



Plan E

Heritage Plus 1

100000021

HOW TO CONTACT US

Please call or write our Customer Service staff for help with the following:

- Questions about the benefits of this plan
- Questions about your claims
- Questions or complaints about care or services you receive
- Change of address or other personal information

CUSTOMER SERVICE

Mailing Address:

Premera Blue Cross
P.O. Box 91059
Seattle, WA 98111-9159

Phone Numbers:

Local and toll-free number: 1-800-722-1471
Local and toll-free TDD number
for the hearing impaired: 1-800-842-5357

Physical Address:

7001 220th St. S.W.
Mountlake Terrace, WA 98043-2124

**Online information about your health care plan
is at your fingertips whenever you need it**

You'll find answers to most of your questions about this plan in this benefit booklet. You also can explore our Web site at www.premera.com anytime you want to:

- Learn more about how to use this plan
- Locate a health care provider near you
- Get details about the types of expenses you're responsible for and this plan's benefit maximums
- Check the status of your claims
- Visit our health-information resource to gain knowledge about diseases, illnesses, medications, treatments, nutrition, fitness and many other health topics

You also can call our Customer Service staff at the numbers listed above. We're happy to answer your questions and appreciate any comments you want to share. In addition, you can get benefit, eligibility and claim information through our Interactive Voice Response system when you call Customer Service.

Group Name: Washington Biotechnology And Biomedical Association
Effective Date: December 1, 2004
Group Number: 100000021
Plan: Heritage Plus 1 - Plan E
Contract Form Number: 0578M

TABLE OF CONTENTS

HOW TO CONTACT US.....(SEE INSIDE FRONT COVER OF THIS BOOKLET)	
INTRODUCTION	1
HOW DOES SELECTING A PROVIDER AFFECT MY BENEFITS?.....	2
WHAT TYPES OF EXPENSES AM I RESPONSIBLE FOR PAYING?	4
WHAT ARE MY BENEFITS?	5
Medical Services	6
Prescription Drugs.....	24
WHAT DO I DO IF I'M OUTSIDE WASHINGTON AND ALASKA?.....	28
CARE MANAGEMENT	29
Case Management.....	29
WHAT'S NOT COVERED?	29
Waiting Period For Pre-Existing Conditions.....	29
Waiting Period For Transplants	30
Limited And Non-Covered Services	30
WHAT IF I HAVE OTHER COVERAGE?	34
Coordinating Benefits With Other Health Care Plans	34
Coordinating Benefits With Medicare.....	36
Third-Party Liability	36
Uninsured And Underinsured Motorist Coverage	36
WHO IS ELIGIBLE FOR COVERAGE?	36
Subscriber Eligibility	36
Dependent Eligibility.....	36
WHEN DOES COVERAGE BEGIN?	37
Enrollment	37
Special Enrollment	38
Open Enrollment	38
Changes In Coverage	38
Plan Transfers.....	38
WHEN WILL MY COVERAGE END?	39
Events That End Coverage	39
Certificate Of Health Coverage	39
Contract Termination.....	39
HOW DO I CONTINUE COVERAGE?	40
Continued Eligibility For A Disabled Child.....	40
Leave Of Absence.....	40
Labor Dispute	40

COBRA.....	40
3-Month Continuation Of Group Coverage	42
Extended Benefits	42
Converting To A Non-Group Plan	43
Medicare Supplement Coverage	43
HOW DO I FILE A CLAIM?	43
WHAT IF I HAVE A QUESTION OR AN APPEAL?.....	44
When You Have Ideas	44
When You Have Questions.....	44
When You Have A Complaint	45
When You Have An Appeal	45
OTHER INFORMATION ABOUT THIS PLAN.....	46
WHAT ARE MY RIGHTS UNDER ERISA?	48
DEFINITIONS	48

INTRODUCTION

This benefit booklet is for members of Premera Blue Cross, an Independent Licensee of the Blue Cross and Blue Shield Association. This booklet describes the benefits of this plan and replaces any other benefit booklet you may have received.

The benefits, limitations, exclusions and other coverage provisions described on the following pages are subject to the terms and conditions of the contract we've issued to the Group. The "Group" is the firm, corporation, partnership or association of employers that contracts with us. This booklet is a part of the complete contract, which is on file in the Group's office and at the headquarters of Premera Blue Cross.

HOW TO USE THIS BOOKLET

We realize that using a health care plan can seem complicated, so we've prepared this booklet to help you understand how to get the most out of your benefits. Please familiarize yourself with the Table of Contents, which lists sections that answer many frequently asked questions.

Every section in this booklet contains important information, but the following sections may be particularly useful to you:

- **HOW TO CONTACT US** — our Web site address, phone numbers, mailing addresses and other contact information conveniently located inside the front cover
- **HOW DOES SELECTING A PROVIDER AFFECT MY BENEFITS?** — how using providers we have agreements with will reduce your out-of-pocket costs
- **WHAT TYPES OF EXPENSES AM I RESPONSIBLE FOR PAYING?** — the types of expenses you must pay for covered services
- **WHAT ARE MY BENEFITS?** — what's covered under this plan. Described within each benefit, you'll find a summary of what you're responsible for paying for covered services
- **WHAT'S NOT COVERED?** — services that are either limited or not covered under this plan
- **WHO IS ELIGIBLE FOR COVERAGE?** — eligibility requirements for this plan
- **HOW DO I FILE A CLAIM?** — step-by-step instructions for claims submissions
- **WHAT IF I HAVE A QUESTION OR AN APPEAL?** — addresses and processes to follow if you want to share ideas, ask questions, file a complaint or submit an appeal
- **DEFINITIONS** — many terms that have specific meanings under this plan. Example: The terms "you" and "your" refer to members under this plan. The terms "we," "us" and "our" refer to Premera Blue Cross in the state of Washington and Premera Blue Cross Blue Shield of Alaska in the state of Alaska.

HOW DOES SELECTING A PROVIDER AFFECT MY BENEFITS?

To help you manage the cost of health care, we've contracted with a network of health care facilities and professionals. This plan benefits and your out-of-pocket expenses depend on the providers you seek care from. Throughout this section you'll find important information on how to control costs and your out-of-pocket expenses, and how the providers you choose can affect this plan benefits.

This plan makes available to you sufficient numbers and types of providers to give you access to all covered services in compliance with applicable Washington state regulations governing access to providers. Our provider networks include hospitals, physicians, and a variety of other types of providers.

Your choice of a particular provider may affect your out-of-pocket costs because different providers may have different allowable charges even though they have an agreement with us. You'll never have to pay more than your share of the allowable charge when you use providers who have an agreement with us.

Important Note: You are entitled to receive a provider directory automatically, without charge.

For the most current information on Heritage providers, please refer to our Web site at www.premera.com or contact Customer Service. If you're in Clark County, Washington or are outside Washington and Alaska, call 1-800-810-BLUE (2583) to locate a provider contracted with the local Blue Cross and/or Blue Shield plan.

WHEN YOU GET CARE IN WASHINGTON

You'll always get the highest level of benefits and the lowest out-of-pocket costs when you get covered services and supplies from a Heritage provider. These providers are also familiar with this plan's features and can help you make informed decisions about the health care services you get.

Other Providers

If you decide not to use a Heritage provider, you may choose any "provider" (please see the "Definitions" section in this booklet). However, if the provider you choose isn't part of our Heritage provider network, you'll get the lowest level of benefits under this plan for covered services and supplies, unless otherwise stated below.

The following services and/or providers will always be covered at the Heritage provider level of benefits:

- Emergency care. If you have a "medical

emergency" (please see the "Definitions" section in this booklet), this plan provides worldwide coverage.

- Certain types of providers (including Alcohol Treatment Facilities, Blood Banks and Ambulance Companies) with whom we have no agreements. These types of providers aren't included in our Heritage provider directory.
- Services associated with admission by a Heritage provider to a Heritage hospital that are provided by hospital-based providers.
- Facility and hospital-based provider services at any of our contracted hospitals if you're admitted by a Heritage provider who doesn't have admitting privileges at a Heritage-contracted hospital.

Important Note: Please see the "Benefit Level Exceptions For Non-Emergent Care" section for more information on requesting coverage for providers that aren't part of our Heritage provider network.

Other Important Information About Selecting Providers

Heritage providers agree to accept the "allowable charge" (please see the "Definitions" section in this booklet) as payment in full. You're responsible only for applicable copays, deductibles, coinsurance, amounts in excess of stated benefit maximums, and charges for non-covered services and supplies.

In cases where this plan does cover providers not in the Heritage network, you're responsible for amounts above the allowable charge (the difference between what we allow for the service and the provider's actual charge), in addition to applicable copays, deductibles, coinsurance, amounts in excess of stated benefit maximums, and charges for non-covered services and supplies. Amounts in excess of the allowable charge don't apply toward your calendar year deductible or coinsurance.

WHEN YOU GET CARE IN ALASKA

Preferred And Participating Providers

You'll always get the Heritage provider level of benefits when you get covered services and supplies from preferred or participating providers. These providers are also familiar with this plan's features and can help you make informed decisions about the health care services you get.

To locate a **preferred** or **participating provider**, please refer to our directory of **preferred** and **participating providers**, or visit our Web site at www.premera.com.

Other Providers

If you decide not to use a **preferred** or **participating provider**, you may choose any "provider" (please

see the “Definitions” section in this booklet). However, if the provider you choose isn’t part of our preferred or participating provider network, you’ll get the lowest level of benefits under this plan for covered services and supplies, unless otherwise stated below.

The following services and/or providers will always be covered at the Heritage provider level of benefits:

- Emergency care. If you have a “medical emergency” (please see the “Definitions” section in this booklet), this plan provides worldwide coverage.
- Certain types of providers (including Alcohol Treatment Facilities, Blood Banks and Ambulance Companies) with whom we have no agreements. These types of providers aren’t included in our preferred and participating provider directory.
- Services associated with admission by a preferred or participating provider to a preferred or participating hospital that are provided by hospital-based providers.
- Facility and hospital-based provider services at any of our contracted hospitals if you’re admitted by a preferred or participating provider who doesn’t have admitting privileges at a preferred or participating hospital.

Important Note: Please see the “Benefit Level Exceptions For Non-Emergent Care” section for more information on requesting coverage for providers that aren’t part of our preferred or participating provider network.

Other Important Information About Selecting Providers

Preferred and participating providers in Alaska agree to accept the “allowable charge” (please see the “Definitions” section in this booklet) as payment in full. You’re responsible only for applicable copays, deductibles, coinsurance, amounts in excess of stated benefit maximums, and charges for non-covered services and supplies.

In cases where this plan does cover providers not in our preferred or participating networks, you’re responsible for amounts above the allowable charge (the difference between what we allow for the service and the provider’s actual charge), in addition to applicable copays, deductibles, coinsurance, amounts in excess of stated benefit maximums, and charges for non-covered services and supplies. Amounts in excess of the allowable charge don’t apply toward your calendar year deductible or coinsurance.

WHEN YOU GET CARE OUTSIDE WASHINGTON AND ALASKA

PPO Providers

To locate a PPO provider through the BlueCard Program, please call 1-800-810-BLUE (2583). PPO providers have agreements with other Blue Cross and/or Blue Shield Licensees through the BlueCard Program. The BlueCard Program network consists of hospitals, doctors, and other medical health care providers (for more information, please see the “What Do I Do If I’m Outside Washington And Alaska?” section in this booklet).

You’ll always get the highest level of benefits and lowest out-of-pocket costs when you get covered services and supplies from PPO providers through the BlueCard Program.

Other Providers

If you decide not to use a PPO provider, you may choose any “provider” (please see the “Definitions” section in this booklet). However, if the provider you choose isn’t part of the BlueCard Program’s PPO provider network, you’ll get the lowest level of benefits under this plan for covered services and supplies, unless otherwise stated below. The following services and/or providers will always be covered at the highest level of benefits:

- Emergency care. If you have a “medical emergency” (please see the “Definitions” section in this booklet), this plan provides worldwide coverage.
- Certain types of providers that Blue Cross and/or Blue Shield Licensees don’t offer provider agreements to.
- Services associated with admission by a PPO provider to a PPO hospital that are provided by hospital-based providers.
- Covered services received from providers located outside the United States, Puerto Rico, Jamaica, and the British and U.S. Virgin Islands.

Other Important Information About Selecting Providers

Please see the “Benefit Level Exceptions For Non-Emergent Care” section for more information on requesting the Heritage provider level of benefits when you seek covered services and supplies that aren’t for a medical emergency.

If the provider you choose has an agreement with the local Blue Cross and/or Blue Shield Licensee, you’re responsible for applicable copays, deductibles, coinsurance, amounts in excess of stated benefit maximums, and charges for non-covered services and supplies.

If the provider you choose doesn’t have an

agreement with the local Blue Cross and/or Blue Shield Licensee, you're responsible for amounts above the allowable charge (the difference between what the local Blue Cross and/or Blue Shield Licensee allows for the service and the provider's actual charge), in addition to applicable copays, deductibles, coinsurance, amounts in excess of stated benefit maximums, and charges for non-covered services and supplies. Amounts in excess of the allowable charge don't apply toward your calendar year deductible or coinsurance.

BENEFIT LEVEL EXCEPTIONS FOR NON-EMERGENT CARE

A "benefit level exception for non-emergent care" is a determination by us to grant your request to receive plan benefits for covered services or supplies from:

- A provider that isn't part of our Heritage network in Washington;
- A provider that isn't part of our preferred or participating provider network in Alaska; or
- A provider that isn't part of a PPO provider network with a Blue Cross and/or Blue Shield Licensee through the BlueCard Program outside Washington and Alaska

and get the Heritage provider level of benefits, subject to the following process.

You, your provider, or medical facility may ask us for a benefit level exception for non-emergent care when care is furnished by one of the above providers. Benefit level exceptions must be requested **before** you get the service or supply. If we approve the request, benefits for covered services and supplies will be provided as stated above. Payment of your claim will be based on your eligibility and benefits available at the time you get the service or supply. You'll be responsible for amounts applied toward your calendar year deductible, coinsurance, amounts that exceed the benefit maximums, amounts above the allowable charge and charges for non-covered services. If we deny the request, in-network benefits won't be provided.

Please contact Customer Service at the phone numbers shown inside the front cover of this booklet for all benefit level exceptions for non-emergent care requests.

WHAT TYPES OF EXPENSES AM I RESPONSIBLE FOR PAYING?

This section of your booklet explains the types of expenses you must pay for covered services before the benefits of this plan are provided. To prevent unexpected out-of-pocket expenses, it's important for you to understand what you're responsible for.

COPAYMENTS

Copayments (hereafter referred to as "copays") are fixed up-front dollar amounts that you're required to pay for certain covered services. Your provider of care may ask that you pay the copay at the time of service.

The copays applicable to the "Medical Services" portion of this plan are located under the "What Are My Benefits?" section.

Copays applicable to retail and home delivery pharmacy prescription drug purchases are located under the Prescription Drugs benefit.

After your copay, other than Emergency Room services, benefits subject to a copay are provided at 100% of allowable charges and aren't subject to your:

- Coinsurance
- Out-of-pocket maximum

Please refer to the Emergency Room Services benefit under the "What Are My Benefits?" section for more details.

CALENDAR YEAR DEDUCTIBLE

A calendar year deductible is the amount of expense you must incur in each calendar year for covered services and supplies before this plan provides certain benefits. The amount credited toward the calendar year deductible for any covered service or supply won't exceed the "allowable charge" (please see the "Definitions" section in this booklet).

Individual Deductible

An "Individual Deductible" is the amount each member must incur and satisfy before certain benefits of this plan are provided.

Family Deductible

We also keep track of the expenses applied to the individual deductible that are incurred by all enrolled family members combined. When the total equals a set maximum, called the "Family Deductible," we will consider the individual deductible of every enrolled family member to be met for the year. Only the amounts used to satisfy each enrolled family member's individual deductible will count toward the family deductible.

The calendar year deductible amounts applicable to the "Medical Services" portion of this plan are located under the "What Are My Benefits?" section.

What Doesn't Apply To The Calendar Year Deductible?

Amounts that don't accrue toward this plan's calendar year deductible are:

- Amounts that exceed the allowable charge

- Charges for excluded services
- Copays
- The coinsurance stated in the Prescription Drugs benefit

COINSURANCE

“Coinsurance” is a defined percentage of allowable charges for covered services and supplies you receive. It is the percentage you’re responsible for, not including copays and the calendar year deductible, when the plan provides benefits at less than 100% of the allowable charge.

The coinsurance percentage applicable to the “Medical Services” portion of this plan is located under the “What Are My Benefits?” section.

The coinsurance applicable to retail and home delivery pharmacy prescription drug purchases is located under the Prescription Drugs benefit.

OUT-OF-POCKET MAXIMUM

The “individual out-of-pocket maximum” is the maximum amount, made up of the calendar year deductible and coinsurance shown under “Medical Services,” that each individual could pay each calendar year for covered services and supplies.

Once the family deductible is met, your individual deductible will be satisfied. However, you must still pay coinsurance until your individual out-of-pocket maximum is reached.

As with the family deductible, we also keep track of the total deductible and coinsurance amounts applied to individual out-of-pocket maximums that are incurred by all enrolled family members combined. When this total equals a set maximum, called the “Family Out-of-Pocket Maximum,” we will consider the individual out-of-pocket maximum of every enrolled family member to be met for that calendar year. Only the amounts used to satisfy each enrolled family member’s individual out-of-pocket maximum will count toward the family out-of-pocket maximum.

Please refer to “What’s My Out-of-Pocket Maximum?” in the “What Are My Benefits?” section for the amount of any out-of-pocket maximums you are responsible for.

Once this out-of-pocket maximum has been satisfied, the benefits of this plan will be provided at 100% of allowable charges for the remainder of that calendar year for covered services.

WHAT ARE MY BENEFITS?

This section of your booklet describes the specific benefits available for covered services and supplies. Benefits are available for a service or supply

described in this section when it meets all of these requirements:

- It must be furnished in connection with either the prevention or diagnosis and treatment of a covered illness, disease or injury
- It must be, in our judgment, medically necessary and must be furnished in a medically necessary setting. Inpatient care is only covered when you require care that could not be provided in an outpatient setting without adversely affecting your condition or the quality of care you would receive.
- It must not be excluded from coverage under this plan
- The expense for it must be incurred while you’re covered under this plan and after any applicable waiting period required under this benefit plan is satisfied
- It must be furnished by a “provider” (please see the “Definitions” section in this booklet) who’s performing services within the scope of his or her license or certification

Benefits for some types of services and supplies may be limited or excluded under this plan. Please refer to the actual benefit provisions throughout this section and the “What’s Not Covered?” section for a complete description of covered services and supplies, limitations and exclusions.

WHAT ARE MY COPAYS?

Services subject to a copay when received from a Heritage provider are subject to a calendar year deductible and coinsurance when received from providers outside our Heritage network.

Emergency Room Copay

For each emergency room visit, you pay \$75. Emergency room visits are also subject to any applicable calendar year deductible and coinsurance. The emergency room copay will be waived if you’re admitted directly to the hospital from the emergency room.

Professional Visit Copay

For each office or home visit furnished by a Heritage provider, you pay \$25.

This copay applies to office and home visits, including preventive care. In addition to the copay, these services are subject to the calendar year deductible and coinsurance, except as described below.

The calendar year deductible and coinsurance are waived on the first 4 office or home visits from Heritage providers each calendar year. For these first 4 visits, you will pay \$25 copay. The first 4 visits are an aggregate total, meaning that office and home visits from all Heritage providers combined

count toward the 4 visit limit, except as stated below.

After the 4 visit limit is reached, subsequent home and office visits from Heritage provider are subject to the \$25 copay, plus the calendar year deductible and coinsurance. Services from providers who are not part of the Heritage provider network are always subject to the out-of-network deductible and coinsurance.

Please Note: This benefit does not apply to the services listed below. See the specific benefit descriptions in Medical Services for amounts you are responsible for paying for these services.

- Acupuncture services
- Diabetes Health Education and Training
- Emergency room visits
- Home health or hospice care
- Mental Health Care
- Professional services received from a hospital or other facility
- Psychological and neurological testing
- Spinal manipulations
- Surgical services

Certain services don't require a copay. However, the office visit copay may apply if you have a consultation with the provider or receive other services. Separate copays will apply for each separate Heritage provider you receive services from, even if those services are received on the same day.

WHAT'S MY CALENDAR YEAR DEDUCTIBLE?

Individual Calendar Year Deductible

For each member, this amount is \$500.

While some benefits have dollar maximums, others have different kinds of maximums, such as a maximum number of visits or days of care that can be covered. We don't count allowable charges that apply to your individual calendar year deductible toward dollar benefit maximums. But if you receive services or supplies covered by a benefit that has any other kind of maximum, we do count the services or supplies that apply to your individual calendar year deductible toward that maximum.

Family Calendar Year Deductible

The maximum calendar year deductible for your family is \$1,500.

Please Note: The calendar year deductibles accrue toward the out-of-pocket maximum.

Expenses you incur for covered services and supplies in the last 3 months of a calendar year which are used to satisfy all or part of the calendar

year deductible will also be used to satisfy all or part of the next year's deductible. This is also true for the family calendar year deductible.

WHAT'S MY COINSURANCE?

When you choose Heritage providers, your coinsurance is 20% of allowable charges, unless otherwise stated.

When you choose providers that aren't part of our Heritage provider network, your coinsurance is 50% of allowable charges, unless otherwise stated.

WHAT'S MY OUT-OF-POCKET MAXIMUM?

Individual Maximum

For each member, this amount is \$3,000 per calendar year.

Family Maximum

For each family, this amount is \$9,000 per calendar year.

