan. If you appeal a second time you must present your appeal within 60 calendar days from the date you receive the notice of the first appeal decision.
**Urgent care or pre-service claim appeals**

If your claim is an urgent claim or a pre-service claim, your **provider** may appeal for you without having you fill out an authorized representative form telling us that you are allowing the provider to appeal for you.

We will provide you with any new or additional information that we used or that was developed by us to review your claim. We will provide this information at no cost to you before we give you a decision at your last available level of appeal. This decision is called the final adverse benefit determination. You can respond to this information before we tell you what our final decision is.

**Timeframes for deciding appeals**

The amount of time that we have to tell you about our decision on an appeal claim depends on the type of claim. The chart below shows a timetable view of the different types of claims and how much time we have to tell you about our decision.

<table>
<thead>
<tr>
<th>Type of notice</th>
<th>Urgent care claim</th>
<th>Pre-service claim</th>
<th>Post-service claim</th>
<th>Concurrent care claim</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appeal determinations at each level (us)</td>
<td>36 hours</td>
<td>15 days</td>
<td>30 days</td>
<td>As appropriate to type of claim</td>
</tr>
<tr>
<td>Extensions</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

**Exhaustion of appeals process**

In most situations you must complete the two levels of appeal with us before you can take these other actions:

- Appeal through an external review process.
- Pursue arbitration, litigation or other type of administrative proceeding.

But sometimes you do not have to complete the two levels of appeals process before you may take other actions. These situations are:

- You have an urgent claim or a claim that involves ongoing treatment. You can have your claim reviewed internally and at the same time through the external review process.
- We did not follow all of the claim determination and appeal requirements of the Federal Department of Health and Human Services. But, you will not be able to proceed directly to external review if:
  - The rule violation was minor and not likely to influence a decision or harm you.
  - The violation was for a good cause or beyond our control.
  - The violation was part of an ongoing, good faith exchange between you and us.

**External review**

External review is a review done by people in an organization outside of **Aetna**. This is called an external review organization (ERO).

You have a right to external review only if:

- Our claim decision involved medical judgment.
- We decided the service or supply is not **medically necessary** or not appropriate.
- We decided the service or supply is **experimental or investigational**.
- You have received an adverse determination.

You may also request external review if you want to know if the federal surprise bill law applies to your situation.
If our claim decision is one for which you can seek external review, we will say that in the notice of adverse benefit determination or final adverse benefit determination we send you. That notice also will describe the external review process. It will include a copy of the Request for External Review form at the final adverse determination level.

You must submit the Request for External Review Form:

- To Aetna
- Within 123 calendar days (four months) of the date you received the decision from us
- And you must include a copy of the notice from us and all other important information that supports your request

You will pay for any information that you send and want reviewed by the ERO. We will pay for information we send to the ERO plus the cost of the review.

Aetna will:

- Contact the ERO that will conduct the review of your claim.
- Assign the appeal to one or more independent clinical reviewers that have the proper expertise to do the review.
- Consider appropriate credible information that you sent.
- Follow our contractual documents and your plan of benefits.
- Send notification of the decision within 45 calendar days of the date we receive your request form and all the necessary information.

We will stand by the decision that the ERO makes, unless we can show conflict of interest, bias or fraud.

How long will it take to get an ERO decision?

We will tell you of the ERO decision not more than 45 calendar days after we receive your Notice of External Review Form with all the information you need to send in.

But sometimes you can get a faster external review decision. Your provider must call us or send us a Request for External Review Form.

There are two scenarios when you may be able to get a faster external review:

**For initial adverse determinations**

Your provider tells us that a delay in your receiving health care services would:

- Jeopardize your life, health or ability to regain maximum function, or
- Be much less effective if not started right away (in the case of experimental or investigational treatment)

**For final adverse determinations**

Your provider tells us that a delay in your receiving health care services would:

- Jeopardize your life, health or ability to regain maximum function
- Be much less effective if not started right away (in the case of experimental or investigational treatment), or
- The final adverse determination concerns an admission, availability of care, continued stay or health care service for which you received emergency services, but have not been discharged from a facility

If your situation qualifies for this faster review, you will receive a decision within 72 hours of us getting your request.
**Recordkeeping**
We will keep the records of all complaints and appeals for at least 10 years.

**Fees and expenses**
We do not pay any fees or expenses incurred by you in pursuing a complaint or appeal.
Eligibility, starting and stopping coverage

Eligibility
Who is eligible
Your employer decides and tells us who is eligible for health coverage.

When you can join the plan
You must live or work in the service area to enroll in this plan.

You can enroll:
- At the end of any waiting period your employer requires
- Once each year during the annual enrollment period
- At other special times during the year (see the Special times you can join the plan section below)

You can enroll eligible family members (these are your “dependents”) at this time too.
If you don’t enroll when you first qualify for benefits, you may have to wait until the next annual enrollment period to join.

Who can be a dependent on this plan
You can enroll the following family members:
- Your legal spouse
- Your domestic partner who meets employer rules and requirements under state law
- Dependent children – yours or your spouse’s or partner’s
  - Dependent children must be:
    - Under 26 years of age
  - Dependent children include:
    - Natural children
    - Stepchildren
    - Adopted children including those placed with you for adoption
    - Foster children
    - Children you are responsible for under a qualified medical support order or court order
    - Grandchildren in your legal custody

Adding new dependents
You can add new dependents during the year. These include any dependents described in the Who can be a dependent on this plan section above.

Coverage begins on the date of the event for new dependents that join your plan for the following reasons:
- Birth
- Adoption or placement for adoption
- Marriage
- Legal guardianship
- Court or administrative order

We must receive a completed enrollment form not more than 31 days after the event date.
Special times you can join the plan
You can enroll in these situations:
- You didn’t enroll before because you had other coverage and that coverage has ended
- Your COBRA coverage has ended
- A court orders that you cover a dependent on your health plan
- When your dependent moves outside the service area for your employee plan

We must receive the completed enrollment information within 31 days of the date when coverage ends.

You can also enroll in these situations:
- You or your dependent lose your eligibility for enrollment in Medicaid or an S-CHIP plan
- You are now eligible for state fee assistance under Medicaid or S-CHIP which will pay your fee contribution under this plan

We must receive the completed enrollment information within 60 days of the date when coverage ends.

Notification of change in status
Tell us of any changes that may affect your benefits. Please contact us as soon as possible when you have a:
- Change of address
- Dependent status change
- Dependent who enrolls in Medicare or any other health plan

Starting coverage
Your coverage under this plan has a start and an end. You must start coverage after you complete the eligibility and enrollment process. You can ask your employer to confirm your effective date.

Stopping coverage
Your coverage typically ends when you leave your job; but it can happen for other reasons. Ending coverage doesn’t always mean you lose coverage with us. There will be circumstances that will still allow you to continue coverage. See the Special coverage options after your coverage ends section.

We will send you notice if your coverage is ending. This notice will tell you the date that your coverage ends.

When will your coverage end
Your coverage under this plan will end if:
- This plan is no longer available
- You ask to end coverage
- Your employer asks to end coverage
- You are no longer eligible for coverage, including when you move out of the service area
- Your work ends
- You stop making required contributions, if any apply
- We end your coverage
- You start coverage under another medical plan offered by your employer
When dependent coverage ends

Dependent coverage will end if:

- A dependent is no longer eligible for coverage.
- You stop making contributions, if any apply.
- Your coverage ends for any of the reasons listed above except:
  - You enroll under a group Medicare plan we offer. However, dependent coverage will end if your coverage ends under the Medicare plan.
- The date this plan no longer allows coverage for domestic partners or civil unions.
- The date the domestic partnership or civil union ends.
  - You will need to complete a Declaration of Termination of Domestic Partnership.

