



# **MEA Choice Plus Point of Service Plan Retiree**

## **Certificate of Coverage**

Si necesita ayuda en español para entender este documento, puede solicitarla sin costo adicional, llamando al número de servicio al cliente que aparece al dorso de su tarjeta de identificación o en el folleto de inscripción.

Translation: If you need Spanish-language assistance to understand this document, you may request it at no additional cost by calling the Customer Service number on the back of your ID card or in your Certificate of Coverage.



# Introduction

This Certificate contains information that you need to know about your MEA Choice Plus Point of Service Plan (Retiree) coverage from Anthem Blue Cross and Blue Shield (Anthem BCBS). You are urged to read this Certificate of Coverage carefully.

This Certificate of Coverage explains how your MEA Choice Plus Point of Service Plan (Retiree) works. It explains the terms, benefits, conditions, exclusions, and limitations of your coverage. It also includes information about eligibility requirements, enrollment for benefits, claim procedures and termination provisions.

The benefits described in this Certificate of Coverage are interpreted and administered according to the provisions and limitations herein. If there are coverage questions, Anthem BCBS will base all decisions on the provisions in this Certificate of Coverage.

The Certificate of Coverage, any amendments or attached papers, the Schedule of Benefits, the group application, the Group Agreement, and your individual application make up your group contract and your complete coverage with Anthem BCBS for health care benefits. This Certificate of Coverage replaces any previous Certificates of Coverage you may have received.



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Kathleen S. Kiefer  
Corporate Secretary  
Anthem Blue Cross and Blue Shield



## **Your rights and responsibilities as an Anthem Blue Cross Blue Shield member**

As an Anthem Blue Cross Blue Shield (Anthem) member you have certain rights and responsibilities to help make sure that you get the most from your plan and access to the best care possible. That includes certain things about your care, how your personal information is shared and how you work with us and your doctors. It's kind of like a "Bill of Rights". And helps you know what you can expect from your overall health care experience and become a smarter health care consumer.

### **You have the right to:**

- Speak freely and privately with your doctors and other health professionals about all health care options and treatment needed for your condition, no matter what the cost or whether it's covered under your plan.
- Work with your doctors in making choices about your health care.
- Be treated with respect, dignity, and the right to privacy.
- Privacy, when it comes to your personal health information, as long as it follows state and Federal laws, and our privacy rules.
- Get information about our company and services, and our network of doctors and other health care providers.
- Get more information about your rights and responsibilities and give us your thoughts and ideas about them.
- Give us your thoughts and ideas about any of the rules of your health care plan and in the way your plan works.
- Make a complaint or file an appeal about:
  - Your health care plan
  - Any care you get
  - Any covered service or benefit ruling that your health care plan makes
- Say no to any care, for any condition, sickness or disease, without it affecting any care you may get in the future; and the right to have your doctor tell you how that may affect your health now and in the future
- Participate in matters that deal with the company policies and operations.
- Get all of the most up-to-date information about the cause of your illness, your treatment and what may result from that illness or treatment from a doctor or other health care professional. When it seems that you will not be able to understand certain information, that information will be given to someone else that you choose.
- Get help at any time, by contacting your local insurance department:  
Maine  
Phone: (800) 300-5000  
Write: Bureau of Insurance, Department of Professional and Financial Regulation  
#34 State House Station  
Augusta, ME 04333-0034

### **You have the responsibility to:**

- Choose any primary care physician (doctor), also called a PCP, who is in our network if your health care plan says that you to have a PCP.
- Treat all doctors, health care professionals and staff with courtesy and respect.
- Keep all scheduled appointments with your health care providers and call their office if you have a delay or need to cancel.
- Read and understand, to the best of your ability, all information about your health benefits or ask for help if you need it.
- To the extent possible, understand your health problems and work with your doctors or other health care professionals to make a treatment plan that you all agree on.

- Follow the care plan that you have agreed on with your doctors or health care professionals.
- Tell your doctors or other health care professionals if you don't understand any care you're getting or what they want you to do as part of your care plan.
- Follow all health care plan rules and policies.
- Let our Customer Service department know if you have any changes to your name, address or family members covered under your plan.
- Give us, your doctors and other health care professionals the information needed to help you get the best possible care and all the benefits you are entitled to. This may include information about other health care plans and insurance benefits you have in addition to your coverage with us.

For details about your coverage and benefits, please read your "Certificate of Coverage".

### **How to Obtain Language Assistance**

Anthem is committed to communicating with our members about their health plan, regardless of their language. Anthem employs a language line interpretation service for use by all of our Customer Service call centers. Simply call the Customer Service phone number on the back of your ID card and a representative will be able to assist you. Translation of written materials about your benefits can also be requested by contacting Customer Service.

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## **Schedule of Benefits**

The Schedule of Benefits gives you information on benefit levels, deductibles, copayments, coinsurance and maximums that apply to your coverage.

## **Section One — Eligibility, Termination, and Continuation of Coverage**

This section explains how and when you become eligible for coverage, how and when coverage can end, and how and when coverage can continue under this contract when you are no longer eligible as a group member.

## **Section Two — Your Primary Care Physician**

This section gives you information about choosing and changing your primary care physician.

## **Section Three — Utilization Management**

This section explains utilization management including Anthem BCBS medical policy, prior authorization requirements, admission review, and individual case management provisions.

## **Section Four — Covered Services**

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## **Section Five — Exclusions**

This section lists health care services that are not covered.

## **Section Six — Benefit Determinations, Payments, and Appeals**

This section explains how we determine benefits, how to file a claim, how we pay approved claims, and how to appeal a claim denial.

## **Section Seven — Definitions**

This section defines words and phrases that have special meanings.

## **Claims Information**

For questions about covered services or claims, please call a Customer Service Representative at the number on your ID card. Be sure to have your identification number ready when you call so we can answer your questions promptly.





# **Section One**

## **Eligibility, Termination and Continuation of Coverage**

### **Eligibility**

#### **Beginning Coverage**

Before your coverage begins we must accept the group's application, your application, and payment for your coverage. The contract holder acts as your remitting agent and is responsible for sending us all applications and payments for coverage, as well as notifying the subscriber of any changes in payroll deductions for coverage, rate changes, changes in this contract or in any documents that comprise the contract, or termination of the contract or your coverage under the contract.

#### **Paying Premium Charges**

Payment for premium charges is due the first day of each month of coverage. To keep this coverage in effect, your contract holder must pay the premium charges when due. If payment is received within 31 days of the due date - - the grace period, coverage will continue without a lapse in coverage. If payment is not received within 31 days of the due date, coverage may be cancelled at the expiration of the grace period. We reserve the right to take necessary action to collect premiums for the grace period.

#### **Who is an Eligible Group Member?**

1. The subscriber;
2. The subscriber's legal spouse or domestic partner;
3. The subscriber's/spouse's/domestic partner's children:
  - Under age 26
  - Dependent children aged 26 years of age or older when the dependent is mentally or physically disabled. The disability must have begun before the child's 26<sup>th</sup> birthday, and the child must have been covered by us on and continuously since his or her 26<sup>th</sup> birthday.

Please note: Spouses of married dependent children are not eligible for coverage.

4. The subscriber's grandchild under age 26, living with the subscriber in a parent-child relationship and primarily supported by the subscriber. The subscriber may not enroll a child and grandchild at the same time under the same identification/policy number. The eligible child or grandchild may be covered under a separate identification/policy number;
5. The subscriber's legal spouse and eligible dependent children if they were covered as dependents at the time of the subscriber's death.

We will determine the effective date of coverage for the subscriber and other eligible family members. If your coverage has changed or you are unsure of your effective date, please call us.

We reserve the right to verify continued eligibility for all members.

#### **Your Share of the Cost of the Plan**

To be covered under this Plan, you must make any required contributions toward the cost of the coverage. The group is not responsible for any part of the premium payment for the subscriber's legal spouse and unmarried children if they were covered as dependents at the time of the subscriber's death.

## **Qualified Medical Child Support Order**

If a qualified medical child support order is issued for your child, that child will be eligible for medical coverage as stated in the order. A qualified medical child support order is a judgment, decree, or order issued by a court of law which:

- Specifies your name and last known address;
- Specifies the child's name and last known address;
- Provides a description of the coverage to be provided or the manner in which the type of coverage is to be determined;
- States the period of time to which it applies; and
- Specifies each plan to which it applies.

A Qualified Medical Child Support Order may not require health care coverage that is not already included under the Plan.

## **Membership Additions – Retirement**

Following retirement, membership additions are only allowed as a result of marriage, formation of domestic partnership, birth, adoption, or court order changing custody following your date of retirement.

If you wish to add eligible family members, you must:

- Notify the contract holder;
- File an application; and
- Pay the applicable premium charge.

In most cases, the effective date of coverage for added family members will not be the same as your effective date of coverage. The contract holder can tell you when enrollment for added family members is allowed under this group contract.

**Birth** A newborn is automatically covered for 31 days from the moment of its birth unless the subscriber notifies us that the child will not be covered under the contract. For coverage beyond 31 days, if we receive a completed application for change:

- **Within 60 days from the date of birth**, coverage is continuous from the moment of birth. We will collect applicable charges.

**Adoption** If we receive an adopted child's application for change:

- **Within 60 days from the date the child is adopted or placed for adoption with the subscriber and/or spouse**, coverage will begin on the date of placement. We will collect applicable charges. If a child placed for adoption is not adopted, all health care coverage will cease when placement ends. No continuation provisions will apply.

