

**Commercial Transport, Inc.**  
**HEALTH AND WELFARE BENEFIT PLAN**

**Document and Summary Description**

Effective: April 1, 2017

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## **ESTABLISHMENT OF THE PLAN**

### **ADOPTION OF THE PLAN DOCUMENT AND SUMMARY DESCRIPTION**

THIS PLAN DOCUMENT AND SUMMARY PLAN DESCRIPTION, made by Commercial Transport, Inc. (the "Sponsor") as of April 1, 2017 hereby sets forth the provisions of the Commercial Transport, Inc. Health and Welfare Benefit Plan (the "Plan").

#### **Effective Date**

The Plan Document is effective as of the date first set forth above, and any amendment is effective as of the date set forth in the amendment.

#### **Adoption of the Plan Document**

Commercial Transport, Inc., as the settler of the Plan, hereby adopts this Document as the written description of the Plan. This Plan Document represents both the Plan Document and the Summary Plan Description, which is required by the Employee Retirement Income Security Act of 1974, 29 U.S.C. 1 et seq. ("ERISA").

IN WITNESS WHEREOF, the Plan Sponsor has caused this Document to be executed.

**Commercial Transport, Inc.**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

## **INTRODUCTION AND PURPOSE and GENERAL PLAN INFORMATION**

### **Introduction and Purpose**

Commercial Transport, Inc. has established the Plan for the benefit of eligible Employees, in accordance with the terms and conditions described herein. Participants in the Plan may be required to contribute toward their benefits.

The purpose of this Plan Document is to set forth the terms and provisions of the Plan that provide for the payment or reimbursement of all or a portion of certain expenses for hospital and medical benefits. The Plan Document is maintained by Commercial Transport, Inc. and may be inspected at any time during normal working hours by any Participant.

### **General Information**

<b>Name of Plan:</b>	<b>Commercial Transport, Inc. Health and Welfare Benefit Plan</b>
<b>Plan Sponsor:</b>	<b>Commercial Transport, Inc. 121 Premier Drive P.O. Box 469 Belleville, IL 62222</b>
<b>Plan Administrator: (Named Fiduciary)</b>	<b>Commercial Transport, Inc.</b>
<b>Plan Sponsor ID No.</b>	<b>37-0225015</b>
<b>Source of Funding:</b>	<b>Self funded</b>
<b>Plan Status:</b>	<b>Non Grandfathered</b>
<b>Applicable Law:</b>	<b>ERISA</b>
<b>Calendar/Plan Year:</b>	<b>January 1 – December 31</b>
<b>Plan Number:</b>	<b>503</b>
<b>Plan Type:</b>	<b>Medical and Prescription Drug Plan</b>
<b>Effective Date:</b>	<b>April 1, 2017</b>
<b>Third Party Administrator:</b>	<b>Group Plan Solutions Benefit Administration, a Division of Pekin Insurance 2505 Court Street Pekin, IL 61558 Phone: 888-301-0747 Fax: 309-478-2912 Email: <a href="mailto:inquiry@groupplansolutions.com">inquiry@groupplansolutions.com</a> Website: <a href="http://www.groupplansolutions.com">www.groupplansolutions.com</a></b>

**Utilization Review:** Medical Cost Management  
24-hour Pre-certification 888-641-5304

**Pharmacy Benefit Manager:** MagellanRx  
Customer Service: 800-424-5828  
Website: [www.magellanrx.com](http://www.magellanrx.com)

**Provider Network:** Healthlink Open Access III  
Customer Service: 800-624-2356  
Website: [www.healthlink.com](http://www.healthlink.com)

Sagamore Health Network Inc.  
Customer Service: 800-320-0015  
Website: [groupplansolutions.com](http://groupplansolutions.com)  
("Member" and "Find a Provider")

PHCS  
Customer Service: 888-955-7427  
Website: [groupplansolutions.com](http://groupplansolutions.com)  
("Member" and "Find a Provider")

**COBRA Notice:** Group Plan Solutions Benefit Administration, a  
Division of Pekin Insurance  
COBRA  
2505 Court Street  
Pekin, IL 61558  
Phone: 888-301-0747  
Fax: 309-478-2912  
Email: [inquiry@groupplansolutions.com](mailto:inquiry@groupplansolutions.com)  
Website: [www.groupplansolutions.com](http://www.groupplansolutions.com)

**Participating Employer:** None

**Agent for Service of Process:** Commercial Transport, Inc.  
121 Premier Drive  
P.O. Box 469  
Belleville, IL 62222

## **Legal Entity and Service of Process**

The Plan is a legal entity. Legal notice may be filed with, and legal process served upon, the Plan Administrator.

## **Not a Contract**

This Plan Document and any amendments constitute the terms and provisions of coverage under this Plan. The Plan Document shall not be deemed to constitute a contract of any type between the Company and any Participant or to be consideration for, or an inducement or condition of, the employment of any Employee. Nothing in this Plan Document shall be deemed to give any Employee the right to be retained in the service of the Company or to interfere with the right of the Company to discharge any Employee at any time.

## **Mental Health Parity**

Pursuant to the Mental Health Parity and Addiction Equity Act of 2008, this Plan applies its terms uniformly and enforces parity between covered health care benefits and covered mental health and substance disorder benefits relating to financial cost sharing restrictions and treatment duration limitations.

## **Applicable Law**

This is a self-funded benefit plan coming within the purview of the Employee Retirement Income Security Act of 1974 ("ERISA"). The Plan is funded with employee and/or employer contributions. As such, when applicable, Federal law and jurisdiction preempt State law and jurisdiction.

## **Discretionary Authority**

The Plan Administrator shall have sole, full and final discretionary authority to interpret all Plan provisions, including the right:

- to remedy possible ambiguities, inconsistencies and/or omissions in the Plan and related documents
- to make determinations in regards to issues relating to eligibility for benefits
- to decide disputes that may arise relative to a Plan Participant's rights, and
- to determine all questions of fact and law arising under the Plan.

**Schedule of Benefits - High Deductible \$1250**  
**Effective 4/1/2017**  
**Commercial Transport, Inc.**

**Expenses must be eligible under the plan, medically necessary and the most cost-effective medically appropriate care.**

Plan Type - PPO		In Network	Out of Network
<b>Deductible per Calendar Year</b>	Individual	\$1,250	\$2,500
	Family	\$2,500	\$5,000
	Deductibles must be met before benefits are paid. Where co insurance is listed it is assumed that deductible is paid first.		
	Deductible amounts accumulate separately for In and Out of Network benefits.		
	All individual deductible amounts will satisfy the family deductible, but no one participant will be required to pay more than the individual deductible amount.		
<b>Out of pocket: maximum per Calendar year</b>	Individual	\$2,250	\$10,500
	Family	\$4,500	\$21,000
	Out of pocket maximum includes: annual medical deductible, co insurance and prescription drug benefits.		
	Out of Pocket amounts accumulate separately for In and Out of Network benefits.		
	All individual out of pocket amounts will satisfy the family out of pocket, but no one participant will be required to pay more than the individual out of pocket amount.		
<b>Lifetime Maximum Benefits</b>		unlimited	unlimited

**Precertification Requirements**

**Your plan requires that certain services be precertified. It is your responsibility to call Medical Cost Management (MCM) 888-641-5304 to pre-certify your service or confirm that your service has been precertified, on your behalf, by your medical provider.**

**Failure to obtain precertification for your services will result in monetary penalties or exclusion of coverage.**

***Services Requiring Precertification include but may not be limited to:***

72 hours advanced precertification for all scheduled inpatient admissions.

Urgent/Emergency Inpatient admissions require precertification within 2 business days following the admission/service.

Please refer to your Health Plan for further details.

**Case Management**

**Your plan requires that certain services have Case Management Prior Authorization.**

**It is your responsibility to call the Case Manager at 888-301-0747, extension 3155**

***Case Management can provide assistance with the following services:***

Durable medical equipment, IV infusions, injectable medications (i.e. Lovenox, Enbrel, Humira, Avonex, Byetta, etc.) administered in a Physician's office, home health care, orthotics, prosthetics, chemotherapy, radiation therapy, transplants, skilled nursing and hospice, insulin pump, ostomy supply, most medical supplies, infertility treatment, artificial eyes, limbs or larynx, and clinical trials.

If you or a family member are faced with a complex or long-term health concern such as cancer, diabetes, amputation, organ transplant, kidney failure/dialysis, other serious health issue, our Case Management Services can help you with many of your needs, or refer to your Health Plan for full listing or contact us for assistance.

**Network**

This is a PPO Plan which contains a Network Provider Organization based on your location. ***Please refer to ID card for correct network identification.***

HealthLink Open Access III	800-624-2356 or <a href="http://www.healthlink.com">www.healthlink.com</a>
Sagamore Plus Health Network	800-320-0015 or go online to <a href="http://www.sagamorehn.com">www.sagamorehn.com</a>
	EDI# SAG2201 (HCFA 11C/UB50)
PHCS	888-955-7427 or <a href="http://www.groupplansolutions.com">www.groupplansolutions.com</a> ("Member" and "Find A Provider")
	EDI# 37086

**On Line Tools**

View your claim information securely on line, anywhere, anytime, with Group Plan Solutions at **[www.groupplansolutions.com](http://www.groupplansolutions.com)**

**To find a Provider**

Go to Member> Select Find a Provider

Click the Find a Provider button

Please reference your ID card to determine your correct network.

**To view Claim Information**

Go to Member> Select Claim Inquiry.

Click the Health Claim/Webeci button.

Log in with your user name and password

**Still need help? Call us at 888-301-0747**

Be sure to check out the other great tools and resources available at **[www.groupplansolutions.com](http://www.groupplansolutions.com)**

**Contact Numbers**

Group Plan Solutions	888-301-0747	FAX 309-478-2912
Prescription Coverage	888-301-0747	EXT: 2976
Additional ID Cards	888-301-0747	EXT: 3281
Case Management Prior Authorization	888-301-0747	EXT: 3155
Precertification: MCM	888-641-5304	
PPO Network Questions:	888-301-0747	EXT: 2975

**Schedule of Benefits - High Deductible \$1250**  
**Effective 4/1/2017**  
**Commercial Transport, Inc.**

**Expenses must be eligible under the plan, medically necessary and the most cost-effective medically appropriate care.**

**Where co insurance is listed it is assumed that deductible is paid first**

Category	Description	In Network	Out of Network
<b>Preventative Care</b>		You Pay	You Pay
	Routine Preventive Care office visits	\$0	Not covered
	Preventive lab and x-ray	\$0	Not covered
	Pap smear and mammogram	\$0	Not covered
	Prostate screening	\$0	Not covered
	Routine Immunizations	\$0	Not covered
<b>Physician Services</b>			
	Office visits- evaluation and management services	10% co insurance	40% co insurance
	Diagnostic procedures and diagnostic therapeutics	10% co insurance	40% co insurance
	High Tech Diagnostic Service (i.e. MRI, MRA, CT and PET)	10% co insurance	40% co insurance
	Diagnostic lab and x-ray	10% co insurance	40% co insurance
<b>Facility Services</b>			
	Inpatient Hospital Stay - <b>Precertification required</b>	10% co insurance	40% co insurance
	High Tech Diagnostic Services (i.e. MRI/MRA, CAT Scan, PET Scan)	10% co insurance	40% co insurance
	Diagnostic lab and x-ray	10% co insurance	40% co insurance
	Outpatient - Diagnostic and Surgery	10% co insurance	40% co insurance
	Ambulatory Surgical Facility	10% co insurance	40% co insurance
	Emergency Room Services/ includes physicians professional fee -(Access fee waived if admitted)	\$50 Access Fee for Emergency Services/in network deductible and 10% co insurance.	
	Emergency Room Services/Non Emergent	Not covered	Not covered
<b>Other Medical Services</b>			
	Urgent Care Facility - evaluation and management services	10% co insurance	40% co insurance
	Emergency Medical Transportation	10% co insurance	40% co insurance
	Maternity Services	10% co insurance	40% co insurance
	Maternity Services - Routine Prenatal	10% co insurance/deductible waived	40% co insurance
	Therapy - Outpatient Occupational, Speech, Physical - <b>20</b> visits per calendar year, each therapy type.	10% co insurance	40% co insurance
	Inpatient Rehabilitation Services - <b>Precertification required.</b>	10% co insurance	40% co insurance
	Chiropractic Treatment/Spinal Manipulation - limited to <b>20</b> visits per calendar year	10% co insurance	40% co insurance
	Durable Medical Equipment - <b>Case Management Prior Authorization required</b>	10% co insurance	40% co insurance
	Prosthetic - must be medically necessary - <b>Case Management Prior Authorization required.</b>	10% co insurance	40% co insurance
	Hospice Care - <b>Case Management Prior Authorization is required</b>	10% co insurance	40% co insurance
	Home Health Care - Limited to 99 visits per calendar year - <b>Case Management Prior Authorization is required.</b>	10% co insurance	40% co insurance
	Skilled Nursing Facility - Short term non custodial care <b>99</b> days per calendar year. <b>Case Management Prior Authorization required.</b>	10% co insurance	40% co insurance
	Organ Transplants - <b>Case Management Prior Authorization is required.</b>	Office Visit and Hospital Care Coinsurance apply. Center of Excellence requirement as stated in the Covered Health Expenses	
	Cardiac Rehabilitation Services	10% co insurance	40% co insurance
	Temporomandibular Joint Dysfunction (TMJ)	10% co insurance	40% co insurance
	Infertility Services - Limited to 6 completed oocytes retrievals <b>Case Management Prior Authorizations required</b>	10% co insurance	40% co insurance
	Injectable Medication administered at office visit - <b>Case Management Prior Authorization is required.</b>	10% co insurance	40% co insurance
	Bariatric Surgery	Not covered	Not covered
<b>Mental Health, Chemical and Alcohol Dependency</b>			
	Inpatient Hospital stay - <b>Precertification is required.</b>	10% co insurance	40% co insurance
	Outpatient & office therapy	10% co insurance	40% co insurance
<b>Pharmacy</b>		Generic/Preferred Brand/Non- Preferred <b>After Deductible has been met</b>	
	Retail - up to 90 day supply	10% co insurance	Not covered
	Mail order - up to 90 day supply	10% co insurance	Not covered
	Specialty Drugs limited to 30 day supply per fill (Retail or Mail order) RX Prior Authorization may be required on Specialty Drugs	10% co insurance	Not covered

**Prescription Benefit Program**

Your prescription benefit program is managed through Magellan Rx

View Formulary and to Locate a Pharmacy

Customer Service

Mail Order

[www.magellanrx.com](http://www.magellanrx.com)

800-424-5828

800-424-5828



**Schedule of Benefits - High Deductible \$2500**  
**Effective 4/1/2017**  
**Commercial Transport, Inc.**

**Expenses must be eligible under the plan, medically necessary and the most cost-effective medically appropriate care.**

Plan Type - PPO		In Network	Out of Network
Deductible per Calendar Year	Individual	\$2,500	\$5,000
	Family	\$5,000	\$10,000
	Deductibles must be met before benefits are paid. Where co insurance is listed it is assumed that deductible is paid first.		
	Deductible amounts accumulate separately for In and Out of Network benefits.		
	All individual deductible amounts will satisfy the family deductible, but no one participant will be required to pay more than the individual deductible amount.		
Out of pocket: maximum per Calendar year	Individual	\$3,500	\$13,000
	Family	\$7,000	\$26,000
	Out of pocket maximum includes: annual medical deductible, co insurance and prescription drug benefits.		
	Out of Pocket amounts accumulate separately for In and Out of Network benefits.		
	All individual out of pocket amounts will satisfy the family out of pocket, but no one participant will be required to pay more than the individual out of pocket amount.		
Lifetime Maximum Benefits		unlimited	unlimited

**Precertification Requirements**

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**Failure to obtain precertification for your services will result in monetary penalties or exclusion of coverage.**

***Services Requiring Precertification include but may not be limited to:***

72 hours advanced precertification for all scheduled inpatient admissions.

Urgent/Emergency Inpatient admissions require precertification within 2 business days.

following the admission/service.

Please refer to your Health Plan for further details.

**Case Management**

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If you or a family member are faced with a complex or long-term health concern such as cancer, diabetes, amputation, organ transplant, kidney failure/dialysis, other serious health issue, our Case Management Services can help you with many of your needs, or refer to your Health Plan for full listing or contact us for assistance.

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PHCS	888-955-7427 or <a href="http://www.groupplansolutions.com">www.groupplansolutions.com</a> ("Member" and "Find A Provider")
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Case Management Prior Authorization	888-301-0747	EXT: 3155
Precertification: MCM	888-641-5304	
PPO Network Questions:	888-301-0747	EXT: 2975

**Schedule of Benefits - High Deductible \$2500**  
**Effective 4/1/2017**  
**Commercial Transport, Inc.**

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Deductible per Calendar Year	Individual	\$2,500	\$5,000
	Family	\$5,000	\$10,000
	Deductibles must be met before benefits are paid. Where co insurance is listed it is assumed that deductible is paid first.		
	Deductible amounts accumulate separately for In and Out of Network benefits.		
	All individual deductible amounts will satisfy the family deductible, but no one participant will be required to pay more than the individual deductible amount.		
Out of pocket: maximum per Calendar year	Individual	\$3,500	\$13,000
	Family	\$7,000	\$26,000
	Out of pocket maximum includes: annual medical deductible, co insurance and prescription drug benefits.		
	Out of Pocket amounts accumulate separately for In and Out of Network benefits.		
	All individual out of pocket amounts will satisfy the family out of pocket, but no one participant will be required to pay more than the individual out of pocket amount.		
Lifetime Maximum Benefits		unlimited	unlimited

**Precertification Requirements**

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	EDI# SAG2201 (HCFA 11C/UB50)
PHCS	888-955-7427 or <a href="http://www.groupplansolutions.com">www.groupplansolutions.com</a> ("Member" and "Find A Provider")
	EDI# 37086

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Please reference your ID card to determine your correct network.

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Click the Health Claim/Webeci button.

Log in with your user name and password

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Category	Description	In Network	Out of Network
<b>Preventative Care</b>		You Pay	You Pay
	Routine Preventive Care office visits	\$0	Not covered
	Preventive lab and x-ray	\$0	Not covered
	Pap smear and mammogram	\$0	Not covered
	Prostate screening	\$0	Not covered
	Routine Immunizations	\$0	Not covered
<b>Physician Services</b>			
	Office visits- evaluation and management services	10% co insurance	40% co insurance
	Diagnostic procedures and diagnostic therapeutics	10% co insurance	40% co insurance
	High Tech Diagnostic Service (i.e. MRI, MRA, CT and PET)	10% co insurance	40% co insurance
	Diagnostic lab and x-ray	10% co insurance	40% co insurance
<b>Facility Services</b>			
	Inpatient Hospital Stay - <b>Precertification required</b>	10% co insurance	40% co insurance
	High Tech Diagnostic Services (i.e. MRI/MRA, CAT Scan, PET Scan)	10% co insurance	40% co insurance
	Diagnostic lab and x-ray	10% co insurance	40% co insurance
	Outpatient - Diagnostic and Surgery	10% co insurance	40% co insurance
	Ambulatory Surgical Facility	10% co insurance	40% co insurance
	Emergency Room Services/ includes physicians professional fee -(Access fee waived if admitted)	\$50 Access Fee for Emergency Services/in network deductible and 10% co insurance.	
	Emergency Room Services/Non Emergent	Not covered	Not covered
<b>Other Medical Services</b>			
	Urgent Care Facility - evaluation and management services	10% co insurance	40% co insurance
	Emergency Medical Transportation	10% co insurance	40% co insurance
	Maternity Services	10% co insurance	40% co insurance
	Maternity Services - Routine Prenatal	10% co insurance/deductible waived	40% co insurance
	Therapy - Outpatient Occupational, Speech, Physical - <b>20</b> visits per calendar year, each therapy type.	10% co insurance	40% co insurance
	Inpatient Rehabilitation Services - <b>Precertification required.</b>	10% co insurance	40% co insurance
	Chiropractic Treatment/Spinal Manipulation - limited to <b>20</b> visits per calendar year	10% co insurance	40% co insurance
	Durable Medical Equipment - <b>Case Management Prior Authorization required</b>	10% co insurance	40% co insurance
	Prosthetic - must be medically necessary - <b>Case Management Prior Authorization required.</b>	10% co insurance	40% co insurance
	Hospice Care - <b>Case Management Prior Authorization is required</b>	10% co insurance	40% co insurance
	Home Health Care - Limited to <b>40</b> visits per calendar year - <b>Case Management Prior Authorization is required.</b>	10% co insurance	40% co insurance
	Skilled Nursing Facility - Short term non custodial care <b>31</b> days per calendar year. <b>Case Management Prior Authorization required.</b>	10% co insurance	40% co insurance
	Organ Transplants - <b>Case Management Prior Authorization is required.</b>	Office Visit and Hospital Care Coinsurance apply. Center of Excellence requirement as stated in the Covered Health Expenses	
	Cardiac Rehabilitation Services	10% co insurance	40% co insurance
	Temporomandibular Joint Dysfunction (TMJ)	10% co insurance	40% co insurance
	Infertility Services - Limited to <b>6</b> completed oocytes retrievals <b>Case Management Prior Authorizations required</b>	10% co insurance	40% co insurance
	Injectable Medication administered at office visit - <b>Case Management Prior Authorization is required.</b>	10% co insurance	40% co insurance
	Bariatric Surgery	Not covered	Not covered
<b>Mental Health, Chemical and Alcohol Dependency</b>			
	Inpatient Hospital stay - <b>Precertification is required.</b>	10% co insurance	40% co insurance
	Outpatient & office therapy	10% co insurance	40% co insurance
<b>Pharmacy</b>		Generic/Preferred Brand/Non- Preferred <b>After Deductible has been met</b>	
	Retail - up to 90 day supply	10% co insurance	Not covered
	Retail - 90 day supply	10% co insurance	Not covered
	Mail order - up to 90 day supply	10% co insurance	Not covered
	Specialty Drugs limited to 30 day supply per fill (Retail or Mail order) RX Prior Authorization may be required on Specialty Drugs	10% co insurance	Not covered

**Prescription Benefit Program**

Your prescription benefit program is managed through Magellan Rx

View Formulary and to Locate a Pharmacy

Customer Service

Mail Order

[www.magellanrx.com](http://www.magellanrx.com)

800-424-5828

800-424-5828

- The Centers for Medicare & Medicaid Services.
  - A bona fide Clinical Trial Cooperative group or center of any of the entities described in clauses 1) through 4) above or the Department of Defense or the Department of Veterans Affairs.
  - A qualified non-governmental research entity identified in the guidelines issued by the National Institutes of Health for center support grants
- In any of the following clauses below if the following conditions are met: The study or investigation has been reviewed and approved through a system of peer review that the Secretary determines to be comparable to the system of peer reviews of studies and investigations used by the National Institutes of Health and assures unbiased reviews of the highest scientific standards by qualified individuals who have no interest in the outcome of the review:
  - The Department of Veterans Affairs
  - The Department of Defense
  - The Department of Energy; or.
- The study or investigation is conducted under an investigational new drug application review by the Food and Drug Administration; or
- The study or investigation is a drug trial that is exempt from the investigational new drug application requirements.