What happens to your dependents if you die?

Coverage for dependents may continue for some time after your death. See the Special coverage options after your coverage ends section for more information.

Why would we end your coverage?

We may immediately end your coverage if you commit fraud or you intentionally misrepresented yourself when you applied for or obtained coverage. You can refer to the General provisions – other things you should know section for more information on rescissions.

On the date your coverage ends, we will refund to your employer any prepayment for periods after the date your coverage ended.

Special coverage options after your coverage ends

When coverage may continue under the plan

This section explains options you may have after your coverage ends under this plan. Your individual situation will determine what options you will have. Contact your employer to see what options apply to you.

In some cases, fee payment is required for coverage to continue. Your coverage will continue under the plan as long as your employer and we have agreed to do so. It is your employer’s responsibility to let us know when your work ends. If your employer and we agree in writing, we will extend the limits.

Consolidated Omnibus Budget Reconciliation Act (COBRA)

The federal COBRA law usually applies to employers of group sizes of 20 or more and gives employees and most of their covered dependents the right to keep their health coverage for 18, 29 or 36 months after a qualifying event. The qualifying event is something that happens that results in you losing your coverage.

The qualifying events are:

- Your active employment ends for reasons other than gross misconduct
- Your working hours are reduced
- You divorce or legally separate and are no longer responsible for dependent coverage
- You become entitled to benefits under Medicare
- Your covered dependent children no longer qualify as dependents under the plan
- You die
- You are a retiree eligible for retiree health coverage and your former employer files for bankruptcy

Talk with your employer if you have questions about COBRA or to enroll.
How you can extend coverage if you are totally disabled when coverage ends
Your coverage may be extended if you are totally disabled when coverage ends. Only the medical condition
which caused the total disability is covered during your extension. You are “totally disabled” if you cannot work
at your occupation or any other occupation for pay or profit.

Your covered dependent is “totally disabled” if they can’t engage in most normal activities like a healthy person
of the same age and gender.

You may extend coverage only for services and supplies related to the disabling condition until the earliest of:
- When you or your dependent are no longer totally disabled
- When you become covered by another health benefits plan
- 12 months of coverage

How you can extend coverage for your disabled child beyond the plan age limits
You have the right to extend coverage for your dependent child beyond plan age limits, if the child is not able to
be self-supporting because of mental or physical disability and depends mainly (more than 50% of their income)
on you for support.

The right to coverage will continue only as long as a physician certifies that your child still is disabled.

We may ask you to send us proof of the disability within 90 days of the date coverage would have ended. Before
we extend coverage, we may ask that your child get a physical exam. We will pay for that exam.

We may ask you to send proof that your child is disabled after coverage is extended. We won’t ask for this proof
more than once a year. You must send it to us within 31 days of our request. If you don’t, we can terminate
coverage for your dependent child.

How you can extend coverage when getting inpatient care when coverage ends
Your coverage may be extended if you are getting inpatient care in a hospital or skilled nursing facility when
coverage ends.

Benefits are extended for the condition that caused the hospital or skilled nursing facility stay or for
complications from the condition. Benefits aren’t extended for other medical conditions.

You can continue to get care for this condition until the earliest of:
- When you are discharged
- When you no longer need inpatient care
- When you become covered by another health benefits plan
- 12 months of coverage

How you can extend coverage for hearing services and supplies when coverage ends
If you are not totally disabled when your coverage ends, coverage for hearing services and supplies may be
extended for 30 days after your coverage ends:
- If the prescription for the hearing aid is written during the 30 days before your coverage ends
- If the hearing aid is ordered during the 30 days before your coverage ends
How your dependent can extend coverage after you die

Your dependents can continue coverage after your death if:
- You were covered at the time of your death
- The request is made within 31 days after your death, and
- Payment is made for coverage

Your dependent’s coverage will end on the earliest date:
- The end of the 24 month period after your death
- They no longer meet the definition of dependent
- Dependent coverage stops under the plan
- The dependent becomes covered by another health benefits plan
- The date your spouse remarries

To request extension of coverage, the dependent, or their representative, can contact us.
General provisions – other things you should know

Administrative provisions
How you and we will interpret this booklet
We prepared this booklet according to ERISA and other federal and state laws that apply. You and we will interpret it according to these laws. Also, you are bound by our interpretation of this booklet when we administer your coverage.

How Aetna administers this plan
Aetna will administer the Plan in accordance with this booklet and apply policies and procedures which Aetna has developed to administer this plan.

Who’s responsible to you
We are responsible to you for what our employees and other agents do.

We are not responsible for what is done by your providers. Even network providers are not our employees or agents.

Claim administrator
Aetna’s authority as claim administrator
Aetna has been designated as claims administrator for benefits under the Plan with full discretion and authority to make claim and appeal determinations. The claims administrator is the appropriate named fiduciary of the plan for purposes of reviewing denied claims for benefits. In exercising this fiduciary responsibility, Aetna has full discretionary authority to make factual determinations, to determine eligibility for benefits, to determine the amount of benefits for each claim received, and to construe terms of the Plan with respect to benefits. Aetna’s decisions are final and binding upon you and any person making a claim on your behalf. Your employer retains sole and complete authority to determine eligibility of persons to participate in the Plan.

Coverage and services
Your coverage can change
Your coverage is defined by the group contract. This document may have amendments too. Under certain circumstances, we, the Customer/Employer or the law may change your plan. When an emergency or epidemic is declared, we may modify or waive precertification, prescription quantity limits or your cost share if you are affected. Only we may waive a requirement of your plan. No other person, including the Customer/Employer or provider, can do this.

Physical examination and evaluations
At our expense, we have the right to have a physician of our choice examine you. This will be done at reasonable times while certification or a claim for benefits is pending or under review.

Records of expenses
You should keep complete records of your expenses. They may be needed for a claim. Important things to keep are:
- Names of physicians and others who furnish services
- Dates expenses are incurred
- Copies of all bills and receipts
Honest mistakes and intentional deception

Honest mistakes
You or the Customer/Employer may make an honest mistake when you share facts with us. When we learn of the mistake, we may make a fair change in contributions or in your coverage. If we do, we will tell you what the mistake was. We won’t make a change if the mistake happened more than 2 years before we learned of it.

Intentional deception
If we learn that you defrauded us or you intentionally misrepresented material facts, we can take actions that can have serious consequences for your coverage. These serious consequences include, but are not limited to:

- Rescission of coverage
- Denial of benefits
- Recovery of amounts we already paid

We also may report fraud to criminal authorities. See the Benefit payments and claims, Filing a claim section for information about rescission.

You have special rights if we rescind your coverage:

- We will give you 30 days advance written notice of any rescission of coverage
- You have the right to an appeal
- You have the right to a third party review conducted by an independent ERO

Some other money issues

Legal action
You must complete the internal appeal process, if your plan has one, before you take any legal action against us for any expense or bill. See the Complaints, claim decisions, and, appeal procedures section. You cannot take any action until 60 days after we receive written submission of a claim.

No legal action can be brought to recover payment under any benefit after 3 years from the deadline for filing claims.

Assignment of benefits
When you see a network provider, they will usually bill us directly. When you see an out-of-network provider, we may choose to pay you or to pay the provider directly. To the extent allowed by law, we will not accept an assignment to an out-of-network provider.