DOES MY PLAN HAVE A LIFETIME MAXIMUM?

The lifetime maximum amount of benefits for services described in the "Medical Services" section of this plan available to any one member is \$2,000,000.

Annual Restoration Each January 1 of your continuous coverage, we will restore up to \$5,000 of your lifetime maximum that has been paid by us and not previously restored. This restoration occurs regardless of the state of your health.

The following benefits don't accrue to your lifetime maximum:

- Benefits described in the "Prescription Drugs" section

It's important to note that certain benefits of this plan are also subject to separate lifetime benefit maximums.

MEDICAL SERVICES

Acupuncture Services

You pay a \$25 copay per visit in an office setting when you use a Heritage provider.

When you see a Heritage provider outside an office setting, benefits are subject to your calendar year deductible and coinsurance. Please see the "Professional Visit Copay" provision in the "What Are My Benefits?" section of this booklet for details about this copay.

Please Note: If you see a provider other than a Heritage provider, acupuncture benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for

services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Benefits are provided for acupuncture services when medically necessary to relieve pain, induce surgical anesthesia, or to treat a covered illness, injury, or condition.

Benefits are provided for up to 12 visits per member per calendar year.

Ambulance Services

The following services are subject to your calendar year deductible and coinsurance.

Benefits are provided for licensed surface (ground or water) and air ambulance transportation to the nearest medical facility equipped to treat your condition, when any other mode of transportation would endanger your health or safety. Medically necessary services and supplies provided by the ambulance are also covered. Benefits are also provided for transportation from one medical facility to another, as necessary for your condition. This benefit only covers the member that requires transportation.

Ambulatory Surgical Center Services

The following services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

Please Note: If services and supplies are furnished by a medical facility that isn't a part of the Heritage provider network, benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Benefits are provided for services and supplies furnished by an ambulatory surgical center.

Blood Products and Services

Benefits are provided for blood and blood derivatives, subject to your calendar year deductible and coinsurance.

Chemical Dependency Treatment

Inpatient Facility Services

These services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

Inpatient Professional Services

These services are subject to your calendar year deductible and coinsurance when services are provided by a Heritage provider.

Outpatient Facility Services

The following services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

Outpatient Professional Visits

You pay a \$25 copay per visit in an office setting when you use a Heritage provider, plus your calendar year deductible and coinsurance.

The calendar year deductible and coinsurance will be waived on the first 4 professional visits you receive each calendar year. (The first 4 visits are an aggregate total, meaning that office or home visits from all Heritage providers combined count toward the 4 visit limit.)

When you see a Heritage provider outside an office setting, benefits are subject to your calendar year deductible and coinsurance. Please see the "Professional Visit Copay" provision in the "What Are My Benefits?" section of this booklet for details about this copay.

Please Note: If chemical dependency services and supplies are furnished by a provider or medical facility that isn't a part of the Heritage provider network, benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Benefits are provided for inpatient and outpatient chemical dependency treatment and supporting services provided to a member up to a maximum benefit of \$12,000 per member, in any 24-consecutive-month period. This period begins on the first day of covered treatment. Covered services must be furnished by a state-approved treatment program.

In determining whether services for chemical dependency treatment are medically necessary, we'll use the current edition of the **Patient Placement Criteria for the Treatment of Substance Related Disorders** as published by the American Society of Addiction Medicine.

Please Note: Benefits for medically necessary detoxification services are provided under the Emergency Room Services and Hospital Inpatient Care benefits and don't accrue toward the chemical dependency treatment benefit maximum above.

This benefit doesn't cover:

- Treatment of non-dependent alcohol or drug use or abuse
- Voluntary support groups, such as Alanon or Alcoholics Anonymous

- Court-ordered services, services related to deferred prosecution, deferred or suspended sentencing, or to driving rights, except as deemed medically necessary by us
- Family and marital counseling, and family and marital psychotherapy, as distinct from counseling, except when medically necessary to treat the diagnosed substance use disorder or disorders of a member

Contraceptive Management and Sterilization Services

Contraceptive Management and Sterilization Procedures

Benefits are provided for the following:

Consultations

You pay a \$25 copay for each visit in an office setting when you use a Heritage provider, plus your calendar year deductible and coinsurance.

The calendar year deductible and coinsurance will be waived on the first 4 professional visits you receive each calendar year. (The first 4 visits are an aggregate total, meaning that office or home visits from all Heritage providers combined count toward the 4 visit limit.)

When you see a Heritage provider outside an office setting, benefits are subject to your calendar year deductible and coinsurance. Please see the "Professional Visit Copay" provision in the "What Are My Benefits?" section of this booklet for details about this copay.

Sterilization Procedures

Outpatient Facility Services

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

Professional Services

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage provider.

Injectable Contraceptives

You pay a \$25 copay per visit in an office setting when you use a Heritage provider, plus your calendar year deductible and coinsurance.

The calendar year deductible and coinsurance will be waived on the first 4 professional visits you receive each calendar year. (The first 4 visits are an aggregate total, meaning that office or home visits from all Heritage providers combined count toward the 4 visit limit.)

The Injectable Contraceptive copay will be waived if services are provided during an office visit, for which

you've already paid a copay.

Implantable Contraceptives (including hormonal implants)

You pay a \$25 copay per visit in an office setting when you use a Heritage provider, plus your calendar year deductible and coinsurance.

The calendar year deductible and coinsurance will be waived on the first 4 professional visits you receive each calendar year. (The first 4 visits are an aggregate total, meaning that office or home visits from all Heritage providers combined count toward the 4 visit limit.)

The Implantable Contraceptive copay will be waived if services are provided during an office visit, for which you've already paid a copay.

Emergency Contraception Methods (oral or injectable) when furnished by your health care provider

You pay a \$25 copay per visit in an office setting when you use a Heritage provider, plus your calendar year deductible and coinsurance.

The calendar year deductible and coinsurance will be waived on the first 4 professional visits you receive each calendar year. (The first 4 visits are an aggregate total, meaning that office or home visits from all Heritage providers combined count toward the 4 visit limit.)

The Emergency Contraception copay will be waived if services are provided during an office visit, for which you've already paid a copay.

When you see a Heritage provider outside an office setting, benefits are subject to your calendar year deductible and coinsurance. Please see the "Professional Visit Copay" provision in the "What Are My Benefits?" section of this booklet for details about this copay.

Please Note: If the above contraceptive management or sterilization services and supplies are furnished by a provider or medical facility that isn't a part of the Heritage provider network, benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Prescription Contraceptives Dispensed By A Pharmacy

Prescription contraceptives (including emergency contraception) and prescription barrier devices, such as diaphragms and cervical caps, dispensed by a licensed pharmacy are covered on the same basis as any other covered prescription drug. Please see the Prescription Drugs benefit.

This benefit doesn't cover:

- Non-prescription contraceptive drugs, supplies or devices
- Sterilization reversal
- Testing, diagnosis, and treatment of infertility, including infertility enhancement services, procedures, supplies and drugs

Dental Services

This benefit will only be provided for the dental services listed below.

Injuries**Professional Visits**

The professional visit copay applies to dentist visits to examine the damage done by a dental injury and recommend treatment. You pay a \$25 copay per visit in an office setting when you use a Heritage provider, plus your calendar year deductible and coinsurance.

The calendar year deductible and coinsurance will be waived on the first 4 professional visits you receive each calendar year. (The first 4 visits are an aggregate total, meaning that office or home visits from all Heritage providers combined count toward the 4 visit limit.)

When you see a Heritage provider outside an office setting, benefits are subject to your calendar year deductible and coinsurance. Please see the "Professional Visit Copay" provision in the "What Are My Benefits?" section of this booklet for details about this copay.

Dental Treatment

Benefits for these services are subject to your calendar year deductible and coinsurance when provided by a Heritage provider.

Please Note: If the above services and supplies are furnished by a provider or medical facility that isn't a part of the Heritage provider network, benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

When services are related to an injury, benefits are provided for the reparation or repair of the natural tooth structure when such repair is performed within 12 months of the injury.

These services are only covered when they're:

- Necessary as a result of an injury
- Performed within the scope of the provider's license
- Not required due to damage from biting or

chewing

- Rendered on natural teeth that were free from decay and otherwise functionally sound at the time of the injury. "Functionally sound" means that the effected teeth don't have:
 - Extensive restoration, veneers, crowns or splints
 - Periodontal disease or other condition that, in our judgment, would cause the tooth to be in a weakened state prior to the injury

Please Note: An injury does not include damage caused by biting or chewing, even if due to a foreign object in food.

If necessary services can't be completed within 12 months of an injury, coverage may be extended if your dental care meets our extension criteria. We must receive extension requests within 12 months of the injury date.

When Your Condition Requires Hospital Or Ambulatory Surgical Center Care**Inpatient Facility Services**

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

Ambulatory Surgical Center Services

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

If services and supplies are furnished by an ambulatory surgical center or hospital that isn't a part of the Heritage provider network, benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Anesthesiologist Services

Benefits for these services are subject to your calendar year deductible and coinsurance.

If anesthesiologist services are provided by a provider other than a Heritage provider, benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

General anesthesia and related facility services for dental procedures are covered when medically necessary for one of 2 reasons:

- The member is under the age of 7 or is disabled physically or developmentally and has a dental condition that can't be safely and effectively

treated in a dental office

- The member has a medical condition in addition to the dental condition needing treatment that the attending provider finds would create an undue medical risk if the treatment weren't done in a hospital or ambulatory surgical center

Please Note: This benefit will not cover the dentist's services unless the services are to treat a dental injury and meet the requirements described above.

Diagnostic Services

When services are received from Heritage providers, benefits are provided at 100% of allowable charges up to a benefits maximum of \$500 per member each calendar year. Once the \$500 maximum has been reached, subsequent diagnostic services are subject to your calendar year deductible and coinsurance, except as specifically indicated below.

If you see a provider other than a Heritage provider, benefits for diagnostic services are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Benefits are provided for diagnostic services, including administration and interpretation. Some examples of what's covered are:

- Diagnostic imaging and scans (including x-rays)
- Laboratory services, including routine and preventive
- Pathology tests

The deductible is waived for the following services received from Heritage provider:

- Pap smears
- Prostate specific antigen (PSA) testing

Please Note:

- Diagnostic surgeries, including biopsies, and scope insertion procedures, such as an endoscopy, can only be covered under the Surgical Services benefit.
- Allergy testing is covered only under the Professional Visits And Services benefit.
- When covered inpatient diagnostic services are furnished and billed by an inpatient facility, they are only eligible for coverage under the applicable inpatient facility benefit.

For mammography services, please see the Diagnostic And Screening Mammography benefit.

Diagnostic And Screening Mammography

Benefits are provided for screening and diagnostic mammography recommended by your physician,

advanced registered nurse practitioner or physician's assistant. When received from Heritage providers, the deductible and coinsurance is waived (benefits are provided at 100% of allowable charge) for one mammography each calendar year. Subsequent mammography services are subject to coinsurance (the deductible is waived).

Please Note: If you see a provider other than a Heritage provider, benefits for diagnostic and screening mammography are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Emergency Room Services

You pay a \$75 copay per visit to the emergency room. These services are also subject to your calendar year deductible and coinsurance.

Please Note: The emergency room copay will be waived if you're admitted directly to the hospital from the emergency room.

This benefit is provided for emergency room services, including related services and supplies, such as diagnostic imaging (including x-ray) and laboratory services, surgical dressings and drugs, furnished by and used while at the hospital. Also covered under this benefit are medically necessary detoxification services; these services don't accrue toward the Chemical Dependency Treatment benefit maximum.

For chemical dependency treatment benefit information, please see the Chemical Dependency Treatment benefit.

Health Management

These services are provided at 100% of allowable charges, and are covered up to the benefit limits specified.

Benefits are only provided when the following services are furnished by Heritage providers or approved providers. To obtain a list of Heritage providers or approved providers, contact our Customer Service department.

Benefits are provided for the following outpatient health education services **and** community wellness classes and programs up to a combined maximum benefit of \$250 per member each calendar year. The health education maximum doesn't apply to health education and training to manage diabetes. Nicotine dependency program benefits are provided up to a separate maximum benefit of \$500 per member each calendar year.

Health Education

Benefits are provided for outpatient health education services to manage a covered condition, illness or injury. Examples of covered health education services are asthma, pain management, childbirth and newborn parenting and lactation.

Diabetes Health Education

Benefits are provided for outpatient health education and training services to manage the condition of diabetes. Benefits for these services aren't subject to a calendar year benefit limit.

Community Wellness

Community wellness classes and programs that promote positive health and lifestyle choices are also covered. Examples of these classes and programs are adult, child, infant and CPR, safety, babysitting skills, back pain prevention, stress management, bicycle safety and parenting skills. You pay for the cost of the class or program and send us proof of payment along with a reimbursement form. When we receive these items, we'll provide benefits as stated in this benefit. Please contact our Customer Service department (see the "How To Contact Us" section inside the front cover of this booklet) for a reimbursement form.

Nicotine Dependency Programs

Benefits are provided for nicotine dependency programs. You pay for the cost of the program and send us proof of payment along with a reimbursement form. When we receive these items, we'll provide benefits as stated above in this benefit. Please contact our Customer Service department (see the "How To Contact Us" section inside the front cover of this booklet) for a reimbursement form.

Prescription drugs for the treatment of nicotine dependency are also covered under this plan. Please see the Prescription Drugs benefit.

Home and Hospice Care

To be covered, home health and hospice care must be part of a written plan of care prescribed, periodically reviewed, and approved by a physician (M.D. or D.O.). In the plan of care, the physician must certify that confinement in a hospital or skilled nursing facility would be required without home health or hospice services.

Benefits are provided, up to the maximums shown below, for covered services furnished and billed by a home health agency, home health care provider, or hospice that is Medicare-certified or is licensed or certified by the state it operates in.

Covered employees of a home health agency and hospice are a registered nurse; a licensed practical nurse; a licensed physical therapist or occupational

therapist; a certified respiratory therapist; a speech therapist certified by the American Speech, Language, and Hearing Association; a home health aide directly supervised by one of the above providers (performing services prescribed in the plan of care to achieve the desired medical results); and a person with a master's degree in social work. Also included in this benefit is medical equipment and supplies provided as part of home health care. (Such equipment and supplies are not subject to the benefit maximums stated in the Medical Equipment and Supplies benefit.)

Home Health Care

The following services are subject to your calendar year deductible and coinsurance when services are provided by Heritage providers.

Please Note: If you see a provider other than a Heritage provider, benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

This benefit provides up to 130 intermittent home visits per member each calendar year by a home health care provider or one or more of the home health agency employees above. Other therapeutic services, such as respiratory therapy and phototherapy, are also covered under this benefit. Home health care provided as an alternative to inpatient hospitalization is not subject to this limit.

Hospice Care

Benefits for a terminally ill member shall not exceed 6 months of covered hospice care. Benefits may be provided for an additional 6 months of care in cases where the member is facing imminent death or is entering remission. The initial 6-month period starts on the first day of covered hospice care. Covered hospice services are:

- **In-home intermittent hospice visits** by one or more of the hospice employees above. These services don't count toward the 130 intermittent home visit limit shown above under Home Health Care.
- **Respite care** up to a maximum of 240 hours, to relieve anyone who lives with and cares for the terminally ill member.
- **Inpatient hospice care** up to a maximum of 10 days. This benefit provides for inpatient services and supplies used while you're a hospice inpatient, such as solutions, medications or dressings, when ordered by the attending physician.

Inpatient hospice care is subject to your calendar year deductible and coinsurance when you use a

Heritage facility.

Please Note: If services and supplies are furnished by a medical facility that isn't a part of the Heritage provider network, benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Insulin and Other Home and Hospice Care Provider Prescribed Drugs

Prescription drugs and insulin are subject to your calendar year deductible and coinsurance when provided by a Heritage provider.

Please Note: If prescription drugs and insulin are furnished and billed by a provider that isn't a part of the Heritage provider network, benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Benefits are provided for prescription drugs and insulin furnished and billed by a home health care provider, home health agency or hospice during a period of covered home health or hospice care. The drugs must be prescribed in the written plan of care.

This benefit doesn't cover:

- Over-the-counter drugs, solutions and nutritional supplements
- Services provided to someone other than the ill or injured member
- Services of family members or volunteers
- Services, supplies or providers not in the written plan of care or not named as covered in this benefit
- Custodial care, except for hospice care services
- Non-medical services, such as spiritual, bereavement, legal or financial counseling
- Normal living expenses, such as food, clothing, and household supplies; housekeeping services, except for those of a home health aide as prescribed by the plan of care; and transportation services
- Dietary assistance, such as "Meals on Wheels," or nutritional guidance

Hospital Inpatient Care

The following services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

Please Note: If services and supplies are furnished by a hospital that isn't a part of the Heritage provider

network, benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Benefits are provided for the following inpatient medical and surgical services:

- Room and board expenses, including general duty nursing and special diets
- Use of an intensive care or coronary care unit equipped and operated according to generally recognized hospital standards
- Operating room, surgical supplies, hospital anesthesia services and supplies, drugs, dressings, equipment and oxygen
- Diagnostic and therapeutic services
- Blood, blood derivatives and their administration
- Medically necessary detoxification services. These services don't accrue toward the Chemical Dependency Treatment benefit maximum

For inpatient hospital chemical dependency treatment, except as stated above for medically necessary detoxification services, please see the Chemical Dependency Treatment benefit.

For inpatient hospital obstetrical care and newborn care, please see the Obstetrical Care and Newborn Care benefits.

This benefit doesn't cover:

- Hospital admissions for diagnostic purposes only, unless the services can't be provided without the use of inpatient hospital facilities, or unless your medical condition makes inpatient care medically necessary.
- Any days of inpatient care that exceed the length of stay that is, in our judgment, medically necessary to treat your condition.

Hospital Outpatient Care

Outpatient Surgery Services

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

Other Outpatient Services

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

This benefit is provided for operating, procedure, and recovery rooms; plus services and supplies, such as diagnostic imaging (including x-ray) and laboratory services, surgical dressings and drugs, furnished by and used while at the hospital.

Please Note: If services and supplies are furnished by an outpatient facility that isn't a part of the Heritage provider network, benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Infusion Therapy

The following services are subject to your calendar year deductible and coinsurance when services are furnished by a Heritage provider.

Please Note: When infusion services and supplies are furnished by a provider other than a Heritage provider, benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

This benefit is provided for outpatient professional services, supplies, drugs and solutions required for infusion therapy. Infusion therapy (also known as "intravenous therapy") is the administration of fluids into a vein by means of a needle or catheter, most often used for the following purposes:

- To maintain fluid and electrolyte balance
- To correct fluid volume deficiencies after excessive loss of body fluids
- Members that are unable to take sufficient volumes of fluids orally
- Prolonged nutritional support for members with gastrointestinal dysfunction

This benefit doesn't cover over-the-counter drugs, solutions and nutritional supplements.

Mastectomy and Breast Reconstruction Services

Inpatient Facility Services

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

Inpatient Professional and Surgical Services

Benefits for these services are subject to your calendar year deductible and coinsurance when services are provided by a Heritage provider.

Outpatient Surgical Facility Services

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

Outpatient Professional Visits

You pay a \$25 copay per visit in an office setting

when you use a Heritage provider, plus your calendar year deductible and coinsurance.

The calendar year deductible and coinsurance will be waived on the first 4 professional visits you receive each calendar year. (The first 4 visits are an aggregate total, meaning that office or home visits from all Heritage providers combined count toward the 4 visit limit.)

When you see a Heritage provider outside an office setting, benefits are subject to your calendar year deductible and coinsurance. Please see the "Professional Visit Copay" provision in the "What Are My Benefits?" section of this booklet for details about this copay.

Other Outpatient Professional Services

Benefits for these services are subject to your calendar year deductible and coinsurance when services are provided by a Heritage provider.

Please Note: If mastectomy or breast reconstruction services and supplies are furnished by a provider or medical facility that isn't a part of the Heritage provider network, benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Benefits are provided for mastectomy necessary due to disease, illness or injury. For any member electing breast reconstruction in connection with a mastectomy, this benefit covers:

- Reconstruction of the breast on which mastectomy has been performed
- Surgery and reconstruction of the other breast to produce a symmetrical appearance
- Prostheses (not subject to the benefit maximum stated in the Medical Equipment and Supplies benefit)
- Physical complications of all stages of mastectomy, including lymphedemas

Services are to be provided in a manner determined in consultation with the attending physician and the patient.

Medical Equipment and Supplies

The following services are subject to your calendar year deductible and coinsurance when you use a Heritage provider.

If you see a provider other than a Heritage provider, benefits medical equipment and supplies are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My

Benefits?” section of this booklet.

Covered medical equipment, prosthetics and supplies include:

Medical and Respiratory Equipment

Benefits are provided for the rental of such equipment (including fitting expenses), but not to exceed the purchase price, when medically necessary and prescribed by a physician for therapeutic use in direct treatment of a covered illness or injury. We may also provide benefits for the initial purchase of equipment, in lieu of rental.

Examples of medical and respiratory equipment are a wheelchair, hospital-type bed, traction equipment, ventilators, and diabetic equipment such as blood glucose monitors, insulin pumps and accessories to pumps, and insulin infusion devices.

In cases where an alternative type of equipment is less costly and serves the same medical purpose, we'll provide benefits only up to the lesser amount.

Repair or replacement of medical and respiratory equipment medically necessary due to normal use or growth of a child is covered.

Medical Supplies, Orthotics (Other Than Foot Orthotics), and Orthopedic Appliances

Covered services include, but aren't limited to, dressings, braces, splints, rib belts and crutches, as well as related fitting expenses.

Benefits for medical supplies, orthotics (other than foot orthotics), and orthopedic appliances are not subject to a benefit maximum.