**Marriage** When the subscriber marries, if we receive the spouse's (and children's, if applicable) completed application for change:

- **Within 60 days from the date of marriage**, coverage begins the first of the month that occurs immediately on or after the date we receive the application.

Please note: If the surviving spouse of a deceased MEA Retiree remarries, coverage will end the first of the month following the marriage. COBRA coverage will be available.

**Court Order Changing Custody** When a court order is issued changing custody of a dependent child, if we receive the application for change:

- **Within 60 days of the date of the court order**, coverage will begin on the date of the court order.

**Domestic Partners** If we receive a signed Affidavit of Domestic Partnership:

- **Within 60 days of the Affidavit having been signed**, coverage will begin on the first day of the month that occurs immediately on or after the date we receive the application.

**Pre-existing Condition Limitation** The pre-existing condition exclusion will not apply to conditions discovered through genetic testing that have not manifested as conditions requiring treatment; to pregnancy; to newborns who are enrolled by the thirty-first day after birth or who are covered by prior creditable coverage; or to a child under the age of 19.

An individual seeking to reduce or eliminate a Pre-existing Condition limitation period based on his/her prior Creditable Coverage may do so by providing a Certificate of Creditable Coverage or proof of prior coverage to us. We will assist in obtaining a certificate from any prior plan or issuer, if necessary.

If you or any eligible family members apply when first eligible for coverage under the employer's retiree health plan, or within 60 days of a Qualifying Life Event (see below), pre-existing condition exclusions will be waived.

**Annual Enrollment** – Retirees will have the opportunity to change plans as offered to early retirees. Dependents cannot be added to a retiree plan during annual enrollment, except as stated above.

## Termination of Coverage

The subscriber, the contract holder, or we can cause your coverage to end. If your coverage ends for any reason except misrepresentation, fraud or nonpayment, it will end on the first day following the grace period (see "Paying Premium Charges" earlier in this section for additional information). If termination of coverage is requested before the completion of the period for which we have accepted payment, payment may not be refunded, and coverage may continue until the end of that period. We reserve the right to take necessary action to collect premiums for the grace period.

## Cancellation of the Group Contract

**Notice of Cancellation** If Group coverage is canceled as a result of the responsible individual's cognitive impairment or functional incapacity, the Group or subgroup may be eligible for reinstatement. The responsible individual is the person who is responsible for making premium payments on behalf of a Group or subgroup.

The right to reinstate Group coverage has the same limitations and requirements as listed in the "Notice of Cancellation" and "Right to Reinstatement" provisions as described in the "Cancellation of the Member's Contract" subsection.

This does not limit our right to cancel Group or subgroup coverage on the grounds that the employer is no longer in business, even if the end of the business results from the employer's cognitive impairment or functional incapacity.

**By Notice** Your group may cancel this contract by giving us prior written notice. It is the responsibility of your group to notify the early retiree of change in insurance carriers. All rights to benefits under this contract end on the date of cancellation.

**For Non-Payment** If the group fails to pay the premium charge, we may cancel the contract. If the group contract is canceled for non-payment, we will notify the subscriber of the cancellation prior to the termination date of the contract. We will not notify the subscriber of cancellation if the group provides

notice to us that coverage has been replaced. Your coverage will continue in force for a grace period of 31 days from the date group payment is due for the premium charge.

**Non-Renewal** Your group may cancel the contract by not renewing the group contract with us. We may cancel the contract by not renewing the group contract if membership in your group falls below the minimum number of subscribers we require.

**Other Cancellation Events** We may cancel the group's contract if the group gives us fraudulent information, if the group does not meet our participation or contribution requirements, or if the group moves outside of the geographic area we serve.

## **Cancellation of the Member's Contract**

**Ending Eligibility** If the retiree ends membership, or if you cease to meet the definition of eligible, as described in this section, your coverage will be canceled. We reserve the right to verify your initial and continued eligibility.

**Deletion from Membership** If you have been deleted from membership, your coverage will be canceled. The subscriber must delete a member from coverage if the member is no longer eligible for reasons such as the subscriber's divorce or legal separation, or a member's death. The subscriber must notify us of these events and complete a form to remove a member. If you do not promptly disenroll your dependents when they are no longer eligible, you will be fully responsible for all claims they incurred and for which benefits have been paid after they were no longer eligible.

**Covered Children** Your coverage will be canceled if you are a covered child and you cease to meet the definition of an eligible dependent.

**Non-Payment of Charges** Your contract will be canceled for your group's non-payment of premium charges.

**Misrepresentation or Fraud** If you make any intentional misrepresentation, intentional omission, or use fraudulent means to obtain or continue coverage, your Contract may be rescinded. A rescission may void coverage retroactively. Any claims incurred after the date of rescission for which we are unable to recover payment from the Provider will be the responsibility of the Subscriber.

**Notice of Cancellation** If your coverage is canceled for non-payment of premium charges or other lapse or default, we will send you a notice of cancellation. We will offer you the opportunity to reinstate your coverage as set forth below. The charges will be the same amount they would have been if the contract had remained in force. Please refer to the Group Continuation Coverage section, below, for information regarding cancellation of COBRA coverage.

You have the right to designate another person to receive notice of cancellation of this contract for non-payment of charges or other lapse or default. We will send the notice to you and the person you designate at the last addresses you provided to us. You also have the right to change the person you designate if you wish. In order to designate a person to receive this notice or to change a designation, you must fill out a Third Party Notice Request Form. You can obtain this form from your group or by contacting us.

**Right to Reinstatement** Within 90 days after cancellation due to nonpayment of premium, a policyholder, a person authorized to act on behalf of the policyholder or a dependent of the policyholder covered under a health insurance policy or certificate may request reinstatement on the basis that the loss of coverage was a result of the policyholder's cognitive impairment or functional incapacity.

If you request reinstatement, we may require a Physician examination at your own expense or request medical records that confirm you suffered from cognitive impairment or functional incapacity at the time of cancellation. If we accept the proof, we will reinstate your coverage without a break in coverage. We will reinstate the same coverage you had before cancellation or the coverage you would have been entitled to if the Contract had not been canceled, subject to the same terms, conditions, exclusions, and limitations. Before we can reinstate your Contract, you must pay the amount due from the date of cancellation through the month in which we bill you. The charges will be the same amount they would have been if the Contract had remained in force.

If we deny your request for reinstatement, we will send you a Notice of Denial. You have the right to an Appeal, or to request a hearing before the Superintendent of Insurance within 30 days after the date you receive the Notice of Denial from us.

**Certificate of Creditable Coverage** When your medical coverage ends, Anthem BCBS will give you a written record of the coverage you received under the contract, under COBRA, if applicable, and the waiting period, if any. You will receive a certificate of creditable coverage when your group coverage ends, when COBRA continuation coverage terminates and upon your request (if the request is made within 24 months following termination of coverage). If you obtain future employment, you may need to submit the certificate of creditable coverage to that employer and it may reduce the duration of your subsequent employer's pre-existing condition limit, if there is one, by one day for each day of prior coverage (subject to certain requirements). If you are purchasing individual (non-group) coverage you may need to present the certificate of creditable coverage at that time as well.

## **Continuation of Coverage**

If your group health coverage ends, you may be eligible for group continuation coverage, Consolidated Omnibus Budget Reconciliation Act (COBRA).

## **Group Continuation Coverage**

Federal law requires that some employers sponsoring group health plans offer employees and their families a temporary extension of health coverage at the rate of your group premium charge plus an administrative fee, when that coverage would otherwise end because of the occurrence of certain qualifying events. You are responsible for payment of the premium charge at your group rate plus the administration fee.

### **Qualifying events include:**

- Death of the retiree;
- Divorce or legal separation from the retiree;
- A dependent child ceasing to be a dependent;
- A retiree's coverage ceasing because of the employer's bankruptcy; and
- A covered retiree becoming entitled to Medicare benefits under Title XVIII of the Social Security Act.

Notification - Under the law the retiree or a family member (a qualified beneficiary) has the responsibility to inform the employer within 60 days of a:

- Divorce;
- Legal separation; and/or
- Child losing dependent status under the group health plan.

In any event, your continued group coverage under this contract (COBRA), will end if any of the following events occur:

- Your former employer no longer provides our health insurance to any of its employees;
- We do not receive your premium charge payment. In such case, your COBRA coverage will be retroactively terminated to the first day of the period for which the premium charges have not been

timely paid;

- You become a covered employee under any other group health plan after the date you elect COBRA continuation coverage;
- You remarry and become covered under a group health plan after the date you elect COBRA continuation coverage;
- You become entitled to benefits under Medicare after the date you elect COBRA continuation coverage; or
- Your COBRA entitlement period ends.

## Section Two

# Your Primary Care Physician

### Choosing Your Primary Care Physician (PCP)

Each family member must choose a primary care physician from our directory of network professionals. Family members can choose the same primary care physician or different ones. . A Directory of PCPs is available on our website at [www.anthem.com](http://www.anthem.com) or by calling our Customer Service Department at the number on your ID card.

To receive maximum benefits for covered services, you must follow the terms of the Certificate, including, if applicable, receipt of care from your primary care physician, use of in-network providers, and obtaining any required prior authorization. Regardless of medical necessity, no benefits will be provided for care that is not a covered service even if performed by your PCP or authorized as a referral service.