Financial sanctions exclusions
If coverage provided under this booklet violates or will violate any economic or trade sanctions, the coverage will be invalid immediately. For example, we cannot pay for covered services if it violates a financial sanction regulation. This includes sanctions related to a person or a country under sanction by the United States, unless it is allowed under a written license from the Office of Foreign Asset Control (OFAC). You can find out more by visiting https://www.treasury.gov/resource-center/sanctions/Pages/default.aspx

Recovery of overpayments
If a benefit payment is made by the Plan, to or on your behalf, which exceeds the benefit amount that you are entitled to receive, the Plan has the right to require the return of the overpayment. One of the ways Aetna recovers overpayments is by reducing future payments to the provider by the amount of the overpayment. These future payments may involve this Plan or other health plans that are administered by Aetna. Aetna would then credit the recovered amount to the plan that overpaid the provider. Payments to providers under this Plan may be subject to this same process when Aetna recovers overpayments for other plans administered by Aetna.
This right does not affect any other right of recovery the Plan may have with respect to overpayments.

**SUBROGATION AND RIGHT OF RECOVERY**

The provisions of this section apply to all current or former plan participants and also to the parents, guardian, or other representative of a dependent child who incurs claims and is or has been covered by the plan. The plan’s right to recover (whether by subrogation or reimbursement) shall apply to the personal representative of your estate, your decedents, minors, and incompetent or disabled persons. “You” or “your” includes anyone on whose behalf the plan pays benefits. No adult Covered Person hereunder may assign any rights that it may have to recover medical expenses from any tortfeasor or other person or entity to any minor child or children of said adult covered person without the prior express written consent of the Plan.

The plan’s right of subrogation or reimbursement, as set forth below, extend to all insurance coverage available to you due to an injury, illness or condition for which the plan has paid medical claims (including, but not limited to, liability coverage, uninsured motorist coverage, underinsured motorist coverage, personal umbrella coverage, medical payments coverage, workers compensation coverage, no fault automobile coverage or any first party insurance coverage).

Your health plan is always secondary to automobile no-fault coverage, personal injury protection coverage, or medical payments coverage.

No disbursement of any settlement proceeds or other recovery funds from any insurance coverage or other source will be made until the health plan’s subrogation and reimbursement interest are fully satisfied.

**Subrogation**

The right of subrogation means the plan is entitled to pursue any claims that you may have in order to recover the benefits paid by the plan. Immediately upon paying or providing any benefit under the plan, the plan shall be subrogated to (stand in the place of) all of your rights of recovery with respect to any claim or potential claim against any party, due to an injury, illness or condition to the full extent of benefits provided or to be provided by the Plan. The Plan may assert a claim or file suit in your name and take appropriate action to assert its subrogation claim, with or without your consent. The plan is not required to pay you part of any recovery it may obtain, even if it files suit in your name.

**Reimbursement**

If you receive any payment as a result of an injury, illness or condition, you agree to reimburse the plan first from such payment for all amounts the plan has paid and will pay as a result of that injury, illness or condition, up to and including the full amount of your recovery.

**Constructive Trust**

By accepting benefits (whether the payment of such benefits is made to you or made on your behalf to any provider) you agree that if you receive any payment as a result of an injury, illness or condition, you will serve as a constructive trustee over those funds. Failure to hold such funds in trust will be deemed a breach of your fiduciary duty to the plan. No disbursement of any settlement proceeds or other recovery funds from any insurance coverage or other source will be made until the health plan’s subrogation and reimbursement interest are fully satisfied.

**Lien Rights**

Further, the plan will automatically have a lien to the extent of benefits paid by the plan for the treatment of the illness, injury or condition upon any recovery whether by settlement, judgment or otherwise, related to treatment for any illness, injury or condition for which the plan paid benefits. The lien may be enforced against any party who possesses funds or proceeds representing the amount of benefits paid by the plan including, but not limited to, you, your representative or agent, and/or any other source that possessed or will possess funds representing the amount of benefits paid by the plan.
Assignment
In order to secure the plan’s recovery rights, you agree to assign to the plan any benefits or claims or rights of recovery you have under any automobile policy or other coverage, to the full extent of the plan’s subrogation and reimbursement claims. This assignment allows the plan to pursue any claim you may have, whether or not you choose to pursue the claim.

First-Priority Claim
By accepting benefits from the plan, you acknowledge that the plan’s recovery rights are a first priority claim and are to be repaid to the plan before you receive any recovery for your damages. The plan shall be entitled to full reimbursement on a first-dollar basis from any payments, even if such payment to the plan will result in a recovery which is insufficient to make you whole or to compensate you in part or in whole for the damages sustained. The plan is not required to participate in or pay your court costs or attorney fees to any attorney you hire to pursue your damage claim.

Applicability to All Settlements and Judgments
The terms of this entire subrogation and right of recovery provision shall apply and the plan is entitled to full recovery regardless of whether any liability for payment is admitted and regardless of whether the settlement or judgment identifies the medical benefits the plan provided or purports to allocate any portion of such settlement or judgment to payment of expenses other than medical expenses. The plan is entitled to recover from any and all settlements or judgments, even those designated as pain and suffering, non-economic damages and/or general damages only. The plan’s claim will not be reduced due to your own negligence.

Cooperation
You agree to cooperate fully with the plan’s efforts to recover benefits paid. It is your duty to notify the plan within 30 days of the date when any notice is given to any party, including an insurance company or attorney, of your intention to pursue or investigate a claim to recover damages or obtain compensation due to your injury, illness or condition. You and your agents agree to provide the plan or its representatives notice of any recovery you or your agents obtain prior to receipt of such recovery funds or within 5 days if no notice was given prior to receipt. Further, you and your agents agree to provide notice prior to any disbursement of settlement or any other recovery funds obtained. You and your agents shall provide all information requested by the plan, the Claims Administrator or its representative including, but not limited to, completing and submitting any applications or other forms or statements as the plan may reasonably request and all documents related to or filed in personal injury litigation. Failure to provide this information, failure to assist the plan in pursuit of its subrogation rights or failure to reimburse the plan from any settlement or recovery you receive may result in the denial of any future benefit payments or claim until the plan is reimbursed in full, termination of your health benefits or the institution of court proceedings against you.

You shall do nothing to prejudice the plan’s subrogation or recovery interest or prejudice the plan’s ability to enforce the terms of this plan provision. This includes, but is not limited to, refraining from making any settlement or recovery that attempts to reduce or exclude the full cost of all benefits provided by the plan or disbursement of any settlement proceeds or other recovery prior to fully satisfying the health plan’s subrogation and reimbursement interest.

You acknowledge that the plan has the right to conduct an investigation regarding the injury, illness or condition to identify potential sources of recovery. The plan reserves the right to notify all parties and his/her agents of its lien. Agents include, but are not limited to, insurance companies and attorneys.

You acknowledge that the plan has notified you that it has the right pursuant to the Health Insurance Portability & Accountability Act ("HIPAA"), 42 U.S.C. Section 1301 et seq, to share your personal health information in exercising its subrogation and reimbursement rights.
Interpretation
In the event that any claim is made that any part of this subrogation and right of recovery provision is ambiguous or questions arise concerning the meaning or intent of any of its terms, the Claims Administrator for the plan shall have the sole authority and discretion to resolve all disputes regarding the interpretation of this provision.

Jurisdiction
By accepting benefits from the Plan, you agree that any court proceeding with respect to this provision may be brought in any court of competent jurisdiction as the plan may elect. By accepting such benefits, you hereby submit to each such jurisdiction, waiving whatever rights may correspond by reason of your present or future domicile. By accepting such benefits, you also agree to pay all attorneys’ fees the plan incurs in successful attempts to recover amounts the plan is entitled to under this section.