For hypodermic needles, lancets, test strips, testing agents and alcohol swabs benefit information, please see the Prescription Drugs benefit.

Please Note: This benefit does not include medical equipment or supplies provided as part of home health care. See the Home and Hospice Care benefit for coverage information.

Prosthetics

Benefits for external prosthetic devices (including fitting expenses) as stated below, are provided when such devices are used to replace all or part of an absent body limb or to replace all or part of the function of a permanently inoperative or malfunctioning body organ. Benefits will only be provided for the initial purchase of a prosthetic device, unless the existing device can't be repaired, or replacement is prescribed by a physician because of a change in your physical condition.

This benefit also provides for the first intraocular lens prescribed to replace the lens of the eye.

Please Note: This benefit does not include prosthetics prescribed or purchased as part of a

mastectomy or breast reconstruction. Please see the Mastectomy and Breast Reconstruction Services benefit for coverage information.

Benefits for prosthetics are not subject to a benefit maximum.

Foot Orthotics and Therapeutic Shoes

When prescribed for the condition of diabetes, or for corrective purposes, benefits are provided for foot orthotics (shoe inserts) and therapeutic shoes (orthopedic), including fitting expenses.

This benefit doesn't cover:

- Supplies or equipment not primarily intended for medical use
- Special or extra-cost convenience features
- Items such as exercise equipment, weights and whirlpool baths
- Orthopedic appliances prescribed primarily for use during participation in sports, recreation or similar activities
- Penile prostheses
- Prosthetics, appliances or devices requiring surgical implantation. These items are covered under the Surgical Services benefit.

Mental Health Care

Inpatient Facility Services

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

If you use a facility other than a Heritage facility, benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Inpatient Professional Services

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage provider.

If services are furnished by a provider other than a Heritage provider, benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Outpatient Therapeutic Visits

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage provider.

If services are furnished by a provider other than a

Heritage provider, benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Benefits for mental health services, including treatment of eating disorders (such as anorexia nervosa, bulimia or any similar condition), are provided as stated below. Covered mental health services include inpatient care, partial hospitalization and outpatient care to manage or lessen the effects of a psychiatric condition. Services must be consistent with published practices that are based on evidence when available or follow clinical guidelines or a consensus of expert opinion published by national mental health professional organizations or other reputable sources. If no such published practices apply, services must be consistent with community standards of practice as determined by us.

Covered services must be furnished by one of the following types of providers:

- Hospital
- Washington state-licensed community mental health agency
- Licensed Physician (M.D. or D.O.)
- Licensed Psychologist (Ph.D.)
- Any other provider listed under the definition of "provider" (please see the "Definitions" section in this booklet) who is licensed or certified by the state in which the care is provided, and who is providing care within the scope of his or her license.

Covered services may also be furnished by a state hospital operated and maintained by the state of Washington for the care of the mentally ill.

Benefits are provided up to the following maximums:

Inpatient Care

Up to 8 days per member each calendar year for facility and professional care. As an alternative to inpatient care, this plan covers "psychiatric partial days." Two psychiatric partial days will count as one inpatient day, and you will be responsible for the applicable inpatient cost-share.

Outpatient Therapeutic Visits

Up to 12 office or home therapeutic visits per member each calendar year. Also covered under this benefit are biofeedback services for Generalized Anxiety Disorder when provided by a qualified provider.

"Outpatient therapeutic visit" (outpatient visit) means a clinical treatment session with a mental health

provider of a duration consistent with relevant professional standards as defined in the **Physician's Current Procedural Terminology**, published by the American Medical Association.

For psychological and neuropsychological testing and evaluation benefit information, please see the Psychological And Neuropsychological Testing benefit.

For chemical dependency treatment benefit information, please see the Chemical Dependency Treatment benefit.

This benefit doesn't cover:

- Psychological treatment of sexual dysfunctions, including impotence and frigidity
- Dementia and sleep disorders
- Biofeedback services for psychiatric conditions other than Generalized Anxiety Disorder
- EEG biofeedback or neurofeedback services
- Services furnished in connection with obesity, even if the obesity is affected by psychological factors
- Family and marital counseling, and family and marital psychotherapy, as distinct from counseling, except when medically necessary to treat the diagnosed mental disorder or disorders of a member

Mental Health Services And Your Rights

Premera Blue Cross and state law have established standards to assure the competence and professional conduct of mental health service providers, to guarantee your right to informed consent to treatment, to assure the privacy of your medical information, to enable you to know which services are covered under this plan and to know the limitations of your coverage. If you want a more detailed description of covered benefits for mental health services under this plan, or if you have a question or concern about any aspect of your mental health benefits, please contact Premera Blue Cross at one of the following telephone numbers:

Local and toll-free number: 1-800-722-1471

Local and toll-free TDD number for the hearing-impaired: 1-800-842-5357

If you want to know more about your rights under the law, or if you think anything you received from us may not conform to the terms of your contract or your rights under the law, you may contact the Office of Insurance Commissioner at 1-800-562-6900. If you have a concern about the qualifications or professional conduct of your mental health service provider, please call the State Health Department at 360-236-4010.

Neurodevelopmental Therapy

Benefits are provided for the treatment of neurodevelopmental disabilities for members under the age of 7. The following inpatient and outpatient neurodevelopmental therapy services must be medically necessary to restore and improve function, or to maintain function where, in our judgment, significant physical deterioration would occur without the therapy.

Inpatient Care Benefits for inpatient facility and professional care are provided up to 30 days per member each calendar year. Inpatient facility services must be furnished and billed by a hospital or by a rehabilitation facility approved by us, and will only be covered when services can't be done in a less intensive setting.

Inpatient Facility Care

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

Inpatient Professional Services

Benefits for these services are subject to your calendar year deductible and coinsurance when provided by a Heritage provider.

Please Note: If services and supplies are furnished by a provider or medical facility that isn't a part of the Heritage provider network, benefits for inpatient care are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Outpatient Care Benefits for outpatient care are subject to all of the following provisions:

- The member must not be confined in a hospital or other medical facility
- The therapy must be part of a formal written treatment plan prescribed by a physician
- Services must be furnished and billed by a hospital, rehabilitation facility approved by us, physician, physical, occupational or speech therapist, chiropractor, massage practitioner or naturopath

When the above criteria are met, benefits will be provided for physical, speech, occupational and massage therapy services, up to a maximum benefit of 45 visits per member each calendar year.

Outpatient Facility Care

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

Outpatient Professional Services

You pay a \$25 copay per visit in an office setting when you use a Heritage provider, plus your calendar year deductible and coinsurance.

The calendar year deductible and coinsurance will be waived on the first 4 professional visits you receive each calendar year. (The first 4 visits are an aggregate total, meaning that office or home visits from all Heritage providers combined count toward the 4 visit limit.)

When you see a Heritage provider outside an office setting, benefits are subject to your calendar year deductible and coinsurance. Please see the "Professional Visit Copay" provision in the "What Are My Benefits?" section of this booklet for details about this copay.

Please Note: If services and supplies are furnished by a provider or medical facility that isn't a part of the Heritage provider network, benefits for outpatient care are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

A "visit" is a session of treatment for each type of therapy. Each type of therapy combined accrues toward the above visit maximum. Multiple therapy sessions on the same day will be counted as one visit, unless provided by different health care providers.

We won't provide this benefit and the Rehabilitation Therapy And Chronic Pain Care benefit for the same condition. Once a calendar year maximum has been exhausted under one of these benefits, no further coverage is available.

For psychological and neuropsychological testing and evaluation benefit information, please see the Psychological And Neuropsychological Testing benefit.

This benefit doesn't cover:

- Recreational, vocational, or educational therapy; exercise or maintenance-level programs
- Social or cultural therapy
- Treatment that isn't actively engaged in by the ill, injured or impaired member
- Gym or swim therapy
- Custodial care

Newborn Care

Newborn children are covered automatically for the first 3 weeks from birth when the mother is eligible to receive obstetrical care benefits under this plan. To continue benefits beyond the 3-week period, please see the dependent eligibility and enrollment

guidelines outlined in the “Who Is Eligible For Coverage?” and “When Does Coverage Begin?” sections.

If the mother isn’t eligible to receive obstetrical care benefits under this plan, the newborn isn’t automatically covered for the first 3 weeks. For newborn enrollment information, please see the “Who Is Eligible For Coverage?” and “When Does Coverage Begin?” sections.

Plan benefits will apply, subject to the child’s own applicable copay, calendar year deductible and coinsurance requirements, and may include the services listed below. Services must be consistent with accepted medical practice and ordered by the attending provider in consultation with the mother.

Hospital Care

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

Please Note: If the newborn is admitted to a medical facility that’s not part of our Heritage provider network, benefits for inpatient facility services are subject to your calendar year deductible and coinsurance. For an explanation of the amount you’ll pay for services and supplies from facilities that aren’t in the provider network, please see the “What Are My Benefits?” section of this booklet.

Hospital nursery care as determined necessary by the attending provider, in consultation with the mother, based on accepted medical practice. Also covered are any required readmissions to a hospital and outpatient or emergency room services for medically necessary treatment of an illness or injury.

Group health plans and health insurance issuers generally may not, under federal law, restrict benefits for any hospital length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery, or less than 96 hours following a cesarean section. However, this restriction doesn’t apply in any case where the decision to discharge the mother or her newborn child before the expiration of the minimum length of stay is made by an attending provider in consultation with the mother.

Professional Care

- Inpatient newborn care, including newborn exams
- Follow-up care, including newborn exams, consistent with accepted medical practice that’s ordered by the attending provider, in consultation with the mother. Follow-up care includes services of the attending provider, a home health agency and/or a registered nurse.
- Circumcision

This benefit doesn’t cover immunizations. See

the Preventive Medical Care benefit for coverage of immunizations and outpatient well-baby care.

Inpatient Professional Care

Benefits for these services are subject to your calendar year deductible and coinsurance when services are provided by a Heritage provider.

Outpatient Professional Visits

You pay a \$25 copay per visit in an office setting when you use a Heritage provider, plus your calendar year deductible and coinsurance.

The calendar year deductible and coinsurance will be waived on the first 4 professional visits you receive each calendar year. (The first 4 visits are an aggregate total, meaning that office or home visits from all Heritage providers combined count toward the 4 visit limit.)

When you see a Heritage provider outside an office setting, benefits are subject to your calendar year deductible and coinsurance. Please see the “Professional Visit Copay” provision in the “What Are My Benefits?” section of this booklet for details about this copay.

If you use a provider other than a Heritage provider, benefits for professional services are subject to your calendar year deductible and coinsurance. For an explanation of the amount you’ll pay for services and supplies from providers who aren’t in the provider network, please see the “What Are My Benefits?” section of this booklet.

Please Note: Attending provider as used in this benefit means a physician (M.D. or D.O.), a physician’s assistant, a certified nurse midwife (C.N.M.), a licensed midwife or an advanced registered nurse practitioner (A.R.N.P.).

Nutritional Therapy

You pay a \$25 copay per visit in an office setting when you use a Heritage provider, plus your calendar year deductible and coinsurance.

The calendar year deductible and coinsurance will be waived on the first 4 professional visits you receive each calendar year. (The first 4 visits are an aggregate total, meaning that office or home visits from all Heritage providers combined count toward the 4 visit limit.)

When you see a Heritage provider outside an office setting, benefits are subject to your calendar year deductible and coinsurance. Please see the “Professional Visit Copay” provision in the “What Are My Benefits?” section of this booklet for details about this copay.

If you see a provider other than a Heritage provider, nutritional therapy benefits are subject to your calendar year deductible and coinsurance. For an

explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Benefits are provided for outpatient nutritional therapy services to manage your covered condition, illness or injury. Nutritional therapy for conditions other than diabetes is limited to 4 visits per member each calendar year. Nutritional therapy for the condition of diabetes isn't subject to a calendar year benefit limit.

Obstetrical Care

Benefits for pregnancy, childbirth and voluntary termination of pregnancy are provided on the same basis as any other condition for all female members.

Facility Care

Inpatient Hospital Services

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

Birthing Center and Short-Stay Hospital Facility Services

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

If you receive inpatient or outpatient care in a medical facility that's not part of our Heritage provider network, facility care benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from facilities that aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

This benefit covers inpatient hospital, birthing center, outpatient hospital and emergency room services, including post-delivery care as determined necessary by the attending provider, in consultation with the mother, based on accepted medical practice.

Group health plans and health insurance issuers generally may not, under federal law, restrict benefits for any hospital length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery, or less than 96 hours following a cesarean section. However, this restriction doesn't apply in any case where the decision to discharge the mother or her newborn child before the expiration of the minimum length of stay is made by an attending provider in consultation with the mother.

Plan benefits are also provided for medically necessary supplies related to home births.

Professional Care

Benefits for the following obstetrical care services are subject to your calendar year deductible and coinsurance when provided by a Heritage provider.

If you see a provider other than a Heritage provider, the following professional care benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

- Prenatal care, including diagnostic and screening procedures, and genetic counseling for prenatal diagnosis of congenital disorders of the fetus
- Delivery, including cesarean section, in a medical facility, or delivery in the home
- Postpartum care consistent with accepted medical practice that's ordered by the attending provider, in consultation with the mother. Postpartum care includes services of the attending provider, a home health agency and/or registered nurse.

Please Note: Attending provider as used in this benefit means a physician (M.D. or D.O.), a physician's assistant, a certified nurse midwife (C.N.M.), a licensed midwife or an advanced registered nurse practitioner (A.R.N.P.). If the attending provider bills a global fee that includes prenatal, delivery and/or postpartum services received on multiple dates of service, this plan will cover those services as it would any other surgery. Please see the Surgical Services benefit for details on surgery coverage.

Phenylketonuria (PKU) Dietary Formula

Benefits for PKU dietary formula are subject to your calendar year deductible and coinsurance.

Benefits are provided for dietary formula that's medically necessary for the treatment of phenylketonuria (PKU), not to exceed an order of 5 cases in any calendar month. If more than 5 cases are required for use in any calendar month, benefits will be provided for the additional amount of formula medically necessary to treat the member. This benefit isn't subject to the waiting period for pre-existing conditions, explained in the "What's Not Covered?" section.

Preventive Medical Care

Benefits are provided for routine and preventive services performed on an outpatient basis and aren't subject to a calendar year benefit limit. **This benefit will be provided only when the following covered services are furnished by Heritage providers.**

Routine or Preventive Exams

You pay a \$25 copay per visit when you use a

Heritage provider, plus your calendar year deductible and coinsurance.

The calendar year deductible and coinsurance will be waived on the first 4 professional visits you receive each calendar year. (The first 4 visits are an aggregate total, meaning that office or home visits from all Heritage providers combined count toward the 4 visit limit.)

Covered services include:

- Routine physical exams
- Well-baby exams (beyond the 3-week period specified under the Newborn Care benefit)
- Physical exams related to school, sports and employment

For outpatient routine or preventive diagnostic services (including x-ray), screening and diagnostic mammography, and laboratory services benefit information, please see the Diagnostic Services and Diagnostic And Screening Mammography benefits.

For newborn exams (furnished during the first 3 weeks from birth) benefit information, please see the Newborn Care benefit.

Immunizations

Benefits for immunizations are provided at 100% of allowable charges. Immunization benefits are not subject to a calendar benefit limit.

Services that are related to a specific illness, injury or definitive set of symptoms are covered under the non-preventive medical benefits of this plan.

This benefit doesn't cover:

- Services not named above as covered
- Charges for preventive medical services that exceed what's covered under this benefit
- Inpatient routine newborn exams while the child is in the hospital following birth. These services are covered under the Newborn Care benefit.
- Routine or other dental care
- Routine vision and hearing exams
- Services that are related to a specific illness, injury or definitive set of symptoms exhibited by the member
- Physical exams for basic life or disability insurance
- Work-related disability evaluations or medical disability evaluations

Professional Visits and Services

Benefits are provided for the examination, diagnosis and treatment of an illness or injury when such services are performed on an inpatient or outpatient basis, including your home.

Outpatient Professional Exams and Visits

You pay a \$25 copay per visit in a home or office setting when you use a Heritage provider, plus your calendar year deductible and coinsurance.

The calendar year deductible and coinsurance will be waived on the first 4 professional visits you receive each calendar year. (The first 4 visits are an aggregate total, meaning that office or home visits from all Heritage providers combined count toward the 4 visit limit.)

When you see a Heritage provider outside of a home or office setting, benefits are subject to your calendar year deductible and coinsurance. Please see the "Professional Visit Copay" provision in the "What Are My Benefits?" section of this booklet for details about this copay.

Other Professional Services

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage provider.

Please Note: If you see a provider other than a Heritage provider, professional benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Benefits are also provided for the following professional services when provided by a qualified Heritage provider:

- Second opinions for any covered medical diagnosis or treatment plan
- Biofeedback services for any covered medical diagnosis or treatment plan
- Diabetic foot care

Therapeutic Injections And Allergy Tests

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage provider.

If therapeutic injections, allergy injections and allergy testing are furnished by a provider other than a Heritage provider, benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Benefits are available for the following:

- Therapeutic injections, including allergy injections
- Allergy testing

For surgical procedures performed in a provider's office, surgical suite or other facility benefit

information, please see the Surgical Services benefit.

For professional diagnostic services benefit information, please see the Diagnostic Services benefit.

For home health or hospice care benefit information, please see the Home and Hospice Care benefit.

For benefit information on contraceptive injections or implantable contraceptives, please see the Contraceptive Management and Sterilization Services benefit.

For diagnosis and treatment of psychiatric conditions benefit information, please see the Mental Health Care benefit.

For diagnosis and treatment of temporomandibular joint (TMJ) disorders benefit information, please see the Temporomandibular Joint (TMJ) Disorders benefit.

This benefit doesn't cover:

- Hair analysis or non-prescription drugs or medicines, such as herbal, naturopathic or homeopathic medicines or devices
- EEG biofeedback or neurofeedback services

Psychological and Neuropsychological Testing

The following services are subject to your calendar year deductible and coinsurance when you use a Heritage provider.

Benefits are provided up to a maximum benefit of 12 hours per member each calendar year for all services combined. Covered services include testing related to mental health, rehabilitation and neurodevelopmental therapy, and evaluations, including interpretation, necessary to prescribe an appropriate treatment plan. This includes later re-evaluations to make sure the treatment is achieving the desired medical results.

Please Note: If you see a provider other than a Heritage provider, benefits for psychological and neuropsychological testing are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Rehabilitation Therapy and Chronic Pain Care

Rehabilitation Therapy

Benefits for the following inpatient and outpatient rehabilitation therapy services are provided when such services are medically necessary to either 1) restore and improve a bodily or cognitive function

that was previously normal but was lost as a result of an injury, illness or surgery; or 2) treat disorders caused by physical congenital anomalies. Please see the Neurodevelopmental Therapy benefit earlier in this section for coverage of disorders caused by neurological congenital anomalies.

Inpatient Care Benefits for inpatient facility and professional care are available up to 30 days per member each calendar year. Inpatient facility services must be furnished in a specialized rehabilitative unit of a hospital and billed by the hospital or be furnished and billed by another rehabilitation facility approved by us, and will only be covered when services can't be done in a less intensive setting. When rehabilitation follows acute care in a continuous inpatient stay, this benefit starts on the day that the care becomes primarily rehabilitative. This benefit only covers care you receive within 24 months from the onset of the injury or illness or from the date of the surgery that made rehabilitation necessary. The care must also be part of a written plan of multidisciplinary treatment prescribed and periodically reviewed by a physician specializing in physical medicine and rehabilitation.

Inpatient Facility Care

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

Inpatient Professional Services

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage provider.

If services and supplies are furnished by a provider or medical facility that isn't a part of the Heritage provider network, rehabilitation inpatient care benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

• **Outpatient Care** Benefits for outpatient care are subject to all of the following provisions:

- You must not be confined in a hospital or other medical facility
- The therapy must be part of a formal written treatment plan prescribed by a physician
- Services must be furnished and billed by a hospital, rehabilitation facility approved by us, physician, physical, occupational, or speech therapist, chiropractor, massage practitioner or naturopath.

When the above criteria are met, benefits will be provided for physical, speech, occupational and massage therapy services, including cardiac and pulmonary rehabilitation, up to a combined

maximum benefit of 45 visits per member each calendar year.

Outpatient Facility Care

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

Outpatient Professional Services

You pay a \$25 copay per visit in an office setting when you use a Heritage provider, plus your calendar year deductible and coinsurance.

The calendar year deductible and coinsurance will be waived on the first 4 professional visits you receive each calendar year. (The first 4 visits are an aggregate total, meaning that office or home visits from all Heritage providers combined count toward the 4 visit limit.)

When rehabilitation therapy isn't provided in an office setting, benefits are subject to your calendar year deductible and coinsurance. Please see the "Professional Visit Copay" provision in the "What Are My Benefits?" section of this booklet for details about this copay.

If services and supplies are furnished by a provider or medical facility that isn't a part of the Heritage provider network, rehabilitation outpatient care benefits are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

A "visit" is a session of treatment for each type of therapy. Each type of therapy combined accrues toward the above visit maximum. Multiple therapy sessions on the same day will be counted as one visit, unless provided by different health care providers.

Chronic Pain Care

These services must also be medically necessary to treat intractable or chronic pain. Benefits for inpatient and outpatient chronic pain care are subject to the above rehabilitation therapy benefit limits. All benefit maximums apply. However, inpatient services for chronic pain care aren't subject to the 24-month limit.

We won't provide this benefit and the Neurodevelopmental Therapy benefit for the same condition. Once a calendar year maximum has been exhausted under one of these benefits, no further coverage is available.