#### **Life-threatening condition**

Any disease or condition from which the likelihood of death is probable unless the course of the disease or condition is interrupted.

#### **Qualified Individual**

A Participant who meets the following conditions:

- The individual is eligible to participate in an approved Clinical Trial according to the trial protocol with respect to Treatment of cancer or other life-threatening diseases or conditions.
- Either:
  - the referring health care provider has concluded that the Participant's participation in the clinical trial would be appropriate based upon the Participants meeting the conditions described in paragraph above; or
  - the Participant provides medical and scientific information establishing that participation in such trial would be appropriate based upon the Participants meeting the conditions described above.

#### **Routine Patient Costs**

All items and services that are typically covered by the Plan for a qualified individual who is not enrolled in a clinical trial. Routine patient costs do not include:

- the investigational item, device, or service, itself;
- items and services that are provided solely to satisfy data collection and analysis needs that are not used in the direct clinical management of the patient; or
- a service that is clearly inconsistent with widely accepted and established standards of care for a particular diagnosis.

Clinical Trial participation requires Case Management Prior Authorization.

## **APPROVED TRANSPLANT SERVICES**

Services and supplies for organ transplants when provided at or arranged by a Transplant Center of Excellence. Such services include, but are not limited to, Hospital charges, Physician charges, organ procurement and tissue typing, and ancillary services related to the organ transplant.

## **AUTHORIZED REPRESENTATIVE**

Means:

- a person to whom you have given express written consent to represent you in an external review, and includes your health care provider, or
- a person authorized by law to provide substituted consent for you, or
- your health care provider when you are unable to provide consent.

An Appointment of Authorized Representative form may be obtained from the Third Party Administrator. The completed form must be submitted to our Third Party Administrator at:

Group Plan Solutions

2505 Court Street

Pekin, IL 61558

FAX # 309-478-2912

Email Address: [healthclaimappeal@groupplansolutions.com](mailto:healthclaimappeal@groupplansolutions.com)

An assignment for purposes of payment does not constitute appointment of an authorized representative under these claim procedures.

## **BENEFIT PERIOD**

The 12 month period during which deductible and coinsurance amounts apply. It begins on January 1 of a year and ends on December 31 of the year.

## **BEST EVIDENCE**

Means evidence based on:

- randomized clinical trials; or
- if randomized clinical trials are not available, then cohort studies or case-control studies; or
- if the above-listed items are not available, then case-series; or
- if none of the above-listed items are available, then expert opinion.

## **CHILD, CHILDREN**

Means the covered employee or covered employee spouses:

- natural born child;
- legally adopted child or child in the custody of the Participant employee or employee's spouse while adoption proceedings are pending with respect to that child;
- step child; or
- any other child that has been declared the legal responsibility of the covered employee or covered employee's spouse.

The child must be under 26 years of age.

It also means the covered employee or covered employee's spouse's child who is 26 years of age or older, if the child meets the definition of Total Disability. The child must have become Totally Disabled before he/she became 26 years of age.

## **CLAIM**

Means any request for a Plan benefit or benefits made in accordance with the claim procedures. A communication regarding benefits that is not made in accordance with the claim procedures will not be treated as a claim.

## **CLAIMANT**

Means a Participant person who makes a request for a Plan benefit or benefits in accordance with the claim and appeals procedures. Any reference to claimant in the section titled CLAIM AND APPEAL PROCEDURES also refers to an authorized representative of the Participant person.

## **COINSURANCE**

Means the designated percentage that the Plan will pay per Participant per benefit period in excess of any applicable deductible for covered expense. The percentages are shown on your Schedule of Benefits. The In-network coinsurance amount applies to covered services provided by a Preferred Provider. The Out of Network coinsurance amount applies to covered services provided by a Non-Preferred Provider.

## **COMPLICATIONS OF PREGNANCY**

Pregnancy complicated by concurrent disease or abnormal conditions significantly affecting usual medical management, such as, but not limited to:

- extra-uterine pregnancy;
- severe toxemic disorders;
- severe puerperal sepsis;
- spontaneous miscarriage;
- severe hemorrhage;
- any complications of pregnancy requiring delivery by cesarean section.

Complication of pregnancy does not include:

- false labor;
- occasional spotting;
- physician prescribed rest;
- morning sickness;
- induced abortion;
- elective cesarean section;
- maternal age;
- repeat cesarean section, unless necessary because of existing medical complications.

## **CONCURRENT CARE CLAIM**

Means a claim where an ongoing course of treatment that has been approved will be provided over a period of time or for a specified number of treatments. There are two types of concurrent care claims:

- a. Where reconsideration of the approval results in a reduction or termination of the initially approved period of time or number of treatments; or
- b. Where an extension is requested beyond the initially approved period of time or number of treatments.

## **COPAY**

The specific dollar amount a Participant is required to pay towards covered expenses.

## **COVERED EXPENSE**

The medically necessary, regular, reasonable & customary charges for medical services and supplies that are incurred:

- By a Participant while this coverage is in force; and
- Before this coverage ends; and
- For the treatment of an illness or injury.

In determining whether an expense is a covered expense the Plan will consider:

- The definitions, provisions, limitations and exclusions in the plan document; and
- Clinical coverage guidelines and medical policies as posted on the public website of the Third Party Administrator; and
- Medical peer reviews and recommendations provided by nationally recognized public and private organizations which review the medical effectiveness of health care services and technology.

## **CUSTODIAL CARE**

Care which is primarily for the purpose of meeting personal needs. It can be provided by persons without professional skills or training. Examples are help in walking, getting in and out of bed, bathing, eating, dressing, and taking medicine. Custodial care also includes supervision of the patient for safety reasons. It also includes durable medical equipment that does not treat a condition, but is used to facilitate activities of daily living, such as but not limited to hooyer lifts, electric wheelchairs, bath chairs, and raised toilet seats.

## **DEEMED EXHAUSTED**

Means a claimant can initiate an external review because the Plan failed to strictly adhere to the internal appeal procedure. The claimant is also entitled to pursue any available remedies under section 502(a) of ERISA or under State law, as applicable.

## **DENTAL**

Any care or treatment or surgery relating to the teeth or gums, including but not limited to preventative dental care, extractions, restorations, endodontics, periodontics, prosthodontics, oral surgery for any condition which is caused by or related to a problem of the teeth, medications, or any appliances which rest upon or are attached to the teeth. For the purposes of this Plan, all care, surgery, or treatment of this type will be considered dental treatment or surgery, regardless of the origin of the condition which caused the treatment or surgery.

## **DEPENDENT**

Means the spouse and the child or children of the employee, who are not themselves covered as employees under this plan.

## **DURABLE MEDICAL EQUIPMENT**

Durable medical equipment is medical equipment:

- Which is preauthorized as required by the Plan;
- Is used repeatedly;
- Serves a medical purpose;
- Would not be useful to a person without an injury or illness;
- Is appropriate for treating an illness or injury in the home; and
- Is the standard model equipment that meets the patient's needs.

It includes blood glucose monitors, blood glucose monitors for the legally blind, cartridges for the legally blind, lancets, and lancing devices.

The following items are not considered durable medical equipment, and are not covered under this plan:

- Air purifiers or cleaners, air conditioners, humidifiers, dehumidifiers, vaporizers, or heaters
- Any equipment which provides comfort or convenience
- Structure or vehicle alterations, ramps, or elevators
- Whirlpools, exercise machines of any type, swimming pools, hot tubs
- Computers or communication devices
- Heating pads, heat lamps, ice bags, or cold pack pumps
- Raised toilet seats, translift chairs, tub chairs used in a tub or shower
- Duplicate equipment
- Similar types of items or equipment, or
- Expense in excess of the cost for the standard model of equipment that is attributable to purchasing a more advanced model of equipment than what is covered under this plan.

## **EFFECTIVE DATE**

April 1, 2017 or the date the Participant is added to this Plan if later.

## **EMERGENCY CARE**

Means covered expense for services for treatment of an injury or emergency medical condition that reasonably requires the Participant to seek immediate medical care under circumstances, or at locations which preclude the Participant from obtaining needed medical care from a Preferred Provider.

It does not mean covered expense for services provided by a Non-Preferred Provider once a referral can be made to safely transfer the patient to the care of a Preferred Provider.

## **EMERGENCY SERVICES**

Means those medical and health services provided to treat a medical condition, manifesting itself by acute symptoms of sufficient severity (including, but not limited to, severe pain)



such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in:

- Placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; or
- Serious impairment to bodily functions; or
- Serious dysfunction of any bodily organ or part.

Means with respect to an emergency medical condition, a medical screening examination that is within the capability of the emergency department of a hospital, including ancillary services routinely available to the emergency department to evaluate such emergency medical condition, and, within the capabilities of the staff and facilities available at the hospital, such further medical examination and treatment as is required to stabilize the patient.

### **ENROLLMENT DATE**

Means the earlier of the date of enrollment of the individual in the Plan, or the first day of the waiting period of enrollment.

### **EQUIVALENT GENERIC DRUG**

Means a drug that the Pharmacy Benefit Manager has classified as safe, equivalent to, and as effective as the brand name drug that would otherwise have been prescribed.

### **EVALUATION AND MANAGEMENT SERVICES**

Means those services properly assigned a CPT (American Medical Association Current Procedural Terminology) evaluation and management services code.

### **EXPERIMENTAL/INVESTIGATIONAL**

Means any drug, biologic, device, diagnostic service, product, equipment, procedure, treatment, service or supply used in or directly related to the diagnosis, evaluation, or treatment of an injury or illness if one or more of the following criteria apply. The drug, biologic, device, diagnostic service, product, equipment, procedure, treatment, service or supply:

- Cannot be legally marketed in the United States without the final approval of the Food and Drug Administration (FDA), or other licensing or regulatory agency, and such final approval has not been granted;
- Has been determined by the FDA to be contraindicated for the specific use; or
- Is provided as part of a clinical research protocol or clinical trial or is provided in any other manner that is intended to evaluate the safety, toxicity, or efficacy of the drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service or supply; or
- Is subject to review and approval of an Institutional Review Board or other body serving a similar function; or
- Is provided pursuant to informed consent documents that describe the drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service, or supply as Experimental/Investigational or otherwise indicate that the safety, toxicity, or efficacy of the drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service, or supply is under evaluation.

It also means any service, supply, or treatment that is not commonly and customarily recognized by the physician's profession and within the United States as appropriate treatment of the patient's diagnosed illness or injury and determined to be of proven effectiveness by the appropriate National Scientific Organization related to the diagnosed illness or injury.

It also means any procedures, drugs, or devices with unproven efficacy. Unproven efficacy means that the procedures, drugs, or devices have not been used with sufficient frequency or have not achieved the requisite success rates to establish their safety and efficacy in the medical community. A procedure, drug, or device may be considered experimental/investigational for certain diagnoses and conditions, and considered established therapies for other diagnoses and conditions.

A medical treatment, procedure, drug or device that is not considered an Approved Clinical Trial will be considered experimental or investigational if reliable evidence shows it is the subject of ongoing phase I, II, or III clinical trials or under study to determine its safety, efficacy, or its efficacy as compared with the standard means of treatment or diagnosis, and reliable evidence shows that the consensus of opinion among experts is that further studies or clinical trials are necessary to determine its safety, efficacy or efficacy as compared with the standard means of treatment or diagnosis, and/or approval has not been given by the United States Food and Drug Administration at the time it is furnished.

The fact that a procedure, drug, or device is the only available treatment for a condition will not make it eligible for coverage if it is Experimental/Investigational according to this definition.

## **EXTERNAL REVIEW**

Means a review of an adverse benefit determination, including a final internal adverse benefit determination, under applicable federal external review procedures.

## **FINAL EXTERNAL REVIEW DECISION**

Means a determination by an independent review organization at the conclusion of an external review.

## **FINAL INTERNAL ADVERSE BENEFIT DETERMINATION**

Means:

- An adverse benefit determination that has been upheld at completion of the Internal Appeal Procedures; or
- An adverse benefit determination for which the internal appeals procedures have been exhausted under the "deemed exhausted" rule in the Appeals procedure.

This Plan provides for two levels of appeal. Completion of the second level appeal with an adverse benefit determination will result in a final internal adverse benefit determination, and will trigger the right to an external review.

## **HEALTH INSURANCE COVERAGE**

Benefits consisting of medical care under any hospital or medical service Plan or certificate, hospital or medical service contract, or health maintenance organization contract offered by a health insurance issuer.

## **HOME HEALTH CARE**

Care and treatment of a Participant under a plan of care established by his/her physician. The plan must be submitted to the Third Party Administrator in writing, and be preapproved. The plan of care must be reviewed at least every two months by your physician.

It consists of the medically necessary services for:

- Part-time or intermittent home nursing care by or under the supervision of a registered nurse (R.N.);
- Part-time or intermittent home health aide services, which solely consist of caring for the patient, and which are provided under the supervision of a R.N. or medical social worker;
- Physical, respiratory, occupational or speech therapy;
- Nutrition counseling provided by or under the supervision of a registered dietitian;
- Evaluation and development of a home health plan by a R.N., physician extender or medical social worker, when approved or requested by the primary care physician.

The home health care services must be provided or coordinated by a state-licensed or Medicare-certified home health agency or rehabilitation agency.

Up to 4 consecutive hours of care will be considered one home health care visit.

## **HOSPICE**

An agency that provides a coordinated program of home and inpatient care for the special physical, psychological, and social needs of terminally ill persons and their families. The hospice agency must:

- Be certified or licensed as a hospice by the state in which they are operating;
- Operate under the direct supervision of a physician;
- Provide services 24 hours a day, seven days a week; and
- Maintain medical records on each patient.

## **HOSPICE CARE**

Care and treatment provided by a hospice for a terminally ill person and the immediate family members of the person if they are covered under this Plan.

## **HOSPITAL**

Means a place which:

- Is legally operated for the inpatient care and treatment of ill or injured persons;
- Is mainly engaged in providing medical and diagnostic services;
- Has continuous 24 hour nursing services; and
- Has a staff of one or more physicians available at all times except when the facility meets the definition of Residential Treatment Facility in this Plan.

It does not mean:

- A rest, nursing, or convalescent home;
- A facility or institution mainly for the treatment of alcoholics or drug addicts except when the facility meets the definition of Residential Treatment Facility in this Plan;
- A facility primarily affording custodial or educational care for persons suffering from mental diseases or disorders except when the facility meets the definition of Residential Treatment Facility in this Plan; or
- A freestanding ambulatory surgical facility that arranges for overnight stays within the facility.

## **ILLNESS**

Any condition, disease, or sickness which causes loss and affects normal bodily function, other than a condition caused by injury.

It also means:

- A pregnancy or complication of pregnancy;
- A congenital defect or birth abnormality for a child.

## **IMMEDIATE FAMILY**

The Participant's spouse, children, parents, brothers and sisters.

## **INDEPENDENT REVIEW ORGANIZATION**

Means an entity that conducts independent external reviews of adverse benefit determinations and final internal adverse benefit determinations.

## **INJURY**

Bodily injury caused by an accident.

## **IN-NETWORK**

Means covered expense provided by a Preferred Provider.

## **IN-NETWORK COINSURANCE SHARE**

The amount of covered expense that a participant must pay for services provided by a Preferred Provider in a Calendar Year, after the Plan has paid the coinsurance amount. In-network Coinsurance share does not include:

- Any Deductible amounts
- Any Copay amounts
- Any amount the participant had to pay under the prescription medication benefit
- Any penalty for noncompliance with plan requirements
- Any Transplant amount
- Any out of network coinsurance share
- Any non-covered services

The in-network coinsurance share amount is shown on the Schedule of Benefits.

## **IN-NETWORK DEDUCTIBLE**

The amount of covered expense for services provided by a Preferred Provider that must be incurred in a Calendar Year by a participant before any covered expense is paid by the Plan. It is equal to the lesser of:

- The amount specified under the In-Network Individual Deductible amount shown on the Schedule of Benefits
- The amount needed to satisfy the In-Network Family Deductible amount shown on the Schedule of Benefits

Out of Network Deductible amounts will not be used to satisfy the In-Network deductible amount.

## **IN-NETWORK FAMILY DEDUCTIBLE**

The maximum amount of deductible a covered family must pay in a Calendar Year for services provided by Preferred Providers. This amount is shown on the Schedule of Benefits. The In-Network Family Deductible may be satisfied by combining all amounts applied to In-Network Individual Deductibles for the covered employee and the covered employee's dependents for the Calendar Year. No one Participant will be required to satisfy more than the applicable Individual In-Network Deductible. However, only covered expense that is incurred in a Calendar Year and applied to that same Calendar Year's In-Network Individual Deductible can be used to satisfy the In-Network Family Deductible.

## **IN-NETWORK INDIVIDUAL DEDUCTIBLE**

The maximum amount of deductible that an individual participant must pay in a Calendar Year for services provided by Preferred Providers.

## **INPATIENT**

Means a confinement in a hospital that results in the hospital making a room and board charge. An overnight stay in an observation unit of a hospital or licensed ambulatory surgical facility will be considered an inpatient stay for pre-certification purposes.

## **INTENSIVE CARE**

Means a separate area in a hospital for the inpatient care of patients who are critically ill which:

- Provides constant nursing care which is not usual in other rooms and wards; and
- Has special lifesaving equipment which is immediately available at all times; and
- Has at least one R.N. on duty at all times.

## **LOSS OF ELIGIBILITY OF COVERAGE**

Means a loss of coverage due to legal separation, divorce, death, termination of employment, or reduction in the number of hours of employment. It also means a loss of coverage under the COBRA continuation provision he/she was covered under because the period of time allowed for coverage under COBRA has been exhausted. It does not mean loss of coverage due to failure to timely pay required contributions or premiums or loss of coverage for cause, such as fraud or intentional misrepresentation.

## **MANIPULATIVE THERAPY**

Treatment consisting primarily of manipulation, heat, ultrasound, diathermy or similar types of treatment, regardless of the medical degree of the person providing the treatment.

## **MAXIMUM ALLOWABLE AMOUNT**

Means the cost of a procedure, drug, or device that would adequately accommodate treatment of a Participant's condition.

## **MEDICALLY NECESSARY**

Means treatment that is or will be provided for the diagnosis, evaluation, and treatment of an illness or injury and that is:

- Medically appropriate for and consistent with the symptoms and proper diagnosis or treatment of the patient's illness or injury;
- Provided in accordance with applicable medical and/or professional standards;
- Known to be effective, as proven by scientific evidence, in materially improving health outcomes;
- The most appropriate supply, setting, or level of service that can safely be provided to the patient, and which cannot be omitted consistent with recognized professional standards of care; for a hospitalization, it means that safe and adequate care could not be obtained in a less comprehensive setting or level of care;
- Cost-effective compared to alternative interventions, including no intervention;
- Not experimental/investigational; The fact that a service is the only available treatment for a condition will not make it eligible for coverage if it is Experimental/Investigational according to the definition in this Plan;
- Not primarily for the convenience of the patient, the patient's family, or the provider.

The fact that a provider may prescribe, order, recommend, or approve any care or treatment does not, of itself, make any care or treatment Medically Necessary or a covered expense and does not guarantee payment.

## **MEDICARE**

Title XVIII of the Social Security Act as amended.

## **MEDICAID**

Title XIX of the Social Security Act pursuant to Section 1912(a)(1)(A) of such Act as amended.

## **MINOR**

A person who is under the legal age of competence.