Your health information
We will protect your health information. We will only use or share it with others as needed for your care and treatment. We will also use and share it to help us process your claims and manage your plan.

You can get a free copy of our Notice of Privacy Practices. Just contact us.

When you accept coverage under this plan, you agree to let your providers share information with us. We need information about your physical and mental condition and care.

Sutter Health and Affiliates Services
Sutter Health and Affiliates, the dominant health system in much of northern California, uses its bargaining power to insist on unique requirements to participate in the Aetna network. Aetna’s contract with Sutter requires payment of claims that would otherwise be denied, such as those not medically necessary or experimental or investigational (but does not require payment for services the Plan expressly excludes from coverage, such as for cosmetic surgery). Aetna will charge the Plan for these claims in order to be able to continue providing Plan Participants with access to Sutter’s services on an in-network basis.
Glossary

Behavioral health provider
A health professional who is licensed or certified to provide covered services for mental health and substance related disorders in the state where the person practices.

Brand-name prescription drug
An FDA-approved drug marketed with a specific name or trademark name by the company that manufactures it; often the same company that developed and patents it.

Copay, copayment
This is the dollar amount you pay for covered services. In most plans, you pay this after you meet your deductible limit. In prescription drug plans, it is the amount you pay for covered drugs.

Covered services
The benefits, subject to varying cost shares, covered under the plan. These are:
- Described in the Providing covered services section
- Not listed as an exclusion in the Coverage and exclusions – Providing covered services section or the General plan exclusions section
- Not beyond any limits in the schedule of benefits
- Medically necessary. See the How your plan works – Medical necessity and precertification requirements section and the Glossary for more information

Deductible
A deductible is the amount you pay out-of-pocket for covered services per year before we start to pay.

Detoxification
The process of getting alcohol or other drugs out of an addicted person’s system and getting them physically stable.

Drug guide
A list of prescription and OTC drugs and devices established by us or an affiliate. It does not include all prescription and OTC drugs and devices. This list can be reviewed and changed by us or an affiliate. A copy is available at your request. Go to https://www.aetna.com/individuals-families/find-a-medication.html

Emergency medical condition
An acute, severe medical condition that:
- Needs immediate medical care
- Leads a person with average knowledge of health and medicine to believe that, without immediate medical care, it could result in:
  - Danger to life or health
  - Loss of a bodily function
  - Loss of function to a body part or organ
  - Danger to the health of an unborn baby
Emergency services
Treatment given in a hospital's emergency room or an independent freestanding emergency department. This includes evaluation of and treatment to stabilize the emergency medical condition. An independent freestanding emergency department means a health care facility that is geographically separate, distinct, and licensed separately from a hospital and provides emergency services.

Experimental or investigational
Drugs, treatments or tests not yet accepted by physicians or by insurance plans as standard treatment. They may not be proven as effective or safe for most people.

A drug, device, procedure, or treatment is experimental or investigational if:
• There is not enough outcome data available from controlled clinical trials published in the peer-reviewed literature to validate its safety and effectiveness for the illness or injury involved.
• The needed approval by the FDA has not been given for marketing.
• A national medical or dental society or regulatory agency has stated in writing that it is experimental or investigational or suitable mainly for research purposes.
• It is the subject of a Phase I, Phase II or the experimental or research arm of a Phase III clinical trial. These terms have the meanings given by regulations and other official actions and publications of the FDA and Department of Health and Human Services.
• Written protocols or a written consent form used by a facility provider state that it is experimental or investigational.

Generic prescription drug
An FDA-approved drug with the same intended use as the brand-name product, that is considered to be as effective as the brand-name product. It offers the same:
• Dosage
• Safety
• Strength
• Quality
• Performance

Health professional
A person who is authorized by law to provide health care services to the public; for example, physicians, nurses and physical therapists.

Home health care agency
An agency authorized by law to provide home health services, such as skilled nursing and other therapeutic services.

Hospital
An institution licensed as a hospital by applicable law and accredited by The Joint Commission (TJC). This is a place that offers medical care. Patients can stay overnight for care. Or they can be treated and leave the same day. All hospitals must meet set standards of care. They can offer general or acute care. They can also offer service in one area, like rehabilitation.
Infertility
A disease defined by the failure to become pregnant:
- For a female with a male partner, after:
  - 1 year of frequent, unprotected heterosexual sexual intercourse if under the age of 35
  - 6 months of frequent, unprotected heterosexual sexual intercourse if age 35 or older
- For a female without a male partner, after:
  - At least 12 cycles of donor insemination if under the age of 35
  - 6 cycles of donor insemination if age 35 or older
- For a male without a female partner, after:
  - At least 2 abnormal semen analyses obtained at least 2 weeks apart
- For an individual or their partner who has been clinically diagnosed with gender dysphoria

Jaw joint disorder
This is:
- A temporomandibular joint (TMJ) dysfunction or any similar disorder of the jaw joint
- A myofascial pain dysfunction (MPD) of the jaw
- Any similar disorder in the relationship between the jaw joint and the related muscles and nerves

Mail order pharmacy
A pharmacy where prescription drugs are legally dispensed by mail or other carrier.

Maximum out-of-pocket limit
The maximum out-of-pocket limit is the most a covered person will pay per year in copayments, payment percentage and deductible, if any, for covered services.

Medically necessary, medical necessity
Health care services or supplies that prevent, evaluate, diagnose, or treat an illness, injury, disease or its symptoms, and that are all of the following, as determined by us within our discretion:
- In accordance with “generally accepted standards of medical practice”
- Clinically appropriate, in terms of type, frequency, extent, site, place of service, duration, and considered effective for your illness, injury or disease
- Not primarily for your convenience, the convenience of your physician or other health care provider
- Not more costly than an alternative service or sequence of services at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of your illness, injury or disease.

Generically accepted standards of medical practice mean:
- Standards that are based on credible scientific evidence published in peer-reviewed medical literature generally recognized by the relevant medical community and
- Following the standards set forth in our clinical policies and applying clinical judgment

Important note:
We develop and maintain clinical policy bulletins that describe the generally accepted standards of medical practice, credible scientific evidence, and prevailing clinical guidelines that support our decisions regarding specific services. We use these bulletins and other resources to help guide individualized coverage decisions under our plans and to determine whether an intervention is experimental or investigational. They are subject to change. You can find these bulletins and other information at https://www.aetna.com/health-care-professionals/clinical-policy-bulletins.html. You can also contact us. See the Contact us section for how.
Mental health disorder
A mental health disorder is in general, a set of symptoms or behavior associated with distress and interference with personal function. A complete definition of mental health disorder is in the most recent edition of Diagnostic and Statistical Manual of Mental Disorders (DSM) of the American Psychiatric Association.

Negotiated charge
See How your plan works – What the plan pays and what you pay.

Network provider
A provider listed in the directory for your plan. A NAP provider listed in the NAP directory is not a network provider.

Out-of-network provider
A provider who is not a network provider.

Payment Percentage
The specific percentage the plan pays for a health care service listed in the schedule of benefits.

Physician
A health professional trained and licensed to practice and prescribe medicine under the laws of the state where they practice; specifically, doctors of medicine or osteopathy. Under some plans, a physician can also be a primary care physician (PCP).

Precertification, precertify
Pre-approval that you or your provider receives from us before you receive certain covered services. This may include a determination by us as to whether the service is medically necessary and eligible for coverage.

Prescription
This is an instruction written by a physician that authorizes a patient to receive a service, supply, medicine or treatment.