If services are authorized or provided by your primary care physician, you will receive the higher level of benefits. If you choose to self-refer, most covered services will be reimbursed at the lower level shown on your Schedule of Benefits. Whether or not you choose to use your primary care physician, you must choose a primary care physician at the time of enrollment.

We recognize the following as primary care physicians:

**Family Practitioner** A family practitioner is a physician who specializes in the primary health care of people of all ages. Some family practitioners also provide maternity and general surgical care.

**Pediatrician** A pediatrician is a physician who specializes in the primary health care of infants, children, and adolescents. Some pediatricians also treat young adults.

**Internist** An internist is a physician who specializes in the primary health care of young adults and adults. Some internists also treat adolescents.

**Obstetrician/Gynecologist (OB/GYN)** An OB/GYN is a physician who specializes in women's reproductive health and childbearing. In order to be a primary care physician an OB/GYN must meet certain requirements, and agree to provide all primary care.

**Qualified Certified Nurse Practitioners** or other qualified primary care providers, as required by law, for services within the scope of their license.

*It is important for you to consider the specialty and location of your primary care physician when choosing.*

### Responsibilities of Your Primary Care Physician

Your PCP provides and coordinates your overall health care. When you need medical services, contact your PCP. He or she will usually provide the care, such as routine physical examinations, treatment of sickness or injury and administration of medically necessary injections and immunizations. When your PCP determines that you need specialized care, he or she will refer you to a network specialist or coordinate any hospital care you may need.

### Changing Your Primary Care Physician

If you or a dependent wish to change PCPs, you may call us to obtain a change form. You may also change your PCP over the telephone by calling a Customer Service Representative at the telephone number on your ID card.

When you change PCPs, the change is effective on the first day of the month after: 1) your change form is received and accepted; or 2) you call to request the change. Referrals from your former PCP are not valid. You should discuss the referrals with your new PCP.

If your primary care physician's participation in this network ends, we will notify you and will furnish you with a list of primary care physicians so you can choose a new one. If you do not choose a new primary care physician within the specified time, we may assign a primary care physician of the same specialty (if available) for you. If your primary care physician unexpectedly withdraws from the network, you may be assigned a temporary primary care physician until you choose a new one.

### **Continuity of Care**

If you are undergoing a course of treatment and the treating provider or professional withdraws from this network, we will notify you of the termination. You may be allowed to continue receiving care from the withdrawing provider or professional for a period of 60 days from the date of notice of termination or through the end of postpartum care if you are in the second trimester of a pregnancy, if the provider or professional:

- Agrees to accept the same rates of reimbursement that were in effect prior to the date of termination;
- Agrees to adhere to our applicable quality assurance standards and to provide us with the necessary medical information related to the care provided you; and
- Agrees to adhere to our policies and procedures.

### **Referrals**

Your group health plan provides extensive benefits when health care services are provided or coordinated by your primary care physician. You will receive most of your health care services from your primary care physician. If your primary care physician determines that you need specialized care, he or she will authorize you to receive health care services from another health care professional or provider. A referral from your primary care physician is not a guarantee of coverage for those services. The service must also be covered within the terms of this contract. Thus, regardless of medical necessity, no benefits will be provided for care that is not a covered service, even if performed by your PCP or authorized as a referral service. You may call a Customer Service Representative at the number on your ID card to determine if the service is a covered service.

If your primary care physician authorizes a referral to a professional or provider, make sure you understand:

- The name of the professional or provider to whom you are being referred.
- The period of time, the number of visits and services for which care is authorized.
- Who is to make the appointment(s) with that professional or provider - you or your primary care physician's office staff.

You will need to discuss additional care recommended by the referring professional or provider with your primary care physician, if the care exceeds the initial referral for services.

If your referred professional or provider recommends you to another professional or provider, **you must contact your primary care physician prior to any treatment** so he or she can determine if that care will be authorized. Only your primary care physician can authorize care with another professional or provider.

If your primary care physician authorizes these services, benefits will be provided according to the terms of this contract. Care that is not authorized by your primary care physician may be paid at the reduced benefit level.

For payment at the higher benefit level, referrals for mental health and substance abuse treatment services must be obtained through our mental health care manager. You do not need a referral from your primary care physician. Please refer to the "Utilization Management" section of this Certificate for details.



**Note: If your primary care physician determines you do not need a referral and you disagree, you have the right to appeal the decision, as outlined in the “Complaints and Appeals” section of this Certificate.**

### **Referrals to Specialists**

Your primary care physician may refer you to a specialist. Specialists are professionals who practice in specialty areas such as dermatology, neurology, surgery, and others. With the prior authorization of your primary care physician, you can obtain care from network specialists. To obtain the higher level of benefits, you must be referred by your primary care physician.

You may receive eye care services from an in-network eye care provider without obtaining a referral from your primary care physician for a maximum of two visits, one initial visit and one follow-up visit, for each occurrence requiring urgent care. See the “Covered Services” section, subsection “Eye Care Services” for information about this benefit.

### **Referral to Non-Participating Providers**

You may require services that are not available from professionals or providers within the network. Your primary care physician may make a referral to a non-network provider or professional. Referrals to a non-network provider or professional must be approved by us for services to be reimbursed at the primary care physician benefit level.

### **Self-Referrals**

The amount of your benefits is determined each time you seek health care services. To receive the higher level of benefits provided by this contract, your primary care physician must either provide or arrange for your necessary health care services, unless otherwise stated. However, you do have the choice to self-refer for covered health care services or supplies whenever you feel it is necessary. In most cases, your benefits will be provided at a lower level of coverage and you may be responsible for any remaining balances above the Maximum Allowed Amount. This level of benefits is referred to as your Self-Referred Level of Benefits on your Schedule of Benefits. Benefits are not available for certain self-referred services. Please see your Schedule of Benefits for details.

### **Standing Referrals**

A member with a special condition requiring ongoing care from a specialist may receive a standing referral to a specialist for treatment of the special condition from the member’s PCP. A special condition is a condition or disease that is life-threatening, degenerative, or disabling and requires specialized medical care over a prolonged period of time. A standing referral must be made according to a treatment plan, approved by our medical director in consultation with the member’s PCP.

### **Maintaining the Patient-Physician Relationship**

Members enroll in this plan with the understanding that the primary care physician is responsible for determining appropriate treatment for the member. For personal or religious reasons, some members may disagree with the treatment recommended by the primary care physician. They may demand treatment that the primary care physician or we judge to be incompatible with proper medical care. In the event of such disagreement, members have the right to refuse the recommendation of the primary care physician. Members who do not adhere to recommended treatment or who use non-recognized sources of care because of such disagreement, do so with the full understanding that we have no obligation for the costs of such non-authorized care.

## **Relationship of Network Providers**

We contract with a select group, or network, of providers to provide you with health care services. These providers are not our employees. In their agreements with us, network providers agree to be responsible for the health care services provided to members according to quality assurance and utilization management standards. Under both the terms and conditions of this contract, and our agreements with network providers, we pay for covered services determined to be appropriate by our utilization management standards.

## **Emergency Care In or Outside of the Service Area**

This plan provides benefits for health care services received in an emergency care facility or setting. To receive benefits for emergency care services, you must have symptoms of sufficient severity that a prudent lay person would reasonably expect that the absence of immediate medical attention could result in serious physical and/or mental jeopardy; serious impairment to body functions; or serious dysfunction to any body organ or part.

In emergency situations, you should seek immediate medical attention. We cover emergency services necessary to screen and stabilize, without prior authorization from your primary care physician, only if a prudent lay person acting reasonably would have believed that an emergency medical condition existed. You should contact your primary care physician within 48 hours of receiving emergency services, or as soon as possible after emergency screening and stabilization have taken place, for appropriate follow-up care, if needed. Benefits for emergency care may be denied if your primary care physician, applying the prudent lay person guideline, determines that your symptoms did not indicate that emergency services were necessary. If you disagree with the medical judgment of your primary care physician, and feel that your emergency services should be authorized, you have the right to appeal that decision, as outlined in the “Benefit Determinations, Payments and Appeals” section of this contract.

Follow-up visits and elective and routine procedures are not covered unless performed by or authorized in advance by your primary care physician.

If you are traveling outside of Maine and you need urgent care, you can call your PCP or you can call the telephone number on your ID card for direction. You will be responsible for copayments, just as you would if you received care within the network. Any follow-up care should be coordinated with your PCP once you return home.

## **Members at School Outside of Their Service Area**

If you require emergency services while you are outside your service area enrolled as a full-time student at a school or college, we will provide benefits for covered services in a physician’s office, clinic, or hospital. You should seek emergency care services just as you would at home or inside your service area.

For non-emergency care, you should seek care and send the itemized bill with a short letter of explanation to our Customer Service Department. The letter must indicate that services were for a student away at school. Follow-up visits and elective and routine procedures are not covered unless performed by or authorized in advance by your primary care physician.

## **When You Need Primary Care Services**

Call your primary care physician’s (PCP) office.

When you call to make an appointment:

- Tell them you are an Anthem HMO member.
- Have your Member ID card handy. They may ask you for your group number, member I.D. number, or office visit copay.
- Tell them the reason for your visit.

When you go for your appointment, bring your Member ID card.