For psychological and neuropsychological testing and evaluation benefit information, please see the Psychological And Neuropsychological Testing benefit.

This benefit doesn't cover:

- Recreational, vocational or educational therapy; exercise or maintenance-level programs
- Social or cultural therapy
- Treatment that isn't actively engaged in by the ill, injured or impaired member
- Gym or swim therapy
- Custodial care
- Inpatient rehabilitation received more than 24 months from the date of onset of the member's injury or illness or from the date of the member's surgery that made the rehabilitation necessary

Skilled Nursing Facility Services

The following services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

If you're admitted to a medical facility that's not part of our Heritage provider network, benefits for facility services are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from facilities that aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

This benefit is only provided when you're at a point in your recovery where inpatient hospital care is no longer medically necessary, but skilled care in a skilled nursing facility is. Your attending physician must actively supervise your care while you're confined in the skilled nursing facility.

Benefits are provided up to 90 days per member each calendar year for services and supplies, including room and board expenses, furnished by and used while confined in a Medicare-approved skilled nursing facility.

This benefit doesn't cover:

- Custodial care
- Care that is primarily for senile deterioration, mental deficiency, retardation or the treatment of chemical dependency

Spinal and Other Manipulations

You pay a \$25 copay per visit in a home or office setting when you use a Heritage provider.

If you see a Heritage provider outside an office setting, benefits for spinal and other manipulations are subject to your calendar year deductible and coinsurance. Please see the "Professional Visit Copay" provision in the "What Are My Benefits?" section of this booklet for details about this copay.

If you see a provider other than a Heritage provider, benefits for spinal and other manipulations are subject to your calendar year deductible and coinsurance. For an explanation of the amount

you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Benefits are provided for medically necessary spinal and other manipulations to treat a covered illness, injury or condition.

Non-manipulation services (including diagnostic imaging) are covered as any other medical service.

Available benefits for covered massage and physical therapy services are provided under the Rehabilitation Therapy and Chronic Pain Care and Neurodevelopmental Therapy benefits.

Benefits are limited to 12 visits per member per calendar year.

Surgical Services

The following services are subject to your calendar year deductible and coinsurance when services are provided a Heritage provider.

If you use a provider other than a Heritage provider, benefits for surgical services are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from facilities that aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

This benefit covers all surgical services, when performed on an inpatient or outpatient basis, in such locations as a hospital, ambulatory surgical facility, surgical suite or provider's office. Also covered under this benefit are anesthesia and postoperative care, cornea transplantation, skin grafts and the transfusion of blood or blood derivatives.

For organ, bone marrow or stem cell transplant procedure benefit information, please see the Transplants benefit.

Temporomandibular Joint (TMJ) Disorders

Inpatient Facility Services

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

Inpatient Professional and Surgical Services

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage provider.

Outpatient Surgical Facility Services

Benefits for these services are subject to your calendar year deductible and coinsurance when you use a Heritage facility.

Outpatient Professional Visits

You pay a \$25 copay per visit in an office setting when you use a Heritage provider, plus your calendar year deductible and coinsurance.

The calendar year deductible and coinsurance will be waived on the first 4 professional visits you receive each calendar year. (The first 4 visits are an aggregate total, meaning that office or home visits from all Heritage providers combined count toward the 4 visit limit.)

When you see a Heritage provider outside an office setting, benefits are subject to your calendar year deductible and coinsurance. Please see the "Professional Visit Copay" provision in the "What Are My Benefits?" section of this booklet for details about this copay.

Other Outpatient Professional Services

Benefits for these services are subject to your calendar year deductible and coinsurance when you see a Heritage provider.

If services and supplies are furnished by a provider or medical facility that isn't a part of the Heritage provider network, benefits for temporomandibular joint (TMJ) disorders are subject to your calendar year deductible and coinsurance. For an explanation of the amount you'll pay for services and supplies from providers who aren't in the provider network, please see the "What Are My Benefits?" section of this booklet.

Benefits for medical and dental services and supplies for the treatment of temporomandibular joint (TMJ) disorders are provided on the same basis as any other medical or dental condition. This benefit includes coverage for inpatient and outpatient facility and professional care, including professional visits, up to a maximum benefit of \$1,000 per member each calendar year. The lifetime maximum for these services is \$5,000 per member.

Medical and dental services and supplies are those that meet all of the following requirements:

- Reasonable and appropriate for the treatment of a disorder of the temporomandibular joint, under all the factual circumstances of the case
- Effective for the control or elimination of one or more of the following, caused by a disorder of the temporomandibular joint: pain, infection, disease, difficulty in speaking, or difficulty in chewing or swallowing food
- Recognized as effective, according to the professional standards of good medical or dental practice
- Not experimental or investigational, as determined by us according to the criteria stated under

“Definitions,” or primarily for cosmetic purposes

Transplants

Waiting Period

This plan doesn't provide benefits for an organ, bone marrow or stem cell transplant, including any procedure associated with the transplant (for example, testing, blood typing, chemotherapy, radiation or hospitalization), unless you've been covered under a medical contract with us for 6 consecutive months. However, this waiting period doesn't apply if the transplant is needed as a direct result of:

- An injury that occurs on or after your effective date of coverage under this plan
- A congenital anomaly of a child who's been covered through us since birth
- A congenital anomaly of a child who's been covered through us since placement for adoption with the subscriber

Please Note: Transplant-related services are also subject to the waiting period for pre-existing conditions (please see the “What's Not Covered?” section in this booklet for more information about this waiting period).

Covered Transplants

This benefit covers medical services only if provided by Heritage providers or “Approved Transplant Centers.” Please see the transplant benefit requirements later in this benefit for more information about approved transplant centers.

Inpatient Facility Services

Benefits for services in a Heritage facility or an approved transplant center, are subject to your calendar year deductible and coinsurance.

Inpatient Professional and Surgical Services

Benefits for a Heritage provider or an approved transplant provider, are subject to your calendar year deductible and coinsurance.

Outpatient Surgical Facility Services

Benefits for a Heritage facility or an approved transplant center, are subject to your calendar year deductible and coinsurance.

Outpatient Professional Visits

You pay a \$25 copay per visit to a Heritage provider or an approved transplant provider, plus your calendar year deductible and coinsurance.

The calendar year deductible and coinsurance will be waived on the first 4 professional visits you receive each calendar year. (The first 4 visits are an aggregate total, meaning that office or home visits from all Heritage providers combined count toward

the 4 visit limit.)

Other Outpatient Professional Services

Benefits for a Heritage provider or an approved transplant provider, are subject to your calendar year deductible and coinsurance.

Transport and Lodging

The transport and lodging benefits are subject to your calendar year deductible, but aren't subject to your coinsurance. Benefits are provided up to the benefit limit of \$7,500 per transplant.

Solid organ transplants and bone marrow/stem cell reinfusion procedures must not be considered experimental or investigational for the treatment of your condition. (Please see the “Definitions” section in this booklet for the definition of “experimental/investigational services.”) We reserve the right to base coverage on all of the following:

- Solid organ transplants and bone marrow/stem cell reinfusion procedures must meet our criteria for coverage. We review the medical indications for the transplant, documented effectiveness of the procedure to treat the condition, and failure of medical alternatives.

The types of solid organ transplants and bone marrow/stem cell reinfusion procedures that currently meet our criteria for coverage are:

- Heart
- Heart/double lung
- Single lung
- Double lung
- Liver
- Kidney
- Pancreas
- Pancreas with kidney
- Bone marrow (autologous and allogeneic)
- Stem cell (autologous)

Please Note: For the purposes of this plan, the term “transplant” doesn't include cornea transplantation, skin grafts or the transplant of blood or blood derivatives (except for bone marrow or stem cells). These procedures are covered on the same basis as any other covered surgical procedure (please see the Surgical Services benefit).

- You've satisfied your waiting period
- Your medical condition must meet our written standards
- The transplant or reinfusion must be furnished in an approved transplant center. (An approved transplant center is a hospital or other provider that's developed expertise in performing solid organ transplants, or bone marrow or stem cell reinfusion, and is approved by us.) We have

agreements with approved transplant centers in Washington and Alaska, and we have access to a special network of approved transplant centers around the country. Whenever medically possible, we'll direct you to an approved transplant center that we've contracted with for transplant services.

Of course, if none of our centers or the approved transplant centers can provide the type of transplant you need, this benefit will cover a transplant center that meets written approval standards set by us.

- The \$250,000 transplant maximum benefit must not have been reached

Transplant Maximum

This benefit is subject to a lifetime maximum benefit of \$250,000 for all covered transplants and transplant-related services combined. Services that accrue to this lifetime maximum benefit are also subject to the 6-month waiting period stated above.

Recipient Costs

Benefits for transplant or reinfusion related expenses start accruing to the \$250,000 maximum 30 days before the date of a solid organ transplant, or in the case of bone marrow or stem cell procedures, 30 days before the date of reinfusion. Benefits stop accruing to the \$250,000 maximum 180 days from the date of the transplant or reinfusion. Inpatient stays for episodes of rejection related to a solid organ transplant or bone marrow or stem cell reinfusion beyond the 180-day period will also accrue to the \$250,000 maximum. However, the time limits above don't apply to this benefit's coverage for transportation and lodging.

This benefit also provides coverage for anti-rejection drugs administered by the transplant center during the inpatient or outpatient stay in which the transplant was performed.

Donor Costs

Procurement expenses are charged against the recipient's \$250,000 maximum and are limited to \$75,000 per transplant. Covered services include selection, removal (harvesting) and evaluation of the donor organ, bone marrow or stem cell; transportation of donor organ, bone marrow and stem cells, including the surgical and harvesting teams; donor acquisition costs such as testing and typing expenses; and storage costs for bone marrow and stem cells for a period of up to 12 months.

Transportation and Lodging Expenses

Reasonable and necessary expenses for transportation, lodging and meals for the transplant recipient (while not confined) and one companion, except as stated below, are covered but limited as

follows:

- The transplant recipient must reside more than 50 miles from the approved transplant center
- The transportation must be to and/or from the site of the transplant for the purposes of an evaluation, the transplant procedure, or necessary post-discharge follow-up
- When the recipient is a dependent minor child, benefits for transportation, lodging and meal expenses for the recipient and 2 companions will be provided up to a maximum of \$125 per day
- When the recipient isn't a dependent minor child, benefits for transportation, lodging and meal expenses for the recipient and one companion will be provided up to a maximum of \$80 per day
- Covered transportation, lodging and meal expenses incurred by the transplant recipient and companions are charged against the recipient's \$250,000 maximum and are limited to \$7,500 per transplant

This benefit doesn't cover:

- Services and supplies that are payable by any government, foundation or charitable grant. This includes services performed on potential or actual living donors and recipients, and on cadavers.
- Donor costs for a solid organ transplant or bone marrow or stem cell reinfusion that isn't covered under this benefit, or for a recipient who isn't a member
- Donor costs for which benefits are available under other group or individual coverage
- Non-human or mechanical organs, unless we determine they aren't "experimental/investigational services" (please see the "Definitions" section in this booklet)
- Personal care items

PRESCRIPTION DRUGS

This benefit provides coverage for medically necessary prescription drugs, prescriptive oral agents for controlling blood sugar levels, glucagon emergency kits and insulin when prescribed for your use outside of a medical facility and dispensed by a licensed pharmacist in a pharmacy licensed by the state in which the pharmacy is located. Also covered under this benefit are injectable supplies. For the purposes of this plan, a prescription drug is any medical substance that, under federal law, must be labeled as follows: "Caution: Federal law prohibits dispensing without a prescription." In no case will the member's out-of-pocket expense exceed the cost of the drug or supply.

For generic drugs or supplies, each member must pay a copay for each separate new prescription or refill. A copay is defined as a fixed up-front dollar

amount that you're required to pay to the retail pharmacy or the participating home delivery pharmacy for each prescription drug purchase.

For preferred and non-preferred brand name drugs or supplies, each member must pay coinsurance for each separate new prescription or refill.

"Coinsurance" is defined as the percentage of the allowable charge that you're required to pay to the retail pharmacy or the participating home delivery pharmacy for each prescription drug purchase.

Retail Pharmacy Prescriptions

Generic Drugs..... \$10 copay

Preferred List Brand.....25%
Name Drugs

Non-Preferred List Brand.....50%
Name Drugs

Dispensing Limit

Benefits are provided for up to a 30-day supply of covered medication unless the drug maker's packaging limits the supply in some other way. Dispensing of up to a 90-day supply is allowed when the drug maker's packaging doesn't allow for a lesser amount. For prescriptions that require a copay, you will be charged an additional copay for each 30-day supply, or the cost of the drug if that cost doesn't exceed the cost of the copay.

Home Delivery Pharmacy

Generic Drugs..... \$20 copay

Preferred List Brand.....20%
Name Drugs

Non-Preferred List Brand.....45%
Name Drugs

Dispensing Limit

Benefits are provided up to a 90-day supply of covered medication unless the drug maker's packaging limits the supply in some other way. Dispensing of a greater than 90-day supply is permitted when the drug maker's packaging doesn't allow for a lesser amount. For prescriptions that require a copay, when the drug maker's packaging exceeds the 90-day supply, you will pay only 1 home delivery copay for each prescription.

Injectable Supplies

When hypodermic needles and syringes are purchased along with the related injectable prescription medication, only the copay for the injectable prescription medication will apply.

When hypodermic needles and syringes are purchased separately from the related injectable prescription medication, the Preferred List Brand Name Drug copay will apply for each item

purchased, providing you have a written prescription from your health care provider for each item.

The Preferred List Brand Name Drug copay will apply to purchases for alcohol swabs, test strips, testing agents and lancets, providing you have a written prescription from your health care provider for each item. A separate copay will apply to each item purchased.

How To Use The Home Delivery Pharmacy Program

Ask your physician to prescribe needed medications for up to the maximum dispensing limit stated earlier in this benefit, plus refills. If you're presently taking medication, ask your physician for a new prescription. Make sure that you have at least a 14- to 21-day supply on hand for each drug at the time you submit a refill prescription to the home delivery pharmacy. Please see the "How Do I File A Claim?" section in this booklet for more information.

To obtain additional details about the home delivery pharmacy program, you may call our Pharmacy Benefit Administrator's customer service department or visit their Web site at:

1-800-626-6080

www.medcohealth.com

Retail Pharmacy Benefit

- **Participating Retail Pharmacies** After you've paid any required deductible, copay or coinsurance, we'll pay the participating pharmacy directly.

To avoid paying the retail cost for a prescription drug that's reimbursable by us at a lower allowable charge rate, be sure to present your identification card to the pharmacist for all prescription drug purchases.

- **Non-Participating Retail Pharmacies** You pay the full price for the drugs and submit a claim for reimbursement. Please see the "How Do I File A Claim?" section in this booklet for more information.

After you've paid any required deductible and copay or coinsurance, you pay 40% of the allowable charge for the prescription or refill and the difference between the pharmacy's billed charge and our allowable charge. This benefit applies to all prescriptions filled by a non-participating pharmacy, including those filled via mail or other home delivery.

If you need a list of participating pharmacies, please call us (see the "How To Contact Us" section inside the front cover of this booklet). You can also call the toll-free Pharmacy Locator Line; this number is located on the back of your Premera Blue Cross ID card.

Home Delivery Pharmacy Benefit

You can often save time and money by filling your prescriptions through our Home Delivery Pharmacy program. After you've paid any required deductible, and copays or coinsurance, we'll pay the participating home delivery pharmacy directly. This benefit is limited to prescriptions filled by our participating home delivery pharmacy.

For more information on the home delivery pharmacy program, or to obtain order forms, please contact our Customer Service department.

Please Note: Copays, deductibles, coinsurance and/or out-of-pocket maximums that may be required for other benefits of this plan don't apply to this benefit. Copays, deductibles and/or coinsurance required under this benefit don't apply to other benefits of this plan.

What's Covered

This benefit provides for the following items when dispensed by a licensed pharmacy for use outside of a medical facility:

- Prescription drugs and vitamins (federal legend and state restricted drugs as prescribed by a licensed provider). This benefit includes coverage for off-label use of FDA-approved drugs as provided under this plan's definition of "prescription drug" (please see the "Definitions" section in this booklet).
- Compounded medications of which at least one ingredient is a covered prescription drug
- Prescriptive oral agents for controlling blood sugar levels
- Glucagon and allergy emergency kits
- Prescribed injectable medications for self-administration (such as insulin)
- Hypodermic needles, syringes and alcohol swabs used for self-administered injectable prescription medications. Also covered are the following disposable diabetic testing supplies: test strips, testing agents and lancets.
- Drugs for the treatment of nicotine dependency, up to \$250 per member each calendar year
- Prescription contraceptives and devices (e.g. oral drugs, diaphragms and cervical caps)

For benefit information concerning therapeutic devices, appliances, medical equipment, medical supplies, diabetic equipment and accessories (except for those specifically stated as covered in this benefit), please see the Medical Equipment and Supplies benefit.

Benefits for immunization agents and vaccines, including the professional services to administer the medication, are provided under the Preventive

Medical Care benefit.

Exclusions

This benefit doesn't cover:

- Drugs and medicines that may be lawfully obtained over the counter (OTC) without a prescription. OTC drugs are excluded even if prescribed by a practitioner, unless otherwise stated in this benefit. Examples of such non-covered items include, but aren't limited to non-prescription drugs and vitamins, food and dietary supplements, herbal or naturopathic medicines and nutritional and dietary supplements (e.g. infant formulas or protein supplements).
- Growth hormones
- Non-prescription contraceptive methods (e.g. jellies, creams, foams or devices)
- Drugs for the purpose of cosmetic use, or to promote or stimulate hair growth (e.g. wrinkles or hair loss)
- Drugs for experimental or investigational use
- Biologicals, blood or blood derivatives
- Any prescription refilled in excess of the number of refills specified by the prescribing provider, or any refill dispensed after one year from the prescribing provider's original order
- Drugs dispensed for use or administration in a health care facility or provider's office, or take-home drugs dispensed and billed by a medical facility
- Replacement of lost or stolen medication
- Infusion therapy drugs or solutions and drugs requiring parenteral administration or use, and injectable medications. (The exception is injectable drugs for self-administration, such as insulin and glucagon). Please see the Infusion Therapy benefit.
- Drugs to treat infertility, including fertility enhancement medications

Prescription Drug Volume Discount Program

Premera Blue Cross participates in a program that provides discounts on the costs of certain prescription drugs used by our members on an annual basis. The total net savings generated by the volume discount program is applied toward future rate calculations and/or settlements, on a pro rata basis, for all group and individual contracts with prescription drug coverage.

Your Right To Safe And Effective Pharmacy Services

State and federal laws establish standards to assure safe and effective pharmacy services, and to guarantee your right to know what drugs are covered under this plan and what coverage

limitations are in your contract. If you want more information about the drug coverage policies under this plan, or if you have a question or a concern about your pharmacy benefit, please call Customer Service. The phone numbers are shown inside the front cover of this booklet.

If you want to know more about your rights under the law, or if you think anything you received from this plan may not conform to the terms of your contract, you may contact the Washington State Office of Insurance Commissioner at 1-800-562-6900. If you have a concern about the pharmacists or pharmacies serving you, please call the State Department of Health at 360-236-4825.

Questions And Answers About Your Pharmacy Benefits

1. Does this plan exclude certain drugs my health care provider may prescribe, or encourage substitution for some drugs?

Your prescription drug benefit uses a preferred drug list. (This sometimes is referred to as a “formulary.”) We review medical studies, scientific literature and other pharmaceutical information to choose safe and effective drugs for the preferred list.

This plan encourages the use of appropriate “generic drugs” (as defined below). When available and indicated by the prescriber, a generic drug will be dispensed in place of a brand name drug. If a generic equivalent isn’t manufactured, the applicable brand name copay or coinsurance will apply. You may request a brand name drug instead of a generic, but if a generic equivalent is available and substitution is allowed by the prescriber, you’ll be required to pay the difference in price between the brand name drug and the generic equivalent, in addition to paying the applicable brand name drug copay or coinsurance. Please consult with your pharmacist on the higher costs you’ll pay if you select a brand name drug.

A “generic drug” is a prescription drug product manufactured and distributed after the brand name drug patent of the innovator company has expired. Generic drugs have obtained an AB rating from the U.S. Food and Drug Administration and are considered by the FDA to be therapeutically equivalent to the brand name product. For the purposes of this plan, classification of a particular drug as a generic is based on generic product availability and cost as compared to the reference brand name drug.

It’s important to note that this plan provides benefits for non-preferred brand name drugs, but at a higher cost to you.

In no case will your out-of-pocket expense exceed the cost of the drug or supply.

This plan doesn’t cover certain categories of drugs. These are listed above under “Exclusions.”

2. When can my plan change the preferred drug list (formulary)? If a change occurs, will I have to pay more to use a drug I had been using?

Our Pharmacy and Therapeutics Committee reviews the preferred drug list frequently throughout the year. This committee includes medical practitioners and pharmacists from the community. They review current medical studies and pharmaceutical information to decide which drugs to include on the preferred list.

If you’re taking a drug that’s changed from preferred to non-preferred status, we’ll notify you before the change. The amount you pay for a drug is based on the drug’s designation (as a generic, preferred or non-preferred drug) on the date it’s dispensed. The pharmacy’s status as participating or non-participating on the date the drug is dispensed is also a factor.

3. What should I do if I want a change from limitations, exclusions, substitutions or cost increases for drugs specified in this plan?

The limitations and exclusions applicable to your prescription drug benefit, including categories of drugs for which no benefits are provided, are part of this plan’s overall benefit design, and can’t be changed. Provisions regarding substitution of generic drugs are described above in question #1.