Primary care physician (PCP)
A physician who:
- The directory lists as a PCP
- Is selected by a person from the list of PCPs in the directory
- Supervises, coordinates and provides initial care and basic medical services to a covered person
- Shows in our records as your PCP

A PCP can be any of the following providers:
- General practitioner
- Family physician
- Internist
- Pediatrician
- OB, GYN, and OB/GYN
- Medical group (primary care office)
Provider
A physician, pharmacist, health professional, person, or facility, licensed or certified by law to provide health care services to you. If state law does not specifically provide for licensure or certification, they must meet all Medicare approval standards even if they don’t participate in Medicare.

Psychiatric hospital
An institution licensed or certified as a psychiatric hospital by applicable laws to provide a program for the diagnosis, evaluation, and treatment of alcoholism, drug abuse or mental health disorders (including substance related disorders).

Recognized charge
See How your plan works – What the plan pays and what you pay.

Residential treatment facility
An institution specifically licensed by applicable laws to provide residential treatment programs for mental health disorders, substance related disorders, or both. It is credentialed by us or is accredited by one of the following agencies, commissions or committees for the services being provided:
- The Joint Commission (TJC)
- The Committee on Accreditation of Rehabilitation Facilities (CARF)
- The American Osteopathic Association’s Healthcare Facilities Accreditation Program (HFAP)
- The Council on Accreditation (COA)

In addition to the above requirements, an institution must meet the following:
For residential treatment programs treating mental health disorders:
- A behavioral health provider must be actively on duty 24 hours/day for 7 days/week
- The patient must be treated by a psychiatrist at least once per week
- The medical director must be a psychiatrist
- It is not a wilderness treatment program (whether or not the program is part of a licensed residential treatment facility or otherwise licensed institution)

For residential treatment programs treating substance related disorders:
- A behavioral health provider or an appropriately state certified professional (CADC, CAC, etc.) must be actively on duty during the day and evening therapeutic programming
- The medical director must be a physician
- It is not a wilderness treatment program (whether or not the program is part of a licensed residential treatment facility or otherwise licensed institution)

For detoxification programs within a residential setting:
- An R.N. must be onsite 24 hours/day for 7 days/week within a residential setting
- Residential care must be provided under the direct supervision of a physician

Retail pharmacy
A community pharmacy that dispenses outpatient prescription drugs.

Room and board
A facility’s charge for your overnight stay and other services and supplies expressed as a daily or weekly rate.
**Semi-private room rate**
An institution’s **room and board** charge for most beds in rooms with 2 or more beds. If there are no such rooms, we will calculate the rate based on the rate most commonly charged by similar institutions in the same geographic area.

**Skilled nursing facility**
A facility specifically licensed as a **skilled nursing facility** by applicable laws to provide skilled nursing care.

**Skilled nursing facilities** also include:
- Rehabilitation **hospitals**
- Portions of a rehabilitation **hospital**
- A **hospital** designated for skilled or rehabilitation services

**Skilled nursing facility** does not include institutions that provide only:
- Minimal care
- Custodial care
- Ambulatory care
- Part-time care

It does not include institutions that primarily provide for the care and treatment of **mental health disorders** or **substance related disorders**.

**Specialist**
A **physician** who practices in any generally accepted medical or surgical sub-specialty.

**Specialty prescription drug**
An FDA-approved **prescription** drug that typically has a higher cost and requires special handling, special storage or monitoring. These drugs may be administered:
- Orally (mouth)
- Topically (skin)
- By inhalation (mouth or nose)
- By injection (needle)

**Specialty pharmacy**
A pharmacy that fills **prescriptions** for specialty drugs.

**Stay**
A full-time inpatient confinement for which a **room and board** charge is made.

**Substance related disorder**
The use of drugs, as defined in the most recent edition of the *Diagnostic and Statistical Manual of Mental Disorders* (DSM) published by the American Psychiatric Association, that directly affect the brain’s reward system in an amount or frequency that causes problems with normal activities.
**Surgery, surgical procedure**
The diagnosis and treatment of injury, deformity and disease by manual and instrumental means, such as:
- Cutting
- Abrading
- Suturing
- Destruction
- Ablation
- Removal
- Lasering
- Introduction of a catheter (e.g., heart or bladder catheterization) or scope (e.g., colonoscopy or other types of endoscopy)
- Correction of fracture
- Reduction of dislocation
- Application of plaster casts
- Injection into a joint
- Injection of sclerosing solution
- Otherwise physically changing body tissues and organs

**Telemedicine**
A consultation between you and a **physician, specialist, behavioral health provider, or telemedicine provider** who is performing a clinical medical or behavioral health service by means of electronic communication.

**Terminal illness**
A medical prognosis that you are not likely to live more than 12 months.

**Walk-in clinic**
A health care facility that provides limited medical care on a scheduled and unscheduled basis. A **walk-in clinic** may be located in, near or within a:
- Drug store
- Pharmacy
- Retail store
- Supermarket

The following are not considered a **walk-in clinic**:
- Ambulatory surgical center
- Emergency room
- Hospital
- Outpatient department of a hospital
- Physician’s office
- Urgent care facility
The following information is provided to you in accordance with the Employee Retirement Income Security Act of 1974 (ERISA).

**Name of Plan:**
Refer to your Plan Administrator for this information

**Employer Identification Number:**
06-0646973

**Plan Number:**
525

**Type of Plan:**
Welfare

**Type of Administration:**
Administrative Services Contract with:

Aetna Life Insurance Company
151 Farmington Avenue
Hartford, CT 06156

**Plan Administrator:**
Yale University
221 Whitney Avenue 4th Floor
New Haven, CT 06511

**Agent For Service of Legal Process:**
Yale University
221 Whitney Avenue 4th Floor
New Haven, CT 06511

Service of legal process may also be made upon the Plan Administrator

**End of Plan Year:**
December 31

**Source of Contributions:**
Employer and Employees

**Procedure for Amending the Plan:**
The Employer may amend the Plan from time to time by a written instrument signed by the person designated by the Plan Administrator.
ERISA Rights
As a participant in the group benefit plan you are entitled to certain rights and protections under the Employee Retirement Income Security Act of 1974. ERISA provides that all plan participants shall be entitled to:

Receive Information about Your Plan and Benefits
Examine, without charge, at the Plan Administrator’s office and at other specified locations, such as worksites and union halls, all documents governing the Plan, including insurance contracts, collective bargaining agreements, and a copy of the latest annual report (Form 5500 Series) that is filed by the Plan with the U.S. Department of Labor and available at the Public Disclosure Room of the Employee Benefits Security Administration.

Obtain, upon written request to the Plan Administrator, copies of documents governing the operation of the Plan, including insurance contracts, collective bargaining agreements, and copies of the latest annual report (Form 5500 Series), and an updated Summary Plan Description. The Administrator may make a reasonable charge for the copies.

Receive a summary of the Plan’s annual financial report. The Plan Administrator is required by law to furnish each participant with a copy of this summary annual report.

Receive a copy of the procedures used by the Plan for determining a qualified domestic relations order (QDRO) or a qualified medical child support order (QMCSO).

Continue Group Health Plan Coverage
Continue health care coverage for yourself, your spouse, or your dependents if there is a loss of coverage under the Plan as a result of a qualifying event. You or your dependents may have to pay for such coverage. Review this summary plan description and the documents governing the Plan for the rules governing your COBRA continuation coverage rights.