**When you need care after normal office hours**

After hours care is provided by your physician who may have a variety of ways of addressing your needs. You should call your PCP for instructions on how to receive medical care after their normal business hours, on weekends and holidays. This includes information about how to receive non-Emergency Care and non-Urgent Care within the service area for a condition that is not life threatening but that requires prompt medical attention. If you have an emergency, call 911 or go to the nearest emergency room.



## **Section Three**

### **Utilization Management**

All services you receive are subject to the provisions in this section. Failure to comply with any or all of the requirements listed below will result in a penalty, or in denial or reduction of your benefits. If you have any questions, please call the number on the back of your Identification Card.

If you have a health concern, please contact your primary care physician. Unless otherwise noted in this contract, only services that have been provided, arranged or authorized by your primary care physician and approved by us, are eligible for the higher level of benefits.

The purpose of Utilization Management is to review your medical care while you are in the hospital to determine if you are receiving medically necessary hospital services. The program includes an ongoing monitoring of your health care needs and possible assignment of a care manager to work with you and your physician to optimize your benefits

This review is to determine financial reimbursement if the requested benefit is a covered service. The decision for treatment is solely between the patient and physician, regardless of the decision made regarding reimbursement.

None of our employees or the providers we contract with to make medical management decisions are paid or provided incentives to deny or withhold benefits for services that are medically necessary and are otherwise covered under the contract. In addition, we require members of our clinical staff to sign an annual statement. This statement verifies that they are not receiving payments that would either encourage or reward them for denying benefits for services that are medically necessary and are otherwise covered under the contract.

Anthem may, from time to time, waive, enhance, modify or discontinue certain medical management processes (including utilization management, case management, and disease management) if in Anthem's discretion, such change is in furtherance of the provision of cost effective, value based and/or quality services.

In addition, we may select certain qualifying Providers to participate in a program that exempts them from certain procedural or medical management processes that would otherwise apply. We may also exempt your Claim from medical review if certain conditions apply.

Just because Anthem exempts a process, Provider or Claim from the standards which otherwise would apply, it does not mean that Anthem will do so in the future, or will do so in the future for any other Provider, Claim or Member. Anthem may stop or modify any such exemption with or without advance notice.

You may determine whether a Provider is participating in certain programs by checking your on-line Provider Directory or contacting customer service number on the back of your ID card."

#### **Anthem BCBS Medical Policy**

The purpose of medical policy is to assist in the interpretation of medical necessity. However, the Certificate of Coverage and the Group Agreement take precedence over medical policy. Medical technology is constantly changing and we reserve the right to review and update medical policy periodically.

## **Prior Authorization**

Some services require prior authorization before benefits will be provided. If you have any questions regarding Utilization Management or to determine which services require prior authorization, please call the number on the back of your Identification Card. Prior Authorization does NOT guarantee coverage for or payment of the service or procedure reviewed. Contact your PCP or Anthem BCBS to be sure that prior authorization has been obtained.

Most Network Providers know which services require prior authorization and will obtain any required prior authorization when it is necessary. Your Network Providers have been provided detailed information regarding Utilization Management procedures and are responsible for assuring that the requirements of Utilization Management are met. The ordering (or “requesting”) Provider, facility or attending physician will contact us to request a prior authorization review (“requesting Provider”). We will work directly with the requesting Provider for the prior authorization request. However, you may designate an authorized representative to act on your behalf for a specific request. The authorized representative can be anyone who is 18 years of age or older.

### **Who is responsible for prior authorization:**

- Services provided by a Network Provider: The Provider is responsible for prior authorization
- Services provided by a BlueCard or Non-Network Provider: The Member is responsible for prior authorization

The member is financially responsible for services and/or settings that are not covered under the Certificate based on an adverse determination of Medically Necessary Health Care or Experimental or Investigational services.

If you have any questions regarding the information contained in this section, you may call the telephone number on the back of your Identification Card or visit [www.anthem.com](http://www.anthem.com).

## **Members’ Rights and Responsibilities**

You have the right to:

- Request in writing a copy of our clinical review criteria used in arriving at any denial or reduction of benefits;
- Appeal any adverse determinations based on medical necessity;
- Refuse treatment for any condition, illness, or disease without jeopardizing future treatment.

## **Procedure for Appeal of Medical Necessity**

If you disagree with our determination of medical necessity, you have the right to appeal as outlined in the “Benefit Determinations, Payments and Appeals” section of this Certificate.

## **Inpatient Admission Review**

**Pre-Admission Review** All inpatient admissions, with the exception of emergency and maternity admissions, require pre-admission review.

You or your primary care physician must call the telephone number on your ID card for review before you are admitted.

If you self-refer, it is your responsibility to make sure the call is made. If you self-refer and do not call for a pre-admission review, we may reduce benefits for the admission by as much as \$500. This penalty amount does not count toward your deductible or coinsurance limit.

We will notify you and your physician of the results of the pre-admission review within 2 working days of our obtaining all necessary information regarding the proposed admission. For special rules that apply to maternity admissions, see the “Continued Inpatient Stay Review” provision in this section.

**Post-Admission Review** All inpatient admissions for emergency and some maternity services are subject to post-admission review. For post-admission review of an emergency admission, you, a family member, your physician, or the provider should call within 48 hours after you are admitted. For maternity post-admission review, you, a family member, your physician, or the provider should call if the hospital stay exceeds 48 hours for a vaginal delivery or 96 hours for a cesarean section. We will notify you and your physician of the results of the post-admission review within 2 working days of receiving all necessary information.

For emergency care, if you are admitted to a non-participating hospital or other non-participating health care facility, benefits are provided at the higher level only until we determine that your condition reasonably permits your transfer to a participating hospital or other participating health care facility. If you choose not to be moved once your condition permits, benefits will be provided at the lower level from that point forward.

For emergency and maternity admissions, call the telephone number on your ID card. You can call 24 hours a day, seven days a week. During non-business hours, you may be asked to leave your information on a confidential voice messaging system.

For special rules that apply to maternity admissions, see the “Continued Inpatient Stay Review” provision in this section.

**Continued Inpatient Stay Review** During your stay in the hospital, our registered nurses and physician advisors evaluate your progress to determine the appropriateness of the services being rendered, appropriateness of the setting, discharge planning needs and coordination of alternatives to inpatient care. If we determine that inpatient benefits are no longer approved, your attending physician will be notified immediately by telephone and you will be notified by letter that benefits will not be available beyond a certain date specified in the letter, if you are liable for the entire cost of continued care.

If you elect to continue your hospital stay after you have been notified by letter that no further inpatient days are approved, benefits for inpatient days beyond the date specified in the notification letter will be denied. You are entitled to appeal this determination as outlined in this Certificate.

**Note:**

Maternity Admissions - This contract generally may not, under federal law, restrict benefits for a mother or newborn child for any hospital length of stay in connection with childbirth to less than 48 hours following a vaginal delivery, or less than 96 hours following a cesarean section. However, federal law does not prohibit the mother’s or newborn’s attending provider, after consulting with the mother, from discharging the mother or her newborn earlier than 48 hours (or 96 hours as applicable). The inpatient length of stay for a maternity admission will be determined by the attending physician in consultation with the patient. In any case, this contract may not, under federal law, require authorization from us for prescribing a length of stay that does not exceed 48 hours (or 96 hours as applicable).

Admissions for the Treatment of Breast Cancer - The inpatient length of stay for a mastectomy, a lumpectomy, or a lymph node dissection for the treatment of breast cancer, will be determined by the attending physician in consultation with the patient.

**Discharge Planning** You may be ready to be discharged from a provider even though you still need medical care. In that case, we will work with you and your physician to make arrangements for treatment

even after you are released from the provider.

## **Inpatient and Outpatient Mental Health/Substance Abuse Review**

PCP authorization is not required for mental health or substance abuse services.

### **Inpatient Services**

All inpatient mental health and substance abuse services, except for treatment of emergency medical conditions, require preadmission review. You must call the telephone number on your ID card for approval before you receive the services.

For benefits at the higher level, you or your representative must obtain approval for the inpatient admission and the services must be received from the provider or professional indicated by the mental health care manager. In an emergency, you should call within 48 hours.

If you self-refer, you or your representative must obtain approval for the inpatient admission. If you do not receive a preadmission review before you are admitted for non-emergency services, your benefits for the admission can be reduced by up to \$500. If you receive services from a non-participating provider or professional, benefits will be paid at the lower level of coverage.

### **Outpatient Services**

For benefits at the higher level of coverage, you or your representative must call the telephone number on your ID card for approval before you receive mental health and substance abuse services and the services must be received from the provider indicated by the mental health care manager.

If you self-refer and do not obtain approval before receiving services and/or do not receive services from a provider who is in the mental health and substance abuse network of providers, benefits will be paid at the lower level of coverage. In an emergency, you should call within 48 hours.

## **Individual Care Management**

Anthem BCBS has a care management program that is tailored to the individual. Our care managers work collaboratively with members and their families and providers to coordinate the member's health care benefits.

In certain extraordinary circumstances involving intensive care management, we may provide benefits for alternate care that is not listed as a covered service. We may also extend covered services beyond the contractual benefit limits of this plan. We will make our decision case-by-case. A decision to provide extended benefits or approve alternate care in one case does not obligate us to provide the same benefits again to you or to any other member. We reserve the right, at any time, to alter or cease providing extended benefits or approving alternate care. In such case, we will notify you or your representative in writing.