You can appeal any decision you disagree with. Please see the “What If I Have A Question Or An Appeal?” section in this booklet, or call our Customer Service department at the telephone numbers listed inside the front cover of this booklet for information on how to initiate an appeal.

4. How much do I have to pay to get a prescription filled?

The amount you pay for covered drugs dispensed by a retail pharmacy or through the home delivery pharmacy benefit is described above.

5. Do I have to use certain pharmacies to pay the least out of my own pocket under this plan?

Yes. You receive the highest level of benefits when you have your prescriptions filled by participating pharmacies. Over 90% of the pharmacies (more than 1,000 individual pharmacies) in Washington are part of our

network. Your benefit covers prescription drugs dispensed from a non-participating pharmacy, but at a higher out-of-pocket cost to you as explained above.

You can find a participating pharmacy near you by consulting your provider directory, or calling the Pharmacy Locator Line at the toll-free telephone number found on the back of your Premera Blue Cross ID card.

6. **How many days' supply of most medications can I get without paying another copay or other repeating charge?**

The dispensing limits (or days' supply) for drugs dispensed at retail pharmacies and through the home delivery pharmacy benefit are described in the "Dispensing Limit" provision above.

In certain circumstances, we may limit the amount dispensed based on medical necessity, or to amounts appropriate for a usual course of treatment. In making this determination, we take into consideration accepted pharmacy practice standards, recommendations of the manufacturer, the circumstances of the individual case, U.S. Food and Drug Administration guidelines and standard reference compendia.

Benefits for refills will be provided only when the member has used 75% of the current supply. The 75% is calculated based on the number of units and days supply dispensed on the last refill.

7. **What other pharmacy services does my health plan cover?**

This benefit is limited to covered prescription drugs and specified supplies and devices dispensed by a licensed pharmacy. Other services, such as diabetic education or medical equipment, are covered by the medical benefits of this plan, and are described elsewhere in this booklet.

WHAT DO I DO IF I'M OUTSIDE WASHINGTON AND ALASKA?

THE BLUECARD® PROGRAM

Premera Blue Cross, like all Blue Cross and/or Blue Shield Licensees, participates in a program called "BlueCard." Members can take advantage of BlueCard when they receive covered services in Clark County, Washington or outside Washington and Alaska from hospitals, doctors, and other medical care providers who have contracted with the local Blue Cross and/or Blue Shield Licensee, called the "Host Blue" in this section. The national BlueCard Program is available throughout the United States, the Commonwealth of Puerto Rico, Jamaica and the British and U.S. Virgin Islands.

Your identification card tells contracting providers which independent Blue Cross and/or Blue Shield Licensee covers you. It's important to note that receiving services through BlueCard does not change covered benefits, benefit levels, or any stated residence requirements of this plan. When you use your identification card, you will receive many of the conveniences you're accustomed to from Premera Blue Cross. In most cases, there are no claim forms to submit because contracting providers will handle claim submission for you. In addition, your out-of-pocket costs may be less, as explained below.

Here's How BlueCard Helps Keep Costs Down

When you obtain health care services in Clark County, Washington or outside Washington and Alaska through BlueCard (excluding BlueCard Worldwide; see below), the amount you pay for covered services is calculated on the **lower** of:

- The billed charges for your covered services, or
- The "negotiated price" that the Host Blue passes on to Premera Blue Cross for your covered services.

The methods used to determine the negotiated price will vary among Host Blues according to the terms of their provider contracts. Often, the negotiated price will consist of a simple discount, which reflects the actual price allowed as payable by the Host Blue. But, sometimes, it's an estimated price that factors in aggregate payments expected to result from the Host Blue's settlements, withholds, other contingent payment arrangements and non-claims transactions with your health care provider or with a specified group of providers. The negotiated price may also be a discount from billed charges that reflects an **average** expected savings with your health care provider or a specified group of providers. The price that reflects average savings may result in greater variation above or below the actual price than will the estimated price. In accordance with national BlueCard policy, these estimated or average prices will also be adjusted from time to time to correct for overestimation or underestimation of past prices. However, the amount on which your payment is based remains the final price for the covered services billed on your claim.

Some states may mandate a surcharge or a method of calculating what you must pay on a claim that differs from BlueCard's usual method noted above. If such a mandate is in force on the date you received care in that state, the amount you must pay for any covered services will be calculated using the methods required by that mandate. Such methods might not reflect the entire savings expected on a particular claim.

Clark County Providers

Some providers in Clark County, Washington do have contracts with Premera Blue Cross. These providers will submit claims directly to us and benefits will be based on our allowable charge for the service or supply.

Non-BlueCard Claim Submission

If a hospital, doctor, or other medical care provider does not contract with the Host Blue, that claim might not be filed on your behalf. For instructions on how to file a claim in this situation, refer to the "How Do I File A Claim?" section of this booklet.

BlueCard Worldwide®

If you are outside the United States, the Commonwealth of Puerto Rico, Jamaica and the British and U.S. Virgin Islands, you may be able to take advantage of BlueCard Worldwide. BlueCard Worldwide is unlike the national BlueCard Program in certain ways. For instance, although BlueCard Worldwide provides a network of contracting hospitals, it offers only referrals to doctors and other health care providers. When you receive care from doctors or other health care providers, you will have to submit claim forms on your own behalf to obtain reimbursement for the services provided through BlueCard Worldwide.

To access health care services through BlueCard Worldwide and to obtain additional information about providers' charges, please call 1-800-810-BLUE (2583).

Further Questions?

If you have questions or need additional information about using your identification card in Clark County, Washington or outside Washington and Alaska, please call our Customer Service Department. To locate a provider in another Blue Cross and/or Blue Shield Licensee service area, call 1-800-810-BLUE (2583).

CARE MANAGEMENT

Care Management services work to help ensure that you receive appropriate and cost-effective medical care. Your role in the Care Management process is simple, but important, as explained below.

The benefits of this plan don't require preauthorization for coverage. You must be eligible on the dates of service and services must be medically necessary. We encourage you to call Customer Service to verify that you meet the required criteria for claims payment and to help us identify admissions that might benefit from case management.

CASE MANAGEMENT

Case Management works cooperatively with you and your physician to consider effective alternatives to hospitalization and other high-cost care to make more efficient use of this plan's benefits. The decision to provide benefits for these alternatives is within our sole discretion. Your participation in a treatment plan through Case Management is voluntary. If an agreement is reached, you or your legal representative, your physician and other providers participating in the treatment plan will be required to sign written agreements which set forth the terms under which benefits will be provided.

Case Management is subject to the terms set forth in the signed written agreements. We may utilize your contract benefits as specified in the signed agreements, but the agreements are not to be construed as a waiver of our right to administer the Group Contract in strict accordance with its terms in other situations. All parties have the right to re-evaluate or terminate the Case Management agreement at any time, at their sole discretion. Case Management termination must be provided in writing to all parties. Your remaining benefits under this plan would be available to you at that time.

WHAT'S NOT COVERED?

This section of your booklet explains circumstances in which all the benefits of this plan are either limited or no benefits are provided. Benefits can also be affected by our "Care Management" provisions and your eligibility. In addition, some benefits have their own specific limitations.

WAITING PERIOD FOR PRE-EXISTING CONDITIONS

A pre-existing condition is a condition, regardless of cause, for which medical advice, diagnosis, care or treatment was recommended or received in the 3 months before your "enrollment date" (please see the "Definitions" section in this booklet).

The waiting period for pre-existing conditions is 3 months from your enrollment date. Except as noted below, benefits won't be provided for pre-existing conditions until:

- After your coverage becomes effective; and
- Your 3-month waiting period for pre-existing conditions has been met. This waiting period may be reduced by prior periods of creditable coverage as explained below.

How Creditable Coverage Can Reduce Your Waiting Period For Pre-Existing Conditions

This plan's waiting period for pre-existing conditions may be reduced by periods of "creditable" coverage you've accrued under other health care plans prior

to your enrollment date for this plan. Most medical health care coverage is considered “creditable” coverage (see list below). You’ll receive credit for prior “creditable” coverage that occurred without a break in coverage of more than 3 months. Any coverage you had before a break in coverage which exceeds 3 months isn’t credited toward your waiting period for pre-existing conditions. Eligibility waiting periods won’t be considered creditable coverage or a break in coverage. Your prior employer or health insurance carrier will provide you with a certificate of health coverage that includes information about your prior health coverage. You may contact our Customer Service department if you’re unable to obtain a certificate of health coverage from a prior health plan. If you haven’t received a certificate, or have misplaced it, you have the right to request one from a prior employer or health carrier within 24 months of the date your coverage under that plan terminated.

“Creditable” coverage shall mean coverage under one or more of the following types of health care coverage:

- Group health coverage (including self-funded plans and COBRA)
- Individual health coverage
- Part A or B of Medicare
- Medicaid
- Military health coverage
- Indian Health Service or tribal coverage
- State high risk pool
- Federal or any public health care plan
- Peace Corps Plan
- Any other health insurance coverage

“Creditable” coverage doesn’t include coverage under a limited policy such as an accident only coverage; disability income insurance; workers’ compensation; limited scope dental or vision plans; liability insurance; automobile medical insurance; specified disease coverage; Medicare supplemental policy; or long-term care policy.

The waiting period for pre-existing conditions **doesn’t apply** to:

- Pregnancy
- Newborn children born after the subscriber’s effective date of coverage under this plan, provided they are covered from birth as explained under the “When Does Coverage Begin?” section.
- Newborn children covered under creditable coverage as of the last day of the 30-day period beginning with their date of birth. However, the waiting period for pre-existing conditions will apply if, after such initial period of creditable coverage, there is a break in coverage exceeding 3 months.

- Adoptive children who are adopted or placed for adoption after the subscriber’s effective date of coverage under this plan, provided they’re covered from the date of their adoption or placement for adoption as explained under the “When Does Coverage Begin?” section.
- Adoptive children, who before age 18, were covered under creditable coverage as of the last day of the 30-day period beginning with their date of adoption or placement for adoption. However, the waiting period for pre-existing conditions will apply if, after such initial period of creditable coverage, there is a break in coverage exceeding 3 months.
- Coverage for PKU dietary formula for members with phenylketonuria.

WAITING PERIOD FOR TRANSPLANTS

Organ, bone marrow and stem cell transplants are subject to a benefit-specific 6-month waiting period. Please see the Transplants benefit for details.

LIMITED AND NON-COVERED SERVICES

In addition to the specific limitations stated elsewhere in this plan, we won’t provide benefits for the following:

Benefits From Other Sources

Benefits aren’t available under this plan when coverage is available through:

- Motor vehicle medical or motor vehicle no-fault
- Personal injury protection (PIP) coverage
- Commercial liability coverage
- Homeowner policy
- Other type of liability or insurance coverage

Benefits That Have Been Exhausted

Amounts that exceed the allowable charge or maximum benefit for a covered service.

Biofeedback Services

- Biofeedback for psychiatric conditions other than generalized anxiety disorder
- EEG biofeedback and neurofeedback is never covered

Caffeine Or Nicotine Dependency

Treatment of caffeine or nicotine dependency, except as stated under the Health Management and Prescription Drugs benefits.

Charges For Records Or Reports

Separate charges from providers for supplying records or reports, except those we request for utilization review.

Chemical Dependency Coverage Exceptions

- Treatment of non-dependent alcohol or drug use or abuse
- Voluntary support groups, such as Alanon or Alcoholics Anonymous

Cosmetic Services

Services and supplies (including drugs) rendered for cosmetic purposes and plastic surgery, whether cosmetic or reconstructive in nature, regardless of whether rendered to restore, improve, correct or alter the appearance or shape of a body structure, including any direct or indirect complications and aftereffects thereof.

The only exceptions to this exclusion are:

- Repair of a defect that's the direct result of an injury, providing such repair is started within 12 months of the date of the injury
- Repair of a dependent child's congenital anomaly
- Reconstructive breast surgery in connection with a mastectomy, except as specified under the Mastectomy and Breast Reconstruction Services benefit
- Correction of functional disorders upon our review and approval

Counseling, Educational Or Training Services

- Counseling, education or training services, except as stated under the Chemical Dependency Treatment, Health Management, Nutritional Therapy and Mental Health Care benefits. This includes vocational assistance and outreach; social, sexual and fitness counseling; family and marital counseling; and family and marital psychotherapy, except when medically necessary to treat the diagnosed mental or substance use disorder or disorders of a member.
- Habilitative, education, or training services or supplies for dyslexia, for attention deficit disorders, and for disorders or delays in the development of a child's language, cognitive, motor or social skills, including evaluations thereof. However, this exclusion doesn't apply to treatment of neurodevelopmental disabilities in children under the age of 7 as stated under the Neurodevelopmental Therapy benefit.
- Non-medical services, such as spiritual, bereavement, legal or financial counseling
- Recreational, vocational, or educational therapy; exercise or maintenance-level programs
- Social or cultural therapy
- Gym or swim therapy

Court-Ordered Services

Court-ordered services, services related to deferred prosecution, deferred or suspended sentencing or to

driving rights, except as deemed medically necessary by us.

Custodial Care

Custodial Care, except when provided for hospice care (please see the Home And Hospice Care benefit).

Dental Care

Dental services or supplies, except as specified under Dental Services (please see "Medical Services" under "What Are My Benefits?").

This exclusion also doesn't apply to dental services covered under the Temporomandibular Joint (TMJ) Disorders benefit.

Drugs And Food Supplements

Over-the-counter drugs, solutions, supplies, food and nutritional supplements; over-the-counter contraceptive drugs, supplies and devices; herbal, naturopathic, or homeopathic medicines or devices; hair analysis; and vitamins that don't require a prescription.

Environmental Therapy

Therapy designed to provide a changed or controlled environment.

Experimental Or Investigational Services

Any service or supply that Premera Blue Cross determines is experimental or investigational on the date it's furnished, and any direct or indirect complications and aftereffects thereof. Our determination is based on the criteria stated in the definition of "experimental/investigational services" (please see the "Definitions" section in this booklet).

If we determine that a service is experimental or investigational, and therefore not covered, you may appeal our decision. Please see the "What If I Have A Question Or An Appeal?" section in this booklet for an explanation of the appeals process.

Family Members Or Volunteers

- Services you furnish to yourself or that are furnished to you by a provider who lives in your home or is related to you by blood, marriage, or adoption. Examples of such providers are your spouse, parent or child
- Services provided by volunteers, except as specified in the Home and Hospice Care benefit

Gender Transformations

Treatment or surgery to change gender, including any direct or indirect complications and after effects thereof.

Governmental Medical Facilities

Services and supplies furnished by a governmental

medical facility, except when:

- We approve your request for a benefit level exception for non-emergent care to the facility (please see the “Benefit Level Exceptions For Non-Emergent Care” provision in this booklet)
- You’re receiving care for a “medical emergency” (please see the “Definitions” section in this booklet)
- We must provide available benefits for covered services as required by law or regulation

Hair Loss

- Drugs, supplies, equipment, or procedures to replace hair, slow hair loss, or stimulate hair growth
- Hair prostheses, such as wigs or hair weaves, transplants, and implants

Hearing Exams And Testing

Routine hearing exams and testing.

Hearing Hardware

Hearing aids and devices used to improve hearing sharpness.

Infertility And Sterilization Reversal

- Testing, diagnosis and treatment of infertility, including procedures, supplies and drugs
- Assisted fertilization techniques, including but not limited to, artificial insemination, in-vitro fertilization, and gamete intra-fallopian transplant (GIFT) and any direct or indirect complications thereof
- Reversal of surgical sterilization, including any direct or indirect complications thereof

Medical Equipment And Supplies

- Supplies or equipment not primarily intended for medical use
- Special or extra-cost convenience features
- Items such as exercise equipment, weights and whirlpool baths
- Orthopedic appliances prescribed primarily for use during participation in sports, recreation or similar activities
- Penile prostheses
- Prosthetics, appliances or devices requiring surgical implantation. These items are covered under the Surgical Services benefit.
- Hypodermic needles, syringes, lancets, test strips, testing agents and alcohol swabs used for self-administered medications, except as specified in the Prescription Drugs benefit.

Military And War-Related Conditions, Including Illegal Acts

- Acts of war, declared or undeclared, including acts of armed invasion
- Service in the armed forces of any country, including the air force, army, coast guard, marines, national guard, navy, or civilian forces or units auxiliary thereto
- A member’s commission of an act of riot or insurrection
- A member’s commission of a felony or act of terrorism

No Charge Or You Don’t Legally Have To Pay

- Services for which no charge is made, or for which none would have been made if this plan weren’t in effect
- Services for which you don’t legally have to pay, except as required by law in the case of federally qualified health center services

Not Covered

- Services or supplies ordered when this plan isn’t in effect, or when the person isn’t covered under this plan, except as stated under specific benefits and under “Extended Benefits”
- Services or supplies provided to someone other than the ill or injured member, other than outpatient health education services covered under the Health Education portion of the Health Management benefit
- Services and supplies that aren’t listed as covered under this plan
- Services and supplies directly related to any condition, or related to any other service or supply that isn’t covered under this plan

Not In The Written Plan Of Care

Services, supplies or providers not in the written plan of care or treatment plan, or not named as covered in the Home and Hospice Benefit, Neurodevelopmental Therapy and Rehabilitation Therapy and Chronic Pain Care benefits.

Not Medically Necessary

- Services or supplies that aren’t medically necessary, in our judgment, even if they’re court-ordered. This also includes places of service, such as inpatient hospital care.
- Hospital admissions for diagnostic purposes only, unless the services can’t be provided without the use of inpatient hospital facilities, or unless your medical condition makes inpatient care medically necessary
- Any days of inpatient care that exceed the length of stay that is, in our judgment, medically necessary to treat your condition

Obesity Services

Treatment of obesity or morbid obesity, including surgery, and any direct or indirect complications and aftereffects thereof; services and supplies connected with weight loss or weight control, except for health education and wellness classes or programs specified as covered under the Health Management benefit. This exclusion applies even if you also have an illness or injury that might be helped by weight loss.

Orthodontia Services

Orthodontia, including casts, models, x-rays, photographs, examinations, appliances, braces, and retainers.

Orthognathic Surgery (Jaw Augmentation Or Reduction)

Procedures to lengthen or shorten the jaw (orthognathic or maxillofacial surgery), regardless of the origin of the condition that makes the procedure necessary.

Outside The Scope Of A Provider's License Or Certification

Services or supplies that are outside the scope of the provider's license or certification, or that are furnished by a provider that isn't licensed or certified by the state in which the services or supplies were received.

Personal Comfort Or Convenience Items

- Items for your convenience or that of your family, including medical facility expenses; services of a personal nature or personal care items, such as meals for guests, long-distance telephone charges, radio or television charges, or barber or beautician charges
- Normal living expenses, such as food, clothing, and household supplies; housekeeping services, except for those of a home health aide as prescribed by the plan of care (please see the Home and Hospice Care benefit); and transportation services
- Dietary assistance, such as "Meals on Wheels," or nutritional guidance, except as specified under the Nutritional Therapy benefit

Private Duty Nursing Services

Private duty nursing.

Rehabilitation Services

Inpatient rehabilitation received more than 24 months from the date of onset of the member's injury or illness or from the date of the member's surgery that made the rehabilitation necessary.

Routine Or Preventive Care

- Routine or palliative foot care, including hygienic care; impression casting for prosthetics or appliances and prescriptions thereof, except as stated under the Professional Visits and Services benefit; fallen arches, flat feet, care of corns, bunions (except for bone surgery), calluses, toenails (except for ingrown toenail surgery) and other symptomatic foot problems. This includes foot-support supplies, devices and shoes, except as stated under the Medical Equipment and Supplies benefit.
- Services and supplies that aren't directly related to your illness, injury or distinct physical symptoms. Examples are routine physical examinations and diagnostic surgery. However, this exclusion doesn't apply to services and supplies specified as covered under the following benefits:
 - Diagnostic Services
 - Diagnostic And Screening Mammography Services
 - Newborn Care (including well-newborn care)
 - Preventive Medical Care (including well-baby care)
 - Health Management

Sexual Dysfunction

Diagnosis and treatment of sexual dysfunctions, regardless of origin or cause; surgical, medical or psychological treatment of impotence or frigidity, including drugs, medications, or penile or other implants; and, any direct or indirect complications and aftereffects thereof.

Skilled Nursing Facility Coverage Exceptions

- Custodial care
- Care that is primarily for senile deterioration, mental deficiency or retardation or the treatment of chemical dependency

Transplant Coverage Exceptions

- Organ, bone marrow and stem cell transplants, including any direct or indirect complications and after effects thereof, except as specifically stated under the Transplants benefit
- Services or supplies that are payable by any government, foundation or charitable grant. This includes services performed on potential or actual living donors and recipients, and on cadavers.
- Donor costs for a solid organ transplant, or bone marrow or stem cell reinfusion not specified as covered under the Transplants benefit
- Donor costs for which benefits are available under other group or individual coverage
- Non-human or mechanical organs, unless we

determine they aren't "experimental/investigational services" (please see the "Definitions" section in this booklet)

Vision Exams

Routine vision exams to test visual acuity and/or to prescribe any type of vision hardware.

Vision Hardware

- Vision hardware (and their fittings) used to improve visual sharpness, including eyeglasses and contact lenses, including related supplies
- Non-prescription eyeglasses or contact lenses, or other special purpose vision aids (such as magnifying attachments), sunglasses or light-sensitive lenses, even if prescribed

Vision Therapy

Vision therapy, eye exercise, or any sort of training to correct muscular imbalance of the eye (orthoptics), and pleoptics. Also not covered are treatment or surgeries to improve the refractive character of the cornea, including the treatment of any results of such treatment.