Prudent Actions by Plan Fiduciaries
In addition to creating rights for plan participants, ERISA imposes duties upon the people who are responsible for the operation of the employee benefit plan. The people who operate your Plan, called “fiduciaries” of the Plan, have a duty to do so prudently and in your interest and that of other plan participants and beneficiaries. No one, including your employer, your union, or any other person, may fire you or otherwise discriminate against you in any way to prevent you from obtaining a welfare benefit or exercising your rights under ERISA.
Enforce Your Rights
If your claim for a welfare benefit is denied or ignored, in whole or in part, you have a right to know why this was done, to obtain documents relating to the decision without charge, and to appeal any denial, all within certain time schedules.

Under ERISA there are steps you can take to enforce the above rights. For instance, if you request materials from the Plan and do not receive them within 30 days you may file suit in a federal court. In such a case, the court may require the Plan Administrator to provide the materials and pay up to $110 a day until you receive the materials, unless the materials were not sent because of reasons beyond the control of the Administrator.

If you have a claim for benefits which is denied or ignored, in whole or in part, you may file suit in a state or federal court. In addition, if you disagree with the Plan’s decision or lack thereof concerning the status of a domestic relations order or a medical child support order, you may file suit in a federal court.

If it should happen that plan fiduciaries misuse the Plan's money or if you are discriminated against for asserting your rights, you may seek assistance from the U.S. Department of Labor or you may file suit in a federal court. The court will decide who should pay court costs and legal fees. If you are successful, the court may order the person you have sued to pay these costs and fees. If you lose, the court may order you to pay these costs and fees, for example, if it finds your claim is frivolous.

Assistance with Your Questions
If you have any questions about your Plan, you should contact the Plan Administrator.

If you have any questions about this statement or about your rights under ERISA, you should contact:

- the nearest office of the Employee Benefits Security Administration, U.S. Department of Labor, listed in your telephone directory; or

You may also obtain certain publications about your rights and responsibilities under ERISA by calling the publications hotline of the Employee Benefits Security Administration.
Statement of Rights under the Newborns' and Mothers' Health Protection Act
Under federal law, group health plans and health insurance issuers offering group health insurance coverage generally may not restrict benefits for any hospital length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery, or less than 96 hours following a delivery by cesarean section. However, the plan or issuer may pay for a shorter stay if the attending provider (e.g., your physician, nurse midwife, or physician assistant), after consultation with the mother, discharges the mother or newborn earlier.

Also, under federal law, plans and issuers may not set the level of benefits or out-of-pocket costs so that any later portion of the 48-hour (or 96-hour) stay is treated in a manner less favorable to the mother or newborn than any earlier portion of the stay.

In addition, a plan or issuer may not, under federal law, require that you, your physician, or other health care provider obtain authorization for prescribing a length of stay of up to 48 hours (or 96 hours). However, you may be required to obtain precertification for any days of confinement that exceed 48 hours (or 96 hours). For information on precertification, contact your plan administrator.

Notice Regarding Women's Health and Cancer Rights Act
Under this health plan, as required by the Women's Health and Cancer Rights Act of 1998, coverage will be provided to a person who is receiving benefits in connection with a mastectomy and who elects breast reconstruction in connection with the mastectomy for:

(1) all stages of reconstruction of the breast on which a mastectomy has been performed;
(2) surgery and reconstruction of the other breast to produce a symmetrical appearance;
(3) prostheses; and
(4) treatment of physical complications of all stages of mastectomy, including lymphedemas.

This coverage will be provided in consultation with the attending physician and the patient, and will be provided in accordance with the plan design, limitations, copays, deductibles, and referral requirements, if any, as outlined in your plan documents.

If you have any questions about our coverage of mastectomies and reconstructive surgery, please contact the Member Services number on your ID card.

IMPORTANT HEALTH CARE REFORM NOTICES

CHOICE OF PROVIDER

If your Aetna plan generally requires or allows the designation of a primary care provider, you have the right to designate any primary care provider who participates in our network and who is available to accept you or your family members. If the plan or health insurance coverage designates a primary care provider automatically, then until you make this designation, Aetna designates one for you. For information on how to select a primary care provider, and for a list of the participating primary care providers, contact your Employer or, if you are a current member, your Aetna contact number on the back of your ID card.

If your Aetna plan allows for the designation of a primary care provider for a child, you may designate a pediatrician as the primary care provider.

If your Aetna plan provides coverage for obstetric or gynecological care and requires the designation of a primary care provider then you do not need prior authorization from Aetna or from any other person (including a primary care provider) in order to obtain access to obstetrical or gynecological care from a health care professional in our network who specializes in obstetrics or gynecology. The health care professional, however, may be required to comply with certain procedures, including obtaining prior authorization for certain services, following a pre-approved treatment plan, or procedures for making referrals. For a list of participating health care professionals who specialize in obstetrics or gynecology, contact your Employer or, if you are a current member, your Aetna contact number on the back of your ID card.
Continuation of Coverage During an Approved Leave of Absence Granted to Comply With Federal Law

This continuation of coverage section applies only for the period of any approved family or medical leave (approved FMLA leave) required by Family and Medical Leave Act of 1993 (FMLA). If your Employer grants you an approved FMLA leave for a period in excess of the period required by FMLA, any continuation of coverage during that excess period will be subject to prior written agreement between Aetna and your Employer.

If your Employer grants you an approved FMLA leave in accordance with FMLA, you may, during the continuance of such approved FMLA leave, continue Health Expense Benefits for you and your eligible dependents.

At the time you request the leave, you must agree to make any contributions required by your Employer to continue coverage. Your Employer must continue to make premium payments.

If Health Expense Benefits has reduction rules applicable by reason of age or retirement, Health Expense Benefits will be subject to such rules while you are on FMLA leave.

Coverage will not be continued beyond the first to occur of:

- The date you are required to make any contribution and you fail to do so.
- The date your Employer determines your approved FMLA leave is terminated.
- The date the coverage involved discontinues as to your eligible class. However, coverage for health expenses may be available to you under another plan sponsored by your Employer.

Any coverage being continued for a dependent will not be continued beyond the date it would otherwise terminate.

If Health Expense Benefits terminate because your approved FMLA leave is deemed terminated by your Employer, you may, on the date of such termination, be eligible for Continuation Under Federal Law on the same terms as though your employment terminated, other than for gross misconduct, on such date. If the group contract provides any other continuation of coverage (for example, upon termination of employment, death, divorce or ceasing to be a defined dependent), you (or your eligible dependents) may be eligible for such continuation on the date your Employer determines your approved FMLA leave is terminated or the date of the event for which the continuation is available.

If you acquire a new dependent while your coverage is continued during an approved FMLA leave, the dependent will be eligible for the continued coverage on the same terms as would be applicable if you were actively at work, not on an approved FMLA leave.

If you return to work for your Employer following the date your Employer determines the approved FMLA leave is terminated, your coverage under the group contract will be in force as though you had continued in active employment rather than going on an approved FMLA leave provided you make request for such coverage within 31 days of the date your Employer determines the approved FMLA leave to be terminated. If you do not make such request within 31 days, coverage will again be effective under the group contract only if and when Aetna gives its written consent.

If any coverage being continued terminates because your Employer determines the approved FMLA leave is terminated, any Conversion Privilege will be available on the same terms as though your employment had terminated on the date your Employer determines the approved FMLA leave is terminated.
Progyny is the premier fertility benefit designed to provide all-inclusive comprehensive coverage for cutting-edge fertility treatments to assist any member wishing to have a child. Progyny's program includes a credentialed provider network, and a personalized concierge-style member support team (Patient Care Advocates) who offer education, support, and coordinated care. If you have any questions about your fertility benefit, please call your dedicated Progyny Patient Care Advocate at 866-881-4029, or you can call the Progyny General Enterprise line at 844-470-1752.