## **MORBID OBESITY**

Morbid Obesity means:

- (1) A body mass index of at least thirty-five (35) kilograms per meter squared, with co morbidity or coexisting medical conditions such as hypertension, cardiopulmonary conditions, sleep apnea, or diabetes; or
- (2) A body mass index of at least forty (40) kilograms per meter squared without co morbidity.

For purposes of this section, body mass index is equal to weight in kilograms divided by height in meters squared.

## **NEWBORN CHILD**

A Child born to an eligible Active Full-Time Employee.

## **NEW ENROLLEE**

Means an eligible employee or dependent who applies for insurance within 30 days of his/her date of eligibility under this Plan.

## **NEVER EVENT**

Means any occurrence on a United States list of inexcusable outcomes in a health care setting compiled by the National Quality Forum. They are defined as "adverse events that are serious, largely preventable, and of concern to both the public and health care providers for the purpose of public accountability."

## **NON-PREFERRED PROVIDER**

Means any medical provider who has not entered into a written agreement with the Plan Administrator or the designated Preferred Provider Organization under contract with the Plan Administrator to provide services to the Plan Administrator's Participants at a negotiated rate. However, it does not mean a provider within 50 miles of the Participant's residence if the nearest Preferred Provider is more than 50 miles from the Participant's residence.

## **OUT OF NETWORK**

Means covered expense provided by a Non-Preferred Provider unless the Plan Administrator agrees to make an exception and designate the provider In-Network for a treatment episode, or a portion of a treatment episode. Plan Administrator's approval must be in writing.

## **OUT OF NETWORK COINSURANCE SHARE**

The amount of covered expense that a participant must pay for services provided by a Non-Preferred Provider in a Calendar Year, after the Plan has paid the Out-of-Network Coinsurance amount. Out of network Coinsurance share does not include:

- Any deductible amounts
- Any amount the participant had to pay under the prescription medication benefit
- Any penalty for noncompliance with plan requirements
- Any Transplant Amount
- Any in-network coinsurance share
- Any non-covered services

The out of network coinsurance share amount is shown on the schedule of benefits.

## **OUT OF NETWORK DEDUCTIBLE**

The amount of covered expense for services provided by a Non-Preferred Provider that must be incurred in a Calendar Year by a participant before any covered expense is paid by the Plan. It is equal to the lesser of:

- The amount specified under the Out of Network Individual Deductible amount shown on the Schedule of Benefits
- The amount needed to satisfy the Out of Network Family Deductible amount shown on the Schedule of Benefits.

In-Network Deductible amounts will not be used to satisfy the Out of Network deductible amount.

## **OUT OF NETWORK FAMILY DEDUCTIBLE**

The amount of deductible a covered family must pay in a Calendar Year for services provided by Non-Preferred Providers. This amount is shown on the Schedule of Benefits. The Out of Network Family Deductible may be satisfied by combining all amounts applied to Out of Network Individual Deductibles for the covered employee and the covered employee's dependents for the Calendar Year. No one Participant will be required to satisfy more than the applicable Individual Out of Pocket Maximum – Out of Network. However, only covered expense that is incurred in a Calendar Year and applied to that same Calendar Year's Out of Network Individual Deductible can be used to satisfy the Out of Network Family Deductible.

## **OUT OF NETWORK INDIVIDUAL DEDUCTIBLE**

The maximum amount of deductible that an individual participant must pay in a Calendar Year for services provided by Non-Preferred Providers.

## **OUT OF POCKET MAXIMUM – In-Network**

Any share of a covered expense the Participant is required to pay for In-Network covered expenses. This Maximum includes any In-Network Deductible and In-Network Coinsurance amounts applied to covered services. No one Participant will be required to satisfy more than the applicable Individual Out of Pocket Maximum – In Network. Non-covered services and benefit reductions are not included in this Maximum.

## **OUT OF POCKET MAXIMUM – Out-of-Network**

Any share of a covered expense the Participant is required to pay for Out-of-Network covered expenses. This Maximum includes any Out-Of-Network Deductible and Out-of-Network Coinsurance amounts applied to covered services. No one Participant will be required to satisfy more than the applicable Individual Out of Pocket Maximum – Out-of-Network. Non-covered services and benefit reductions are not included in this Maximum.

## **PARTICIPANT**

Means any employee or employee's dependent who is covered for benefits under this Plan.



## **PERIOD OF COVERAGE**

Means the Plan Year, with the following exceptions: (a) for Eligible Employees who first become Participants, it shall mean the portion of the Plan Year following the date participation commences; and (b) for Participants who terminate participation, it shall mean the portion of the Plan Year prior the date participation terminates. A different Period of Coverage (e.g., a calendar month) may be established by the Administrator and communicated to Participants

## **PERMITTED ELECTION CHANGES**

- change in legal marital status (marriage, divorce, death of a spouse, and annulment);
- change in number of dependents (birth, adoption, placement for adoption and death);
- change in employment status that affects eligibility under the benefit plan;
- dependent satisfies or cease to satisfy dependent eligibility requirements;
- residence change if it affects the employee's eligibility for coverage.
- eligibility to enroll in an Exchange (Marketplace) special or annual open enrollment period

## **PHYSICIAN**

Means a practitioner of the healing arts, licensed by the state he/she practices in. He/she must be performing only those services he/she is licensed to perform.

## **POST-SERVICE CLAIM**

Means any claim for benefit under this Plan that is not a pre-service claim or an urgent care claim.

## **PRE-AUTHORIZED USE OF A NON-PREFERRED PROVIDER**

Authorization obtained for non-emergency care prior to treatment by a Non-Preferred Provider.

## **PREFERRED PROVIDER**

Means a medical provider who has entered into a written agreement to provide services to the Plan Participants at a negotiated rate. The Schedule of Benefits indicates the name of the network of providers contracted with the Plan. The Plan recommends that you verify that the provider you are using or considering is currently a Preferred Provider.

It also means a provider who is a member of the Preferred Provider travel network listed on the back of the Participant member's identification card, if the treatment being provided is for an unexpected illness or injury while traveling outside the Participant's primary PPO service delivery area.

In addition, covered services obtained from a Non-Preferred Provider, pathologist, anesthesiologist, radiologist, or emergency room Physician (other Physicians providing one source services to Preferred Provider Hospital/Facility are also included) shall be considered to be provided by a Preferred Provider if the services are rendered as part of treatment rendered at a Preferred Provider Hospital.

It also means a Non-Preferred Provider if the nearest Preferred Provider is more than 50 miles from the Participant's residence. Consideration of covering services of a Non-Preferred Provider as Preferred must be approved. However, rates for reimbursement will be at the Regular, Reasonable & Customary rate due to lack of a negotiated Preferred Provider direct contract.

### **PRE-SERVICE CLAIM**

Means a claim for benefits under the Plan for services that are not covered under the Plan unless approval in advance is obtained.

### **PROOF OF LOSS**

Consists of:

- A properly completed claim form; and
- Any other information the Plan needs to process the claim.

### **REGULAR, REASONABLE & CUSTOMARY**

It is the lesser of:

- the actual charge;
- what the provider will accept for the same service or supply in the absence of insurance;
- the amount the provider has agreed to charge under a Preferred Provider agreement with the Plan;
- the amount the provider has agreed to accept under the terms of a negotiated agreement with the Plan;
- an amount determined by the Plan by comparing charges made by other medical professionals and/or facilities with similar credentials, for similar services and supplies, adjusted to the geographic locale, and based upon the Regular, Reasonable & Customary percentile level deemed appropriate by the Plan;
- an amount based on the level and/or method of reimbursement used by the Centers of Medicare and Medicaid Services for the same services or supplies; or
- an amount based on accepted industry standard or a commercially available database using factors such as, but not limited to the:
  - complexity or severity of the treatment;
  - level of skill and experience required for the treatment;
  - cost and quality data;
  - comparable fees and costs for the treatment;
  - reimbursement amounts paid by Centers for Medicare and Medicaid Services for the same services or supplies;
  - generally accepted billing practices; and/or
  - industry standard cost, reimbursement, and utilization data.

Regular, Reasonable & Customary for certain surgical charges will be determined as follows:

- for multiple surgical procedures performed at the same operative session, the Plan will allow up to 100% of the Regular, Reasonable & Customary amount for the first surgical procedure, 50% of the Regular, Reasonable & Customary amount for the second surgical procedure, and 25% of the Regular, Reasonable and Customary amount for each additional surgical procedure;
- for charges by an assistant surgeon, the Plan will allow up to 20% of the amount allowed for the primary surgical procedure when an assistant is deemed Medically Necessary.

The Plan Administrator reserves the right to take into consideration all of the above means of determining the Regular, Reasonable & Customary rate and in some instances an allowable amount may not be the lesser of.

### **RESIDENTIAL TREATMENT CENTER**

A facility, licensed as such under applicable law, whose primary function is offering therapeutic intervention and special programming in a controlled environment which also offers a degree of security, supervision and structure. Patients are medically monitored with 24 hour medical availability and 24 hour onsite nursing service for patients with mental health conditions and/or substance use disorders.

It does not include half-way houses, boarding houses or other facilities that provide primarily a supportive environment, even if counseling is provided in such facilities.

### **SCHEDULE OF BENEFITS**

A list which states those benefits that the Plan Administrator has decided to provide to participants.

### **SKILLED NURSING FACILITY**

Means a legally operated institution or a part of an institution for the treatment of inpatients. Treatment must be under the supervision of a Physician. The facility must provide 24 hour nursing service under the supervision of a R.N. It must maintain daily medical records of each patient. This definition does not include:

- a rest home or home for the elderly;
- an institution, nor a unit of an institution, used for custodial or educational care;
- an institution, nor a unit of an institution, used for the treatment of alcoholics, drug addicts, or the mentally ill.

### **SPOUSE**

Means a party to a legal marriage.

## **STABILIZE**

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

## **TEMPOROMANDIBULAR JOINT DYSFUNCTION**

Means jaw joint conditions including temporomandibular joint disorders and craniomandibular disorders, and all conditions of the joint linking the jaw bone and skull and the complex of muscles, nerves and other tissues relating to that joint.

## **TERMINALLY ILL PERSON**

A person who has been diagnosed by a physician as having a life expectancy of six months or less.

## **TOTAL DISABILITY**

Total Disability shall mean an individual is determined as being disabled for Social Security purposes and provides such evidence to the Plan of the determination as the Plan Administrator may require, in its sole discretion.

## **TRANSPLANT CENTER OF EXCELLENCE**

Means a facility which has entered into an agreement through a national organ transplant network to render approved transplant services to the Plan's Participants. The Transplant Center of Excellence facility may or may not be located within the Participant's geographic area. A list of Transplant Center of Excellence facilities upon request will be made available to the participants.

## **URGENT CARE CLAIM**

Any pre-service claim for medical care or treatment where, in the opinion of a physician with knowledge of the claimant's medical condition, a delay in determining if the service is approved under the Plan could seriously jeopardize the claimant's life or health, or ability to regain maximum function.

Upon receipt of a pre-service claim, the Plan Administrator will make a determination if it is an urgent care claim. However, if a physician with knowledge of the claimant's medical condition determines that the claim is an urgent care claim, the Plan will treat the claim as an urgent care claim.

## **YOU, YOUR**

Means a Plan Participant.

## **ELIGIBILITY AND EFFECTIVE DATE FOR COVERAGE**

### **Eligibility for Employee Coverage**

All Active Full-Time Employees of Commercial Transport, Inc. or a Participating Employer are eligible to become covered under the plan once they have completed 90 consecutive days as an Active Full-Time Employee of Commercial Transport, Inc. or a Participating Employer.

### **Effective Date for Employee Coverage**

An eligible employee will become covered under the Plan on the day they meet the eligibility requirements above if he/she submits an enrollment form within 30 days of the date he/she is eligible to become covered. Employees can only select a plan option at initial enrollment or during the open enrollment period.

### **Eligibility for Dependent Coverage**

An employee's dependents are eligible to be covered under this Plan on the earliest of the following dates:

- The date the employee becomes covered under this Plan;
- The first date the employee has an eligible dependent.

The employee must enroll any eligible dependents within 30 days of the date they are first eligible for them to become covered as a dependent under the Plan.

An employee must select the same plan option for himself/herself and all his/her Dependents. A person cannot be covered as both a dependent and an employee under the Plan. A dependent child cannot be covered as a dependent of more than one Employee who is covered under the Plan.

### **Newborn Children**

A newborn child is covered from the moment of birth. In order for coverage to extend beyond the first 31 days after birth, you must submit an enrollment form for the newborn within 31 days after the newborn's birth.

A well newborn's initial hospital confinement will only be considered covered expense if we are paying benefits for the mother's pregnancy under this benefit.

### **Special Enrollment Periods**

#### **For Persons Who Previously Declined Coverage**

A person who previously declined coverage in writing because they were covered under another group health plan or health insurance coverage may have a 30 day special enrollment period if they lose that coverage.

The 30 day special enrollment period will begin for that person on the day the person experiences a loss of eligibility for coverage. The person must submit a special enrollment form during that time to become covered by the Plan.

Coverage will become effective on the first of the month following the date the person applies.

### **Due to a Permitted Election Changes**

A person will have a 30 day special enrollment period to apply for coverage beginning on the date a permitted election change occurs. The person must submit a special enrollment form during that time to become covered by the Plan.

In the case of a permitted election change due to marriage, coverage will become effective on the date of the marriage, after the special enrollment form is received, as long as enrollment occurs within the 30 day special enrollment period.

In the case of a permitted election change due to the birth of a dependent child, coverage will begin on the child's date of birth, after the special enrollment form is received, as long as enrollment occurs within the 30 day special enrollment period.

In the case of a permitted election change due to adoption or placement for adoption, coverage will begin on the date of the adoption or placement for adoption, after the special enrollment form is received, as long as enrollment occurs within the 30 day special enrollment period.

### **Exchange Enrollment**

A Participant who is eligible to enroll for coverage in a government-sponsored Exchange (Marketplace) during an Exchange special or annual open enrollment period may prospectively revoke his or her election for Medical Plan coverage, provided that the Participant certifies that he or she and any related individuals whose coverage is being revoked have enrolled or intend to enroll in new Exchange coverage that is effective beginning no later than the day immediately following the last day of the Medical Plan coverage.

### **Reduction of Hours**

A Participant who was reasonably expected to average 30 hours of service or more per week and experiences an employment status change such that he or she is reasonably expected to average less than 30 hours of service per week may prospectively revoke his or her election for Medical Plan coverage, provided that the Participant certifies that he or she and any related individuals whose coverage is being revoked have enrolled or intend to enroll in another plan providing minimum essential coverage under health care reform for coverage that is effective no later than the first day of the second month following the month that includes the date the Medical Plan coverage is revoked.

Election changes made pursuant to this provision will become effective no earlier than the first day following the date that the election change request is filed (as determined by the Plan Administrator, election changes may become effective later to the extent that the other coverage commences later), and shall be effective for the balance of the Period of Coverage following the change of election unless a subsequent event recognized under IRS regulations or other guidance allows for a further election change.

## **Qualified Medical Child Support Order**

The plan administrator will enroll for immediate coverage under this Plan any alternate recipient who is the subject of a Medical Child Support Order that is a Qualified Medical Child Support Order ("QMCSO") if such an individual is not already covered by the Plan as an eligible dependent, once the Plan Administrator has determined that such order meets the standards for qualification set forth below.

**Alternate Recipient** means any Child of a Participant who is recognized under a Medical Child Support Order as having a right to enrollment under this Plan as the Participant's Eligible Dependent. For purposes of the benefits provided under this Plan, an Alternate Recipient shall be treated as an eligible dependent, but for purposes of the reporting and disclosure requirements under ERISA, an alternate recipient shall have the same status as a participant.

**Medical Child Support Order** means any judgment, decree or order (including approval of a domestic relations settlement agreement) issued by a court of competent jurisdiction that:

- Provides for child support with respect to a Participant's child or directs the participant to provide coverage under a health benefits plan pursuant to a State domestic relations law (including a community property law); or
- Enforces a law relating to medical child support described in Social Security Act §1908 (as added by Omnibus Budget Reconciliation Act of 1993 §13822) with respect to a group health plan.

**National Medical Support Notice or "NMSN"** means a notice that contains the following information:

- Name of an issuing State agency
- Name and mailing address (if any) of an employee who is a Participant under the Plan
- Name and mailing address of one or more alternate recipients, and
- Identity of an underlying child support order.

**Qualified Medical Child Support Order or "QMCSO"** is a medical child support order that creates or recognizes the existence of an alternate recipient's right to, or assigns to an alternate recipient the right to, receive benefits for which a Participant or eligible dependent is entitled under this Plan. In order for such order to be a QMCSO, it must clearly specify the following:

- The name and last known mailing address (if any) of the Participant and the name and mailing address of each such alternate recipient covered by the order
- A reasonable description of the type of coverage to be provided by the Plan to each alternate recipient, or the manner in which such type of coverage is to be determined
- The period of coverage to which the order pertains, and
- The name of this Plan.

In addition, a NMSN shall be deemed a QMCSO if it:

- Contains the information outlined in the definition of National Medical Support Notice
- Identifies either the specific type of coverage or all available group health coverage. If the employer receives an NMSN that does not designate either specific type(s) of coverage or all available coverage, the Employer and Plan Administrator will assume that all are designated
- Informs the Plan Administrator that, if a group health plan has multiple options and the participant is not enrolled, the issuing agency will make a selection after the NMSN is qualified, and, if the agency does not respond within 20 days, the child will be enrolled under the Plan's default option (if any)
- Specifies that the period of coverage may end for the alternate recipient(s) only when

similarly situated dependents are no longer eligible for coverage under the terms of the Plan, or upon the occurrence of certain specified events.

However, such an order need not be recognized as qualified if it requires the Plan to provide any type or form of benefit, or any option, not otherwise provided to the Participants and eligible plan participants without regard to this section, except to the extent necessary to meet the requirements of a State law relating to medical child support orders, as described in Social Security Act §1098 (as added by Omnibus Budget Reconciliation Act of 1993 §13822).

Upon receiving a Medical Child Support Order, the Plan Administrator shall, as soon as administratively possible:

- Notify the Participant and each alternate recipient covered by the Order in writing of the receipt of such Order and the Plan's procedures for determining whether the Order qualifies as a QMCSO, and
- Make an administrative determination if the order is a QMCSO and notify the Participant and each alternate recipient of such determination.

Upon receiving a National Medical Support Notice, the Plan Administrator shall:

- Notify the state agency issuing the notice with respect to the child whether coverage of the child is available under the terms of the Plan and, if so:
  - Whether the child is covered under the Plan, and
  - Either the effective date of the coverage or, if necessary, any steps to be taken by the custodial parent or by the official of a State or political subdivision to effectuate the coverage, and
- Provide to the custodial parent (or any State official serving in a substitute capacity) a description of the coverage available and any forms or documents necessary to effectuate such coverage.

To give effect to this requirement, the Plan Administrator shall:

- Establish reasonable, written procedures for determining the qualified status of a Medical Child Support Order or National Medical Support Notice, and
- Permit any alternate recipient to designate a representative for receipt of copies of the notices that are sent to the alternate recipient with respect to the Order.

### **Additional Special Enrollment Rights**

Employees and Dependents who are eligible but not enrolled are entitled to enroll under the following circumstances;

- The Employee's or Dependent's Medicaid or State Child Health Insurance Plan (i.e. CHIP) coverage has terminated as a result of loss of eligibility and the Employee requests coverage under the Plan within (60 days) after the termination; or
- The Employee or Dependent become eligible for a contribution/premium assistance subsidy under Medicaid or a State Child Health Insurance Plan (i.e. CHIP), and the Employee request coverage under the Plan within (60 days) after eligibility is determined

### **Open Enrollment**

Once annually Employees will have a choice of enrolling in this Plan. Employees will be notified in advance when the open Enrollment Period is to begin and how long it will last. If Employee declined coverage at the time they were initially eligible for coverage, the Employee will be able to enroll during the Open Enrollment Period. Employees can only select a plan option at initial enrollment or during the open enrollment period. Coverage elected during the open enrollment period will become effective the first day of the Plan Year immediately following the open enrollment period.



## **TERMINATION OF COVERAGE**

### **Termination Dates of Employee Coverage**

The coverage of any Employee under this Plan will end on the earliest of the following dates:

- the date this entire Plan terminates;
- the last day of the month coinciding with or next following the date the Covered Employee requests coverage be terminated, as long as the request is made on or before the date requested and the Covered Employee is voluntarily canceling it because of change in status, special enrollment or at annual open enrollment periods;
- the last day of the period for which the Employee has made a contribution, if he/she fails to make a required contribution for coverage when it is due;
- the last day of the month coinciding with or next following the date he/she ceases to be eligible for coverage under the Plan;
- the last day of the month coinciding with or next following the date his/her employment is terminated;
- the date of the Covered Employee's death; or
- immediately after an Employee or his/her Dependent submits, or has knowledge of the submission of, a fraudulent claim or any fraudulent information to the Plan, including enrollment information.