Work-Related Conditions

- Any illness, condition or injury arising out of or in the course of employment, for which the member is entitled to receive benefits, whether or not a proper and timely claim for such benefits has been made under:
 - Occupational coverage required of, or voluntarily obtained by, the employer
 - State or federal workers' compensation acts
 - Any legislative act providing compensation for work-related illness or injury

However, this exclusion doesn't apply to owners, partners or executive officers who are full-time employees of the Association Employer if they're exempt from the above laws and if the Association Employer doesn't furnish them with Workers' Compensation coverage. They'll be covered under this plan for conditions arising solely from their occupations with the Association Employer. Coverage is subject to the other terms and limitations of this plan.

WHAT IF I HAVE OTHER COVERAGE?

COORDINATING BENEFITS WITH OTHER HEALTH CARE PLANS

You also may be covered under one or more other group or individual plans, such as one sponsored by your spouse's employer. This plan includes a "coordination of benefits" feature to handle such situations. We'll coordinate the benefits of this plan with those of your other plans to make certain that,

in each calendar year, the total payments from all medical plans aren't more than the total allowable medical expenses and the total payments from all dental plans aren't more than the total allowable dental expenses.

All of the benefits of this plan are subject to coordination of benefits. However, please note that benefits provided under this plan for allowable dental expenses will be coordinated separately from allowable medical expenses.

If you have other coverage besides this plan, we recommend that you send your claims to us and the other carriers at the same time. In that way, the proper coordinated benefits may be most quickly determined and paid.

Definitions Applicable To Coordination Of Benefits

To understand coordination of benefits, it's important to know the meanings of the following terms:

- **Allowable Medical Expense** means the usual, customary and reasonable charge for any medically necessary health care service or supply provided by a licensed medical professional when the service or supply is covered at least in part under any of the medical plans involved. When a plan provides benefits in the form of services or supplies rather than cash payments, the reasonable cash value of each service rendered or supply provided shall be considered an allowable expense.
- **Allowable Dental Expense** means the usual, customary and reasonable charge for any dentally necessary service or supply provided by a licensed dental professional when the service or supply is covered at least in part under any of the dental plans involved. When a plan provides benefits in the form of services or supplies rather than cash payments, the reasonable cash value of each service rendered or supply provided shall be considered an allowable expense. For the purpose of this plan, only those dental services to treat an injury to natural teeth will be considered an allowable dental expense.
- **Claim Determination Period** means a calendar year.
- **Medical Plan** means all of the following health care coverages, even if they don't have their own coordination provisions:
 - Group, individual or blanket disability insurance policies and health care service contractor and health maintenance organization group or individual agreements issued by insurers, health care service contractors, and health maintenance organizations
 - Labor-management trustees plans, labor organization plans, employer organization plans

or employee benefit organization plans

- Government programs that provide benefits for their own civilian employees or their dependents
- Group coverage required or provided by any law, including Medicare. This doesn't include workers' compensation
- Group student coverage that's sponsored by a school or other educational institution and includes medical benefits for illness or disease
- **Dental Plan** means all of the following dental care coverages, even if they don't have their own coordination provisions:
 - Group, individual or blanket disability insurance policies and health care service contractor and health maintenance organization group or individual agreements issued by insurers, health care service contractors, and health maintenance organizations
 - Labor-management trustee plans, labor organization plans, employer organization plans or employee benefit organization plans
 - Government programs that provide benefits for their own civilian employees or their dependents

Each contract or other arrangement for coverage described above is a separate plan. It's also important to note that for the purpose of this plan, we'll coordinate benefits for allowable medical expenses separately from allowable dental expenses, as separate plans.

Effect On Benefits

An important part of coordinating benefits is determining the order in which the plans provide benefits. One plan is responsible for providing benefits first. This is called the "primary" plan. The primary plan provides its full benefits as if there were no other plans involved. The other plans then become "secondary." This means they reduce their payment amounts so that the total benefits from all medical plans aren't more than the allowable medical expenses and the total benefits from all dental plans aren't more than the total allowable dental expenses. Coordination of benefits always considers amounts that **would** be payable under the other plan, whether or not a claim has actually been filed.

Here is the order in which the plans should provide benefits:

First: A plan that doesn't provide for coordination of benefits.

Next: A plan that covers you as other than a dependent.

Next: A plan that covers you as a

dependent. For dependent children, the following rules apply:

When the Parents **Aren't** Separated or Divorced: The plan of the parent whose birthday falls earlier in the year will be primary, if that's in accord with the coordination of benefits provisions of both plans. Otherwise, the rule set forth in the plan that doesn't have this provision shall determine the order of benefits.

When the Parents **Are** Separated or Divorced: If a court decree makes one parent responsible for paying the child's health care costs, that parent's plan will be primary. Otherwise, the plan of the parent with custody will be primary, followed by the plan of the spouse of the parent with custody, followed by the plan of the parent who doesn't have custody.

If the rules above don't apply, the plan that has covered you for the longest time will be primary, except that benefits of a plan that covers you as a laid-off or retired employee, or as the dependent of such an employee, shall be determined after the benefits of any plan that covers you as other than a laid-off or retired employee, or as the dependent of such an employee. However, this applies only when other plans involved have this provision regarding laid-off or retired employees.

If none of the rules above determine the order of benefits, the plan that's covered the employee or subscriber for the longest time will be primary.

Any amount by which a secondary plan's benefits have been reduced in accord with this section shall be used by the secondary plan to pay your allowable medical expenses or allowable dental expenses not otherwise paid, and such reduced amount shall be charged against the applicable plan's benefit limit (medical or dental). However, you must have incurred these expenses during the claim determination period. As each claim is submitted, the secondary plan determines its obligation to pay for allowable medical expenses or allowable dental expenses based on all claims that were submitted up to that time during the claim determination period.

Right Of Recovery/Facility Of Payment

We have the right to recover any payments we make that are greater than those required by the coordination of benefits provisions from one or more of the following: the persons we paid or for whom we have paid, providers of service, insurance companies, service plans or other organizations. If a payment that should have been made under this plan was made by another plan, we also have the right to pay directly to another plan any amount that should have been paid by us. Our payment will be considered a benefit under this plan and will meet our obligations to the extent of that payment.

Coordinating Benefits With Medicare

If you're also covered under Medicare, federal law may require this plan to be primary over Medicare.

When this plan isn't primary, we'll coordinate benefits with Medicare.

THIRD-PARTY LIABILITY (SUBROGATION)

If we make claims payment on your behalf for injury or illness for which another party is liable, or for which uninsured/underinsured motorist (UIM) or personal injury protection (PIP) insurance exists, we may be entitled to be repaid for those payments out of any recovery from that liable party. The liable party is also known as the "third party" because it's a party other than you or us. "Subrogation" means that we may collect directly from that third party to the extent we've paid on your behalf for illness or injury caused by the third party. Because we've paid for your illness or injuries, we may be entitled to recover for those expenses.

To the fullest extent permitted by law, we're entitled to the proceeds of any settlement or judgment that results in a recovery from a third party, up to the amount of benefits paid by us for the condition. In recovering benefits provided, we may at our election either hire our own attorney or be represented by your attorney. If we choose to be represented by your attorney, we'll pay, on a contingent basis, a reasonable portion of the attorney fees which are necessary for asserting our right of recovery in the case. This portion usually won't be more than 20% of the amount we seek to recover. We won't pay for any legal costs incurred by you or on your behalf, and you won't be required to pay any portion of the costs incurred by us or on our behalf.

Before accepting any settlement on your claim against a third party, you must notify us in writing of any terms or conditions offered in a settlement, and you must notify the third party of our interest in the settlement established by this provision. You also must cooperate with us in recovering amounts paid by us on your behalf. If you retain an attorney or other agent to represent you in the matter, you must require your attorney or agent to reimburse us directly from the settlement or recovery.

To the maximum extent permitted by law, we're "subrogated" to your rights against any third party who is responsible for the condition, meaning that we have the right to sue any such third party in your name, and have a security interest in, and lien upon, any recovery to the extent of the amount of benefits paid by us and for our expenses in obtaining a recovery. We also may assert our right to recover benefits directly from the third party.

UNINSURED AND UNDERINSURED MOTORIST COVERAGE

We have the right to be reimbursed for benefits provided, but only to the extent that benefits are also paid for such services and supplies under the terms of a motor vehicle uninsured motorist and/or underinsured motorist (UIM) policy or similar type of insurance or contract.

The amount of reimbursement that we're entitled to receive under this provision is the amount in excess of the amount you receive from all insurance sources that fully compensate you for damages arising from the injury for which such benefits have been paid.

WHO IS ELIGIBLE FOR COVERAGE?

This section of your booklet describes who is eligible for coverage. We have the discretionary authority to determine your eligibility for benefits.

SUBSCRIBER ELIGIBILITY

To be a subscriber under this plan, you must meet all of the following requirements:

- Be a regular and active employee, owner, partner, or corporate officer of the Association Employer who is paid on a regular basis through the Association Employer's payroll system, and reported by the Association Employer for Social Security purposes. The employee must also meet 2 other requirements. The employee must:
 - Regularly work the minimum hours required by the Association Employer
 - Complete the probationary period, if any, required by the Association Employer

DEPENDENT ELIGIBILITY

To be a dependent under this plan, the family member must be:

- The lawful spouse of the subscriber, unless legally separated. However, if the spouse is an owner, partner, or corporate officer of the Association Employer who meets the requirements in "Subscriber Eligibility" earlier in this section, the spouse can only enroll as a subscriber.
- The domestic partner of the subscriber. If all requirements are met, as stated in the signed "Affidavit of Domestic Partnership," all rights and benefits afforded to a "spouse" under this plan will also be afforded to an eligible domestic partner. In determining benefits for domestic partners and their children under this plan, the term "establishment of the domestic partnership" shall be used in place of "marriage"; the term "termination of the domestic partnership" shall be used in place of "legal separation" and "divorce."

- An eligible child under 25 years of age and unmarried. Eligible children other than children placed for adoption or children for whom coverage is mandated by court decree must also be primarily dependent upon the subscriber for support. (Eligibility and enrollment requirements for children placed for adoption and children covered because of a court decree can be found later in this section.) An eligible child is one of the following:

- A natural offspring of either or both the subscriber or spouse
- A legally adopted child of either or both the subscriber or spouse
- A child placed with the subscriber for the purpose of legal adoption in accordance with state law. "Placed" for adoption means assumption and retention by the subscriber of a legal obligation for total or partial support of a child in anticipation of adoption of such child
- A legally placed ward of the subscriber or spouse living permanently in the home of the subscriber

Foster children aren't eligible for coverage.

WHEN DOES COVERAGE BEGIN?

ENROLLMENT

Enrollment is timely when we receive the completed enrollment application and required subscription charges within 60 days of the date the employee becomes an "eligible employee" as defined in the "Who Is Eligible For Coverage?" section. When enrollment is timely, coverage for the employee and enrolled dependents will become effective on the first of the month that coincides with or next follows the later of:

- The employee's date of hire
- The date the employee enters a class of employees to which the Association Employer offers coverage under this plan
- The next day following the date the probationary period ends, if one is required by the Association Employer
- Another date as designated in the Group Master Application

If we don't receive the enrollment application within 60 days of the date you became eligible, please see the "Open Enrollment" provision later in this section.

Dependents Acquired Through Marriage After The Subscriber's Effective Date

When we receive the completed enrollment application and any required subscription charges within 60 days after the marriage, coverage will become effective on the first of the month following

the date of marriage. If we don't receive the enrollment application within 60 days of marriage, please see the "Open Enrollment" provision later in this section.

Natural Newborn Children Born On Or After The Subscriber's Effective Date

Newborn children are covered automatically for the first 3 weeks from birth when the mother is eligible to receive obstetrical care benefits under this plan. To extend the child's coverage beyond the 3-week period, the subscriber should follow the steps below. If the mother isn't eligible for obstetrical care benefits, but the child qualifies as an eligible dependent, the subscriber should follow the steps below to enroll the child from birth.

- An enrollment application isn't required for natural newborn children when subscription charges being paid already include coverage for dependent children, but we may request additional information if necessary to establish eligibility of the dependent child. Coverage becomes effective for natural newborn children on the date of birth.
- When subscription charges being paid don't already include coverage for dependent children, a completed enrollment application and any required subscription charges must be submitted to us within 60 days following birth. Coverage becomes effective from the date of birth. If we don't receive the enrollment application within 60 days of birth, please see the "Open Enrollment" provision later in this section.

Adoptive Children Acquired On Or After The Subscriber's Effective Date

- An enrollment application isn't required for adoptive children placed with the subscriber when subscription charges being paid already include coverage for dependent children, but we may request additional information if necessary to establish eligibility of the dependent child. Coverage becomes effective for adoptive children on the date of placement with the subscriber.
- When subscription charges being paid don't already include coverage for dependent children, a completed enrollment application and any required subscription charges must be submitted to us within 60 days following the date of placement with the subscriber. Coverage becomes effective from the date of placement. If we don't receive the enrollment application within 60 days of the date of placement with the subscriber, please see the "Open Enrollment" provision later in this section.

Children Acquired Through Legal Guardianship

When we receive the completed enrollment application, any required subscription charges, and a copy of the guardianship papers within 60 days of the date legal guardianship began with the subscriber, coverage for an otherwise eligible child will begin on the first of the month following the date legal guardianship began. If we don't receive the enrollment application within 60 days of the date legal guardianship began, please see the "Open Enrollment" provision later in this section.

Children Covered Under Medical Child Support Orders

When we receive the completed enrollment application within 60 days of the date of the medical child support order, coverage for an otherwise eligible child that is required under the order will become effective on the date of the order. Otherwise, coverage will become effective on the first of the month following the date we receive the application for coverage. The enrollment application may be submitted by the subscriber, the child's custodial parent, a state agency administering Medicaid or the state child support enforcement agency. When subscription charges being paid don't already include coverage for dependent children, such charges will begin from the child's effective date. Please contact your Association Employer for detailed procedures.

SPECIAL ENROLLMENT

Involuntary Loss of Other Coverage

If you didn't enroll in this plan when you were first eligible because you weren't required to do so, you may later enroll outside of the annual open enrollment period if each of the following requirements is met:

- You were covered under group health coverage or a health insurance plan at the time coverage under this plan was previously offered
- You stated in writing the reason you declined coverage under this plan at the time this coverage was previously offered

Your coverage under the other group health coverage or health insurance plan was terminated as a result of one of the following:

- Loss of eligibility for the coverage (including as a result of legal separation, divorce, death, termination of employment, or the reduction in the number of hours of employment)
- Termination of employer contributions toward such coverage
- You were covered under COBRA at the time coverage under this plan was previously offered

and COBRA coverage has been exhausted

When we receive your completed enrollment application and any required subscription charges from the Group within 30 days of the date such other coverage ended, coverage under this plan will become effective on the first of the month following receipt of your enrollment application.

If we don't receive your completed enrollment application within 30 days of the date prior coverage ended, please see the "Open Enrollment" provision later in this section.

Subscriber And Dependent Special Enrollment

An eligible employee and otherwise eligible dependents who previously elected not to enroll in any of the employer's group health plans when such coverage was previously offered, may enroll in this plan at the same time a newly acquired dependent is enrolled under "Special Enrollment" in the case of marriage, birth or adoption. The eligible employee may also choose to enroll without enrolling any eligible dependents.

OPEN ENROLLMENT

If you're not enrolled when you first become eligible, or as allowed under "Special Enrollment" above, you can't be enrolled until the Association Employer's next open enrollment period. An open enrollment period occurs once a year unless otherwise agreed upon between the Group and us. During this period, eligible employees and their dependents can enroll for coverage under this plan.

If the Group offers multiple health care plans and you are enrolled under one of the Group's other health care plans, enrollment for coverage under this plan can only be made during the Group's open enrollment period.

CHANGES IN COVERAGE

No rights are vested under this plan. Its terms, benefits and limitations may be changed by us at any time. Changes to this plan will apply as of the date the change becomes effective to all members and to eligible employees and dependents who become covered under this plan after the date the change becomes effective.

The exception is inpatient confinements described in "Extended Benefits"; please see the "How Do I Continue Coverage?" section. Changes to this plan won't apply to inpatient stays that are covered under that provision.

PLAN TRANSFERS

Subscribers (with their enrolled dependents) may be allowed to transfer to this plan from another plan with us offered by the Group. Transfers also occur if the Group replaces another plan (with us) with this

plan. All transfers to this plan must occur during open enrollment or on another date agreed upon by us and the Group.

When we update the contract for this plan, or you transfer from the Group's other plan with us, and there's no lapse in your coverage, the following provisions that apply to this plan will be reduced to the extent they were satisfied and/or credited under the prior plan:

- Waiting period for pre-existing conditions
- Transplant waiting period
- Calendar year deductible
- Out-of-pocket maximum
- Benefit maximums
- Lifetime maximums

In the event an employee enrolls for coverage under a different group health care plan also offered by the Group, enrollment for coverage under this plan can only be made during the Association Employer's next open enrollment period.

This provision does not apply to transfers from plans not offered by us.

WHEN WILL MY COVERAGE END?

EVENTS THAT END COVERAGE

Coverage will end without notice, except as specified under "Extended Benefits," on the last day of the month in which one of these events occurs:

- For the subscriber and dependents when:
 - The Group contract is terminated
 - The next monthly subscription charge isn't paid when due or within the grace period
 - The subscriber dies or is otherwise no longer eligible as a subscriber
 - In the case of an association, the Association Employer's membership in the association ceases
 - In the case of a collectively bargained plan, the employer fails to meet the terms of an applicable collective bargaining agreement or to employ employees covered by a collective bargaining agreement
- For a spouse when his or her marriage to the subscriber is annulled, or when he or she becomes legally separated or divorced from the subscriber
- For a child when he or she cannot meet the requirements for dependent coverage shown under the "Who Is Eligible For Coverage?" section.

The subscriber must promptly notify the Association Employer when an enrolled family member is no

longer eligible to be enrolled as a dependent under this plan. We must receive written notice of a member's termination within 30 days of the date the Association Employer is notified of such event.

CERTIFICATE OF HEALTH COVERAGE

When your coverage under this plan terminates, you'll receive a "Certificate of Health Coverage." The certificate will provide information about your coverage period under this plan. When you provide a copy of the certificate to your new health plan, you may receive credit toward any waiting period for pre-existing conditions. You'll need a certificate each time you leave a health plan and enroll in a plan that has a waiting period for pre-existing conditions. Therefore, it's important for you to keep the certificate in a safe place.

If you haven't received a certificate, or have misplaced it, you have the right to request one from us or your former employer within 24 months of the date coverage terminated.

When you receive your Certificate of Health Coverage, make sure the information is correct. Contact us or your former employer if any of the information listed isn't accurate.

Documents that may establish credible coverage in the absence of a certificate include explanations of benefit claims or correspondence from a plan or issuer indicating coverage, pay stubs showing a payroll deduction for health coverage, a health insurance identification card, a certificate of coverage under a group health policy, records from medical care providers indicating health coverage, third party statements verifying periods of coverage, and any other relevant documents that evidence periods of health coverage.

CONTRACT TERMINATION

No rights are vested under this plan. Termination of the Group Contract for this plan completely ends all members' coverage and all our obligations, except as provided under "Extended Benefits"; please see the "How Do I Continue Coverage?" section below.

This plan is guaranteed renewable. However, this plan will automatically terminate if subscription charges aren't paid when due; coverage will end on the last day for which payment was made. This plan may also terminate as indicated below.

The Group may terminate the Group Contract:

- Upon 30 days' advance written notice to us on any subscription charge due date
- By rejecting in writing the contract changes we make after the initial term. The written rejection must reach us at least 15 days before the changes are to start. The Group Contract will end on the last date for which subscription charges

were paid.

We may terminate the Group Contract, upon 30 days advance written notice to the Group if:

- The Group has performed an act or practice that constitutes fraud or made an intentional misrepresentation of material fact under the terms of the coverage
- The Group fails to meet the minimum participation or contribution requirements stated in its signed application
- The Group no longer has any members who reside or work in Washington
- Published policies, approved by the Office of the Insurance Commissioner, have been violated
- There is a material breach of the Group Contract, other than non-payment
- We are otherwise permitted to do so by law

HOW DO I CONTINUE COVERAGE?

CONTINUATION OF GROUP COVERAGE

Continued Eligibility For A Disabled Child

Coverage may continue beyond the limiting age (shown under "Dependent Eligibility") for an unmarried dependent child who can't support himself or herself because of a developmental or physical disability. The child will continue to be eligible if all the following are met:

- The child became disabled before reaching the limiting age
- The child is incapable of self-sustaining employment by reason of developmental disability or physical handicap and is chiefly dependent upon the subscriber for support and maintenance
- The subscriber is covered under this plan
- The child's subscription charges, if any, continue to be paid
- Within 31 days of the child reaching the limiting age, the subscriber furnishes us with a Request for Certification of Handicapped Dependent form. We must approve the request for certification for coverage to continue.
- The subscriber provides us with proof of the child's disability and dependent status when we request it. We won't ask for proof more often than once a year after the 2-year period following the child's attainment of the limiting age.

Leave Of Absence

Coverage for a subscriber and enrolled dependents may be continued for up to 90 days when the employer grants the subscriber a leave of absence and subscription charges continue to be paid.

The 90-day leave of absence period counts toward the maximum COBRA continuation period, except as prohibited by the Family and Medical Leave Act of 1993 (Public Law 1033).

Labor Dispute

A subscriber may pay subscription charges through the Employer Association to keep coverage in effect for up to 6 months in the event of suspension of compensation due to a lockout, strike, or other labor dispute.

The 6-month labor dispute period counts toward the maximum COBRA continuation period.