## **Anthem ConditionCare Incentive Program**

Anthem ConditionCare Incentive Program encourages Members to take action to manage their health by engaging in our ConditionCare Program. The ConditionCare Program is a disease management program that assists Members in the management of certain diseases by providing professional advice and support. Our nurse care managers will work with Members enrolled in the ConditionCare Program and promote the appropriate use of preventive care, screenings and medications associated with treating their disease. Member cost shares may be waived for certain services when Members work with their nurse care manager and engage in a ConditionCare Program. Benefits received at a reduced cost share level are referred to as Anthem ConditionCare Incentive Program. Prescription Medication and Medical Services and Supplies must be provided by Network professionals and providers, and if applicable to your plan, a referral from your primary care physician is necessary. Please refer to your Schedule of Benefits for any benefit limits that may apply.



Members engaged in the ConditionCare Program have access to the Anthem ConditionCare Incentive Program. Engaged in a ConditionCare Program means you have been contacted by one of our nurse care managers (or you have contacted one of our nurse care managers), have completed the appropriate assessment form, and have agreed to work with a nurse care manager to develop goals and work toward goal achievement if deemed necessary by the nurse.

Your Plan includes the following Anthem ConditionCare Incentive Programs:

Access to an Anthem ConditionCare Incentive Program means member's cost shares may be waived or reduced for prescription medication and medical services and supplies related to the management of the following disease(s):

#### Asthma

- FDA approved, prescription strength, self administered medications used for the treatment of asthma
- Certain counseling and educational services
- Hand held nebulizers, peak flow meter, and other durable medical equipment
- Allergy testing and allergy treatment of asthma triggers
- Select immunizations/vaccines

#### Chronic Obstructive Pulmonary Disease

- FDA approved, prescription strength, self administered medications used for the treatment of chronic obstructive pulmonary disease
- Pulmonary Function Studies/Barometry
- Pulmonary Rehabilitation
- Certain counseling and educational services
- Select immunizations/vaccines
- Office visits with spirometry PFT

#### Coronary Artery Disease

- FDA approved, prescription strength, self administered medications used for the treatment of Coronary Artery disease
- Select lab tests and screenings, including LDL-C, EKGs, stress testing, Chemistry Panel and HTN screening
- Cardiac Rehabilitation
- Certain counseling and educational services
- Select immunizations/vaccines

#### Diabetes

- FDA approved, prescription strength, self administered medications used for the treatment of diabetes (including insulins)
- Office Visits associated with treating diabetes, including retinal and foot exams
- Lab tests, including, but not limited to, HbA1c, LDL-C and microalbumin tests
- Certain counseling and educational services
- Select immunizations/vaccines
- Preferred Glucose meters and other durable medical equipment

#### Heart Failure

- FDA approved, prescription strength, self administered medications used for the treatment of congestive heart failure
- Select immunizations/vaccines

- Select Durable Medical Equipment
- EKGs and Lab tests, including, electrolytes, lipids, CBC tests
- Cardiac Rehabilitation and physical or occupational therapy
- Certain counseling and educational services

Member cost shares may be reduced as outlined on your Schedule of Benefits for certain prescription drugs that are self administered and are approved for the condition by the FDA (Food and Drug Administration), related to the ConditionCare Program applicable to your plan. In addition, the member cost shares may also be reduced for select medical devices used during the treatment of conditions listed above (i.e., peak flow meters, nebulizers, blood glucose test strips within allowed quantity limits). Members may obtain a list of drugs associated with this program by contacting Member Services or online at [www.anthem.com](http://www.anthem.com).

Note:

- All applicable safety edits (quantity supply, days supply, gender, dose optimization, age), Prior Authorization and standard exclusions apply.
- Compounded products, most multi-source brands and metabolic products are not covered at the value tier.
- Anthem has the right to determine which drugs are appropriate to have copays reduced as it relates to the member's condition
- Copay reductions or waivers are not retroactive.
- Failure to comply with ConditionCare Program requirements may disqualify members from having their copays reduced.
- Copay reductions or waivers do not apply to medications administered in an inpatient facility, infusion suite, long term care facility, clinic, or administered by a home health vendor.

### Specialty Drugs

Members who use certain covered specialty drugs may be required to purchase them through PrecisionRx Specialty Solutions, *Anthem's* specialty pharmacy network. *Members* may obtain a list of specialty drugs available through the specialty pharmacy by contacting Member Services or online at [www.anthem.com](http://www.anthem.com). These specialty drugs will be covered only when obtained through this network.

### Mail Service Pharmacy

Members may be required to fill their prescription medication through our mail service pharmacy if the medications are considered maintenance drugs. Members should refer to their Schedule of Benefits for rules specific to using mail service pharmacy.

## Section Four

### Covered Services

This section, along with the “Exclusions” section, explains health care services for which we will and will not provide benefits. All benefits and covered services are subject to the deductibles, coinsurance, copayments, maximums, exclusions, limitations, terms, provisions and conditions of this contract, including any attachments and amendments or riders. Our payment for covered services will be limited by any applicable copayment, deductible, or annual or lifetime maximum. Please check your Schedule of Benefits for deductibles, copayments, coinsurance, maximums, and limitations that apply. Please see the “Utilization Management” section for conditions that apply to all inpatient admissions and outpatient mental health and substance abuse services.

Benefits for covered services may be payable subject to an approved treatment plan. Only medically necessary care is covered. Although we do not provide benefits for covered services that do not meet our definition of medical necessity, you and your physician must decide what care is appropriate. The fact that a physician may prescribe, order, recommend or approve a service, treatment or supply does not make it medically necessary or a covered service and does not guarantee payment. If you choose to receive care that is not a covered service or does not meet our definition of medical necessity, we will not provide benefits for it. Anthem BCBS bases its decisions about referrals, prior authorization, medical necessity, experimental services and new technology on medical policy developed by Anthem BCBS. Anthem BCBS may also consider published peer-review medical literature, opinions of experts and the recommendations of nationally recognized public and private organizations which review the medical effectiveness of health care services and technology.

Unless specifically stated otherwise, all benefits, limitations and exclusions under this contract apply separately to each covered family member.

A member’s right to benefits for covered services provided under this Certificate is subject to certain policies or guidelines and limitations, including, but not limited to, Anthem BCBS medical policy, continued inpatient stay review, pre-admission review, post-admission review, and prior authorization. A description of each of these guidelines explaining its purpose, requirements and effects on benefits is provided in the “Utilization Management” section. Failure to follow the Utilization Management guidelines for obtaining covered services will result in reduction or denial of benefits.

**Acupuncture** We provide benefits for acupuncture services. A referral from your PCP is not required.

**Allergy Testing and Injections** We provide benefits for allergy testing and injections.

**Ambulance Service** We provide benefits for local transportation by a licensed vehicle that is specially designed and equipped to transport the sick and injured. This service is covered only when used locally to or from a hospital when other transportation would endanger your health.

If no hospital in your local area is equipped to provide the care you need, we will provide benefits for ambulance transportation to the nearest facility outside your area that can provide the necessary care. If you are transported to a hospital that is not the nearest hospital that can meet your needs, benefits will be based on transport to the nearest hospital that can meet your needs.

**Ambulatory Surgery Centers** We provide benefits for certain covered services provided by ambulatory surgery centers. Covered services vary according to the scope of an individual facility’s licensure.

**Anesthesia Services** We provide benefits for anesthesia only if administered while a covered service is being provided, except as outlined in the “Dental Procedures” provision. We do not provide benefits for local or topical anesthesia unless it is part of a regional nerve block.

**Autism Spectrum Disorders** We provide coverage for members who are five years of age or under for any assessments, evaluations or tests by a licensed physician or licensed psychologist to diagnose whether an individual has an Autism Spectrum Disorder. Treatment of Autism Spectrum Disorders is covered when it is determined by a licensed physician or licensed psychologist that the treatment is Medically Necessary Health Care, as defined in the Certificate of Coverage. A licensed physician or licensed psychologist may be required to demonstrate ongoing medical necessity for coverage at least annually.

Please refer to your Schedule of Benefits for limits that may apply.

**Blood Transfusions** We provide benefits for blood transfusions including the cost of blood, blood plasma, and blood plasma expanders, and administrative costs of autologous blood pre-donations.

### **Breast Reduction Surgery**

The Plan provides benefits for medically necessary breast reduction surgery.

**Chemotherapy Services** We provide benefits for antineoplastic drugs and associated antibiotics and their administration when they are administered by parenteral means such as intravenous, intramuscular, or intrathecal means. This does not include the use of drugs for purposes not specified on their labels except for the diagnoses of cancer, HIV or AIDS unless approved by us for medically accepted indications or as required by law. Any FDA Treatment Investigational New Drugs are not covered unless approved by us for medically accepted indications or as required by law.

**Chiropractic Care** We provide benefits for chiropractic care. See the “Manipulative Therapy” provision for additional information. Please see your Schedule of Benefits for limits that apply.

**Clinical Trials** We provide benefits for routine patient costs for items and services furnished in connection with participation in approved clinical trials. A member is eligible for coverage in an approved clinical trial if the following conditions are met:

- The member has a life-threatening illness for which no standard treatment is effective;
- The member is eligible to participate according to the clinical trial protocol with respect to treatment of such illness;
- The member’s participation in the trial offers meaningful potential for significant clinical benefit; and
- The member’s referring physician has concluded that the member’s participation in the trial would be appropriate based on the above named criteria.