### **Termination Dates of Dependent Coverage**

The coverage for any Dependents of any Employee who are covered under this Plan will end on the earliest of the following dates:

- the date this entire Plan terminates;
- the date coverage for Dependents is discontinued under this Plan;
- the date the Employee's coverage under this Plan ends;
- the last day of the month coinciding with or next following the date the Covered Employee requests coverage for a Dependent be terminated, as long as the request is made on or before the date requested and the Covered Employee is voluntarily canceling it because of change in status, special enrollment or at annual open enrollment periods;
- the last day of the period for which the Employee has made a contribution, if he/she fails to make a required contribution for Dependent coverage when it is due;
- In the case of a child age 26 or older, for whom coverage is being continued due to Total Disability, the earliest of:
  - The date of cessation of Total Disability;
  - The date proof of the uninterrupted continuance of Total Disability is not provided, including failure to submit to any requested examination;
  - The date the child is no longer dependent on the Employee for his or her support;
- the last day of the month coinciding with or next following the day immediately after the date such person ceases to be a Dependent as defined in this Plan, except as may be provided for in other areas of this section; or
- Immediately after an Employee or his/her Dependent submits, or has knowledge of the submission of, a fraudulent claim or any fraudulent information to the Plan, including enrollment information; or
- The date of the Covered Dependent's death.

### **Employer Continuation Coverage**

As long as contributions by the Employee continue, coverage will be continued for eligible Participants if any of the following events occurs:

- In the event of a layoff, coverage will continue for 30 days following the date of layoff;

- In the event of total disability, coverage will continue for 180 days following the last date of active employment;
- In the event of a leave of absence which does not meet the requirements of FMLA leave, coverage will continue for 30 days.

### **Continuation During Family and Medical Leave**

In accordance with the Family and Medical Leave Act of 1993 ("FMLA"), continuation coverage under the Plan is available to Participants under certain specified conditions.

A covered employee who takes a leave of absence under applicable provisions of FMLA is entitled to continued coverage under the Plan for himself and his covered dependents. Benefits under the Plan are available to the same extent as if the Covered Employee had been actively at work during the entire leave period, subject to the following terms and conditions:

- Coverage shall cease for a Covered Employee (and his covered dependents) for the duration of the leave if at any time the Covered Employee is more than 30 days late in paying any required contribution.
- A covered employee who declines coverage during the leave or whose coverage is terminated as a result of his failure to pay any required contributions shall, upon return from the leave, be entitled to be reinstated to the Plan on the same terms as prior to taking the leave, without any qualifying period, physical examination, or exclusion of pre-existing conditions.
- If a covered employee who is a key employee does not return from leave when notified by the Employer that substantial or grievous economic injury will result from his reinstatement, the key employee's entitlement to Plan benefits continues unless and until the covered employee advises the employer that he does not desire restoration to employment at the end of the leave period, or the leave entitlement is exhausted, or reinstatement is actually denied.
- Any portion of the cost of coverage which had been paid by the covered employee prior to the leave must continue to be paid by the covered employee during the leave. If the cost is raised or lowered during the leave, the covered employee shall pay the new rates. If the leave is unpaid, the covered employee and the employer shall negotiate a reasonable means for paying the covered employee's portion of the cost.
- If the employer provides a new health plan or benefits or changes the health benefits or Plan while the covered employee is on leave, the covered employee is entitled to the new or changed Plan and benefits to the same extent as if the covered employee were not on leave.
- The employer may recover its share of the cost of benefits paid during a period of unpaid leave if the covered employee fails to return to work after the covered employee's leave entitlement has been exhausted or expires, unless the reason the covered employee does not return to work is due to:
  - The continuation, recurrence, or onset of a serious health condition which would entitle the covered employee to additional leave under the FMLA, or
  - Other circumstances beyond the covered employee's control.

If a covered employee fails to return to work because of the continuation, recurrence, or onset of a serious health condition, thereby precluding the employer from recovering its share of the cost of benefits paid on the covered employee's behalf during a period of unpaid leave, the employer may require medical certification of the covered employee's or the covered dependent's serious health condition. The covered employee is required to provide medical certification within thirty days from the date of the employer's request. If the employer requests medical certification and the covered employee does not provide such certification in a timely manner, the employer may recover the costs of benefits paid during the period of unpaid leave.

## **Employees on Military Leave**

Employees going into or returning from military service may elect to continue Plan coverage as mandated by the Uniformed Services Employment and Reemployment Rights Act. These rights apply only to employees and their dependents covered under the Plan before leaving for military service.

- The maximum period of coverage of a person under such an election shall be the lesser of:
  - The 24 month period beginning on the date on which the person's military leave begins, or
  - The day after the date on which the person was required to apply for or return to a position or employment and fails to do so.
- A person who elects to continue health plan coverage may be required to pay up to 102% of the full contribution under the Plan, except a person on active duty for 30 days or less cannot be required to pay more than the employee's share, if any, for the coverage.
- An exclusion or waiting period may not be imposed in connection with the reinstatement of coverage upon reemployment if one would not have been imposed had coverage not be terminated because of service. However, an exclusion may be imposed for coverage of any illness or injury determined by the Secretary of Veterans Affairs to have been incurred in, or aggravated during, the performance of uniformed service.

## **AMOUNT OF BENEFIT FOR COVERED HEALTH EXPENSES**

### **Preventative Care**

The Plan will pay 100% of the regular, reasonable, and customary charge for covered expense incurred for preventive services, but only when provided by a Preferred Provider. The deductible will not apply to this benefit.

**Preventive Services** means:

- Items or services with a rating of "A" or "B" in the current recommendations of the United States Preventive Services Task Force including those regarding breast cancer screening, mammography, and prevention, other than those issued on or around November 2009;
- Immunizations recommended by the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention for the person receiving the immunization;
- Preventive care and screenings provided for in the comprehensive guidelines supported by the health Resources and Services Administration for infants, children, and adolescents;
- Preventive care and screenings for women as provided for by the Health Resources and Services Administration;
- It includes:
  - Colorectal cancer examination and screening as recommended by the American Cancer Society;
  - Shingles vaccine for Participants 60 years of age or older;
  - Human papilloma virus vaccines;
  - Screening mammography and clinical breast exams;
  - Pap test for cervical cancer;

- Digital rectal examination and a prostate-specific antigen test;
- CA-125 serum tumor marker testing, transvaginal ultrasound and pelvic examination for Participants having a family history of one or more first-degree relatives with ovarian cancer, or with clusters of women relatives with breast cancer, or a family history of nonpolyposis colorectal cancer, or a positive BRCA1 or BRCA2 mutation test;
- Any other preventative care as outlined on the Schedule of Benefits.

It does not mean similar services when prescribed to monitor or diagnose a Participant who is having current symptoms or who has been diagnosed with an illness.

### **Benefit for Covered Health Expense by a Preferred Provider (PPO)**

The Plan will pay according to the schedule of benefits for the covered expense for evaluation and management services provided by a Preferred Provider.

### **Benefits for Covered Health Expense Provided by a Preferred Provider**

Before payment of any benefit for services by a Preferred Provider will be considered, covered expenses for these services must equal the In-Network Deductible during a Plan Year. After meeting the Plan Year In-Network Deductible the Plan will pay benefits for covered expenses provided by the Preferred Provider at the In-Network Coinsurance percentage as outlined on the Schedule of Benefits. If the amount of covered expense paid by the Participant pays for In-Network Deductible and Coinsurance during a calendar year equals the Out of Pocket Maximum - In-Network, the plan will pay the covered expenses for those services at 100% for the remainder of the Plan Year subject to any limitations outlined in the Plan or Schedule of Benefits.

### **Benefit for Covered Health Expense for Emergency Services Provided in a Hospital Emergency Room**

When you incur covered expense for emergency services provided in a hospital emergency room, you must pay an emergency room Access Fee (refer to Schedule of Benefits). This amount must be paid anytime you receive emergency services in a hospital emergency room, and are not directly admitted to the hospital as an inpatient. This amount is in addition to any deductibles and coinsurance share amounts.

After you pay the emergency room Access Fee as outlined in the Schedule of Benefits for a covered expense, the Plan will pay other covered expense as outlined above in the section titled "Benefit for Covered Expense Provided by a Preferred Provider."

If you are directly admitted to the hospital as an inpatient following an emergency room visit, the emergency room Access Fee will not apply.

Emergency Services provided by a Non-Preferred Provider will be considered to be services from a Preferred Provider.

Once it has been established that the Participant can safely transfer to the care of a Preferred Provider, We will only pay In-Network benefits for Preferred Providers. If the Participant chooses to continue to receive care from Non-Preferred Providers once the Participant is stabilized and a safe transfer to a Preferred Provider can be made, benefits for covered expense from Non-Preferred Providers will be paid as outlined below in the section titled "Benefit for Covered Health Expenses Provided by a Non-Preferred Provider."

### **Benefit for Covered Health Expenses Provided by a Non-Preferred Provider**

When You incur covered expense for inpatient hospital services provided by a Non-Preferred Hospital, You must pay the Access Fee as outlined on the Schedule of Benefits of covered expense. This amount is in addition to any deductibles and coinsurance share amounts.

Before the Plan pays any benefits for services by a Non-Preferred Provider, covered health expenses equal to the Out-of-Network Deductible must be incurred in a calendar year. The Plan will then pay benefits for covered expenses provided by the Non-Preferred Provider that are in excess of the Out-of-Network Deductible for the remainder of the calendar year. These benefits will be paid at the Out-of-Network Coinsurance percentage shown on the Schedule of Benefits. If the amount of covered expenses the participant pays for Out-of-Network Deductible and Coinsurance during a calendar year equals the Out of Pocket Maximum - Out-of- Network, the plan will then pay covered health expenses for these services at 100% for the remainder of the calendar year.

If there is no Preferred Provider of the required specialty In-Network, the Plan will consider covered health expenses by the Out-of-Network provider to be considered as if services were provided by a Preferred Provider. Use of an Out-of-Network Provider due to convenience, physician preference or patient/family preference does not qualify for extension of In-Network coverage. All covered health expenses from other providers resulting from use of a Non-Preferred Provider under this provision will be considered Out-of-Network unless there are no In-Network providers available for use by the Provider. Consideration of covering Non-Preferred services as Preferred must be approved.

### **Use of Non-Preferred Providers**

When you use a Non-Preferred Provider:

- The amount of payment is based upon a reduced allowable amount, and not the actual billed charge; and
- You may be expected to pay a larger portion of the bill, even after the Plan has paid the percentage of eligible expense provided under the Plan.

### **COVERED HEALTH EXPENSES UNDER THIS PLAN**

Benefits are payable for covered expense.

**Covered Expense** means the medically necessary, Regular, Reasonable, and Customary charges for medical services and supplies that are incurred:

- By a Participant while this Plan is in force;

- Before coverage ends; and
- For the treatment of an illness or injury.

In determining whether an expense is a covered expense under this Plan, The Plan may take into consideration:

- The definitions, provisions, limitations, and exclusions in the plan, including the Schedule of Benefits, attachments and amendments;
- Any clinical coverage guidelines or medical policy as posted for The Plan on the Third Party Administrator's website;
- Medical peer reviews and recommendations provided by nationally recognized public and private organizations that review the medical effectiveness of health care services and technology;
- If proper pre-authorization or pre-certification has occurred as outlined in the Plan or Schedule of Benefits.

**Covered Expenses are charges:**

- By a hospital for:
  - Semiprivate room and board;
  - Care in the Intensive Care Unit;
  - Hospital services and supplies which are to be used while in the hospital;
  - Emergency services in a hospital emergency room;
  - Outpatient medical care and treatment.
- For outpatient surgery performed in a licensed ambulatory surgical facility;
- By a physician for:
  - Office visits;
  - Hospital care;
  - Surgical services, including postoperative care following inpatient or outpatient surgery; for multiple surgical procedures performed during the same operative session, Covered Expense will include 100% of the Regular, Reasonable & Customary amount for the first surgical procedure, 50% of the Regular, Reasonable & Customary amount for the second surgical procedure, and 25% of the Regular, Reasonable & Customary amount for each additional surgical procedure;
  - Services of an assistant surgeon when medically necessary to perform the surgery covered at 20% of the primary provider's allowable fee;
  - Injections and medication that must be consumed at the physician's office;
  - Professional pathology laboratory services which are required to physically analyze a specimen and make a diagnosis, including laboratory tests which do not require the physician to make a personal interpretation as in the case of automated clinical pathology tests;
  - Injectable medications at an office setting, when pre-approved by the Plan's case management, as required by the plan and outlined in the Schedule of Benefits except for items excluded under Expenses Not Covered By The Plan;
- For other services and supplies for:
  - Anesthesia and its administration;
  - X-rays and radiation therapy;
  - Self-injected medications, except insulin and syringes are only covered by the drug card benefit, when pre-approved by the Plan's case management, as

- required by the plan and outlined in the Schedule of Benefits except for items excluded under Expenses Not Covered By The Plan;
- Chemotherapy, or similar treatment, provided in the office, hospital, or the home, but the covered expense for chemotherapy provided through a hospital or physician's office will not exceed the regular, reasonable, and customary fees for home chemotherapy;
  - Laboratory tests;
  - Blood, blood plasma, and its administration;
  - Ostomy supplies;
  - Allergens dispensed by a physician;
  - Durable medical equipment for the purchase or rental when preauthorization has been approved as required by the Plan;
  - Surgical dressings for two months following surgery;
  - Outpatient diabetes self-management training, education and medical nutrition therapy if these services are rendered by a physician, or duly certified, registered or licensed health care professional with expertise in diabetes management;
  - Regular foot exams for patients with Diabetes;
  - Supplies to test and monitor diabetes not covered by the drug card benefits;
  - One breast prosthesis per breast or reconstructive surgery following a mastectomy, including surgery and reconstruction of the other breast to produce a symmetrical appearance; replacement breast prosthesis once every two years;
  - Three post-mastectomy surgical bras every six months, limited to the standard model;
  - Breast reduction surgery when performed in conjunction with reconstructive surgery following a mastectomy;
  - For treatment of physical complications of a mastectomy, including lymphedema;
  - Inpatient treatment following a covered mastectomy for the length of time determined to be appropriate by the attending physician;
  - A Physician office visit or in-home nurse visit within 48 hours of discharge from the hospital following a covered mastectomy;
  - Initial purchase of artificial eyes and larynx when Case Management Prior Authorization is obtained as required by the Plan;
  - Casts, splints, strusses, and crutches;
  - Orthopedic Braces when pre-approved, as required by the Plan except for items excluded under Expenses Not Covered By The Plan;
  - The standard prosthetic limb that meets your needs as determined by the Plan; Initial purchase, fitting and adjusting of the limb; repair, refitting and/or replacement of a prosthetic limb as long as it has been properly maintained and not subjected to abuse or misuse, and when not covered by product warranty;
  - The purchase of one pair of the following while insured:
    - One support stocking for each leg;
    - One article of similar apparel- type item;
  - For home health care visits not to exceed:
    - The number of visits shown on the Schedule of Benefits during one Calendar Year; and



- The cost for such care in an inpatient facility;
- For care in a licensed skilled nursing facility when pre-approved, as required by the Plan, but not for longer than the number of days shown on the Schedule of Benefits during one Calendar Year;
- For hospice care when preapproved, as required by the Plan;
- For expense incurred for outpatient physical therapy, outpatient occupational therapy and only when the expectation exists that the therapy will result in a practical improvement in the level of functioning within a reasonable period of time but not for longer than the number of visits shown on the Schedule of Benefits during one Calendar Year. The visit limit will not apply when pre-approval of the treatment has been obtained and is for the treatment of:
  - Burns;
  - Fractures;
  - Joint replacements;
  - Immediately following surgery; or
  - Immediately following a stroke
- For expense incurred for outpatient speech therapy by a licensed or certified speech therapist to restore speech loss or correct impairment due to a congenital defect for which corrective surgery has been performed, or an injury or illness will be considered covered expense but not for longer than the number of visits shown on the Schedule of Benefits during one Calendar Year. The visit limit will not apply when pre-approval of the treatment has been obtained and is for the treatment of:
  - Burns;
  - Fractures;
  - Joint replacements;
  - Immediately following surgery; or
  - Immediately following a stroke
- For expense incurred for inpatient stay in an inpatient rehabilitation facility, but only when the patient is able to participate in intensive therapy and treatment of at least 3 hours per day, and there is documented measureable improvement occurring as a result of the therapy, treatment, and stay;
- For expense incurred for visits for outpatient cardiac rehabilitation, but only when the expectation exists that the therapy will result in a practical improvement in the level of functioning within a reasonable period of time but not for longer than the number of visits shown on the Schedule of Benefits during one Calendar Year.;
- For expense incurred for visits for outpatient pulmonary rehabilitation , but only when the expectation exists that the therapy will result in a practical improvement in the level of functioning within a reasonable period of time;
- For expense incurred for chiropractic treatment and/or manipulative therapy;
- Medically Necessary local ground ambulance transportation to the nearest Preferred Provider hospital able to provide the care;
- Medically Necessary air ambulance transportation to the nearest Preferred Provider hospital able to provide the care;
- Injections for contraceptive purposes, including Depo-Provera and Norplant;
- Contraceptive devices which require a written prescription before dispensing;
- Elective sterilization surgery;
- Medically Necessary expense incurred for pregnancy;
- Medically Necessary expense incurred for a well or ill newborn, but only if dependent coverage has been added for the newborn within 31 days following the newborn's birth;
- Temporomandibular Joint Dysfunction (TMJ)
- Medically Necessary expense incurred for the diagnosis and treatment of all mental illnesses, psychiatric conditions, and alcoholism and substance abuse, including:



- Medically necessary individual outpatient mental health or rehabilitation care visits to qualified physicians, licensed clinical psychologists or clinical social workers as may be necessary and appropriate for evaluation, short-term treatment and crisis intervention services;
  - Medically necessary inpatient mental health or rehabilitation care at an inpatient facility or hospital when preapproved, as required by the Plan;
  - Diagnosis, detoxification and treatment of the medical complications of the abuse of or addiction to alcohol or drugs on either an inpatient or outpatient basis, when preapproved, as required by the Plan;
- For clinical trials covered expenses includes routine patient costs incurred by a qualified individual who participates in an Approved Clinical Trial. A qualified individual who wishes to participate in an Approved Clinical Trial must obtain Case Management Prior Authorization and use an In-Network Provider if an In-Network Provider is participating in the trial and the In-Network Provider accepts the qualified individual as a participant in the trial. However, if the Approved Clinical Trial is either conducted outside the state in which the qualified individual resides by an Out-of-Network Provider or there is no In-Network provider conducting the Approved Clinical Trial and accepting the qualified individual in the individual's state of residence, then routine patient costs will be covered as if provided by an In-Network Provider and subject to Regular, Reasonable & Customary;
- Diagnosis and Treatment of Autism Spectrum Disorder(s) including the following care when prescribed, provided or ordered for an Participant diagnosed with an Autism Spectrum Disorder by (a) a Physician or a Psychologist who has determined that such care is Medically Necessary, or (b) a certified, registered, or licensed health care professional with expertise in treating Autism Spectrum Disorder(s) and when such care is determined to be Medically Necessary and ordered by a Physician or a Psychologist:
  - Psychiatric care, including diagnostic services;
  - Psychological assessments and treatments;
  - Habilitative services for Participants under age 19 years of age with a congenital, genetic, or early acquired disorder if all of the following conditions are met:
    - A Physician has diagnosed the Congenital, Genetic, or Early Acquired Disorder;
    - Treatment is administered by a licensed speech-language pathologist, audiologist, occupational therapist, physical therapist, Physician, licensed nurse, optometrist, licensed nutritionist, clinical social worker, or Psychologist upon the referral of a Physician;
    - Treatment must be Medically Necessary and therapeutic and not Experimental/Investigational; and
    - When preauthorization is obtained as required by the Plan;
- Infertility Treatment
  - Initial diagnosis and/or Infertility Treatment when Case Management Prior Authorization is obtained as required by the Plan;
  - Diagnostic testing;

- Including but not limited to In-vitro fertilization, uterine embryo lavage, embryo transfer, artificial insemination, gamete intrafallopian tube transfer, zygote intrafallopian tube transfer, low tubal ovum transfer and intracytoplasmic sperm injection.

Benefits for treatments that include oocyte retrievals will be provided only when You have been unable to attain or sustain a successful pregnancy through reasonable, less costly, medically appropriate infertility treatments; however, this requirement will be waived if You or Your partner has a medical condition that makes such treatment useless.

Benefits will also be provided for medical expenses of an oocyte or sperm donor for procedures used to retrieve oocytes or sperm and the subsequent procedure to transfer the oocytes or sperm to You. Associated donor medical expenses are also covered, including, but not limited to, physical examinations, laboratory screenings, psychological screenings and prescription drugs.

The maximum number of completed oocyte retrievals that are eligible for coverage under this Plan in your lifetime is six. Following the final completed oocyte retrieval, benefits will be provided for one subsequent procedure to transfer the oocytes or sperm to you. Thereafter, you will have no benefits for infertility treatment.

In addition to the above provisions, in-vitro fertilization, gamete intrafallopian tube transfer, zygote intrafallopian tube transfer, low tubal ovum transfer and intracytoplasmic sperm injection procedures must be performed at medical facilities that conform to the American College of Obstetricians and Gynecologists guidelines for in-vitro fertilization clinics or to the American Society for Reproductive Medicine minimal standards for programs of in-vitro fertilization;

- Medically Necessary expense incurred for an organ or bone marrow transplant, but only when performed at a facility designated as a Transplant Center of Excellence facility, and Case Management Prior Authorization is obtained, as required by the Plan.