Progyny's program does not require a medical diagnosis of infertility in order to access fertility treatment services, which ensures that members of the LGBTQ+ community and single parents by choice receive equitable access to coverage.

Through Progyny's benefit, members have access to a full suite of fertility treatment options, which may include (but may not be limited to):

- Artificial Insemination (IUI)
- Cryopreservation of oocytes and sperm
- FDA Bloodwork and Testing
- Fresh IVF Cycle
- Frozen Embryo Transfer (FET)
- Frozen Oocyte Transfer (includes fertilization of previously frozen oocytes and transfer)
- IVF Freeze-All
- Patient Care Advocate (PCA) Concierge Support
- pre-authorized fertility medications (via Progyny Rx)
- PGT-A (PGS, or Pre-implantation Genetic Screening) to assess embryo viability
- PGT-M (PGD, or Pre-implantation Genetic Diagnosis)
- Pregnancy Gap Coverage (Pregnancy monitoring coverage until the in-network fertility clinic releases progyny.com

1359 Broadway, 2nd Fl, New York, NY 10018
the member into the care of the member’s OBGYN medical provider), Tissue Transportation (transportation of member’s previously frozen reproductive tissue to in-network facilities), and the purchase of donor tissue (eggs and sperm).

Progyny’s benefit has the following standard exclusions:

Home ovulation prediction kits, services and supplies furnished by an out-of-network provider or not listed as covered in the Progyny Member Guide, all charges associated with a gestational carrier program for the person acting as the carrier, including but not limited to laboratory tests, and treatments that are outside the standard of care and considered experimental by the American Society of Reproductive Medicine.
**Progyny Claims and Appeals Procedures**

The law provides that each welfare plan subject to Employee Retirement Income Security Act of 1974 (“ERISA”) must set up reasonable rules for filing a claim for benefits. The following procedures apply to the fertility benefit of the self-insured employee benefits plan offered by your employer (“Plan”). Progyny is not the Plan fiduciary. However, Progyny shall comply with and assist the Plan in administering Plan’s claims/appeal processes such that Plan may fulfill its ERISA obligations. Progyny does not have discretionary authority under ERISA and shall defer to and comply with all Plan policies and procedures.

The description of the benefits in your benefits booklet includes specific explanations of each benefit. This policy and procedure describes the general rules and procedures, as well as your rights under ERISA, that relate to filing an appeal for the denial of fertility claims under your Plan. It also describes the procedure for you to follow if your appeal is denied in whole or in part and you wish to further appeal the decision through an independent review organization. This document and the procedures it describes are provided in accordance with ERISA requirements and pertain only to the fertility benefits under your Plan.

Under U.S. Department of Labor (DOL) regulations, you are entitled to full and fair review of any claim for benefits made under the Plan. The procedures described here are intended to comply with DOL regulations and these procedures describe how benefit claims and appeals are made and decided.

**Authorized Representative**

An authorized representative may act on your behalf with respect to a benefit claim or appeal under these claims procedures. You must submit a signed Plan-approved form designating your authorized representative before Progyny will recognize your authorized representative. An authorized representative form may be obtained from and completed forms must be submitted to:

Progyny 1359 Broadway, 2nd floor, New York, NY 10018
Email: legalnotices@progyny.com
Phone: 877.762.5012

Once an authorized representative is appointed, Progyny will direct all information, notification, etc. regarding the claim to the authorized representative. You will be copied on all correspondence, upon your request and receipt of appropriate contact information.

You may not assign your benefits to any health care provider. Medical reimbursement benefits under this plan are due to you, as the ERISA participant, and not to the provider. The Plan Administrator and its delegates have a fiduciary duty only to you and your covered dependents.

**Types of Group Health Claims**

For all ERISA plans, the law allows a reasonable amount of time for the plan administrator to evaluate a claim and decide whether to pay benefits based on the information contained in the claim. Under the ERISA Claims and Appeals rules, these times are dictated by the type of claim being considered and whether you followed the proper procedures, as described herein. The claims procedures will vary depending on whether your claim is for a Pre-Service Claim, an Urgent Care Claim, or a Post-Service Claim.

**Pre-Service Claims**

A claim that conditions receipt of the benefit, in whole or in part, on approval before obtaining the medical care – unless the claim involves urgent care.
**Urgent Care Claim**

An urgent care claim is a special type of pre-service claim. An urgent care claim is a pre-service claim for medical care or treatment that could seriously jeopardize your life or health or ability to regain maximum function or would – in the opinion of a physician with knowledge of your medical condition – subject you to severe pain that could not be adequately managed without the care or treatment.

**Post-Service Claim**

A post-service claim is a claim for a benefit under the Plan that is not a pre-service claim or an urgent care claim.

All claims for fertility benefits will be post-service claims.

All claims must be submitted within one year of incurring the service.

All claims may be sent to:

Progyny 1359 Broadway, 2nd floor, New York, NY 10018  
Email: legalnotices@progyny.com  
Phone: 877.762.5012

Your Plan does not require prior authorization to use your fertility benefits. For this reason, the urgent and preservice claims are not addressed in the chart below. All decisions regarding your fertility treatments will be made by you in consultation with your doctor. Progyny does not make medical necessity determinations, and Progyny will not deny your initial claim or your appeal on the basis of medical necessity or medical appropriateness. Progyny will process your claim after the services are rendered.

<table>
<thead>
<tr>
<th>Time frame for Providing Notice</th>
<th>Urgent Care Claims</th>
<th>Non-Urgent “Pre-Service”</th>
<th>Non-Urgent “Post-Service” claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>Notice of adverse determination must be provided within a reasonable period of time, but no later than 30 days of receipt of the claim.</td>
</tr>
<tr>
<td>Extensions gent “Pre-Service”</td>
<td>N/A</td>
<td>N/A</td>
<td>Progyny has up to 15 days, if necessary due to matters beyond the Plan’s control, and must provide extension notice before the initial 30-day period ends.</td>
</tr>
<tr>
<td>Period for Claimant to Complete Claim</td>
<td>N/A</td>
<td>N/A</td>
<td>You have at least 45 days to provide any missing information. Progyny will provide a benefit determination within 15 days of receipt of the requested information, or if no information is received, within 15 days of the end of the claimant’s 45-day period.</td>
</tr>
<tr>
<td>Other Related Notices</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>


Your Right to Appeal

- You have a right to appeal an adverse decision under these claims procedures.
- You have the right to submit documents, written comments, or other information in support of your appeal.
- You may request reasonable access to, and copies of all documents, records, and other information relevant to your claim for benefits, including (to the extent applicable) the names of any experts consulted in an explanation of the scientific or clinical judgment that serves as the basis for the determination. This information is free of charge.

A claim appeal is treated as received by Progyny:
- On the date it is hand-delivered to the claim address; or
- On the date that it is deposited in the U.S. Mail for first-class delivery in a properly stamped envelope containing name and claim address. The postmark on any such envelope will be proof of the date of mailing.

How Your Appeal Will Be Decided

The appeal of a denied initial claim will be reviewed and decided by an individual designated by Progyny. That individual will be a different individual than the person who made the initial benefit decision and will not be a subordinate of the person who made the initial benefit decision.

Progyny will take into account all information you have submitted, even if it was not presented or available at the initial benefit decision. During your appeal, the Plan will not defer to the initial benefit decision.

Before Progyny or your plan issues any determination based on new information or a rationale not used for the initial denial, we will provide that rationale to you, along with any additional evidence considered, free of charge and sufficiently in advance of our final determination to give you an opportunity to respond.