Routine costs do not include the costs of the tests or measurements conducted primarily for the purpose of the clinical trial or for costs of items and services that are reasonably expected to be paid for by the sponsors of an approved clinical trial.

An approved clinical trial means a clinical research study or clinical investigation approved and funded by the federal Department of Health and Human Services, National Institutes of Health or a cooperative group or center of the National Institutes of Health.

**Contraceptives** We provide benefits for prescription contraceptives approved by the federal Food and Drug Administration (FDA) to prevent pregnancy, including related consultations, examinations, procedures, and medical services provided on an outpatient basis.

**Dental Procedures** We will provide benefits for general anesthesia and associated facility charges for dental procedures rendered in a hospital when the member is classified as vulnerable. Examples of vulnerable members include, but are not limited to the following:

- Infants
- Individuals exhibiting physical, intellectual or medically compromising conditions for which dental treatment under local anesthesia, with or without additional adjunctive techniques and modalities, cannot be expected to provide a successful result and for which dental treatment under general anesthesia can be expected to produce a superior result
- Individuals with acute infection
- Individuals with allergies
- Individuals who have sustained extensive oral-facial or dental trauma
- Individuals who are extremely uncooperative, fearful or anxious

**Dental Services** We provide benefits only for the following:

- Setting a jaw fracture
- Removing a tumor (but not a root cyst)
- Removing impacted or unerupted teeth in a non-hospital or non-rural health center setting
- Treatment within six months of an accidental injury to repair or replace natural teeth that occurs while you are covered under this group Certificate
- Repairing or replacing dental prostheses caused by an accidental bodily injury within six months of an injury that occurs while you are covered under this group Certificate

**Diabetic Services** We provide benefits for diabetes medication and supplies which are medically appropriate and necessary. Medication encompasses insulin, insulin pumps, and oral hypoglycemic agents. Covered supplies and equipment are limited to glucose monitors, test strips, syringes and lancets. Covered benefits also include outpatient self-management and educational services used to treat diabetes if services are provided through a program that is approved by us.

**Diagnostic Services** We provide benefits for diagnostic services, including diagnostic laboratory tests and x-rays, when they are ordered by a professional to diagnose specific signs or symptoms of an illness or injury or when the services are part of well-baby or well-adult care stated as covered under this contract.

You must receive prior authorization from us for the diagnostic services which include but are not limited to: CT Scans, MRI/MRAs, Nuclear Cardiology, and PET Scans.

Please call the number on the back of your Identification Card if you have questions regarding which services require prior authorization.

**Durable Medical Equipment and Prostheses** If more than one treatment, prosthetic device, or piece of durable medical equipment may be provided for your disease or injury, benefits will be based on the least expensive method of treatment, device, or equipment that can meet your needs. See your Schedule of Benefits for limits that apply. These terms apply to the following services:

**Durable Medical Equipment** We provide benefits for the rental or purchase of durable medical equipment. Whether you rent or buy the equipment, we provide benefits for the least expensive equipment necessary to meet your medical needs. If you rent the equipment, we will make monthly payments only until our share of the reasonable purchase price of the least expensive equipment is paid or until the equipment is no longer necessary, whichever comes first.

Benefits for replacement or repair of purchased durable medical equipment are subject to our approval. We do not provide benefits for the repair or replacement of rented equipment.

Supplies are covered if they are necessary for the proper functioning of the durable medical equipment. Supplies for durable medical equipment are not subject to any durable medical equipment maximum applicable to this plan.

**Prostheses** We provide benefits for prostheses. Prostheses include artificial limbs and prosthetic appliances. Please refer to the “Exclusions” section for additional information.

**Early Intervention Services** We provide benefits for early intervention services for members ages birth to 36 months of age with an identified developmental disability or delay. A referral from the child’s primary care provider is required.

Please refer to your Schedule of Benefits for limits that may apply.

**Emergency Room Care** We provide benefits for emergency room treatment received for medical emergencies once you pay the emergency room copayment listed on your Schedule of Benefits. All other services associated with the Emergency Room Care are subject to the deductible and coinsurance. You or a designated person should contact your physician within 48 hours from the time you receive care.

If you are admitted to the hospital from the emergency room, the emergency room copayment is waived. You or a designated person should contact your physician within 48 hours from the time you are admitted. If you do not contact your physician, you or someone you designate should call the telephone number listed on your ID card within 48 hours of admission.

**Eye Care Services** We provide benefits for eye care services. Eye care services means those urgent health care services related to an examination, diagnosis, treatment, and management of conditions, illnesses, and diseases of the eye and related structures that are provided to treat conditions, illnesses or diseases of the eye that if not treated within 24 hours present a serious risk of harm. See the “Referrals to Specialists” subsection in the “Your Primary Care Physician” section for additional information about this benefit.

**Eye Examinations** We provide benefits for routine eye examinations for vision correction. Coverage is limited to one examination every calendar year until age 19. After the end of the calendar year in which you reach age 19, routine eye exams are limited to one every two calendar years. Eye examinations related to a diagnosed medical condition are covered as often as needed regardless of age.

**Family Planning** We provide benefits for family planning. See the “Contraceptives” provision within this section for details.

**Foot Care** We provide benefits for podiatry services, including systemic circulatory disease. Routine foot care is not covered.

**Freestanding Imaging Centers** We provide benefits for diagnostic services performed by freestanding imaging centers. All services must be ordered by a professional.

**Hearing Care** We provide benefits for wearable hearing aids for covered Members up to age 18. Coverage is limited to one hearing aid for each hearing-impaired ear every 36 months. Related items such as batteries, cords, and other assistive listening devices, including but not limited to, frequency modulation

systems, are not covered. A hearing aid is defined as a wearable instrument or device designed for the ear and offered for the purpose of aiding or compensating for impaired human hearing.

**Home Health Care Services** We provide benefits for home health care services when services are performed and billed by a home health care agency. A home health care agency must submit a written plan of care, and then provide the services as approved by us.

We provide benefits for the following home health care services:

- Physician home and office visits;
- Registered nurse (RN) or licensed practical nurse (LPN) nursing visits;
- Services of home health aides when supervised by an RN;
- Paramedical services, including physical therapy, speech therapy, occupational therapy, inhalation therapy, and nutritional guidance;
- Supportive services, including prescription drugs, medical and surgical supplies, and oxygen.

**Home Infusion Therapy** We provide benefits for home infusion therapy when provided and billed by a Home Infusion Therapy provider. Supplies and equipment needed to appropriately administer home infusion therapy are covered.

**Hospice Care Services** We provide benefits for hospice care services furnished in your home by a home health agency to a member who is terminally ill and the member's family. A member who is terminally ill means a person who has a medical prognosis that the person's life expectancy is 12 months or less if the illness runs its normal course.

We provide benefits for hospice care services by a home health agency up to 24 hours during each day of care. Hospice care services are provided according to a written care delivery plan developed by a hospice care provider and the recipient of hospice care services. Prior approval is required when care exceeds eight hours a day. In this case, the agency must submit a plan of care to receive approval. The agency must then submit a plan of care every 14 days to maintain approval. To be eligible for hospice care services, the patient need not be homebound or require skilled nursing services. Coverage for hospice care services is provided in either a home or inpatient setting.

Hospice care services include, but are not limited to: physician services, nursing care, respite care, medical and social work services, counseling services, nutritional counseling, pain and symptom management, medical supplies and durable medical equipment, occupational, physical or speech therapies, home health care services, bereavement services and volunteer services.

**Hospice Respite Care** We provide benefits for up to a 48-hour period for respite care. Respite care is intended to allow the person who regularly assists the patient at home, either a family member or other nonprofessional, to have personal time solely for relaxation. The patient may then need a temporary replacement to provide hospice care.

Before the patient receives respite care at home, a home health agency must submit a plan of care for approval. Prior approval is also required when respite care is provided by an inpatient hospice.

**Inpatient Hospice Services** We provide benefits for inpatient hospice care at an acute care hospital or skilled nursing facility. The same services are covered for inpatient hospice care as are covered under inpatient hospital services.

**Inborn Errors of Metabolism** We provide Benefits for metabolic formula and special modified low-protein food products. They must be specifically manufactured for patients with diseases caused by Inborn Error(s) of Metabolism. This benefit is limited to those Members with diseases caused by Inborn Error(s) of Metabolism.

**Independent Laboratories** We provide benefits for diagnostic services performed by independent laboratories. All services must be ordered by a professional.

**Infant Formula** We provide Benefits for amino acid-based elemental infant formula for children 2 years of age and under when a covered Provider has submitted documentation that the amino acid-based elemental infant formula is the predominant source of nutritional intake at a rate of 50% or greater and that other commercial infant formulas, including cow milk-based and soy milk-based formulas, have been tried and have failed or are contraindicated. A covered Provider may be required to confirm and document ongoing medical necessity at least annually.

Benefits for amino acid-based elemental infant formula will be provided without regard to the method of delivery of the formula.

Benefits are provided when a covered Provider has diagnosed and through medical evaluation has documented one of the following conditions:

- Symptomatic allergic colitis or proctitis;
- Laboratory – or biopsy-proven allergic or eosinophilic gastroenteritis;
- A history of anaphylaxis;
- Gastroesophageal reflux disease that is nonresponsive to standard medical therapies;
- Severe vomiting or diarrhea resulting in clinically significant dehydration requiring treatment by a medical provider;
- Cystic fibrosis; or
- Malabsorption of cow milk-based or soy milk-based infant formula.