Transplant Benefits including preauthorized organ transplants according to the following schedule:

- Transplant Center of Excellence Facility
  - 100% of Approved Transplant Services after the Preferred Provider Deductible has been met;
  - Organ Procurement and acquisition covered in full;
  - Travel/Lodging Benefit outlined below.
- Non - Transplant Center of Excellence Facility
  - 90% of the Covered Expense in excess of the Non-Preferred Provider deductible for hospital charges, physician charges, tissue typing and other ancillary services related to the organ transplant. Once the Participant has paid 10% of \$100,000 of Covered Expense for the transplant services listed above, then the Plan will pay 100% of the Covered Expense for those services for the rest of the calendar year during which the organ transplant occurred;
  - No coverage for organ procurement and acquisition;

- No coverage for transportation and lodging.
- Travel/Lodging Benefit for Transplants performed at Center of Excellence Facility
  - When a covered organ transplant is performed at a Transplant Center of Excellence facility, the Plan will provide:
    - Transportation for the Participant patient and one member of the Participant patient's immediate family to accompany the Participant patient to and from the Transplant Center of Excellence; and
    - Lodging at or near the Transplant Center of Excellence for the family member who accompanied the Participant patient, while the Participant is confined at the Transplant Center of Excellence.

The Plan will authorize the transportation and lodging at no cost to the Participant patient; except that the daily maximum benefit the Plan will pay for food and lodging for the family member who accompanied the Participant is \$200 with a total maximum of \$10,000. The Plan Administrator must be provided with itemized bills for all transportation, food and lodging expenses.

## **PRESCRIPTION MEDICATION BENEFIT**

The prescription benefit provides benefit for expense incurred for drugs which require a written prescription, and which are dispensed by a licensed pharmacist. The program also provides benefit for expense for insulin, syringes for administration of insulin and glucagon emergency kits, when prescribed by a physician and dispensed by a licensed pharmacist.

This prescription drug card benefit is administered by the prescription drug card company, hereafter referred to as the Pharmacy Benefit Manager.

### **Amount of Benefit**

The Participant must pay the applicable Deductible and Coinsurance amount each time he/she places a prescription order until they have reached their Out-of-Pocket Maximum.

### **Allowable Covered Prescription Expense**

A prescription drug order is a request for each separate prescription drug, and/or each authorized refill, if ordered by a physician.

Expense incurred for a prescription drug order for the following items will be considered allowable covered prescription expense:

- Self-injectable and non-injectable legend drugs;
- Specialty Drugs (PBM prior authorization may be required);
- Insulin and epipens on prescription;
- Disposable insulin needles/syringes;
- Test strips for glucose monitors;

- Lancets for diabetic blood monitoring and other supplies for testing and monitoring diabetes;
- Glucagon emergency kits;
- Tretinoin, all dosage forms (Retin-A), when Medically Necessary;
- Oral contraceptives and patch contraceptives;
- Medications ordered in conjunction with a covered Infertility Treatment plan as defined in Amount of Benefit for Covered Health Expenses, Infertility Treatment;
- Evidenced-based preventative oral medications that have in effect a rating of "A" or "B" in the current recommendations of the United States Preventive Services Task Force. Certain of these medications are provided at no cost-share, however, there may be a cost share when a brand or preferred brand medications is used and an Equivalent Generic Drug is available and use of the brand or preferred brand is not Medically Necessary;
- Oral erectile dysfunction medications but limited to 6 pills per month;
- Any drug containing nicotine or other smoking deterrent medications as required by law.
- Compounded medication, if at least one ingredient is a legend drug;
- Any other drug which, under the applicable state laws, may only be dispensed upon the written prescription of a physician or other lawful prescriber, unless excluded elsewhere under the Plan;

### **Prescription Purchased at a Retail Pharmacy**

Up to a 90 day supply of prescription medication can be obtained from a retail pharmacy for all classifications other than Specialty drugs. Specialty drugs may not be purchased in quantities larger than a 30 day supply. You must pay the applicable Deductible and/or Coinsurance amount designated for the type of medication purchased as outlined on the Schedule of Benefits and the Pharmacy Benefit Managers formulary tiers until You meet your Out of Pocket Maximum, and then the Plan will pay the rest of the Covered Expense at 100%. All drug classifications are determined by the Pharmacy Benefit Manager.

The Plan will not allow more than the price the Plan has negotiated with the Pharmacy Benefit Manager for a prescription, less the applicable Deductible and Coinsurance amount for a prescription.

The Plan will not pay the difference in charge between a brand drug and a generic drug, if the generic drug has been designated an Equivalent Generic Drug.

### **Prescriptions Purchased From the Mail Service Program**

Up to a 90 day supply of prescription medication can be obtained from the mail service program for all classifications other than Specialty drugs. Specialty drugs may not be purchased in quantities larger than a 30 day supply. You must pay the applicable Mail Order Prescription Deductible and Coinsurance amount designated for the type of medication purchased as outlined on the Schedule of Benefits and the Pharmacy Benefit Managers formulary tiers, until You meet your Out of Pocket Maximum, and then the Plan will pay the rest of the Covered Expense at 100%. All drug classifications are determined by the Pharmacy Benefit Manager.

The Plan will not allow more than the price the Plan has negotiated with the Pharmacy Benefit Manager for a prescription, less the applicable Deductible and Coinsurance amount for a prescription.

The Plan will not pay the difference in charge between a brand drug and a generic drug, if the generic drug has been designated an Equivalent Generic Drug.

### **How to File a Claim**

To file a prescription claim at a retail pharmacy, a Participant should present his/her prescription drug card to the participating pharmacy. The pharmacist will use the information on your card to electronically file a claim with the Pharmacy Benefit Manager.

To file a claim under the Mail Service Program, a Participant must submit the original prescription and the necessary forms to the Pharmacy Benefit Manager Mail Service Program. The necessary forms and instruction brochures can be obtained from the Third Party Administrator website, [www.groupplansolutions.com](http://www.groupplansolutions.com) or by calling the Third Party Administrator.

### **Prescription Drug Card Exclusions**

A prescription drug order does not include and no benefit will be payable for the following, regardless of the reason for which prescribed:

- The amount of expense for a medication that is in excess of the amount agreed upon between the Pharmacy Benefit Manager and the Plan Administrator;
- The difference between the cost of a brand name drug and an Equivalent Generic Drug, if the generic drug has been designated an Equivalent Generic Drug by the Pharmacy Benefit Manager;
- For duplicate prescriptions or prescriptions refilled more frequently than the prescribed dosage indicates (a prescription purchased at retail pharmacy cannot be refilled until the patient has used 75% of the medication as prescribed; a prescription purchased at mail order cannot be refilled until the patient has used 70% of the medication as prescribed);
- Any prescription drug that is not intended to be self-administered;
- Medication which is to be taken by or administered to an individual, in whole or in part, while he or she is a patient in a Hospital, rest home, sanitarium, Skilled Nursing Facility, convalescent care facility, nursing home, or similar institution which operates on its premises, or allows to be operated on its premises, a facility for dispensing pharmaceuticals;
- Drugs dispensed by a physician;
- Fluoride supplements;
- Hematinics;
- Immunization agents refer to Expenses Covered by the Plan, Preventative Care;
- Biological sera, blood or blood plasma;
- Minerals;
- Minoxidil (Rogaine) for the treatment of alopecia;
- Tretinoin, all dosage forms (Retin-A), unless Medically Necessary;

- Anorexiant (any drugs used for purposes of weight control);
- Non-legend drugs other than insulin;
- Vitamins, singly or in combination, except for legend prenatal vitamins and folic acid;
- Therapeutic devices or appliances, including needles, syringes, support garments and other non-medicinal substances, regardless of intended use, except those listed under allowable covered prescription expense;
- Charges for the administration or injection of any drug;
- Prescriptions which an eligible person is entitled to receive without charge under any Worker's Compensation law;
- Drugs labeled "Caution-limited by federal laws to investigational use", or experimental/investigational drugs, even though a charge is made to the individual;
- Any charge for a prescription drug when the drug does not meet the step therapy requirements or other edits of the Pharmacy Benefit Manager;
- Any charge for more than a 90 day supply of a prescription drug at a retail pharmacy;
- Any charge for more than a 90 day supply of a prescription drug at the mail order pharmacy;
- Any charge for a prescription drug dosage that exceeds the Pharmacy Benefit Manager's optimum dosage limits;
- For prescriptions refilled in excess of the number ordered by the physician;
- For prescriptions refilled after one year from the physician's original order;
- For prescriptions to replace lost or damaged prescriptions;
- Any charge for a prescription drug that does not meet prior authorization requirements established by the Pharmacy Benefit Manager.
- For prescriptions for the treatment of infertility or in vitro fertilization except as outlined in Amount of Benefit for Covered Expenses, Infertility;
- Drugs used primarily for cosmetic purposes, regardless of intended use;
- Convenience packaging when the cost exceeds the cost of the drug when purchased in its normal container;
- Drugs used or otherwise misused by a Participant;
- Most prescription and non-prescription nutritional and dietary supplements are not Covered Expenses under this benefit.

## **EXPENSE NOT COVERED BY THE PLAN**

These exclusions apply to all health benefits of this plan.

This plan does not cover loss caused by:

- Claims arising out of; caused by or contributed to war declared or undeclared, civil war, hostilities or invasion;
- Service in the armed forces;
- Suicide, attempted suicide, or intentionally self-inflicted injury to the extent allowed by law;
- Complications arising from excluded treatment, commission of a felony or illegal activities.

This Plan does not pay any benefit for expense for:

- Services that aren't medically necessary;
- Services for which no benefit is defined or described in this Plan;

- Incidental appendectomies;
- Treatment of educational or training problems, learning disorders, marital counseling, or social counseling;
- Services provided by an employee of a school district, or a person contracted to provide services for a school district, or services available through a school system;
- Any experimental/investigational service, supply, or treatment;
- The use of any services or facilities of a federal, Veteran's administration, state, county or municipal hospital, except where the Plan or the covered person are legally required to pay the expenses;
- Treatment of an injury or illness caused by or resulting from an illness or injury of the covered person, if the illness or injury is recognized as a compensable loss by the provisions of any worker's compensation act, employer liability laws, occupational disease law, or any similar law of a state or federal government, or other governmental subdivision, under which the person is or could be protected on a mandatory basis, whether or not such protection is afforded; or would have been recognized had the covered person made claim within the appropriate time limits. If the worker's compensation type coverage has denied a claim, but the covered person is still pursuing coverage with the worker's compensation type coverage through a state or federal commission or agency, or other legal entity, benefits will not be payable under this Plan until the covered person certifies he/she no longer intends to pursue coverage through the worker's compensation type coverage;
- Hearing aids, contact lenses, dentures;
- Eye glasses except as provided under the section titled Covered Health Expenses Under This Plan;
- Eye examinations for the correction of vision or fitting of glasses or contact lenses; Vision therapy or orthoptics treatment (eye exercises);
- Any dental treatment, dental surgery, or extractions, except that the Plan will provide coverage for:
  - The treatment of injuries to whole natural teeth. The treatment must be performed during the first 12 months after the date of injury;
  - Treatment of congenital defects and birth abnormalities, including cleft palate or cleft lip, for a Child;
- Any orthodontic procedure or appliance;
- Any service or supply not recommended or approved by a licensed medical practitioner;
- Any treatment or surgery that results in the improvement of appearance, except for that which is the result of breast reconstruction following a mastectomy, or treatment of congenital defects and birth abnormalities, including cleft lip or cleft palate repair of a Child, or which is the result of an accidental injury. The treatment must be performed during the first 12 months after the date of injury;
- Services or supplies that are not for the diagnosis or treatment of an existing illness or injury, except as provided under the section titled "Preventive Care";
- Immunizations or vaccinations, including Synagis or similar immunization agents, except as provided under the section titled "Preventive Care";
- Abortions, except where the mother's life is threatened;
- more than two ultra sound examination for a normal pregnancy;
- Amniocentesis, except for the diagnosis or treatment of an existing complication of pregnancy ;
- Reversal of sterilization procedures;
- Nonmedical services and supplies;
- Durable medical equipment unless the purchase or rental of the equipment has been preauthorized;



- Any service or supply that the covered person is not legally required to pay for, including any forgiveness of deductible, Copay, or coinsurance by a provider or any write off of an outstanding balance by a provider;
- Any surgery for the correction of a refractive error;
- Treatment received in an emergency room of a hospital except when emergency services are being rendered;
- The replacement of a piece of durable medical equipment or a prosthesis unless preauthorized;
- Custodial care;
- Services furnished by the employee or a member of his/her or his/her spouse's immediate family, or by a person who regularly lives in his/her home;
- Any medical treatment, surgical procedure, weight reduction program, membership dues, or clinic fees for the treatment of obesity or morbid obesity, except where required by law or allowed for under the Covered Health Expenses section of the Plan;
- Any surgical procedure to remove excess tissue caused by weight loss;
- Nutritional supplements;
- Treatment related to the restoration of fertility or promotion of conception including in vitro fertilization except as allowed for under the Covered Health Expenses section of the Plan;
- Animal to human organ transplants;
- Replacement of human organs by artificial or mechanical devices;
- Treatment of caffeine, gambling, computer or similar addictions except where required by law;
- Services provided by a midwife, except where specifically licensed by the state to practice midwifery;
- By a registered nurse (RN) for private duty professional nursing services;
- Sclerotherapy for varicose veins;
- Sex transformation procedures, treatments, or studies;
- Devices used specifically as safety items or to affect performance primarily in sports-related activities;
- Medical or surgical treatment of upper or lower jaw alignment conditions or malformations, including orthognathic surgery, except for direct treatment of acute traumatic injury or cancer;
- Wigs or hair prosthesis;
- Routine foot care related to corns, calluses, flat feet, fallen arches, weak feet, or chronic foot strain, shoe inserts, casting for foot orthotics, and foot orthotics; except that routine foot care for patients with diabetes will be covered;
- Physical conditioning programs such as athletic training, body-building exercises, fitness and flexibility programs;
- Physical therapy, occupational therapy, manipulative therapy, or speech therapy services if an expectation for practical improvement in the level of functioning within a reasonable period of time does not exist;
- Any charge for therapy where the same equipment could be utilized at a health club or gym;
- Physical therapy, occupational therapy, manipulative therapy, or speech therapy when the service being provided is supervised exercise, or when the service being provided does not require a license to be performed;
- The services of a massage therapist, athletic trainer, or masseuse; acupuncture or acupressure treatment;
- Ambulance usage when another type of transportation or another level of ambulance service could have been used without endangering the patient's health;
- Any charge that does not meet the definition of regular, reasonable and customary for an otherwise covered expense;



- Any implantable device when the Plan has not been provided the actual invoice for the device by the provider;
- Any charge for a service that exceeds the maximum allowable amount;
- Care required while incarcerated in a federal, state or local penal institution or while in custody of federal, state, or local law enforcement authorities, unless otherwise required by law or regulation;
- Court ordered testing or care unless medically necessary or unless otherwise required by law or regulation;
- Surrogate parenting;
- Breast reduction surgery, except when performed in conjunction with reconstructive surgery following a mastectomy;
- Treatment performed outside the United States, except when an emergency;
- Removal of breast implants that were implanted solely for cosmetic reasons;
- Growth hormone treatment except when such treatment is medically proven to be effective for the treatment of documented growth retardation due to growth hormone deficiency, growth retardation secondary to chronic renal failure before or during dialysis, or for patients with AID wasting syndrome. Services must also be clinically proven to be effective for such use and such treatment must be likely to result in a significant improvement of the covered person's condition;
- Removal and/or replacement of a defective or recalled implant or device, or expense incurred as a result of medical malpractice;
- Expense that exceeds any maximum allowable amount;
- Self-injected prescription medications, except when administered in a Physician's office and pre-approved, as required by the Plan;
- Any oral medication intended to be self-administered except as may be provided under the Prescription Medication Benefit;
- Over the counter medications except as may be provided under the Prescription Medication Benefit;
- Expenses for complications arising from an expense not covered by the Plan;

## **PRE-CERTIFICATION OF SERVICES**

This Plan includes a utilization review program. The purpose of this program is to:

- Promote the efficient utilization of quality health care services;
- Assure the patient and payer that health care benefits are used for quality, medically necessary services
- Assure that all services are provided in the most cost effective, appropriate setting, and
- Minimize the risk of retrospective payment denials.

### **Services Requiring Pre-Certification by Utilization Review**

You must call the Pre-certification Hotline if:

- You are being admitted as an inpatient to a hospital including observation;

### **Non-Emergency Hospitalization, Surgeries, and Procedures**

You must call the Pre-Certification Hotline at least 72 hours before you are scheduled for a non-emergency hospital or skilled nursing facility inpatient admission, surgery, or scanning procedure.

## **Medical Emergency**

You must call the Pre-Certification Hotline within 2 business days (or as soon as reasonably possible if your condition prevents you from calling within that time frame) after your emergency admission, or surgery.

## **Making the Call**

You can make the phone call, or you can have a relative or your physician make the phone call. However, you are responsible for making sure that someone calls the Pre-Certification Hotline on a timely basis.

When the call is made, the following information should be available:

- The patient's name, date of birth, sex, and the member number and plan name
- The proposed (or actual) date and reason for admission, surgery, or scanning procedure
- The name and phone number for the hospital, skilled nursing facility, scanning facility and ordering physician.

## **Pre-certification Process**

When a call is made to the Pre-Certification Hotline, the caller will be given a pre-certification number. A review determination will be made to verify medical necessity and appropriateness only.

The pre-certification process does not confirm that a provider is a PPO provider. It does not guarantee benefits for a service. If a covered person wants to know if a service approved by pre-certification will be covered under the plan, or if a provider is in-network, they must call the phone number for Group Plan Solutions.

## **Medical Necessity and Appropriateness**

No benefit will be payable for any hospitalization or skilled nursing facility stay, surgery, or scanning procedure if it is not approved as medically necessary and appropriate by the reviewer.

## **Right to Appeal**

You or your physician may, at any time, initiate a request for reevaluation or extension of a reviewer's decision by calling the Precertification Hotline. You may also file an appeal with the Third Party Administrator.

## **Failure to Precertify**

If the Participant fails to pre-certify any service requiring pre-certification, the Participant will be responsible for a penalty equal to the first \$500 of the total covered expense for services received. The Participant will also be responsible for any non-covered, medically unnecessary expenses resulting from the non-certified stay.

It is the responsibility of the Participant to ensure Precertification has been obtained.

## **CASE MANAGEMENT**

Your Plan requires that certain services have Case Management prior authorization. Before obtaining these services, you must receive authorization from the Plan's case management nurse. Services requiring case management authorization are:

- Durable medical equipment
- Injectable medications (i.e. Lovenox, Enbrel, Humira, Avonex, Byetta, etc.) administered in a Physician's office
- IV Infusions
- Home health care
- Orthotics, prosthetics
- Most medical supplies
- Skilled nursing stays
- Hospice care
- Insulin pumps, diabetic supplies, ostomy supplies
- Purchase, refitting, or replacement of prosthetic devices
- CPAP or similar machines, oxygen equipment.
- Chemotherapy
- Radiation therapy
- Inpatient Rehabilitation
- Transplants
- Home Infusion
- Genetic Testing

Not all services above may be covered under the Plan. Refer to the Schedule of Benefits, Covered Health Expenses Under This Plan section and Expenses Not Covered By The Plan section.

If a Participant is faced with a serious illness or long-term health concern, the Plan has a registered nurse available to provide assistance to manage the person's healthcare benefits more effectively.

Upon the advice of a case management professional, the Plan Administrator has the right to alter or waive the normal provisions of this Plan when it is reasonable to expect a cost effective result can be achieved without a sacrifice to quality of care for the patient.

## **FILING A CLAIM, CLAIM PROCEDURES, APPEAL PROCEDURES**

The procedures outlined below must be followed by Participants to obtain payment of health benefits under this Plan.

### **Health Claims**

All claims and questions regarding health claims should be directed to the Third Party Administrator. The Plan Administrator shall be ultimately and finally responsible for adjudicating such claims and for providing full and fair review of the decision on such claims in accordance with the following provisions and with ERISA. Benefits under the Plan will be paid only if the Plan Administrator decides in its discretion that the Participant is

entitled to them. The responsibility to process claims in accordance with the Plan Document may be delegated to the Third Party Administrator; provided, however, that the Third Party Administrator is not a fiduciary of the Plan and does not have the authority to make decisions involving the use of discretion.

Each Participant claiming benefits under the Plan shall be responsible for supplying, at such times and in such manner as the Plan Administrator in its sole discretion may require, written proof that the expenses were incurred or that the benefit is covered under the Plan. If the Plan Administrator in its sole discretion shall determine that the Participant has not incurred a covered expense or that the benefit is not covered under the Plan, or if the Participant shall fail to furnish such proof as is requested, no benefits shall be payable under the Plan.

A call from a Provider who wants to know if an individual is covered under the Plan or if a certain procedure is covered by the Plan, prior to providing treatment is not a "claim," since an actual claim for benefits is not being filed with the Plan. These are simply requests for information, and **any response is not a guarantee of benefits, since payment of benefits is subject to all Plan provisions, limitations and exclusions.** Once treatment is rendered, a Clean Claim must be filed with the Plan (which will be a "Post-service Claim"). At that time, a determination will be made as to what benefits are payable under the Plan.

A Participant has the right to request a review of an Adverse Benefit Determination. If the claim is denied at the end of the appeal process, as described below, the Plan's final decision is known as a final Adverse Benefit Determination. If the Participant receives notice of a final Adverse Benefit Determination, or if the Plan does not follow the claims procedures properly, the Participant then has the right to request an independent external review. The external review procedures are described below.