Neither Progyny nor your Plan will retaliate or take any discriminatory action against you if you decide to file an appeal. We will continue to treat you fairly and your appeal will not affect any other part of your health coverage.

Notification of Initial and Appeal Benefit Decision by Plan

You will receive written notice of the decision on your post-service claim. For initial decisions, you will only receive notice if your claim is denied. For appeals, you will receive notice of either a denial or approval.

- External review of denied claims is available under these procedures if the denial was based on: A rescission of coverage (rescission is when benefits are retroactively terminated by the Plan).
- Any other legally qualifying reason.

Independent Review Organization (IRO)

Progyny will engage an independent review organization (IRO) that is accredited by the Utilization Review Accreditation Commission (URAC) or by a similar nationally recognized accrediting organization, to conduct external reviews under these claim procedures.

Progyny will take actions to guard against bias in favor of denial of external review claims and to ensure independence. Use of the Independent Review Organization is completely voluntary.

Notification of Benefit Decision
If your claim or appeal is denied, in whole or in part, your written notice of denial will include:

- Information sufficient to identify the claim (including the date of service, the health care provider, the claim amount);
- Reference(s) to the specific Plan provision(s) on which the decision is based;
- A description of any additional material or information necessary to perfect the claim and why such information is necessary;
- A description of procedures and time limits for appeal of the decision, and the right to obtain information about those procedures and the right to sue in federal court;
- A statement disclosing any internal rule, guidelines, protocol or similar criterion relied on in making the adverse decision (or a statement that such information will be provided free of charge upon request) An explanation of the scientific or clinical judgement for the determination to the extent applicable (or a statement that such information will be provided free of charge upon request);
- A statement describing the reason or reasons for the adverse determination including the denial code and to the extent applicable its corresponding meaning and description of the standard used to deny the claim;
- A statement describing the availability of the diagnosis and treatment codes, with their corresponding meanings, upon request;
- A statement indicating entitlement to receive on request, and without charge, reasonable access to or copies of all documents, records or other information relevant to the determination.

If the IRO reverses the decision of Progyny, your payments or coverage must begin immediately, even if Progyny expects to appeal it to a court of law.

A statement describing the availability of assistance through the office of health insurance consumer assistance.

For appeals, you will also receive notice if your appeal is approved.

If your claim is denied in whole or in part, and you decide to file suit in federal court, you must file suit within 180 days of the date of the letter denying your appeal.

<table>
<thead>
<tr>
<th>Urgent Care Claims</th>
<th>Non-Urgent “Pre-Service”</th>
<th>Non-Urgent “Post-Service”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Period for Filing Appeal</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Time frame for Providing Notice of Benefit Determination on Review</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Extension</td>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

External Claims Procedures

• External review of denied claims is available under these procedures if the denial was based on: A rescission of coverage (rescission is when benefits are retroactively terminated by the Plan).
• Any other legally qualifying reason.

Independent Review Organization (IRO)

Progyny will engage an independent review organization (IRO) that is accredited by the Utilization Review Accreditation Commission (URAC) or by a similar nationally recognized accrediting organization, to conduct external reviews under these claim procedures.

Progyny will take actions to guard against bias in favor of denial of external review claims and to ensure independence. Use of the Independent Review Organization is completely voluntary.

• If the IRO reverses the decision of Progyny, your payments or coverage must begin immediately, even if Progyny expects to appeal it to a court of law.
• The contracts with the IROs must include the requirements contained in the DOL Technical Releases, and the IROs must agree, among other things, to the following: de novo review of all information and documents timely received (including Progyny documents, claims records, health care professional recommendations, and clinical review criteria used, if any), retaining its records for six years and making them available to the applicable claimant (or to State and Federal government agencies, to the extent not in violation of any privacy laws) for examination upon request, and inclusion of certain information in notices to claimants.

Progyny intends and is taking steps in good faith to comply with the claims and appeals rules under ERISA and the Affordable Care Act and these provisions should be interpreted accordingly.

More About the IRO Review

Progyny will rotate external claim assignments among various IROs (or incorporate other independent, unbiased methods for selection of IROs, such as random selection). Any IRO will not be eligible for any financial incentives based on the likelihood that the IRO will support the denial of benefits.

If one of the below conditions is met, you may request an external review of adverse benefit determinations based upon any of the following:

• Rescission of coverage (coverage that was cancelled or discontinued retroactively); or
• As otherwise required by applicable law.

You or your representative may request a standard external review by sending a written request to the address set out in the determination letter. A request must be made within four months after the date you received Progyny’s decision.

An external review request should include all of the following:

• A specific request for an external review;
• The Covered Person’s name, address, and insurance ID number;
• Your designated representative’s name and address, when applicable;
• The service that was denied; and
• Any new, relevant information that was not provided during the internal appeal.

Standard External Review

A standard external review is comprised of all of the following:

• A preliminary review by Progyny of the request;
• A referral of the request by Progyny to the IRO; and
• A decision by the IRO.

Within the applicable timeframe after receipt of the request, Progyny will complete a preliminary review to determine whether the individual for whom the request was submitted meets all of the following:
• Is or was covered under the Plan at the time the health care service or procedure that is at issue in the request was provided;
• Has exhausted the applicable internal appeals process; and
• Has provided all the information and forms required so that Progyny may process the request.

After Progyny completes the preliminary review, Progyny will issue a notification in writing to you. If the request is eligible for external review, Progyny will assign an IRO to conduct such review. Progyny will assign requests by either rotating claims assignments among the IROs or by using a random selection process.

The IRO will notify you in writing of the request’s eligibility and acceptance for external review. You may submit in writing to the IRO within ten business days following the date of receipt of the notice additional information that the IRO will consider when conducting the external review. The IRO is not required to, but may, accept and consider additional information submitted by you after ten business days.

Progyny will provide to the assigned IRO the documents and information considered in making Progyny’s initial determination. The documents include:

• All relevant medical records;
• All other documents relied upon by Progyny; and
• All other information or evidence that you or your Physician submitted. If there is any information or evidence you or your Physician wish to submit that was not previously provided, you may include this information with your external review request and Progyny will include it with the documents forwarded to the IRO.

In reaching a decision, the IRO will review the claim anew and not be bound by any decisions or conclusions reached by Progyny. The IRO will provide written notice of its determination (the “Final External Review Decision”) within 45 days after it receives the request for the external review (unless they request additional time and you agree). The IRO will deliver the notice of Final External Review Decision to you and Progyny, and it will include the basis for the determination.

Upon receipt of a Final External Review Decision reversing Progyny determination, Progyny will immediately provide coverage or payment for the benefit claim at issue in accordance with the terms and conditions of the Plan benefit plan, and any applicable law regarding plan remedies.

If the Final External Review Decision is that payment or referral will not be made, Progyny will not be obligated to provide for the health care service or procedure.

**Limitation on When a Lawsuit May be Started**

You may not start a lawsuit related to a Claim until you have requested an appeal and a final decision has been rendered, or until all applicable time frames have elapsed since you filed your request for appeal and you have not received a final decision or notice of extension. You may also pursue remedies under ERISA section 502(a) without exhausting these appeals procedures if we have failed to follow them. No lawsuit may be started more than three (3) years after the end of the year in which the services were provided.

If you have questions about these appeals processes, contact us at 877.762.5012. If you have a hearing or speech impairment, or need a language interpreter, we will provide you with a verbal interpretation or an alternate format at no charge to you.

If you need assistance filing either an external appeal or internal appeal, you may contact Progyny at 877.762.5012.