**Inhalation Therapy** We provide benefits for inhalation therapy by a licensed therapist for the administration of medications; gases such as oxygen, carbon dioxide, or helium; water vapor; or anesthetics.

**Inpatient Hospital Services** We provide benefits for the following inpatient hospital services:

- Room and board, including general nursing care, special duty nursing, and special diets, in a semiprivate room or a private room when medically necessary.
- Use of intensive care or coronary care unit;
- Diagnostic services;
- Medical, surgical, and central supplies;
- Treatment services;
- Hospital ancillary services including but not limited to use of operating room, anesthesia, laboratory, x-ray, and inpatient occupational therapy, physical therapy, inhalation therapy, and radiotherapy services;
- Phase I cardiac rehabilitation;
- Medication used when you are an inpatient, such as drugs, biologicals, and vaccines. This does not include the use of drugs for purposes not specified on their labels except for the diagnoses of cancer, HIV or AIDS unless approved by us for medically necessary accepted indications or as required by law. Any FDA Treatment Investigational New Drugs are not covered unless approved by us for medically accepted indications or as required by law;
- Blood and blood derivatives;
- Prostheses or orthotic devices;
- Newborn care, including routine well-baby care.

Benefits for an inpatient stay in a hospital will end with the earliest of the following events:

- You are discharged as an inpatient;
- You reach any of the limits or maximums shown in your Schedule of Benefits;



- Your physician, hospital personnel, or we notify you that inpatient care no longer meets our guidelines for continued hospital admission.

**Manipulative Therapy** We provide benefits for treating acute musculo-skeletal disorders. We additionally provide Benefits for ancillary treatment, such as massage therapy, heat, and electro-stimulation, when performed in conjunction with an active course of chiropractic or manipulative treatment. Such ancillary treatment may be subject to a deductible, based on service codes billed by the provider. Each type of service may be subject to different or multiple limits and/or other cost share, including copayments. We do not provide Benefits for Maintenance Therapy for chronic conditions.

**Medical Care** We provide benefits for medical care and services including office visits and consultations, hospital and skilled nursing facility visits, and pediatric services.

**Medical Supplies** We provide benefits for medical supplies furnished by a provider in the course of delivering medically necessary services. This benefit does not apply to bandages and other disposable items that may be purchased without a prescription, except for syringes which are medically necessary for injecting insulin or a drug prescribed by a physician.

### **Mental Health and Substance Abuse Services – Professional**

We provide benefits for only the following mental health and substance abuse services when they are for the active treatment of mental health and substance abuse disorders. These services must be part of an established plan of treatment and must be performed and independently billed by a professional acting within the scope of his or her license.

You will receive maximum benefits for mental health and/or substance abuse services when you receive care from network providers.

- Individual and group counseling;
- Family counseling;
- Psychological testing;
- Diagnostic and evaluation services;
- Emergency treatment for the sudden onset of a mental health or substance abuse condition requiring an immediate and acute need for treatment;
- Intervention and assessment.

The “Utilization Management” section contains additional information about seeking mental health and substance abuse services. Please refer to your Schedule of Benefits for additional information regarding mental health and substance abuse benefits.

**Mental Health and Substance Abuse Services - Provider** We provide benefits for inpatient, outpatient, and day treatment services for mental health and substance abuse when you receive them from a provider. You will receive maximum benefits for mental health services when you receive care from network providers.

If you receive provider services from a community mental health center or substance abuse treatment facility, services must be:

- Supervised by a licensed physician, licensed clinical psychologist, licensed clinical social worker, licensed clinical professional counselor, or other providers as required by law; and
- Part of a plan of treatment for furnishing such services established by the appropriate staff member.

We provide benefits for only the following mental health and/or substance abuse treatment services:

- Room and board, including general nursing;
- Prescription drugs, biologicals, and solutions administered to inpatients;
- Supplies and use of equipment required for detoxification and rehabilitation;
- Diagnostic and evaluation services;
- Intervention and assessment;
- Facility-based professional and ancillary services;
- Individual, group and family counseling;
- Psychological testing;
- Emergency treatment for the sudden onset of a mental health or substance abuse condition requiring immediate and acute treatment.

The “Utilization Management” section contains additional information and requirements for mental health and substance abuse services. Please refer to your Schedule of Benefits for additional information regarding mental health and substance abuse benefits.

**Morbid Obesity** We provide limited benefits for treatment of morbid obesity if you are diagnosed as morbidly obese for a minimum of five consecutive years. Benefits are limited to surgery for an intestinal bypass, gastric bypass, or gastroplasty. Prior authorization is required. We do not provide benefits for weight loss medications.

**Nutritional Counseling** We provide benefits for nutritional counseling when required for a diagnosed medical condition.

**Obstetrical Services and Newborn Care** We provide benefits for prenatal and postnatal care, delivery of a newborn, care of a newborn, and complications of pregnancy. We do not provide benefits for routine circumcisions.

**Office Visits** We provide benefits for office visits. Office visits are subject to a copayment. Please refer to your Schedule of Benefits.

**Organ and Tissue Transplants** We provide benefits for organ and tissue transplant procedures listed below. You must receive prior approval from us before you are admitted for any transplant procedure. Your physician will work with our registered nurses and physician advisors to evaluate your condition and determine the medical appropriateness of a transplant procedure. Failure to receive approval prior to admission may result in a denial or reduction of benefits.

***Transplants include:***

heart, heart/lung, lung, islet tissue, liver, adrenal gland, bone, cartilage, muscle, skin, tendon, heart valve, blood vessel, parathyroid, kidney, cornea, allogeneic bone marrow, pancreas, and autologous bone marrow.

No other organ or tissue transplant is covered. We will not pay any benefits for any services related to a transplant we do not cover.

We provide benefits as follows:

- If both the donor and the recipient are covered members of ours, we will provide benefits to cover both patients for organ and tissue transplants;
- If the recipient is a member under a contract with us but the donor is not, then we will provide benefits for both the recipient and donor as long as similar benefits are not available to the donor from other sources;
- If the recipient is not a member under a contract with us but the donor is a member, we will not provide benefits to either the donor or the recipient.

**Orthotic Devices** We provide benefits for certain orthotic devices, such as orthopedic braces, back or surgical corsets, and splints. We do not provide benefits for the following whether available over the counter or by prescription: arch supports, shoe inserts, other foot support devices, orthopedic shoes (unless attached to a brace), support hose, and garter belts.

**Outpatient Services** We provide benefits for the following hospital outpatient and rural health center services:

- Emergency room services/emergency care;
- Removal of sutures;
- Application or removal of a cast;
- Diagnostic services;
- Surgical services;
- Removal of impacted or unerupted teeth;
- Endoscopic procedures;
- Blood administration;
- Radiation therapy;
- Outpatient rehabilitation programs including covered Phase II cardiac rehabilitation, physical rehabilitation, head injury rehabilitation, pulmonary rehabilitation, and dialysis training. Benefits for these services have special requirements. Please check with us to see if you are eligible for benefits;
- Outpatient educational programs such as diabetes education. Please check with us to see if you are eligible for benefits.

**Parenteral and Enteral Therapy** We provide benefits for parenteral and enteral therapy. Supplies and equipment needed to appropriately administer parenteral and enteral therapy are covered. Nutritional supplements for the sole purpose of enhancing dietary intake are not covered unless they are given in conjunction with enteral therapy.

**Physical and Occupational Therapy** We provide benefits for short-term physical and occupational therapy on an outpatient basis for conditions that are subject to significant improvement. Services are covered only when provided by a licensed professional acting within the scope of his/her license.

No benefits are provided for treatments such as: massage therapy, paraffin baths, hot packs, whirlpools, or moist/dry heat applications unless in conjunction with an active course of treatment.

## **Prescription Drugs**

We provide benefits under your prescription drug card program for FDA approved prescription drugs and medicines bought for use outside a hospital. The Covered Drug Copayment or Coinsurance may vary based on whether the Prescription Drug has been classified by Anthem as a Tier 1, Tier 2, or Tier 3 Drug.

Anthem BCBS/WellPoint, Inc. has established the WellPoint National Pharmacy and Therapeutics (P&T) Committee, consisting of health care professionals, including nurses, pharmacists, and physicians. The purpose of this committee is to assist in determining clinical appropriateness of drugs; determining the tier assignment of drugs; and advising on programs to help improve care. Such programs may include, but are not limited to, drug utilization programs, prior authorization criteria, therapeutic conversion programs, cross-branded initiatives, drug profiling initiatives and the like.

The determination of tiers is made by Anthem BCBS/WellPoint based upon clinical decisions provided by the National P & T Committee, and where appropriate the cost of the Drug relative to other Drugs in its therapeutic class or used to treat the same or similar condition; the availability of over-the-counter alternatives, and where appropriate, certain clinical economic factors.

You may review a copy of the current tier listing online at: [www.anthem.com](http://www.anthem.com) or you may request a copy of the tier listing by calling a customer service representative at the number of the back of your ID card. The tier listing is subject to periodic review and amendment. Inclusion of a drug or related item on the tier listing is not a guarantee of coverage. Refer to the prescription drug Benefit sections in this Certificate for information on coverage, limitations and exclusions.