The claims procedures are intended to provide a full and fair review. This means, among other things, that claims and appeals will be decided in a manner designed to ensure the independence and impartiality of the persons involved in making these decisions.

Benefits will be payable to a Plan Participant, or to a Provider that has accepted an assignment of benefits as consideration in full for services rendered.

According to Federal regulations which apply to the Plan, there are four types of claims: Pre-service (Urgent and Non-urgent), Concurrent Care and Post-service.

- Pre-service Claims. A "pre-service claim" is a claim for a benefit under the Plan where the Plan conditions receipt of the benefit, in whole or in part, on approval of the benefit in advance of obtaining medical care.

A "pre-service urgent care claim" is any claim for medical care or treatment with respect to which the application of the time periods for making non-urgent care determinations could seriously jeopardize the life or health of the Participant or the Participant's ability to regain maximum function, or, in the opinion of a physician with knowledge of the Participant's medical condition, would subject the Participant to severe pain that cannot be adequately managed without the care or treatment that is the subject of the claim.

If the Plan does not require the Participant to obtain approval of a specific medical service prior to getting treatment, then there is no pre-service claim. The Participant simply follows the Plan's procedures with respect to any notice which may be required after receipt of treatment, and files the claim as a post-service claim.

- Concurrent Claims. A "concurrent claim" arises when the Plan has approved an on-going course of treatment to be provided over a period of time or number of treatments, and either:
  - The Plan Administrator determines that the course of treatment should be reduced or terminated; or
  - The Participant requests extension of the course of treatment beyond that which the Plan Administrator has approved.

If the Plan does not require the Participant to obtain approval of a medical service prior to getting treatment, then there is no need to contact the Plan Administrator to request an extension of a course of treatment. The Participant simply follows the Plan's procedures with respect to any notice which may be required after receipt of treatment, and files the claim as a post-service claim.

- Post-service Claims. A "post-service claim" is a claim for a benefit under the Plan after the services have been rendered.

#### **When Health Claims Must Be Filed**

Post-service health claims must be filed with the Third Party Administrator within 12 months of the date charges for the service were incurred. Benefits are based upon the Plan's provisions at the time the charges were incurred. **Claims filed later than that date shall be denied.**

A pre-service claim (including a concurrent claim that also is a pre-service claim) is considered to be filed when the request for approval of treatment or services is made and received by the Third Party Administrator in accordance with the Plan's procedures.

Upon receipt of the required information, the claim will be deemed to be filed with the Plan. The Third Party Administrator will determine if enough information has been submitted to enable proper consideration of the claim. If not, more information may be requested as provided herein. This additional information must be received by the Third Party Administrator within 45 days from receipt by the Participant of the request for additional information. **Failure to do so may result in claims being declined or reduced.**

#### **Timing of Claim Decisions**

The Plan Administrator shall notify the Participant, in accordance with the provisions set forth below, of any Adverse Benefit Determination (and, in the case of pre-service claims and concurrent claims, of decisions that a claim is payable in full) within the following timeframes:

- Pre-service Urgent Care Claims:
  - If the Participant has provided all of the necessary information, as soon as

possible, taking into account the medical exigencies, but not later than 72 hours after receipt of the claim.

- If the Participant has not provided all of the information needed to process the claim, then the Participant will be notified as to what specific information is needed as soon as possible, but not later than 72 hours after receipt of the claim.
- The Participant will be notified of a determination of benefits as soon as possible, but not later than 72 hours, taking into account the medical exigencies, after the earliest of:
  - The Plan's receipt of the specified information; or
  - The end of the period afforded the Participant to provide the information.

If there is an Adverse Benefit Determination, a request for an expedited appeal may be submitted orally or in writing by the Participant. All necessary information, including the Plan's benefit determination on review, may be transmitted between the Plan and the Participant by telephone, facsimile, or other similarly expeditious method. Alternatively, the Participant may request an expedited review under the external review process.

- Pre-service Non-urgent Care Claims:

- If the Participant has provided all of the information needed to process the claim, in a reasonable period of time appropriate to the medical circumstances, but not later than 15 days after receipt of the claim, unless an extension has been requested, then prior to the end of the 15-day extension period.
- If the Participant has not provided all of the information needed to process the claim, then the Participant will be notified as to what specific information is needed as soon as possible, but not later than 5 days after receipt of the claim. The Participant will be notified of a determination of benefits in a reasonable period of time appropriate to the medical circumstances, either prior to the end of the extension period (if additional information was requested during the initial processing period), or by the date agreed to by the Plan Administrator and the Participant (if additional information was requested during the extension period).

- Concurrent Claims:

- Plan Notice of Reduction or Termination. If the Plan Administrator is notifying the Participant of a reduction or termination of a course of treatment (other than by Plan amendment or termination), before the end of such period of time or number of treatments. The Participant will be notified sufficiently in advance of the reduction or termination to allow the Participant to appeal and obtain a determination on review of that Adverse Benefit Determination before the benefit is reduced or terminated. This rule does not apply if benefits are reduced or eliminated due to plan amendment or termination. A similar process applies for claims based on a rescission of coverage for fraud

or misrepresentation.

- Request by Participant Involving Urgent Care. If the Plan Administrator receives a request from a Participant to extend the course of treatment beyond the period of time or number of treatments that is a claim involving urgent care, as soon as possible, taking into account the medical exigencies, but not later than 72 hours after receipt of the claim, as long as the Participant makes the request at least 72 hours prior to the expiration of the prescribed period of time or number of treatments. If the Participant submits the request with less than 24 hours prior to the expiration of the prescribed period of time or number of treatments, the request will be treated as a claim involving urgent care and decided within the urgent care timeframe.
- Request by Participant Involving Non-urgent Care. If the Plan Administrator receives a request from the Participant to extend the course of treatment beyond the period of time or number of treatments that is a claim not involving urgent care, the request will be treated as a new benefit claim and decided within the timeframe appropriate to the type of claim (either as a pre-service non-urgent claim or a post-service claim).
- Request by Participant Involving Rescission. With respect to rescissions, the following timetable applies:
  - Notification to Participant 30 days
  - Notification of Adverse Benefit Determination on appeal 30 days
- Post-service Claims:
  - If the Participant has provided all of the information needed to process the claim, in a reasonable period of time, but not later than 30 days after receipt of the claim, unless an extension has been requested, then prior to the end of the 15-day extension period.
  - If the Participant has not provided all of the information needed to process the claim and additional information is requested during the initial processing period, then the Participant will be notified of a determination of benefits prior to the end of the extension period, unless additional information is requested during the extension period, then the Participant will be notified of the determination by a date agreed to by the Plan Administrator and the Participant.
- Extensions – Pre-service Urgent Care Claims. No extensions are available in connection with Pre-service urgent care claims.
- Extensions – Pre-service Non-urgent Care Claims. This period may be extended by the Plan for up to 15 days, provided that the Plan Administrator both determines that such an extension is necessary due to matters beyond the control of the Plan and notifies the Participant, prior to the expiration of the initial 15- day processing period, of the circumstances requiring the extension of time and the date by which the Plan expects to render a decision.

- Extensions – Post-service Claims. This period may be extended by the Plan for up to 15 days, provided that the Plan Administrator both determines that such an extension is necessary due to matters beyond the control of the Plan and notifies the Participant, prior to the expiration of the initial 30-day processing period, of the circumstances requiring the extension of time and the date by which the Plan expects to render a decision.
- Calculating Time Periods. The period of time within which a benefit determination is required to be made shall begin at the time a claim is deemed to be filed in accordance with the procedures of the Plan.

### **Notification of an Adverse Benefit Determination**

The Plan Administrator shall provide a Participant with a notice, either in writing or electronically (or, in the case of pre-service urgent care claims, by telephone, facsimile or similar method, with written or electronic notice). The notice will contain the following information:

- Information sufficient to allow the Participant to identify the claim involved (including date of service, the healthcare provider, the claim amount, if applicable, and a statement describing the availability, upon request, of the diagnosis code and its corresponding meaning, and the treatment code and its corresponding meaning);
- A reference to the specific portion(s) of the plan provisions upon which a denial is based;
- Specific reason(s) for a denial, including the denial code and its corresponding meaning, and a description of the Plan's standard, if any, that was used in denying the claim;
- A description of any additional information necessary for the Participant to perfect the claim and an explanation of why such information is necessary;
- A description of the Plan's internal appeals and external review processes and the time limits applicable to the processes. This description will include information on how to initiate the appeal and a statement of the Participant's right to bring a civil action under section 502(a) of ERISA following an Adverse Benefit Determination on final review;
- A statement that the Participant is entitled to receive, upon request and free of charge, reasonable access to, and copies of, all documents, records and other information relevant to the Participant's claim for benefits;
- The identity of any medical or vocational experts consulted in connection with a claim, even if the Plan did not rely upon their advice (or a statement that the identity of the expert will be provided, upon request);
- Any rule, guideline, protocol or similar criterion that was relied upon, considered, or generated in making the determination will be provided free of charge. If this is not practical, a statement will be included that such a rule, guideline, protocol or similar criterion was relied upon in making the



determination and a copy will be provided to the Participant, free of charge, upon request;

- In the case of denials based upon a medical judgment (such as whether the treatment is medically necessary or experimental), either an explanation of the scientific or clinical judgment for the determination, applying the terms of the Plan to the Participant's medical circumstances, will be provided. If this is not practical, a statement will be included that such explanation will be provided to the Participant, free of charge, upon request;
- Information about the availability of, and contact information for, an applicable office of health insurance consumer assistance or ombudsman established under applicable federal law to assist individuals with the internal claims and appeals and external review processes; and
- In a claim involving urgent care, a description of the Plan's expedited review process.

## **Appeal of Adverse Benefit Determinations**

### **Full and Fair Review of All Claims**

In cases where a claim for benefits is denied, in whole or in part, and the Participant believes the claim has been denied wrongly, the Participant may appeal the denial and review pertinent documents. The claims procedures of this Plan provide a Participant with a reasonable opportunity for a full and fair review of a claim and Adverse Benefit Determination. More specifically, the Plan provides:

- Participants at least 180 days following receipt of a notification of an initial Adverse Benefit Determination within which to appeal the determination;
- Participants the opportunity to submit written comments, documents, records, and other information relating to the claim for benefits;
- Participants the opportunity to review the Claim file and to present evidence and testimony as part of the internal claims and appeals process.
- For a review that does not afford deference to the previous Adverse Benefit Determination and that is conducted by an appropriate named fiduciary of the Plan, who shall be neither the individual who made the Adverse Benefit Determination that is the subject of the appeal, nor the subordinate of such individual;
- For a review that takes into account all comments, documents, records, and other information submitted by the Participant relating to the claim, without regard to whether such information was submitted or considered in any prior benefit determination;
- That, in deciding an appeal of any Adverse Benefit Determination that is based in whole or in part upon a medical judgment, the Plan fiduciary shall consult with a health care professional who has appropriate training and experience in the field of medicine involved in the medical judgment, who is neither an individual who was consulted in connection with the Adverse Benefit

Determination that is the subject of the appeal, nor the subordinate of any such individual;

- For the identification of medical or vocational experts whose advice was obtained on behalf of the Plan in connection with a claim, even if the Plan did not rely upon their advice;
- That a Participant will be provided, free of charge: (a) reasonable access to, and copies of, all documents, records, and other information relevant to the Participant's claim in possession of the Plan Administrator or Third Party Administrator; ; (b) information regarding any voluntary appeals procedures offered by the Plan; (c) information regarding the Participant's right to an external review process; (d) any internal rule, guideline, protocol or other similar criterion relied upon, considered or generated in making the adverse determination; and (e) an explanation of the scientific or clinical judgment for the determination, applying the terms of the Plan to the Participant's medical circumstances; and
- That a Participant will be provided, free of charge, and sufficiently in advance of the date that the notice of final internal Adverse Benefit Determination is required, with new or additional evidence considered, relied upon, or generated by the Plan in connection with the Claim, as well as any new or additional rationale for a denial at the internal appeals stage, and a reasonable opportunity for the Participant to respond to such new evidence or rationale.

### **Requirements for Appeal**

The Participant must file the appeal in writing (although oral appeals are permitted for pre-service urgent care claims) within [180] days following receipt of the notice of an Adverse Benefit Determination. For pre-service urgent care claims, if the Participant chooses to orally appeal, the Participant may telephone:

**Group Plan Solutions Benefit Administration,  
a Division of Pekin Insurance  
2505 Court Street  
Pekin, IL 61558  
Phone: 888-301-0747  
Fax: 309-478-2912  
Email: [inquiry@groupplansolutions.com](mailto:inquiry@groupplansolutions.com)  
Website: [www.groupplansolutions.com](http://www.groupplansolutions.com)**

To file an appeal in writing, the Participant's appeal must be addressed as follows and mailed or faxed as follows:

**Group Plan Solutions Benefit Administration,  
a Division of Pekin Insurance  
2505 Court Street  
Pekin, IL 61558  
Phone: 888-301-0747  
Fax: 309-478-2912  
Email: [inquiry@groupplansolutions.com](mailto:inquiry@groupplansolutions.com)  
Website: [www.groupplansolutions.com](http://www.groupplansolutions.com)**

It shall be the responsibility of the Participant to submit proof that the claim for benefits is covered and payable under the provisions of the Plan. Any appeal must include:

- The name of the employee/Participant;
- The employee/Participant's social security number;
- The group name or identification number;
- All facts and theories supporting the claim for benefits. **Failure to include any theories or facts in the appeal will result in their being deemed waived. In other words, the Participant will lose the right to raise factual arguments and theories which support this claim if the Participant fails to include them in the appeal;**
- A statement in clear and concise terms of the reason or reasons for disagreement with the handling of the claim; and
- Any material or information that the Participant has which indicates that the Participant is entitled to benefits under the Plan.

If the Participant provides all of the required information, it may be that the expenses will be eligible for payment under the Plan.

#### **Timing of Notification of Benefit Determination on Review**

The Plan Administrator shall notify the Participant of the Plan's benefit determination on review within the following timeframes:

- Pre-service Urgent Care Claims: As soon as possible, taking into account the medical exigencies, but not later than 72 hours after receipt of the appeal.
- Pre-service Non-urgent Care Claims: Within a reasonable period of time appropriate to the medical circumstances; but not later than 30 days after receipt of the appeal.
- Concurrent Claims: The response will be made in the appropriate time period based upon the type of claim; pre-service urgent, pre-service non-urgent or post-service.
- Post-service Claims: Within a reasonable period of time, but not later than 60 days after receipt of the appeal.

#### **Manner and Content of Notification of Adverse Benefit Determination on Review**

The Plan Administrator shall provide a Participant with notification, with respect to pre-service urgent care claims, by telephone, facsimile or similar method, and with respect to all other types of claims, in writing or electronically, of a Plan's Adverse Benefit Determination on review, setting forth:

- Information sufficient to allow the Participant to identify the claim involved (including date of service, the healthcare provider, the claim amount, if applicable, and a statement describing the availability, upon request, of the diagnosis code and its corresponding meaning, and the treatment code and its corresponding meaning);

- A reference to the specific portion(s) of the plan provisions upon which a denial is based;
- Specific reason(s) for a denial, including the denial code and its corresponding meaning, and a description of the Plan's standard, if any, that was used in denying the claim, and a discussion of the decision;
- A description of any additional information necessary for the Participant to perfect the claim and an explanation of why such information is necessary;
- A description of available internal appeals and external review processes, including information regarding how to initiate an appeal;
- A description of the Plan's review procedures and the time limits applicable to the procedures. This description will include information on how to initiate the appeal and a statement of the Participant's right to bring a civil action under section 502(a) of ERISA following an Adverse Benefit Determination on final review;
- A statement that the Participant is entitled to receive, upon request and free of charge, reasonable access to, and copies of, all documents, records, and other information relevant to the Participant's claim for benefits;
- The identity of any medical or vocational experts consulted in connection with a claim, even if the Plan did not rely upon their advice (or a statement that the identity of the expert will be provided, upon request);
- Any rule, guideline, protocol or similar criterion that was relied upon, considered, or generated in making the determination will be provided free of charge. If this is not practical, a statement will be included that such a rule, guideline, protocol or similar criterion was relied upon in making the determination and a copy will be provided to the Participant, free of charge, upon request;
- In the case of denials based upon a medical judgment (such as whether the treatment is medically necessary or experimental), either an explanation of the scientific or clinical judgment for the determination, applying the terms of the Plan to the Participant's medical circumstances, will be provided. If this is not practical, a statement will be included that such explanation will be provided to the Participant, free of charge, upon request; and
- The following statement: "You and your Plan may have other voluntary alternative dispute resolution options, such as mediation. One way to find out what may be available is to contact your local U.S. Department of Labor Office and your state insurance regulatory agency."

#### **Furnishing Documents in the Event of an Adverse Determination**

In the case of an Adverse Benefit Determination on review, the Plan Administrator shall provide such access to, and copies of, documents, records, and other information described in the section relating to "Manner and Content of Notification of Adverse Benefit Determination on Review" as appropriate.

### **Decision on Review**

If, for any reason, the Participant does not receive a written response to the appeal within the appropriate time period set forth above, the Participant may assume that the appeal has been denied. The decision by the Plan Administrator or other appropriate named fiduciary of the Plan on review will be final, binding and conclusive and will be afforded the maximum deference permitted by law. **All claim review procedures provided for in the Plan must be exhausted before any legal action is brought.**

### **External Review Process**

#### **A. Scope**

1. The Federal external review process does not apply to a denial, reduction, termination, or a failure to provide payment for a benefit based on a determination that a participant or beneficiary fails to meet the requirements for eligibility under the terms of a group health plan.
2. The Federal external review process applies only to:
  - (a) An Adverse Benefit Determination (including a final internal Adverse Benefit Determination) by a plan or issuer that involves medical judgment (including, but not limited to, those based on the plan's or issuer's requirements for medical necessity, appropriateness, health care setting, level of care, or effectiveness of a covered benefit; or its determination that a treatment is experimental or investigational), as determined by the external reviewer; and
  - (b) A rescission of coverage (whether or not the rescission has any effect on any particular benefit at that time).

#### **B. Standard external review**

Standard external review is external review that is not considered expedited (as described in paragraph B of this section).

1. Request for external review. The Plan will allow a claimant to file a request for an external review with the Plan if the request is filed within four (4) months after the date of receipt of a notice of an Adverse Benefit Determination or final internal Adverse Benefit Determination. If there is no corresponding date four months after the date of receipt of such a notice, then the request must be filed by the first day of the fifth month following the receipt of the notice. For example, if the date of receipt of the notice is October 30, because there is no February 30, the request must be filed by March 1. If the last filing date would fall on a Saturday, Sunday, or Federal holiday, the last filing date is extended to the next day that is not a Saturday, Sunday, or Federal holiday.
2. Preliminary review. Within five (5) business days following the date of receipt of the external review request, the Plan will complete a preliminary review of the request to determine whether:
  - (a) The claimant is or was covered under the Plan at the time the health care item or service was requested or, in the case of a retrospective review, was covered under the Plan at the time the health care item or service was provided;
  - (b) The Adverse Benefit Determination or the final Adverse Benefit Determination does not relate to the claimant's failure to meet the requirements for eligibility under the terms of the Plan (e.g., worker

classification or similar determination);

(c) The claimant has exhausted the Plan's internal appeal process unless the claimant is not required to exhaust the internal appeals process under the interim final regulations; and

(d) The claimant has provided all the information and forms required to process an external review. Within one (1) business day after completion of the preliminary review, the Plan will issue a notification in writing to the claimant. If the request is complete but not eligible for external review, such notification will include the reasons for its ineligibility and contact information for the Employee Benefits Security Administration (toll-free number 866-444-EBSA (3272)). If the request is not complete, such notification will describe the information or materials needed to make the request complete and the Plan will allow a claimant to perfect the request for external review with the four-month filing period or within the 48 hour period following the receipt of the notification, whichever is later.

3. Referral to Independent Review Organization. The Plan will assign an independent review organization (IRO) that is accredited by URAC or by a similar nationally-recognized accrediting organization to conduct the external review. Moreover, the Plan will take action against bias and to ensure independence. Accordingly, the Plan will contract with (or direct the Third Party Administrator to contract with, on its behalf) at least three (3) IROs for assignments under the Plan and rotate claims assignments among them (or incorporate other independent unbiased method for selection of IROs, such as random selection). In addition, the IRO may not be eligible for any financial incentives based on the likelihood that the IRO will support the denial of benefits.
4. Reversal of Plan's decision. Upon receipt of a notice of a final external review decision reversing the Adverse Benefit Determination or final internal Adverse Benefit Determination, the Plan will provide coverage or payment for the claim without delay, regardless of whether the plan intends to seek judicial review of the external review decision and unless or until there is a judicial decision otherwise.