COBRA (Consolidated Omnibus Budget Reconciliation Act Of 1985)

When group coverage is lost because of a "qualifying event" shown below, federal laws and regulations require certain Association Employers to offer qualified members an election to continue their group coverage for a limited time. Under COBRA, a qualified member must apply for continued coverage within a certain time period and may also have to pay the subscription charges for it. The Association Employer is responsible to notify you whether it meets the standards set by the federal COBRA laws and regulations.

At the Group's request, we'll provide qualified members of Association Employers that are subject to COBRA with continued coverage under this plan when COBRA's enrollment and payment requirements are met. But, coverage is provided only to the extent that COBRA requires and is subject to the other terms and limitations of this plan. Members' rights to this coverage may be affected by the Group's failure to abide by the terms of its contract with us or the Association Employer's failure to perform COBRA-related duties. The Association Employer, **not us**, must also perform all notifications and other duties assigned by COBRA to the "plan administrator" within COBRA's time limits.

The following summary of continued coverage is taken from COBRA. Members' rights to this coverage and obligations under COBRA automatically change with further amendments of COBRA by Congress or interpretations of COBRA by the courts and federal regulatory agencies.

Qualifying Events and Length of Coverage

Please contact the Association Employer immediately when one of the qualifying events highlighted below occurs. The continuation periods listed extend from the date of the qualifying event.

Please Note: Covered domestic partners and their children have the same rights to COBRA coverage as covered spouses and their children.

- The Association Employer must offer the

subscriber and covered dependents an election to continue coverage for up to 18 consecutive months if their coverage is lost because of one of 2 qualifying events:

- **The subscriber's work hours are reduced.**
- **The subscriber's employment terminates, except for discharge due to actions defined by the Association Employer as gross misconduct.**

However, if one of the events listed above follows the covered employee's entitlement to Medicare by less than 18 months, the Association Employer must offer the covered spouse and children an election to continue coverage for up to 36 months starting from the date of the Medicare entitlement.

- COBRA coverage can be extended if a member who lost coverage due to a reduction in hours or termination of employment is determined to be disabled under Title II (OASDI) or Title XVI (SSI) of the Social Security Act at any time during the first 60 days of COBRA coverage. In such cases, all family members who elected COBRA may continue coverage for up to a total of 29 consecutive months from the date of the reduction in hours or termination. To be eligible for the extended continuation period, you must give the Association Employer a copy of the determination of disability during the 18-month continuation period and no later than 60 days after you receive the determination.
- The Association Employer must offer the covered spouse or children an election to continue coverage for up to 36 consecutive months if their coverage is lost because of one of 4 qualifying events:

- **The subscriber dies**
- **The subscriber and spouse legally separate or divorce**
- **The subscriber becomes entitled to Medicare**
- **A child loses eligibility for dependent coverage**

In addition, the occurrence of one of these events during the 18-month period described above can extend that period for a continuing dependent. The extended period will end no later than 36 months from the date of the first qualifying event.

The subscriber or qualified beneficiary must notify the Association Employer no more than 60 days after either the qualifying event date or the date the dependent's coverage ends, whichever is later.

Adding Family Members

Eligible family members may be added after the

continuation period begins, but only as allowed under "Special Enrollment" or "Open Enrollment." With one exception, family members added after COBRA begins aren't eligible for further coverage if they later have a qualifying event or if they are determined to be disabled as described under "Qualifying Events And Lengths Of Coverage." The exception is that a child born to or placed for adoption with a covered employee while the covered employee is on COBRA has the same COBRA rights as family members on coverage at the time of the original qualifying event. The child will be covered for the duration of the covered employee's initial 18-month COBRA period, unless a second qualifying event occurs which extends the child's coverage. Continued coverage is subject to all other terms and limitations of this plan.

Conditions of Continued COBRA Coverage

For continued coverage to become effective, all of the requirements below must be met:

- You must elect continued coverage no more than 60 days after either the date coverage was to end because of the qualifying event, or the date the Association Employer notified you of your right to elect continued coverage, whichever is later. You may be eligible for a second COBRA election period if you qualify under section 201 of the Federal Trade Act of 2002. Please contact the Association Employer or your bargaining representative for more information if you believe this may apply to you.

Please Note: The Association Employer must notify a qualified member of his or her rights under COBRA within 14 days of the date the Association Employer received notice of the qualifying event. If the Association Employer fails to notify you of your rights under COBRA within 14 days of the date the Association Employer received notice of the qualifying event, you must elect continued coverage no more than 60 days after the date coverage was to end because of the qualifying event in order for continued coverage to become effective under this plan. If the Association Employer fails to notify you of your rights under COBRA within 14 days of the date the Association Employer received notice of the qualifying event and you don't elect continued coverage within 60 days after the date coverage ends, we'll not be obligated to provide COBRA benefits under this plan; the Association Employer will assume full financial responsibility for payment of any COBRA benefits to which you may be entitled.

- You must send your first subscription charge payment to the Association Employer no more than 45 days after the date you elected continued coverage.
- Subsequent subscription charges must be paid to

the Association Employer and submitted to us with the Group's regular monthly billings.

When COBRA Coverage Ends

Continued coverage will end on the last day for which subscription charges have been paid in the monthly period in which the first of the following occurs:

- The applicable continuation period expires
- The next monthly subscription charge isn't paid when due or within the 30-day COBRA grace period
- When your coverage is extended from 18 to 29 months due to disability (see "Qualifying Events And Lengths Of Coverage" in this section), continued coverage beyond 18 months ends if there is a final determination that you're no longer disabled under the Social Security Act. However, coverage won't end on the date shown above, but on the last day for which subscription charges have been paid in the first month that begins more than 30 days after the date of the determination. You must provide the Association Employer with a copy of the determination within 30 days after the date of the determination.
- You become covered under another group health care plan after the date you elect COBRA coverage. If, however, the new plan contains an exclusion or limitation for a pre-existing condition, coverage doesn't end for this reason until the exclusion or limitation no longer applies
- You become entitled to Medicare after the date you elect COBRA coverage
- The Association Employer ceases to offer group health care coverage to any employee

However, even if one of the events above has not occurred, continued coverage **under this plan** will end on the date that the contract between the Group and us is terminated or the date that coverage under this plan ends for the Association Employer.

When continued coverage under this plan ends, you may be eligible for benefits as described in "Extended Benefits." You may also be eligible to apply for one of our Conversion plans as explained in "Converting To A Non-Group Plan."

6-Month Continuation Of Group Coverage

You may choose to extend your coverage under this plan for up to 6 months past the date your coverage ended if:

- Your Association Employer isn't subject to COBRA
- You're not eligible for COBRA coverage
- Your group coverage ends for reasons other than rescission

You must send your first subscription charge payment and completed "Continued Coverage" application to the Association Employer by the due date determined by the Group. The Group will in turn send us your subscription charge payment and completed "Continued Coverage" application form with the first payment it makes on or after the date your coverage ended. Subsequent subscription charge payments must be paid to the Association Employer, by the date determined by the Group, and forwarded to us by the Group with their regular monthly billings.

Continued coverage under this plan may end before the 6-month period expires. It will end on the last day of the monthly period for which subscription charges have been paid in which the first of the following occurs:

- The next monthly subscription charge isn't paid when due or within the grace period
- The contract between the Group and us is terminated
- The Association Employer's coverage under this plan is terminated

The 6-month continuation period isn't available once COBRA coverage is exhausted.

Extended Benefits

Under the following circumstances, certain benefits of this plan may be extended after your coverage ends for reasons other than rescission. If the contract between the Group and us is terminated while you're receiving the extended benefits below, your right to those benefits won't be affected.

Extended Inpatient Benefits

The inpatient benefits of this plan will continue to be available after coverage ends if:

- Your coverage didn't end because of fraud or an intentional misrepresentation of material fact under the terms of the coverage by you or the Association Employer, or the Group
- You were admitted to a medical facility prior to the date coverage ended
- You remained continuously confined in a medical facility because of the same medical condition for which you were admitted

Please Note: Newborns are eligible for Extended Inpatient benefits only if they are enrolled beyond the 3-week period specified in the "Newborn Care" benefit.

Such continued inpatient coverage will end when the first of the following occurs:

- You're covered under a health plan or contract that provides benefits for your confinement or would provide benefits for your confinement if

coverage under this plan did not exist

- You're discharged from that facility or from any other facility to which you were transferred
- Inpatient care is no longer medically necessary
- The maximum benefit for inpatient care in the medical facility has been provided. If the calendar year ends before a calendar year maximum has been reached, the balance is still available for covered inpatient care you receive in the next year. Once it is used up, however, a calendar year maximum benefit will not be renewed
- This plan's lifetime maximum has been provided

OTHER CONTINUED COVERAGE OPTIONS

Converting To A Non-Group Plan

You may be entitled to coverage under one of our Conversion plans when your coverage under this plan ends. Conversion plans are individual plans that differ from this plan. You pay the monthly payment. You must apply and send the first subscription charge payment to us within 31 days of the date your coverage ends under this plan.

You can apply for a Conversion plan if you live in Washington State and you're not eligible for Medicare coverage, and one of 2 things is true:

- You're not entitled to services or benefits for medical and hospital care under another group plan.
- You're entitled to other coverage, but that coverage contains exclusions or waiting periods for any pre-existing conditions you have.

For more information about our Conversion plans, contact your employer or our Customer Service department.

Please Note: The rates, coverage and eligibility requirements of our Conversion plans differ from those of your current group plan. In addition, enrollment in a Conversion plan may limit your ability to later purchase an individual plan without a pre-existing condition waiting period.

Medicare Supplement Coverage

We also offer Medicare supplement coverage for those who are eligible for and enrolled in Parts A and B of Medicare. Also, you **may** be eligible for guarantee-issued coverage under certain Medicare supplement plans if you apply within 63 days of losing coverage under this plan. For more information, contact your agent or our Customer Service department.

HOW DO I FILE A CLAIM?

Medical Claims

Many providers will submit their bills to us directly.

However, if you need to submit a claim to us, follow these simple steps:

Step 1

Complete a Subscriber Claim Form. A separate Subscriber Claim Form is necessary for each patient and each provider. You can order extra Subscriber Claim Forms by calling Customer Service.

Step 2

Attach the itemized bill. The itemized bill must contain all of the following information:

- Names of the subscriber and the member who incurred the expense
- Identification numbers for both the subscriber and the Group (these are shown on the subscriber's identification card)
- Name, address and IRS tax identification number of the provider
- Information about other insurance coverage
- Date of onset of the illness or injury
- Diagnosis or ICD-9 code
- Procedure codes (CPT-4, HCPCS, ADA or UB-92) or descriptive English nomenclature for each service
- Dates of service and itemized charges for each service rendered
- If the services rendered are for treatment of an injury, the date, time, location and a brief description of the event

Step 3

If you're also covered by Medicare, and Medicare is primary, you must attach a copy of the "Explanation of Medicare Benefits."

Step 4

Check that all required information is complete. Bills received won't be considered to be claims until all necessary information is included.

Step 5

Sign the Subscriber Claim Form in the space provided.

Step 6

Mail Your Claims To:

Premera Blue Cross
P.O. Box 91059
Seattle, WA 98111-9159

Prescription Drug Claims

To make a claim for covered prescription drugs, please follow these steps:

Participating Pharmacies

For retail pharmacy purchases, you don't have to send us a claim. Just show your Premera Blue Cross ID card to the pharmacist, who will bill us directly. If you don't show your ID card, you'll have to pay the full cost of the prescription and submit the claim yourself.

For home delivery pharmacy purchases, you don't have to send us a claim, but you'll need to follow the instructions on the home delivery order form and submit it to the address printed on the form. Please allow up to 14 days for delivery.

Non-Participating Pharmacies

You'll have to pay the full cost for new prescriptions and refills purchased at these pharmacies. You'll need to fill out a prescription drug claim form, attach your prescription drug receipts and submit the information to the address shown on the claim form.

If you need a supply of participating home delivery pharmacy order forms or prescription drug claim forms, contact our Customer Service department at the numbers shown inside the front cover of this booklet.

Timely Filing

You should submit all claims within 90 days of the start of service or within 30 days after the service is completed. We must receive claims:

- Within 365 days of discharge for hospital or other medical facility expenses, or within 365 days of the date the expenses were incurred for any other services or supplies
- For members who have Medicare, within 90 days of the process date shown on the Explanation of Medicare Benefits, whichever is greater

We won't provide benefits for claims we receive after the later of these 2 dates, nor will we provide benefits for claims that were denied by Medicare because they were received past Medicare's submission deadline.

Special Notice About Claims Procedure

We'll make every effort to process your claims as quickly as possible. We'll tell you if this plan won't cover all or part of the claim no later than 30 days after we first receive it. This notice will be in writing. We can extend the time limit by up to 15 days if it's decided that more time is needed due to matters beyond our control. We'll let you know before the 30-day time limit ends if we need more time. If we need more information from you or your provider in order to decide your claim, we'll ask for that information in our notice and allow you or your provider at least 45 days to send us the information. In such cases, the time it takes to get the information

to us doesn't count toward the decision deadline. Once we receive the information we need, we have 15 days to give you our decision.

If your claim was denied, in whole or in part, our written notice will include:

- The reasons for the denial and a reference to the provisions of this plan on which it's based
- A description of any additional information we may need to reconsider the claim and why that information is needed
- A statement that you have the right to appeal our decision
- A description of our complaint and appeal processes

If there were clinical reasons for the denial, you'll receive a letter from our medical department stating these reasons. The letter will also include how ongoing care may be covered during the appeal process, as described in "When You Have An Appeal" below.

At any time, you have the right to appoint someone to pursue the claim on your behalf. This can be a doctor, lawyer or a friend or relative. You must notify us in writing and give us the name, address and telephone number where your appointee can be reached.

If your Association Employer is subject to ERISA, ERISA gives you the right to file suit in a state or federal court if a claim for benefits or an appeal is denied or ignored, in whole or in part, or not processed within the time shown in these claims procedures.

WHAT IF I HAVE A QUESTION OR AN APPEAL?

As a Premera Blue Cross member you have the right to offer your ideas, ask questions, voice complaints and submit appeals. Our goal is to listen, resolve your problems, and improve our service to you.

When You Have Ideas

We want to hear from you on ways we can continue to improve our service. If you have an idea, suggestion or opinion, please let us know. You can call our Customer Service department at the numbers listed inside the front cover of this booklet, or send your ideas and comments to:

Premera Blue Cross
Attn: Customer Assessment Manager
P.O. Box 91059
Seattle, WA 98111-9159

When You Have Questions

Call your provider of care when you have questions

about the health care services you receive. Please call our Customer Service department with any other questions regarding your Premera Blue Cross plan.

When You Have A Complaint

A **complaint** is an expression of dissatisfaction about a benefit or coverage decision, customer service, or the quality or availability of a health service. The complaint process lets Customer Service quickly and informally correct errors, clarify decisions or benefits, or take steps to improve our service. We recommend, but don't require, that you take advantage of this process when you're not content with a benefit or coverage decision. If Customer Service finds that you need to submit your complaint as a formal appeal, a representative will tell you.

When you have a complaint, call or write our Customer Service department. If your complaint is about the quality of care you receive, it will be given to our Clinical Quality Management staff for review. If the complaint is of a non-medical nature relating to a provider, it will be given to our Provider Network staff for review. We'll let you know when we've received your complaint. We also may request more information when needed. When we receive all needed information, we'll review your complaint and respond as soon as possible, but never more than 30 calendar days.

When You Have An Appeal

An **appeal** is an oral or written request that we reconsider 1) our decision on a complaint, or 2) our decision to deny, modify, reduce, or end payment, coverage or authorization of coverage. This includes admissions to and continued stays in a facility. We must receive your appeal within 180 calendar days of the date you received notice of our decision. If you're appealing a complaint decision, we must receive your appeal within 180 calendar days of the date we gave you that decision.

Although we'll accept an appeal made by phone to our Customer Service department, it's a better idea to put appeals in writing so you can keep copies for your records. Please send all written appeals to the address shown below. We'll let you know when we receive your appeal.

You have the right to give us comments, documents or other information to support your appeal. You can also request to review documents relevant to your claim.

You may mail appeals to:

Premera Blue Cross
Attn: Appeals Coordinator
P.O. Box 91102
Seattle, WA 98111-9202

If your Association Employer is subject to ERISA. ERISA gives you the right to file suit in federal court if you aren't satisfied with the outcome of the Level I or Level II appeal.

Independent Review Independent reviews are conducted by an independent review organization (IRO), which is an organization of medical experts qualified to review your appeal. We'll use IROs that have been certified by the state Department of Health. We'll submit your file to the IRO on your behalf and will pay the charges of the IRO. The IRO will give you its decision in writing. We'll implement the IRO's determination promptly.

Urgent Appeals We deem your appeal urgent when your physician or other provider advises us that a delay will harm your health. Level I and II responses on urgent appeals will be given within 72 hours after the appeal is received.

Appeals Of Ongoing Care While you're appealing a decision to change, reduce or end coverage because the service or level of service is no longer medically necessary or appropriate, we'll suspend our denial. Our coverage for services received during the appeal period doesn't and shouldn't be construed to reverse our denial. **If our initial decision is upheld, you must repay us all amounts that we've paid for such services. You'll also have to pay providers any difference between our allowable charge and the provider's billed charge.**

Please call Customer Service if you have questions or need more information about our complaint or appeal process. The numbers are shown inside the front cover of this booklet.

Additional Information About Your Coverage

Your benefit booklet provides you with detailed information about this plan's benefits, limitations and exclusions, how to obtain care and how to appeal our decisions.

You may also ask for the following information:

- Your right to seek and pay for care outside of this plan
- The preferred drug list, also called a "formulary"
- How we pay providers
- How providers' payment methods help promote good patient care
- A statement of all benefit payments in each year that have been counted toward this plan's benefit limitations, visit, day, or dollar benefit maximums or other overall limitations
- How to file a complaint and a copy of our process for resolving complaints
- How to access specialists

- Obtaining preauthorization when needed
- Accreditation by national managed care organizations
- Use of the health employer data information set (HEDIS) to track performance

If you want to receive this information, please go to our Web site. Our Web site address is **www.premera.com**. If you don't have access to the Web, please call Customer Service. Our phone numbers are shown inside the front cover of this booklet.

OTHER INFORMATION ABOUT THIS PLAN

This section tells you about how your Group's contract with us and this plan are administered. It also includes information about federal and state requirements we must follow and other information we must provide to you.

Conformity With The Law

The Group Contract is issued and delivered in the state of Washington and is governed by the laws of the state of Washington, except to the extent preempted by federal law. If any provision of the Group Contract or any amendment thereto is deemed to be in conflict with applicable state or federal laws or regulations, upon discovery of such conflict the Group Contract will be administered in conformance with the requirements of such laws and regulations as of their effective date.

Member Cooperation

You're under a duty to cooperate with us in a timely and appropriate manner in our administration of benefits. You're also under a duty to cooperate with us in the event of a lawsuit.

Entire Contract

The entire contract between the Group and us consists of all of the following:

- The contract face page and Standard Provisions
- This benefit booklets
- The Group's signed application when attached to the Group Contract
- The Funding Arrangement Agreement between the Group and us
- All attachments, endorsements and riders included or issued hereafter

No agent or representative of Premera Blue Cross or any other entity is authorized to make any changes, additions or deletions to the Group Contract or to waive any provision of this plan. Changes, alterations, additions or exclusions can only be done over the signature of an officer of Premera Blue

Cross.

Evidence Of Medical Necessity

We have the right to require proof of medical necessity for any services or supplies you receive before we provide benefits under this plan. This proof may be submitted by you, or on your behalf by your health care providers. No benefits will be available if the proof isn't provided or acceptable to us.

The Group And You

The Group and the Association Employer are your representatives for all purposes under this plan and not the representatives of Premera Blue Cross. Any action taken by the Group or Association Employer will be binding on you.

Intentionally False Or Misleading Statements

If this plan's benefits are paid in error due to any intentionally false or misleading statements, we'll be entitled to recover these amounts. Please see the "Right Of Recovery" provision later in this section.

And, if you make any intentionally false or misleading statements on any application or enrollment form that affects your acceptability for coverage, we may, at our option:

- Deny your claim
- Reduce the amount of benefits provided for your claim
- Rescind your coverage under this plan (rescind means to cancel coverage back to its effective date, as if it had never existed at all)

Finally, statements that are intentionally false or misleading on any group form required by us, that affect the acceptability of the Group or the risks to be assumed by us, may cause the Group Contract for this plan to be rescinded.

Notice Of Information Use And Disclosure

We may collect, use, or disclose certain information about you. This protected personal information (PPI) may include health information, or personal data such as your address, telephone number or Social Security number. We may receive this information from, or release it to, health care providers, insurance companies, or other sources.

This information is collected, used or disclosed for conducting routine business operations such as:

- Underwriting and determining your eligibility for benefits and paying claims
- Coordinating benefits with other health care plans
- Conducting care management, case management, or quality reviews
- Fulfilling other legal obligations that are specified under the Group Contract

This information may also be collected, used or disclosed as required or permitted by law

To safeguard your privacy, we take care to ensure that your information remains confidential by having a company confidentiality policy and by requiring all employees to sign it.

If a disclosure of PPI isn't related to a routine business function, we remove anything that could be used to easily identify you or we obtain your prior written authorization.

You have the right to request inspection and /or amendment of records retained by us that contain your PPI. Please contact our Customer Service department and ask a representative to mail a request form to you.