### **C. Expedited external review**

1. Request for expedited external review. The Plan will allow a claimant to make a request for an expedited external review with the Plan at the time the claimant receives:
  - (a) An Adverse Benefit Determination if the Adverse Benefit Determination involves a medical condition of the claimant for which the timeframe for completion of a standard internal appeal under the interim final regulations would seriously jeopardize the life or health of the claimant or would jeopardize the claimant's ability to regain maximum function and the claimant has filed a request for an expedited internal appeal; or
  - (b) A final internal Adverse Benefit Determination, if the claimant has a medical condition where the timeframe for completion of a standard external review would seriously jeopardize the life or health of the claimant or would jeopardize the claimant's ability to regain maximum function, or if the final internal Adverse Benefit Determination concerns an admission, availability of care, continued stay, or health care item or service for which the claimant received emergency services, but has not been discharged from a facility.
2. Preliminary review. Immediately upon receipt of the request for expedited external review, the Plan will determine whether the request meets the

reviewability requirements set forth in paragraph A.2 above for standard external review. The Plan will immediately send a notice that meets the requirements set forth in paragraph A.2 above for standard external review to the claimant of its eligibility determination.

3. Referral to independent review organization. Upon a determination that a request is eligible for external review following the preliminary review, the Plan will assign an IRO pursuant to the requirements set forth in paragraph A.3 above for standard review. The Plan will provide or transmit all necessary documents and information considered in making the Adverse Benefit Determination or final internal Adverse Benefit Determination to the assigned IRO electronically or by telephone or facsimile or any other available expeditious method.

The assigned IRO, to the extent the information or documents are available and the IRO considers them appropriate, will consider the information or documents described above under the procedures for standard review. In reaching a decision, the assigned IRO will review the claim de novo and is not bound by any decisions or conclusions reached during the Plan's internal claims and appeals process.

4. Notice of final external review decision. The Plan's (or Third Party Administrator's) contract with the assigned IRO will require the IRO to provide notice of the final external review decision, in accordance with the requirements set forth in paragraph A.3 above, as expeditiously as the claimant's medical condition or circumstances require, but in no event more than 72 hours after the IRO receives the request for an expedited external review. If the notice is not in writing, within 48 hours after the date of providing that notice, the assigned IRO will provide written confirmation of the decision to the claimant and the Plan.

## **COORDINATION WITH MEDICARE AND MEDICAID**

### **MEDICARE**

When Medicare is primary payer, the Plan will coordinate the Plan benefits with Medicare in accordance with the "Coordination of Benefits" provision in this Plan.

If a covered person is eligible for Medicare as primary payer, but does not enroll or apply for it on time, the Plan will estimate what Medicare would have paid if the covered person had made timely application.

The Plan Administrator will determine if Medicare is primary payer based upon Medicare regulations and the status of the Participant on the date a covered expense is incurred.

### **MEDICAID**

Payment for Expenses Incurred with respect to a Covered Person or Covered Dependent under the Plan will be made in accordance with any assignment of rights made by or on behalf of such Covered Persons or Covered Dependent as required by a State plan for medical assistance approved under Title XIX of the Social Security Act pursuant to Section 1912(a)(1)(A) of such Act. In enrolling or in determining or making any payments for Expenses Incurred of a Covered Person or Covered Dependent, the fact that the Covered Person or Covered Dependent is eligible for or is provided medical assistance under a State plan for medical assistance approved under Title XIX of the Social Security Act will not be taken into account. To the extent that payment has been made under a State plan for



medical assistance approved under Title XIX of the Social Security Act when the Plan has a legal liability to make payment for the Expenses Incurred constituting such assistance, payment for the Expenses Incurred under this Plan will be made in accordance with any State law which provides that the State has acquired the rights with respect to a Covered Person or Covered Dependent to such payment for such Expenses Incurred.

## **COORDINATION OF BENEFITS**

When the Plan is the secondary plan, the plan will determine the Regular, Reasonable, and Customary Charge. After the primary plan pays, the Plan will either pay what is left of the Regular, Reasonable and Customary Charge or the regular benefit, whichever is less. The Plan will not pay more than the Regular, Reasonable and Customary Charge amount. The secondary plan pays a reduced amount, which when added to the benefits paid by the primary plan, will normally equal 100% of the allowable expense. The benefits payable under the secondary plan cannot exceed the benefit that would be payable if there was no other group-type plan.

## **RULES FOR ORDER OF PAYMENT**

The primary plan is:

- The plan which does not coordinate its benefits with any other plan.
- The plan which covers the person as an employee or student, rather than as a dependent. However, if a person is also a Medicare beneficiary, Medicare is secondary to the plan covering the person as a dependent, and primary to the plan covering the person as other than a dependent, for example a retired employee.
- The plan of the parent whose birthday (excluding year of birth) occurs earlier in a calendar year, if both parents are living together. If both parents have the same birthday, the plan that has covered a parent the longest is primary. If the other plan does not have this provision in their policy, then the plan which covers the father as an employee will be primary, rather than the plan which covers the mother as an employee.
- The plan of the parent with custody of the child, if the parents are divorced or separated. The secondary plan will be the plan of the spouse of the parent with custody. The final plan will be the plan of the parent without custody.
- If the specific terms of a court decree state that one of the parents is responsible for the health care expenses of the child, then the plan of the parent who has responsibility will be primary over the other parent or stepparent's plan. This provision does not apply until the Plan has been informed of the terms of the court decree. Any benefits paid prior to the Plans knowledge of the terms of the court decree will be subject to the other sections of this provision.
- If the specific terms of a court decree state that the parents shall share joint custody, without stating that one of the parents is responsible for the health care expenses of the child, then the plan of the parent whose birthday occurs earlier in the calendar year is primary.
- The plan which covers a person as an active employee, rather than the plan which covers the person as a laid-off or retired employee. The primary plan is the plan which covers the person as a dependent of an active employee, rather than the plan which covers the person as a dependent of a laid-off or retired employee.
- The plan which covers the person as an employee, or the dependent of an employee, rather than the plan which covers the person under any continuation coverage. If the other plan does not have a rule regarding continuation coverage, and as a result, the plans do not agree on which plan is primary, then this rule will be ignored.



- If none of the above rules apply, then the plan which has covered the Participant the longest is the primary plan. The length of time a person has been covered under a plan is measured from the claimant's first date of continuous coverage under the Plan.

## **REIMBURSING THE OTHER PLAN**

If another plan has paid their benefit in error according to this provision, the Plan can make payment directly to them to satisfy the intent of this provision. Any payment made by the Plan for this reason will fully discharge the Plan Administrator of any liability under this plan.

## **HEALTH INSURANCE CONTINUATION COVERAGE RIGHTS UNDER COBRA**

Under certain circumstances, you have the right to temporarily extend your health coverage under this plan under a federal continuation provision called COBRA. COBRA continuation coverage is a continuation of health coverage when coverage would otherwise end because of a life event known as a "qualifying event". After a qualifying event occurs, COBRA continuation coverage must be offered to each person who is a "qualified beneficiary". You, your spouse and your dependent children could become qualified beneficiaries if coverage under this plan is lost because of a qualifying event.

The health coverage that will be extended is the same coverage that is provided to active covered employees.

Qualified beneficiaries who elect COBRA continuation coverage must pay the premiums for COBRA continuation coverage.

## **WHEN YOU BECOME A QUALIFIED BENEFICIARY**

If you are a covered employee, you will become a qualified beneficiary if you lose your coverage under this plan because of one of the following qualifying events:

- Your hours of employment are reduced
- Your employment ends for any reason other than your gross misconduct.

If you are the covered spouse of an employee, you will become a qualified beneficiary if you lose your coverage under this plan because any of the following qualifying events happens:

- Your spouse dies
- Your spouse's hours of employment are reduced
- Your spouse's employment ends for any reason other than his/her gross misconduct
- Your spouse becomes entitled to Medicare benefits under Part A, Part B, or both
- You become divorced or legally separated from your spouse.

A covered dependent child will become a qualified beneficiary if he/she loses coverage under this plan because any of the following qualifying events happens:

- The covered employee parent dies
- The covered employee parent's hours of employment are reduced
- The covered employee parent's employment ends for any reason other than his/her gross misconduct
- The covered employee parent becomes entitled to Medicare benefits under Part A, Part B, or both
- The parents become divorced or legally separated
- The child no longer meets the definition of a dependent child under this plan.

## **WHEN IS COBRA COVERAGE AVAILABLE?**

The Plan Administrator, or the Plans designated representative, will notify you of your right to continue coverage under COBRA once the Plan has been notified that a qualifying event has occurred. The Plan Administrator will be aware when the qualifying event is end of employment or reduction of hours of employment, death of the employee.

## **YOU MUST GIVE NOTICE OF SOME QUALIFYING EVENTS**

For all other qualifying events, you must notify the Plan Administrator, or the Plan's designated representative, in writing of the qualifying event within 60 days after the event occurs. If the Plan Administrator, or the Plan's designated representative, is not notified within this time frame, COBRA continuation cannot be offered. In order to take advantage of the disability extension, you must also notify the Plan within sixty days of a determination by Social Security that you or a dependent are disabled. It is important for each covered person and covered dependent to timely provide the Employer with his current mailing address.

## **THE PLAN ADMINISTRATORS NOTIFICATION RESPONSIBILITIES**

Once the Plan Administrators, or the Plans designated representative, receive notice that a qualifying event has occurred, COBRA continuation coverage will be offered to each of the qualified beneficiaries. Each qualified beneficiary will have an independent right to elect COBRA continuation coverage. Covered employees may elect COBRA continuation coverage on behalf of their spouses, and parents may elect COBRA continuation on behalf of their children.

## **COBRA ELECTION PERIOD**

You or your dependents have the responsibility to notify the Plan, or the Plan Administrator's designated representative, of your desire to continue coverage within sixty days from the later of the date of notification or loss of coverage. Upon acceptance, you or your dependent will be notified of any enrollment forms that must be completed. Qualified beneficiaries who elect continuation coverage are responsible for premiums back to the date termination from the Plan would have occurred.

If a covered person decides to continue this coverage, the first premium payment is due 45 days following the date he/she returns the election form. Coverage is provided only when the full premium for the applicable period is received. The covered person must pay any premiums after that within 30 days of the date the premium is due. Premium payments must be made to the Plan, or the Plan Administrators designated representative. Coverage is not in force for any period for which premium is not paid.

If you or a covered dependent experience a qualifying event and do not receive a qualifying event notification in a timely fashion, you should contact the Plan, or the Plan Administrator's designated representative, immediately.

## **LENGTH OF CONTINUATION**

When the qualifying event is the death of the employee, the employee's becoming entitled to Medicare benefits, your divorce or legal separation, or a dependent child's losing eligibility as a dependent child, COBRA continuation coverage lasts for up to a total of 36 months.

When the qualifying event is the end of employment or reduction of the employee's hours of employment, and the employee became entitled to Medicare benefits less than 18 months before the qualifying event, COBRA continuation coverage for qualified beneficiaries other than the employee lasts until 36 months after the date of Medicare entitlement. For example, if a covered employee becomes entitled to Medicare 8 months before the date on which his employment terminates, COBRA continuation coverage for his spouse and children can last up to 36 months after the date of Medicare entitlement, which is equal to 28 months after the date of the qualifying event.

Otherwise, when the qualifying event is the end of employment or reduction of the employee's hours of employment, COBRA continuation coverage generally lasts for only up to a total of 18 months. There are two ways in which this 18 month period of COBRA continuation can be extended.

### **DISABILITY EXTENSION OF 18-MONTH PERIOD OF CONTINUATION COVERAGE**

If you or anyone in your family covered under the plan is determined by the Social Security Administration to be disabled and you notify the Plan in a timely fashion, you and your entire family may be entitled to receive up to an additional 11 months of COBRA continuation coverage for a total maximum of 29 months. The disability would have to have started at some time before the 60<sup>th</sup> day of COBRA continuation coverage and must last at least until the end of the 18-month period of continuation coverage. A copy of the social security Administration determination must be provided to the Plan Administrator within 60 days of the date of the determination and prior to the end of the 18<sup>th</sup> month of continuation coverage.

### **SECOND QUALIFYING EVENT EXTENSION OF 18-MONTH PERIOD OF CONTINUATION COVERAGE**

If your family experiences another qualifying event while receiving 18 months of COBRA continuation coverage, your covered spouse and covered dependent children can get up to 18 additional months of COBRA continuation coverage, for a maximum of 36 months, if notice of the second qualifying event is properly given to the Plan Administrator. This extension may be available to the spouse and any dependent children receiving continuation coverage if the employee or former employee dies, becomes entitled to Medicare benefits (under Part A, Part B, or both), or gets divorced or legally separated, or if the dependent child stops being eligible under the plan as a dependent child, but only if the event would have caused the spouse or dependent child to lose coverage under the plan had the first qualifying event not occurred.

### **PERSONS WHO CANNOT CONTINUE**

A covered person cannot continue this coverage under the COBRA continuation provision if at the time of his/her termination, the covered person is a nonresident alien with no earned income from sources within the United States, or is the dependent of such person.

### **COBRA TERMINATION**

Although COBRA continuation coverage has a maximum time frame, you may voluntarily terminate coverage at anytime by notifying the Plan, or the Plan Administrator designated representative, in advance. In addition, COBRA states that continuation coverage will end for one or more of the following reasons:

- The date the maximum continuation period has been exhausted

- The date the employer ceases to maintain any group health plan for any employee
- The date the covered person is covered by another group health plan which does not include a preexisting condition clause or which would have the preexisting condition limitation period reduced by qualifying previous coverage
- The date the covered person becomes covered by Medicare Part A and/or Part B
- The date any premium that is due is not paid within the time allowed.

A covered person's continuation under this Plan will terminate anytime this Plan is terminated.

## **GENERAL PROVISIONS**

### **RIGHT TO RECOVERY**

If the Plan made a payment in error, the Plan can recover the Plan's payment from another plan, the Participant, or anyone else to whom the Plan has made payment.

### **PHYSICAL EXAMINATIONS**

The Plan Administrator reserves the right to have a Physician of the Plan's choosing examine any Participant whose condition, illness or injury is the basis of a claim. All such examinations shall be at the expense of the Plan. This right may be exercised when and as often as the Plan may reasonably require during the pendency of a claim. The Participant must comply with this requirement as a necessary condition to coverage.

### **AUTOPSY**

The Plan reserves the right to have an autopsy performed upon any deceased Participant whose condition, illness, or injury is the basis of a claim. This right may be exercised only where not prohibited by law.

### **PAYMENT OF BENEFITS**

All benefits under this Plan are payable to the covered employee whose illness or injury, or whose covered dependent's illness or injury, is the basis of a claim. In the event of the death or incapacity of a covered employee and in the absence of written evidence to this Plan of the qualification of a guardian for his or her estate, this Plan may, in its sole discretion, make any and all such payments to the individual or institution which, in the opinion of the Plan, is or was providing the care and support of such Employee.

### **ASSIGNMENTS**

Benefits for medical expenses covered under this Plan may be assigned by a Participant to the Provider as consideration in full for services rendered; however, if those benefits are paid directly to the Employee, the Plan shall be deemed to have fulfilled its obligations with respect to such benefits. The Plan will not be responsible for determining whether any such assignment is valid. Payment of benefits which have been assigned will be made directly to the assignee unless a written request not to honor the assignment, signed by the covered employee and the assignee, has been received before the proof of loss is submitted.

No participant shall at any time, either during the time in which he or she is a participant in the Plan, or following his or her termination as a participant, in any manner, have any right to assign his or her right to sue to recover benefits under the Plan, to enforce rights due under

the Plan or to any other causes of action which he or she may have against the Plan or its fiduciaries.

A provider which accepts an assignment of benefits, in accordance with this Plan as consideration in full for services rendered, is bound by the rules and provisions set forth within the terms of this document.

## **RECOVERY OF PAYMENTS**

Occasionally, benefits are paid more than once, are paid based upon improper billing or a misstatement in a proof of loss or enrollment information, are not paid according to the Plan's terms, conditions, limitations or exclusions, or should otherwise not have been paid by the Plan. As such this Plan may pay benefits that are later found to be greater than the Maximum Allowable Charge. In this case, this Plan may recover the amount of the overpayment from the source to which it was paid, primary payers, or from the party on whose behalf the charge(s) were paid. As such, whenever the Plan pays benefits exceeding the amount of benefits payable under the terms of the Plan, the Plan Administrator has the right to recover any such erroneous payment directly from the person or entity who received such payment and/or from other payers and/or the Plan Participant or dependent on whose behalf such payment was made.

A Plan Participant, Dependent, Provider, another benefit plan, insurer, or any other person or entity who receives a payment exceeding the amount of benefits payable under the terms of the Plan or on whose behalf such payment was made, shall return or refund the amount of such erroneous payment to the Plan within 30 days of discovery or demand. The Plan Administrator shall have no obligation to secure payment for the expense for which the erroneous payment was made or to which it was applied.

The person or entity receiving an erroneous payment may not apply such payment to another expense. The Plan Administrator shall have the sole discretion to choose who will repay the Plan for an erroneous payment and whether such payment shall be reimbursed in a lump sum. When a Plan Participant or other entity does not comply with the provisions of this section, the Plan Administrator shall have the authority, in its sole discretion, to deny payment of any claims for benefits by the Plan Participant and to deny or reduce future benefits payable (including payment of future benefits for other injuries or illnesses) under the Plan by the amount due as reimbursement to the Plan. The Plan Administrator may also, in its sole discretion, deny or reduce future benefits (including future benefits for other injuries or illnesses) under any other group benefits plan maintained by the Plan Sponsor. The reductions will equal the amount of the required reimbursement.

Providers and any other person or entity accepting payment from the Plan or to whom a right to benefits has been assigned, in consideration of services rendered, payments and/or rights, agrees to be bound by the terms of this Plan and agree to submit claims for reimbursement in strict accordance with their State's health care practice acts, ICD-9 or CPT standards, Medicare guidelines, HCPCS standards, or other standards approved by the Plan Administrator or insurer. Any payments made on claims for reimbursement not in accordance with the above provisions shall be repaid to the Plan within 30 days of discovery or demand or incur prejudgment interest of 1.5% per month. If the Plan must bring an action against a Plan Participant, Provider or other person or entity to enforce the provisions of this section, then that Plan Participant, Provider or other person or entity agrees to pay the Plan's attorneys' fees and costs, regardless of the action's outcome.

Further, Plan Participants and/or their dependents, beneficiaries, estate, heirs, guardian, personal representative, or assigns (Plan Participants) shall assign or be deemed to have assigned to the Plan their right to recover said payments made by the Plan, from any other party and/or recovery for which the Plan Participant(s) are entitled, for or in relation to facility-acquired condition(s), Provider error(s), or damages arising from another party's act or omission for which the Plan has not already been refunded.

The Plan reserves the right to deduct from any benefits properly payable under this Plan the amount of any payment which has been made:

- In error;
- Pursuant to a misstatement contained in a proof of loss or a fraudulent act;
- Pursuant to a misstatement made to obtain coverage under this Plan within two years after the date such coverage commences;
- With respect to an ineligible person;
- In anticipation of obtaining a recovery if a Plan Participant fails to comply with the Plan's Third Party Recovery, Subrogation and Reimbursement provisions; or
- Pursuant to a claim for which benefits are recoverable under any policy or act of law providing for coverage for occupational Injury or disease to the extent that such benefits are recovered. This provision (6) shall not be deemed to require the Plan to pay benefits under this Plan in any such instance.

The deduction may be made against any claim for benefits under this Plan by a Plan Participant or by any of his Covered Dependents if such payment is made with respect to the Plan Participant or any person covered or asserting coverage as a Dependent of the Plan Participant.

If the Plan seeks to recoup funds from a Provider, due to a claim being made in error, a claim being fraudulent on the part of the Provider, and/or the claim that is the result of the Provider's misstatement, said Provider shall, as part of its assignment to benefits from the Plan, abstain from billing the plan participant for any outstanding amount(s).

## **THIRD PARTY RECOVERY, SUBROGATION AND REIMBURSEMENT**

### **PAYMENT CONDITION**

The Plan, in its sole discretion, may elect to conditionally advance payment of benefits in those situations where an injury, sickness, disease or disability is caused in whole or in part by, or results from the acts or omissions of Participants, and/or their dependents, beneficiaries, estate, heirs, guardian, personal representative, or assigns (collectively referred to hereinafter in this section as "Plan Participant(s)") or a third party, where any party besides the Plan may be responsible for expenses arising from an incident, and/or other funds are available, including but not limited to no-fault, uninsured motorist, underinsured motorist, medical payment provisions, third party assets, third party insurance, and/or guarantor(s) of a third party (collectively "Coverage").

Plan Participant(s), his or her attorney, and/or legal guardian of a minor or incapacitated individual agrees that acceptance of the Plan's conditional payment of medical benefits is constructive notice of these provisions in their entirety and agrees to maintain one hundred percent (100%) of the Plan's conditional payment of benefits or the full extent of payment from any one or combination of first and third party sources in trust, without disruption except for reimbursement to the Plan or the Plan's assignee. The Plan shall have an equitable lien on any funds received by the Plan Participant(s) and/or their attorney from



any source and said funds shall be held in trust until such time as the obligations under this provision are fully satisfied. The Plan Participant(s) agrees to include the Plan's name as a co-payee on any and all settlement drafts. Further, by accepting benefits the Plan Participant(s) understands that any recovery obtained pursuant to this section is an asset of the Plan to the extent of the amount of benefits paid by the Plan and that the Plan Participant shall be a trustee over those Plan assets.

In the event a Plan Participant(s) settles, recovers, or is reimbursed by any Coverage, the Plan Participant(s) agrees to reimburse the Plan for all benefits paid or that will be paid by the Plan on behalf of the Plan Participant(s). If the Plan Participant(s) fails to reimburse the Plan out of any judgment or settlement received, the Plan Participant(s) will be responsible for any and all expenses (fees and costs) associated with the Plan's attempt to recover such money.