Notice Of Other Coverage

As a condition of receiving benefits under this plan, you must notify us of:

- Any legal action or claim against another party for a condition or injury for which we provide benefits; and the name and address of that party's insurance carrier
- The name and address of any insurance carrier that provides:
 - Personal injury protection (PIP)
 - Underinsured motorist coverage
 - Uninsured motorist coverage
 - Any other insurance under which you are or may be entitled to recover compensation
- The name of any other group or individual insurance plans that cover you

Notices

Any notice we're required to submit to the Group or subscriber will be considered to be delivered if it's mailed to the Group or subscriber at the most recent address appearing on our records. We'll use the date of postmark in determining the date of our notification. If you or your Group is required to submit notice to us, it will be considered delivered on the postmark date, or if not postmarked, the date we receive it.

Right Of Recovery

We have the right to recover amounts we paid that exceed the amount for which we're liable. Such amounts may be recovered from the subscriber or any other payee, including a provider. Or, such amounts may be deducted from future benefits of the subscriber or any of his or her dependents (even if the original payment wasn't made on that member's behalf) when the future benefits would otherwise have been paid directly to the subscriber or to a provider that does not have a contract with us.

In addition, if the contract for this plan is rescinded as described in "Intentionally False Or Misleading Statements," we have the right to recover the amount of any claims we paid under this plan and any administrative costs we incurred to pay those claims.

Right To And Payment Of Benefits

Benefits of this plan are available only to members. Except as required by law, we won't honor any attempted assignment, garnishment or attachment of any right of this plan. In addition, members may not assign a payee for claims, payments or any other rights of this plan.

At our option only and in accordance with the law, we may pay the benefits of this plan to:

- The subscriber
- A provider
- Another health insurance carrier
- Another party legally entitled under federal or state medical child support laws
- Jointly to any of the above

Payment to any of the above satisfies our obligation as to payment of benefits.

Venue

All suits or legal proceedings brought against us by you or anyone claiming any right under this plan must be filed:

- Within 3 years of the date we denied, in writing, the rights or benefits claimed under this plan, or of the completion date of the independent review process if applicable; and
- In the state of Washington or the state where you reside or are employed.

All suits or legal proceedings brought by us will be filed within the appropriate statutory period of limitation, and you agree that venue, at our option, will be in King County, the state of Washington.

Workers' Compensation Insurance

This contract doesn't replace, affect or supplement any state or federal requirement for the Association Employer to provide workers' compensation insurance, employer's liability insurance or other similar insurance. When an employer is required by law to provide or has the option to provide workers' compensation insurance, employer's liability insurance or other similar insurance and doesn't provide such coverage for its employees, the benefits available under this plan won't be provided for illnesses and/or injuries arising out of the course of employment that are or would be covered by such insurance, unless otherwise excepted under the "What's Not Covered?" section in this booklet.

WHAT ARE MY RIGHTS UNDER ERISA?

The Association Employer may have an employee welfare benefit plan that is subject to the Federal Employee Retirement Income Security Act of 1974 (ERISA). If so, this section of the booklet describes subscriber's rights under ERISA. Please see the Association Employer to find out if this plan is subject to ERISA.

This employee welfare benefit plan is called the "ERISA Plan" in this section. The insured Premera Blue Cross plan described in this booklet is part of the ERISA Plan. For purposes of ERISA only, this plan is considered a separate plan for each Association Employer.

When used in this section, the term "ERISA Plan" refers to the Association Employer's employee welfare benefit plan. The "ERISA Plan administrator" is the Association Employer or an administrator named by the Group. Premera Blue Cross isn't the ERISA plan administrator.

Continue health care coverage for yourself, spouse or dependents if there's a loss of coverage under the plan as a result of a qualifying event and the Association Employer is required by law to offer COBRA coverage. You or your dependents may have to pay for such coverage. Review this summary plan description and the documents governing the plan on the rules governing your COBRA continuation coverage rights.

In addition to creating rights for plan participants, ERISA imposes duties upon the people who are responsible for the operation of the employee welfare benefit plan. The people who operate your ERISA 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. (Premera Blue Cross is a fiduciary only with respect to claims processing and payment. However, we do have the discretionary authority to determine eligibility for benefits and to construe the terms used in the portion of the Association Employer's ERISA Plan that we insure.) No one, including your employer, the Group, your union, or any other person, may fire you or otherwise discriminate against you in any way to prevent you from obtaining a welfare benefit or exercising your rights under ERISA.

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 ERISA 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 ERISA 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 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 ERISA 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 ERISA Plan fiduciaries misuse the ERISA Plan's money, or if you're 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're successful, the court may order the person you 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.

Please Note: Under ERISA, the ERISA Plan administrator is responsible for furnishing each participant and beneficiary with a copy of the summary plan description.

If you have any questions about your employee welfare benefit plan, you should contact the ERISA 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 ERISA Plan administrator, you should contact either the:

- Office of the Employee Benefits Security Administration, U.S. Department of Labor, 1111 Third Ave. Suite 860, MIDCOM Tower, Seattle, WA 98101-3212; or
- Division of Technical Assistance and Inquiries, Employee Benefits Security Administration, U.S. Department of Labor, 200 Constitution Ave. 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 Employee Benefits Security Administration at 1-800-998-7542.

DEFINITIONS

The terms listed throughout this section have specific meanings under this plan. We have the discretionary authority to determine the terms used in this plan.

Allowable Charge

The allowable charge shall mean one of the following:

- **Providers In Washington and Alaska Who Have Agreements With Us**

For any given service or supply, the amount these providers have agreed to accept as payment in full pursuant to the applicable agreement between us and the provider. These providers agree to seek payment from us when they furnish covered services to you. You'll be responsible only for any applicable calendar year deductibles, copays, coinsurance, charges in excess of the stated benefit maximums and charges for services and supplies not covered under this plan.

Your liability for any applicable calendar year deductibles, coinsurance, copays and amounts applied toward benefit maximums will be calculated on the basis of the allowable charge.

- **Providers Outside Washington and Alaska Who Have Agreements With Other Blue Cross Blue Shield Licensees**

For covered services and supplies received outside Washington and Alaska or in Clark County, Washington, allowable charges are determined as stated in the "What Do I Do If I'm Outside Washington And Alaska?" section ("The BlueCard Program") in this booklet.

- **Providers Who Don't Have Agreements With Us Or Another Blue Cross Blue Shield Licensee**

Except as set forth below, the allowable charge will be no greater than the maximum allowance we otherwise would have allowed had the medically necessary covered services been furnished by a provider that has an agreement in effect with us.

When you seek services from providers that **don't** have agreements with us, your liability is for any amount above the allowable charge, and for any calendar year deductibles, coinsurance, copays, amounts in excess of stated benefit maximums and charges for non-covered services and supplies.

We reserve the right to determine the amount allowed for any given service or supply.

Ambulatory Surgical Center

A facility that's licensed or certified as required by the state it operates in and that meets all of the following:

- It has an organized staff of physicians
- It has permanent facilities that are equipped and operated primarily for the purpose of performing surgical procedures

- It doesn't provide inpatient services or accommodations

Association Employer

The corporation, partnership, proprietorship, government, governmental agency, or other organization, unit or entity that is engaged in business, employed an average of at least 2 employees on the business days during the preceding calendar year, employs at least 2 active employees on the first day of a health benefit year, and is accepted by the Group as a member of the Group.

Calendar Year

The period of 12 consecutive months that starts each January 1 at 12:01 a.m. and ends on the next December 31 at midnight.

Chemical Dependency

An illness characterized by physiological or psychological dependency, or both, on a controlled substance regulated under Chapter 69.50 RCW and/or alcoholic beverages. It's further characterized by a frequent or intense pattern of pathological use to the extent:

- The user exhibits a loss of self-control over the amount and circumstances of use
- The user develops symptoms of tolerance, or psychological and/or physiological withdrawal if use of the controlled substance or alcoholic beverage is reduced or discontinued
- The user's health is substantially impaired or endangered, or his or her social or economic function is substantially disrupted

Community Mental Health Agency

An agency that's licensed as such by the state of Washington to provide mental health treatment under the supervision of a physician or psychologist.

Complication Of Pregnancy

A condition which falls into one of the 3 categories listed below that requires covered, medically necessary services which are provided in addition to, and greater than, those usually provided for antepartum care, normal or cesarean delivery, and postpartum care, in order to treat the condition.

- Diseases of the mother which are not caused by pregnancy, but which coexist with and are adversely affected by pregnancy
- Maternal conditions caused by the pregnancy which make its treatment more difficult. These conditions are limited to:
 - Ectopic pregnancy
 - Hydatidiform mole/molar pregnancy

- Incompetent cervix requiring treatment
- Complications of administration of anesthesia or sedation during labor or delivery
- Obstetrical trauma uterine rupture before onset or during labor
- Ante- or postpartum hemorrhage requiring medical/surgical treatment
- Placental conditions which require surgical intervention
- Preterm labor and monitoring
- Toxemia
- Gestational diabetes
- Hyperemesis gravidarum
- Spontaneous miscarriage or missed abortion
- Fetal conditions requiring in utero surgical intervention

Congenital Anomaly

A marked difference, from the normal structure of a body part, that's physically evident at birth.

Custodial Care

Any portion of a service, procedure or supply that, in our judgment, is provided primarily:

- For ongoing maintenance of the member's health and not for its therapeutic value in the treatment of an illness or injury
- To assist the member in meeting the activities of daily living. Examples are help in walking, bathing, dressing, eating, preparation of special diets, and supervision over self-administration of medication not requiring constant attention of trained medical personnel

Effective Date

The date when your coverage under this plan begins. If you re-enroll in this plan after a lapse in coverage, the date that the coverage begins again will be your effective date.

Eligibility Waiting Period

The length of time that must pass before an employee or dependent is eligible to be covered under the Group's health care plan. If an employee or dependent enrolls under the "Special Enrollment" provisions of this plan or enrolls on a date other than when first eligible to enroll, any period prior to such enrollment isn't considered an eligibility waiting period, unless all or part of the initial eligibility waiting period had not been met.

Enrollment Date

For a subscriber and eligible dependents who enroll when the subscriber is first eligible, the enrollment date is the subscriber's date of hire. There is one

exception to this rule. If the subscriber was hired into a class of employees to which the Group doesn't provide coverage under this plan, but was later transferred to a class of employees to which the Group does provide coverage under this plan, the enrollment date is the date the subscriber entered the eligible class of employees. (For example, the enrollment date for a seasonal employee who was made permanent after six months would be the date the employee started work as a permanent employee.) For subscribers who don't enroll when first eligible and for dependents added after the subscriber's coverage starts, the enrollment date is the effective date of coverage.

Experimental/Investigational Services

Experimental or investigational services include a treatment, procedure, equipment, drug, drug usage, medical device or supply that meets one or more of the following criteria as determined by us:

- A drug or device that can't be lawfully marketed without the approval of the U.S Food and Drug Administration, and hasn't been granted such approval on the date the service is provided
- The service is subject to oversight by an Institutional Review Board
- No reliable evidence demonstrates that the service is effective, in clinical diagnosis, evaluation, management or treatment of the condition
- The service is the subject of ongoing clinical trials to determine its maximum tolerated dose, toxicity, safety or efficacy
- Evaluation of reliable evidence indicates that additional research is necessary before the service can be classified as equally or more effective than conventional therapies

Reliable evidence includes but is not limited to reports and articles published in authoritative peer reviewed medical and scientific literature, and assessments and coverage recommendations published by the Blue Cross and Blue Shield Association Technical Evaluation Center (TEC).

Group

The association that is a party to the Group Contract. The Group is responsible for collecting and paying all subscription charges, receiving notice of additions and changes to employee and dependent eligibility and providing such notice to us, and acting on behalf of its employees.

Hospital

A facility legally operating as a hospital in the state in which it operates and that meets the following requirements:

- It has facilities for the inpatient diagnosis,

treatment, and acute care of injured and ill persons by or under the supervision of a staff of physicians

- It continuously provides 24-hour nursing services by or under the supervision of registered nurses

A “hospital” will never be an institution that’s run mainly:

- As a rest, nursing or convalescent home; residential treatment center; or health resort
- To provide hospice care for terminally ill patients
- For the care of the elderly
- For the treatment of chemical dependency or tuberculosis

Illness

A sickness, disease, medical condition or pregnancy.

Injury

Physical harm caused by a sudden event at a specific time and place. It’s independent of illness, except for infection of a cut or wound.

Inpatient

Confined in a medical facility as an overnight bed patient.

Medical Equipment

Mechanical equipment that can stand repeated use and is used in connection with the direct treatment of an illness or injury. It’s of no use in the absence of illness or injury.

Medical Emergency

The emergent and acute onset of a symptom or symptoms, including severe pain, that would lead a prudent layperson acting reasonably to believe that a health condition exists that requires immediate medical attention, if failure to provide medical attention would result in serious impairment to bodily functions or serious dysfunction of a bodily organ or part, or would place the person’s health in serious jeopardy. (A “prudent layperson” is someone who has an average knowledge of health and medicine.)

Examples of a medical emergency are severe pain, suspected heart attacks and fractures. Examples of a non-medical emergency are minor cuts and scrapes.

Medical Facility (also called “Facility”)

A hospital, skilled nursing facility, state-approved chemical dependency treatment program or hospice.

Medically Necessary

Those covered services and supplies that are, in our judgment, determined to meet all of the following

requirements. They must be:

- Essential to the diagnosis or the treatment of an illness, injury or condition harmful or threatening to the member’s life or health, unless provided for preventive services when specified as covered under this plan
- Appropriate for the medical condition as specified in accordance with authoritative medical or scientific literature
- Medically effective treatment of the diagnosis as demonstrated by:
 - Sufficient evidence exists to draw conclusions about the effect of the health intervention on health outcome
 - Evidence demonstrates that the health intervention can be expected to produce its intended effects on health outcomes
 - Expected beneficial effects of the health intervention on health outcomes outweigh its expected harmful effects
- Cost effective as determined by being the least costly of the alternative supplies or levels of service that’s medically effective and can safely be provided to the member. A health intervention is cost effective if no other available health intervention offers a clinically appropriate benefit at a lower cost.
- Not primarily for research or data accumulation
- Not primarily for the convenience of the member, the member’s family, the member’s physician or another provider

Health Intervention is defined as an activity undertaken for the primary purpose of preventing, improving or stabilizing a medical condition. Activities that are primarily custodial, part of normal existence, or undertaken for the convenience of a patient, family, health professional or third party are not health interventions.

Health Outcome is defined as the results of medical interventions that directly affect the length or quality of life of the member.

Sufficient Evidence is defined as the evidence derived from clinical research that is (1) peer-reviewed, (2) well-controlled, (3) directly or indirectly relates to intervention to health outcomes, and (4) reproducible both within and outside of a research setting.

Member (also called “You” and “Your”)

A person covered under this plan as a subscriber or dependent.

Obstetrical Care

Care furnished during pregnancy (antepartum, delivery and postpartum), including voluntary

termination of pregnancy, or any condition arising from pregnancy, except for complications of pregnancy. This includes the time during pregnancy and within 45 days following delivery.

Orthodontia

The branch of dentistry which specializes in the correction of tooth arrangement problems, including poor relationships between the upper and lower teeth (malocclusion).

Orthotic

A support or brace applied to an existing portion of the body for weak or ineffective joints or muscles, to aid, restore or improve function.

Outpatient

Treatment received in a setting other than an inpatient in a medical facility.

Participating Pharmacy (Participating Retail/Participating Home Delivery Pharmacy)

A licensed pharmacy which contracts with us or our Pharmacy Benefits Administrator to provide Prescription Drug benefits.

Pharmacy Benefits Administrator

An entity that contracts with us to administer Prescription Drug benefits under this plan.

Physician

A state-licensed:

- Doctor of Medicine and Surgery (M.D.)
- Doctor of Osteopathy (D.O.).

In addition, professional services provided by one of the following types of providers will be covered under this plan, but only when the provider is providing a service within the scope of his or her state license; providing a service or supply for which benefits are specified in this plan; and providing a service for which benefits would be payable if the service were provided by a physician as defined above:

- Chiropractor (D.C.)
- Dentist (D.D.S. or D.M.D.)
- Optometrist (O.D.)
- Podiatrist (D.P.M.)
- Psychologist (Ph.D.)
- Nurse (R.N.) licensed in Washington state

Plan (also called “This Plan”)

The benefits, terms and limitations set forth in the contract between us and the Group, of which this booklet is a part.

Prescription Drug

Any medical substance, including biologicals used in an anticancer chemotherapeutic regimen for a medically accepted indication or for the treatment of people with HIV or AIDS, the label of which, under the Federal Food, Drug and Cosmetic Act, as amended, is required to bear the legend: “Caution: Federal law prohibits dispensing without a prescription.”

Benefits available under this plan will be provided for “off-label” use, including administration, of prescription drugs for treatment of a covered condition when use of the drug is recognized as effective for treatment of such condition by:

- One of the following standard reference compendia:
 - **The American Hospital Formulary Service-Drug Information**
 - **The American Medical Association Drug Evaluation**
 - **The United States Pharmacopoeia-Drug Information**
 - Other authoritative compendia as identified from time to time by the Federal Secretary of Health and Human Services or the Insurance Commissioner
- If not recognized by one of the standard reference compendia cited above, then recognized by the majority of relevant, peer-reviewed medical literature (original manuscripts of scientific studies published in medical or scientific journals after critical review for scientific accuracy, validity and reliability by independent, unbiased experts)
- The Federal Secretary of Health and Human Services

“Off-label use” means the prescribed use of a drug that’s other than that stated in its FDA-approved labeling.

Benefits aren’t available for any drug when the U.S. Food and Drug Administration (FDA) has determined its use to be contra-indicated, or for experimental or investigational drugs not otherwise approved for any indication by the FDA.

Provider

A person who is in a provider category regulated under Title 18 or Chapter 70.127 RCW to practice health care related services consistent with state law. Such persons are considered health care providers only to the extent required by RCW 48.43.045 and only to the extent services are covered by the provisions of this plan. Also included is an employee or agent of such a person, acting in the course of and within the scope of his or her employment.

Providers also include certain health care facilities and other providers of health care services and supplies, as specifically indicated in the provider category listing below. Health care facilities that are owned and operated by a political subdivision or instrumentality of the state of Washington and other such facilities are included as required by state and federal law.

Covered licensed or certified categories of providers regulated under Title 18 and Chapter 70.127 RCW, will include the following, provided that the services they furnish are consistent with state law and the conditions of coverage described elsewhere in this plan are met:

- Acupuncturists (L.Ac.)
- Audiologists
- Chiropractors (D.C.)
- Counselors
- Dental Hygienists (under the supervision of a D.D.S. or D.M.D.)
- Dentists (D.D.S. or D.M.D.)
- Denturists
- Dietitians and Nutritionists (D. or C.D., or C.N.)
- Home Health Care, Hospice and Home Care Agencies
- Marriage and Family Therapists
- Massage Practitioners (L.M.P.)
- Midwives
- Naturopathic Physicians (N.D.)
- Nurses (R.N., L.P.N., A.R.N.P., or N.P.)
- Nursing Homes
- Occupational Therapists (O.T.A.)
- Ocularists
- Opticians (Dispensing)
- Optometrists (O.D.)
- Osteopathic Physician Assistants (O.P.A.) (under the supervision of a D.O.)
- Osteopathic Physicians (D.O.)
- Pharmacists (R.Ph.)
- Physical Therapists (L.P.T.)
- Physician Assistants (under the supervision of an M.D.)
- Physicians (M.D.)
- Podiatric Physicians (D.P.M.)
- Psychologists
- Radiologic Technologists (C.R.T., C.R.T.T., C.R.D.T., C.N.M.T.)
- Respiratory Care Practitioners
- Social Workers

- Speech-Language Pathologists

The following health care facilities and other providers of health care services and supplies will be considered health care providers for the purposes of this plan, as long as they're licensed or certified by the State (unless otherwise stated) that the services they furnish are consistent with state law and the conditions of coverage described elsewhere in this plan are met:

- Ambulance Companies
- Ambulatory Diagnostic, Treatment and Surgical Facilities
- Audiologists (CCC-A or CCC-MSPA)
- Birthing Centers
- Blood Banks
- Community Mental Health Centers
- Drug and Alcohol Treatment Facilities
- Medical Equipment Suppliers
- Hospitals
- Kidney Disease Treatment Centers (Medicare-certified)
- Psychiatric Hospitals
- Speech Therapists (Certified by the American Speech, Language and Hearing Association)

Psychiatric Condition

A condition listed in the **Diagnostic and Statistical Manual (DSM) IV** published by the American Psychiatric Association, excluding diagnoses and treatments for substance abuse, 291.0 through 292.9 and 303.0 through 305.9.

Skilled Care

Care that's ordered by a physician and, in our judgment, requires the medical knowledge and technical training of a licensed registered nurse.

Skilled Nursing Facility

A medical facility providing services that require the direction of a physician and nursing supervised by a registered nurse, and that's approved by Medicare or would qualify for Medicare approval if so requested.

Subscriber

An enrolled employee of the Group. Coverage under this plan is established in the subscriber's name.

Subscription Charges

The monthly rates set by us as consideration for the benefits offered in this plan.

Temporomandibular Joint (TMJ) Disorders

TMJ disorders shall include those disorders which have one or more of the following characteristics: pain in the musculature associated with the temporomandibular joint, internal derangements of the temporomandibular joint, arthritic problems with the temporomandibular joint, or an abnormal range of motion or limitation of motion of the temporomandibular joint.

We, Us And Our

Means Premera Blue Cross in the state of Washington, and Premera Blue Cross Blue Shield of Alaska in the state of Alaska.

where to send claims

MAIL YOUR CLAIMS TO:

Premera Blue Cross
P.O. Box 91059
Seattle, WA 98111-9159

MAIL PRESCRIPTION DRUG CLAIMS TO:

Medco Health Prescription Solutions, L.L.C.
P.O. Box 1528
Lee's Summit, MO 64063-1528

www.premera.com