If there is more than one party responsible for charges paid by the Plan, or may be responsible for charges paid by the Plan, the Plan will not be required to select a particular party from whom reimbursement is due. Furthermore, unallocated settlement funds meant to compensate multiple injured parties of which the Plan Participant(s) is/are only one or a few, that unallocated settlement fund is considered designated as an "identifiable" fund from which the plan may seek reimbursement.

## **SUBROGATION**

As a condition to participating in and receiving benefits under this Plan, the Plan Participant(s) agrees to assign to the Plan the right to subrogate and pursue any and all claims, causes of action or rights that may arise against any person, corporation and/or entity and to any Coverage to which the Plan Participant(s) is entitled, regardless of how classified or characterized, at the Plan's discretion, if the Plan Participant(s) fails to so pursue said rights and/or action.

If a Plan Participant(s) receives or becomes entitled to receive benefits, an automatic equitable lien attaches in favor of the Plan to any claim, which any Plan Participant(s) may have against any Coverage and/or party causing the sickness or injury to the extent of such conditional payment by the Plan plus reasonable costs of collection. The Plan Participant is obligated to notify the Plan or its authorized representative of any settlement prior to finalization of the settlement, execution of a release, or receipt of applicable funds. The Plan Participant is also obligated to hold any and all funds so received in trust on the Plan's behalf and function as a trustee as it applies to those funds until the Plan's rights described herein are honored and the Plan is reimbursed.

The Plan may, at its discretion, in its own name or in the name of the Plan Participant(s) commence a proceeding or pursue a claim against any party or Coverage for the recovery of all damages to the full extent of the value of any such benefits or conditional payments advanced by the Plan.

If the Plan Participant(s) fails to file a claim or pursue damages against:

- the responsible party, its insurer, or any other source on behalf of that party;
- any first party insurance through medical payment coverage, personal injury protection, no-fault coverage, uninsured or underinsured motorist coverage;
- any policy of insurance from any insurance company or guarantor of a third party;
- worker's compensation or other liability insurance company; or

- any other source including but not limited to crime victim restitution funds, any medical, disability or other benefit payments, and school insurance coverage;

the Plan Participant(s) authorizes the Plan to pursue, sue, compromise and/or settle any such claims in the Plan Participant(s)' and/or the Plan's name and agrees to fully cooperate with the Plan in the prosecution of any such claims. The Plan Participant(s) assigns all rights to the Plan or its assignee to pursue a claim and the recovery of all expenses from any and all sources listed above.

## **RIGHT OF REIMBURSEMENT**

1. The Plan shall be entitled to recover 100% of the benefits paid, without deduction for attorneys' fees and costs or application of the common fund doctrine, make whole doctrine, or any other similar legal theory, without regard to whether the Plan Participant(s) is fully compensated by his/her recovery from all sources. The Plan shall have an equitable lien which supersedes all common law or statutory rules, doctrines, and laws of any State prohibiting assignment of rights which interferes with or compromises in any way the Plan's equitable lien and right to reimbursement. The obligation to reimburse the Plan in full exists regardless of how the judgment or settlement is classified and whether or not the judgment or settlement specifically designates the recovery or a portion of it as including medical, disability, or other expenses. If the Plan Participant(s)' recovery is less than the benefits paid, then the Plan is entitled to be paid all of the recovery achieved. Any funds received by the Plan Participant are deemed held in constructive trust and should not be dissipated or disbursed until such time as the Plan Participant's obligation to reimburse the Plan has been satisfied in accordance with these provisions. The Plan Participant is also obligated to hold any and all funds so received in trust on the Plan's behalf and function as a trustee as it applies to those funds until the Plan's rights described herein are honored and the Plan is reimbursed.
2. No court costs, experts' fees, attorneys' fees, filing fees, or other costs or expenses of litigation may be deducted from the Plan's recovery without the prior, express written consent of the Plan.
3. The Plan's right of subrogation and reimbursement will not be reduced or affected as a result of any fault or claim on the part of the Plan Participant(s), whether under the doctrines of causation, comparative fault or contributory negligence, or other similar doctrine in law. Accordingly, any lien reduction statutes, which attempt to apply such laws and reduce a subrogating Plan's recovery will not be applicable to the Plan and will not reduce the Plan's reimbursement rights.
4. These rights of subrogation and reimbursement shall apply without regard to whether any separate written acknowledgment of these rights is required by the Plan and signed by the Plan Participant(s).
5. This provision shall not limit any other remedies of the Plan provided by law. These rights of subrogation and reimbursement shall apply without regard to the location of the event that led to or caused the applicable sickness, injury, disease or disability.

## **PLAN PARTICIPANT IS A TRUSTEE OVER PLAN ASSETS**

1. Any Plan Participant who receives benefits and is therefore subject to the terms of this section is hereby deemed a recipient and holder of Plan assets and is therefore deemed a



trustee of the Plan solely as it relates to possession of any funds which may be owed to the Plan as a result of any settlement, judgment or recovery through any other means arising from any injury or accident. By virtue of this status, the Plan Participant understands that he/she is required to:

- a) notify the Plan or its authorized representative of any settlement prior to finalization of the settlement, execution of a release, or receipt of applicable funds;
  - b) instruct his/her attorney to ensure that the Plan and/or its authorized representative is included as a payee on all settlement drafts;
  - c) in circumstances where the Plan Participant is not represented by an attorney, instruct the insurance company or any third party from whom the Plan Participant obtains a settlement, judgment or other source of Coverage to include the Plan or its authorized representative as a payee on the settlement draft; and,
  - d) Hold any and all funds so received in trust, on the Plan's behalf, and function as a trustee as it applies to those funds, until the Plan's rights described herein are honored and the Plan is reimbursed.
2. To the extent the Plan Participant disputes this obligation to the Plan under this section, the Plan Participant or any of its agents or representatives is also required to hold any/all settlement funds, including the entire settlement if the settlement is less than the Plan's interests, and without reduction in consideration of attorney's fees, for which he/she exercises control, in an account segregated from their general accounts or general assets until such time as the dispute is resolved.
  3. No Participant, beneficiary, or the agents or representatives thereof, exercising control over plan assets and incurring trustee responsibility in accordance with this section will have any authority to accept any reduction of the Plan's interest on the Plan's behalf.

## **EXCESS INSURANCE**

1. If at the time of injury, sickness, disease or disability there is available, or potentially available any Coverage (including but not limited to Coverage resulting from a judgment at law or settlements), the benefits under this Plan shall apply only as an excess over such other sources of Coverage, except as otherwise provided for under the Plan's Coordination of Benefits section. The Plan's benefits shall be excess to:
  - a) the responsible party, its insurer, or any other source on behalf of that party;
  - b) any first party insurance through medical payment coverage, personal injury protection, no-fault coverage, uninsured or underinsured motorist coverage;
  - c) any policy of insurance from any insurance company or guarantor of a third party;
  - d) worker's compensation or other liability insurance company; or
  - e) any other source, including but not limited to crime victim restitution funds, any medical, disability or other benefit payments, and school insurance coverage.

## **SEPARATION OF FUNDS**

Benefits paid by the Plan, funds recovered by the Plan Participant(s), and funds held in trust over which the Plan has an equitable lien exist separately from the property and estate of the Plan Participant(s), such that the death of the Plan Participant(s), or filing of bankruptcy by the Plan Participant(s), will not affect the Plan's equitable lien, the funds over which the Plan has a lien, or the Plan's right to subrogation and reimbursement.

## **WRONGFUL DEATH**

In the event that the Plan Participant(s) dies as a result of his or her injuries and a wrongful death or survivor claim is asserted against a third party or any Coverage, the Plan's subrogation and reimbursement rights shall still apply, and the entity pursuing said claim shall honor and enforce these Plan rights and terms by which benefits are paid on behalf of the Plan Participant(s) and all others that benefit from such payment.

## **OBLIGATIONS**

1. It is the Plan Participant(s)' obligation at all times, both prior to and after payment of medical benefits by the Plan:
  - a) to cooperate with the Plan, or any representatives of the Plan, in protecting its rights, including discovery, attending depositions, and/or cooperating in trial to preserve the Plan's rights;
  - b) to provide the Plan with pertinent information regarding the sickness, disease, disability, or injury, including accident reports, settlement information and any other requested additional information;
  - c) to take such action and execute such documents as the Plan may require to facilitate enforcement of its subrogation and reimbursement rights;
  - d) to do nothing to prejudice the Plan's rights of subrogation and reimbursement;
  - e) to promptly reimburse the Plan when a recovery through settlement, judgment, award or other payment is received;
  - f) to notify the Plan or its authorized representative of any settlement prior to finalization of the settlement;
  - g) to not settle or release, without the prior consent of the Plan, any claim to the extent that the Plan Participant may have against any responsible party or Coverage;
  - h) to instruct his/her attorney to ensure that the Plan and/or its authorized representative is included as a payee on any settlement draft.
  - i) in circumstances where the Plan Participant is not represented by an attorney, instruct the insurance company or any third party from whom the Plan Participant obtains a settlement to include the Plan or its authorized representative as a payee on the settlement draft.
  - j) to make good faith efforts to prevent disbursement of settlement funds until such time as any dispute between the Plan and Plan Participant over settlement funds is resolved.
2. If the Plan Participant(s) and/or his or her attorney fails to reimburse the Plan for all benefits paid or to be paid, as a result of said injury or condition, out of any proceeds, judgment or settlement received, the Plan Participant(s) will be responsible for any and all expenses (whether fees or costs) associated with the Plan's attempt to recover such money from the Plan Participant(s).
3. The Plan's rights to reimbursement and/or subrogation are in no way dependent upon the Plan Participant(s)' cooperation or adherence to these terms.

## **OFFSET**

If timely repayment is not made, or the Plan Participant and/or his or her attorney fails to comply with any of the requirements of the Plan, the Plan has the right, in addition to any other lawful means of recovery, to deduct the value of the Plan Participant's amount owed to

the Plan. To do this, the Plan may refuse payment of any future medical benefits and any funds or payments due under this Plan on behalf of the Plan Participant(s) in an amount equivalent to any outstanding amounts owed by the Plan Participant to the Plan. This provision applies even if the Plan Participant has disbursed settlement funds.

## **MINOR STATUS**

1. In the event the Plan Participant(s) is a minor as that term is defined by applicable law, the minor's parents or court-appointed guardian shall cooperate in any and all actions by the Plan to seek and obtain requisite court approval to bind the minor and his or her estate insofar as these subrogation and reimbursement provisions are concerned.
2. If the minor's parents or court-appointed guardian fail to take such action, the Plan shall have no obligation to advance payment of medical benefits on behalf of the minor. Any court costs or legal fees associated with obtaining such approval shall be paid by the minor's parents or court-appointed guardian.

## **LANGUAGE INTERPRETATION**

The Plan Administrator retains sole, full and final discretionary authority to construe and interpret the language of this provision, to determine all questions of fact and law arising under this provision, and to administer the Plan's subrogation and reimbursement rights. The Plan Administrator may amend the Plan at any time without notice.

## **SEVERABILITY**

In the event that any section of this provision is considered invalid or illegal for any reason, said invalidity or illegality shall not affect the remaining sections of this provision and Plan. The section shall be fully severable. The Plan shall be construed and enforced as if such invalid or illegal sections had never been inserted in the Plan.

## **PLAN ADMINISTRATION**

The Plan is administered by the Plan Administrator. The Plan Administrator has retained the services of the Third Party Administrator to provide certain claims processing and other technical services.

### **Plan Administrator**

The Plan is administered by the Plan Administrator within the purview of ERISA, and in accordance with the plan provisions. An individual or entity may be appointed by the Plan Sponsor to be Plan Administrator and serve at the convenience of the Plan Sponsor. If the Plan Administrator resigns, dies, is otherwise unable to perform, is dissolved, or is removed from the position, the Plan Sponsor will appoint a new Plan Administrator as soon as reasonably possible.

The Plan Administrator shall administer this Plan in accordance with its terms and establish its policies, interpretations, practices, and procedures. It is the express intent of this Plan that the Plan Administrator have maximum legal discretionary authority to:

- construe and interpret the terms and provisions of the Plan
- to make determinations regarding issues which relate to eligibility for benefits (including the determination of what services, supplies, care and treatments are Experimental/Investigational)

- to decide disputes which may arise relative to a Participant's rights, and
- to decide questions of Plan interpretation and those of fact relating to the Plan.

The decisions of the Plan Administrator as to the facts related to any claim for benefits and the meaning and intent of any provision of the Plan, or its application to any claim, shall receive the maximum deference provided by law and will be final and binding on all interested parties. Benefits under this Plan will be paid only if the Plan Administrator decides, in its discretion, that the Participant is entitled to them.

### **Duties of the Plan Administrator**

The duties of the Plan Administrator include the following:

- to administer the Plan in accordance with its terms
- to determine all questions of eligibility, status and coverage under the Plan
- to interpret the Plan, including the authority to construe possible ambiguities, inconsistencies, omissions and disputed terms
- to make factual findings
- to decide disputes which may arise relative to a participant's rights and/or availability of benefits
- to prescribe procedures for filing a claim for benefits, to review claim denials and appeals relating to them and to uphold or reverse such denials
- to keep and maintain the Plan documents and all other records pertaining to the Plan
- to appoint and supervise a Third Party Administrator to pay claims
- to perform all necessary reporting as required by ERISA
- to establish and communicate procedures to determine whether a medical child support order is a QMCSO
- to delegate to any person or entity such powers, duties and responsibilities as it deems appropriate, and
- to perform each and every function necessary for or related to the Plan's administration.

### **Amending and Terminating the Plan**

The Plan Sponsor expects to maintain this Plan indefinitely; however, as the settler of the Plan, the Plan Sponsor may, in its sole discretion, at any time, amend, suspend or terminate the Plan in whole or in part. This includes amending the benefits under the Plan.

Any such amendment, suspension or termination shall be taken and enacted in accordance with applicable Federal and State law and any applicable governing documents.

If the Plan is terminated, the rights of the Participants are limited to expenses incurred before termination. All amendments to this Plan shall become effective as of a date established by the Plan Sponsor.

### **Other Provisions**

Notwithstanding anything else in the Plan to the contrary, the maximum cost sharing imposed under the Plan shall not exceed the maximum set forth in 42 U.S.C. §300gg-6(b).

Notwithstanding anything in the Plan to the contrary, the Plan shall not discriminate against providers in violation of 42 U.S.C. §300gg-5.

## **PARTICIPANT'S RIGHTS**

As a Participant in the Plan, you are entitled to certain rights and protections under ERISA. ERISA provides that all Plan Participants are entitled to:

### **Receive Information About the Plan and Benefits**

Examine, without charge, at the Plan Administrator's office and at other specified locations, such as worksites, all documents governing the Plan, including insurance contracts, and copies of the latest annual report (Form 5500 Series) 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, and copies of the latest annual report (Form 5500 Series) and 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.

### **Continue Group Health Plan Coverage**

Continue health care coverage for yourself, spouse or 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 Plan Document and the documents governing the Plan on 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 Plan. The people who operate your Plan, called "fiduciaries" of the Plan, have a duty to do so prudently and in the interest of you and other Plan Participants and beneficiaries. No one, including your Employer, your union (if any), 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 copies of 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 a copy of Plan documents or the latest annual report 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 you up to \$110 a day until you receive the materials, unless the materials were not sent because of reasons beyond the control of the Plan 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 qualified status of a domestic relations order or a medical child support order, you may file suit in

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, or if you need assistance in obtaining documents from the Plan Administrator, you should contact the nearest office of the Employee Benefits Security Administration, U.S. Department of Labor, listed in your telephone directory or the Division of Technical Assistance and Inquiries, Employee Benefits Security Administration, U.S. Department of Labor, 200 Constitution Avenue N.W., Washington, D.C. 20210. You may also obtain certain publications about your rights and responsibilities under ERISA by calling the publications hotline of the Pension and Employee Benefits Security Administration.

### **HIPAA PRIVACY**

#### **Right to Receive and Release Information**

The Third Party Administrator, pursuant to the reasonable exercise of its discretion or incident thereto, may release to, or obtain from any other company, organization or person, without consent of or notice to any person, any information regarding any person which the Plan Administrator or Third Party Administrator deems necessary to carry out the provisions of the Plan, or to determine how, or if, they apply. To the extent that this information is protected health information as described in 45 C.F.R. 164.500, *et seq.*, or other applicable law, the Plan Administrator or Third Party Administrator may only use or disclose such information for treatment, payment or health care operations as allowed by such applicable law. Any claimant under the Plan shall furnish to the Third Party Administrator such information as may be necessary to carry out this provision.

The only employees or other persons under the direct control of the Plan Sponsor who are allowed access to the protected health information of other individuals are those employees or persons with direct responsibility for the control and operation of the Plan and only to the extent necessary to perform the duties as Plan Administrator as determined pursuant to the reasonable exercise of discretion of the Plan Administrator.

In addition, the Plan Sponsor hereby certifies and agrees that it will:

- (a) Not use or further disclose the information other than as permitted or required by the Plan or as required by law;
- (b) Implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the electronic protected health information that it creates, receives, maintains, or transmits on behalf of the Plan;
- (c) Ensure that any agents, including a subcontractor, to whom it provides protected health information received from the Plan agree to the same

restrictions and conditions that apply to the Plan Sponsor with respect to such information;

- (d) Not use or disclose the information for employment-related actions and decisions or in connection with any other benefit or employee benefit plan of the Plan Sponsor;
- (e) Report to the appropriate representative of the Plan Administrator any use or disclosure of the information that is inconsistent with the uses or disclosures provided for of which it becomes aware;
- (f) Make available protected health information in accordance with 45 C.F.R. 164.524;
- (g) Make health information for amendment and incorporate any amendments to protected health information in accordance with 45 C.F.R. 164.526;
- (h) Make available the information required to provide an accounting of disclosures in accordance with 45 C.F.R. 164.528;
- (i) Make its internal practices, books, and records relating to the use and disclosure of protected health information received from the Plan available to the Secretary of Health and Human Services for purposes of determining compliance by the Plan with the privacy requirements of 45 C.F.R. 164.500, *et seq.*;
- (j) If feasible, return or destroy all protected health information received from the Plan that the Plan Sponsor still maintains in any form and retain no copies of such information when no longer needed for the purpose for which disclosure was made, except that, if such return or destruction is not feasible, limit further uses and disclosures to those purposes that make the return or destruction of the information infeasible; and
- (k) Ensure that the adequate separation between the Plan and the Plan Sponsor is established and maintained pursuant to 45 C.F.R. 164.504(f)(2)(iii) and is supported by reasonable and appropriate security measures.

The use of protected health information by the Plan shall be in accordance with the privacy rules established by 45 C.F.R. 164.500, *et seq.* Any issues of noncompliance with the provisions of this Section shall be resolved by the privacy officer of the Plan Administrator.



**WOMEN'S HEALTH AND CANCER RIGHTS ACT OF 1998  
ANNUAL NOTICE TO HEALTH PLAN PARTICIPANTS**

The Women's Health and Cancer Rights Act (WHCRA) requires group health plans to provide participants with notices of their rights under WHCRA, to provide certain benefits in connection with a mastectomy, and to provide other protections for participants undergoing mastectomies.

If you have had or are going to have a mastectomy, you may be entitled to certain benefits under the Women's Health and Cancer Rights Act of 1998 (WHCRA).

For individuals receiving mastectomy-related benefits, coverage will be provided in a manner determined in consultation with the attending physician and the patient, for:

- All stages of reconstruction of the breast on which the mastectomy was performed;
- Surgery and reconstruction of the other breast to produce a symmetrical appearance;
- Protheseses; and
- Treatment of physical complications of the mastectomy, including lymphedema.

These benefits will be provided subject to the same deductibles and coinsurance amounts applicable to other medical and surgical benefits provided under this health plan.

Please keep this information with your other group health plan documents. If you have any questions about the Plan's coverage of mastectomies and reconstructive surgeries, please call Group Plan Solutions at 888-301-0747.

**THE NEWBORNS' AND MOTHERS' HEALTH PROTECTION ACT OF 1996  
ANNUAL NOTICE TO HEALTH PLAN PARTICIPANTS**

The Newborns' and Mothers' Health Protection Act of 1996 prohibits group health plans from restricting benefits for any hospital length of stay for the mother or newborn child in connection with childbirth:

- following a normal vaginal delivery to less than 48 hours, and
- following a cesarean section, to less than 96 hours.

The Plan may not require that a provider obtain authorization from us for prescribing any such length of stay. Regardless of these standards, an attending health care provider may, in consultation with the mother, discharge the mother or newborn child prior to the expiration of such minimum length of stay.

Further, the Plan may not:

- deny to the mother or newborn child eligibility, or continued eligibility, to enroll or to renew coverage under the terms of the plan, solely to avoid providing such length of stay coverage
- provide monetary payments or rebates to mothers to encourage such mothers to accept less than the minimum coverage
- provide monetary incentives to an attending medical provider to induce such provider to provide care inconsistent with such length of stay coverage require a mother to give birth in a hospital
- restrict benefits for any portion of a period within a hospital length of stay described in this notice.

These benefits are subject to the plan's regular deductible and co-pay. For further details, refer to your Summary Plan Description.