We retain the right to determine coverage for dosage formulations in terms of covered dosage administration methods (for example by mouth, injections, topical, or inhaled) and may cover one form of administration and exclude or place other forms of administration on another Tier.

- Tier 1 drugs have the lowest copayment. This tier will contain low cost and preferred medications that may be generic, single source brand drugs, or multi-source brand drugs.
- Tier 2 drugs will have a higher copayment than those in tier 1. This tier will contain preferred medications that may be generic, single source, or multi-source brand drugs.
- Tier 3 drugs will have a higher copayment than those in tier 2. This tier will contain non-preferred and high cost medications. This will include medications considered generic, single source brands, or multi-source brands.

From time to time we may initiate various programs to encourage covered persons to utilize more cost effective or clinically-effective drugs including, but not limited to, generic drugs, mail order drugs, OTC, or preferred products. Such programs may involve reducing or waiving copayments or coinsurance for certain drugs or preferred products for a limited period of time.

Certain prescription drugs (or the prescribed quantity of a particular drug) may require prior authorization of benefits. Prior authorization helps promote appropriate utilization and enforcement of guidelines for prescription drug benefit coverage. At the time you fill a prescription, the network pharmacist is informed of the prior authorization requirement through the pharmacy's computer system and the pharmacist is instructed to contact the pharmacy benefits manager (PBM). The PBM is a pharmacy benefit management company with which we contract to manage your pharmacy benefits. Please see the "Benefit Determinations, Payments and Appeals" section for additional information.

The PBM uses pre-approved criteria, developed by Anthem's national Pharmacy and Therapeutics Committee and reviewed and adopted by Anthem. The PBM communicates the results of the decision to the pharmacist. The PBM may contact your prescribing physician if additional information is required to determine whether prior authorization should be granted. If prior authorization is denied, you have the right to appeal through the appeals process outlined in the "Benefit Determinations, Payments and Appeals" section of this certificate.

Please note one exception to the prior authorization requirement. When the prior authorization is initiated but cannot be completed, Anthem may authorize coverage for a sufficient amount of the Prescription Drug which will provide the additional time for Anthem to make the prior authorization decision.

For a list of current drugs requiring prior authorization, please contact a customer service representative at the number on the back of your ID card or consult the website at [www.anthemprescription.com](http://www.anthemprescription.com). The tier listing is subject to periodic review and amendment. Inclusion of a drug or related item on the tier listing is not a guarantee of coverage.

### **Continuity of Prescription Drugs**

We reserve the right to request a review of your previous insurance carrier's prescription drug prior authorization with your prescribing provider. If your provider participates in the review and requests that the prior authorization be continued, we will honor the previous insurance carrier's prior authorization for a period not to exceed 6 months beginning with your effective date of coverage with us.

The cost share requirements of this plan will apply. We do not provide benefits for conditions or services not otherwise covered under this certificate.

**Prescription Drugs From A Retail Pharmacy** When your prescription is filled at a retail Pharmacy, you pay the amount shown on your Schedule of Benefits. Certain participating retail pharmacies can fill your prescription at the same Copayments that apply to the mail order Pharmacy. Please ask your Pharmacy if they participate in this special arrangement or call our Customer Service Department at the number on your ID card for a list of participating pharmacies.

**Prescription Drugs By Mail** Your Contract may allow you to obtain Prescription Drugs by mail. To obtain Benefits for Prescription Drugs by mail, complete a mail order Pharmacy form, available through our Customer Services Department, and mail it with your prescription. You must pay the applicable Copayment amount indicated on your Schedule of Benefits.

**Changes In Your Prescription** Your pharmacist may check your prescription to determine if there may be harmful interactions between the prescription you are filling and any other prescription you may be taking. The pharmacist may contact your Physician to discuss possible changes to your prescription.

**Refills on Prescriptions** Your Physician will indicate the number of refills for your prescription. We will cover the refill for your prescription when you have taken 85% of the medication, based on the dosage schedule prescribed by the Physician. We will not provide Benefits for refills that are filled sooner.

**Maintenance Prescription Supplies** Benefits are provided for up to a 90-day supply if prescribed by your Physician as medically appropriate. Please refer to your Schedule of Benefits for Copayment amounts that apply to you.

**Step-Therapy Protocol Screening** For many conditions, the FDA has approved more than one medication for use. These include first-line medications customarily utilized to treat the condition and second-line medications. Second-line medications may be prescribed for patients who have utilized a first-line medication for their condition which has not been completely effective or for patients that may experience side effects with the first-line medication. We will provide Benefits for certain second-line medications only after you have previously attempted to use an appropriate first-line medication and it was not completely effective or it would result in complications or side-effects.

**Therapeutic Substitution of Drugs** Your Pharmacy benefit includes a therapeutic drug substitution program approved by Anthem and managed by the PBM. This voluntary program is designed to inform Members and Physicians about tiering alternatives. The PBM may contact the Member, the Member's representative, or the prescribing Physician to make the Member aware of tiering substitution options. Only the Member and the Member's Physician can determine whether the therapeutic substitution is appropriate.

**Half-Tablet Program** The Half-Tablet Program will allow Members to pay a reduced copayment on selected "once daily dosage" medications. The Half-Tablet Program allows a Member to obtain a 30-day supply (15 tablets) of the higher strength medication when written by the Physician to take "1/2 tablet daily" of those medications on the approved list. The Pharmacy and Therapeutics Committee will determine additions and deletions to the approved list. The Half-Tablet Program is strictly voluntary and the Member's decision to participate should follow consultation with and the concurrence of his/her Physician. To obtain a list of the products available on this program call the Customer Service number on the back of your ID card.

**Vacation Supplies** If you are going out of the area for an extended period of time and your supply of medications is not sufficient for this period, you may contact your Pharmacy or the prescribing Physician

prior to leaving the area to receive an early refill or an extended-day supply of medications while you are away from home. Controlled substances are excluded from this program.

## **Preventive and Well-Care Services**

Preventive Care services include, Outpatient services and Office Services. Screenings and other services are covered as Preventive Care for adults and children with no current symptoms or prior history of a medical condition associated with that screening or service.

Members who have current symptoms or have been diagnosed with a medical condition are not considered to require Preventive Care for that condition but instead benefits will be considered under the Diagnostic Services benefit.

Preventive Care Services in this section shall meet requirements as determined by federal and state law. Many preventive care services are covered by this Plan with no Deductible, Copayments or Coinsurance from the Member when provided by a Network Provider]. That means the Plan pays 100% of the Maximum Allowed Amount. These services fall under four broad categories as shown below:

1. Services with an “A” or “B” rating from the United States Preventive Services Task Force. Examples of these services are screenings for:
  - a. Breast cancer;
  - b. Cervical cancer;
  - c. Colorectal cancer;
  - d. High Blood Pressure;
  - e. Type 2 Diabetes Mellitus;
  - f. Cholesterol;
  - g. Child and Adult Obesity.
2. Immunizations for children, adolescents, and adults recommended by the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention;
3. Preventive care and screenings for infants, children and adolescents as provided for in the comprehensive guidelines supported by the Health Resources and Services Administration; and
4. Additional preventive care and screening for women provided for in the guidelines supported by the Health Resources and Services Administration, including the following:
  - a. Women’s contraceptives, sterilization procedures, and counseling. This includes Generic and single-source Brand Drugs as well as injectable contraceptives and patches. Contraceptive devices such as diaphragms, intra uterine devices (IUDs), and implants are also covered. Multi-source Brand Drugs will be covered under the Prescription Drug benefit.
  - b. Breastfeeding support, supplies, and counseling.
  - c. Gestational diabetes screening.

You may call Customer Service using the number on your ID card for additional information about these services. (or view the federal government’s web sites, <http://www.healthcare.gov/center/regulations/prevention.html>; or <http://www.ahrq.gov/clinic/uspstfix.htm>; [http://www.cdc.gov/vaccines/recs/acip/.](http://www.cdc.gov/vaccines/recs/acip/))

A referral or authorization from your PCP is not required for gynecological examinations.

**Radiation Therapy** We provide benefits for radiation therapy.

**Reconstructive Surgeries, Procedures and Services** Benefits are available for reconstructive surgeries, procedures and services, when considered to be Medically Necessary Health Care, only if at least one of the following criteria is met. Reconstructive surgeries, procedures and services must be:

1. necessary due to accidental injury; or
2. necessary for reconstruction or restoration of a functional part of the body following a covered surgical procedure for disease or injury; or
3. Medically Necessary Health Care to restore or improve a bodily function, or
4. necessary to correct a birth defect for covered dependent children who have functional physical deficits due to the birth defect. Corrective surgery for children who do not have functional physical deficits due to the birth defect is not covered under any portion of this Certificate
5. for reconstruction of a breast on which mastectomy surgery has been performed and for surgery and reconstruction of the other breast to produce a symmetrical appearance when the mastectomy is for the treatment of breast cancer.

Reconstructive surgeries, procedures and services that do not meet at least one of the above criteria are not covered under any portion of this Certificate.

In addition to the above criteria, benefits are available for certain reconstructive surgeries, procedures and services subject to Anthem Medical Policy coverage criteria. Some examples of reconstructive surgeries, procedures and services eligible for consideration based on Anthem Medical Policy coverage criteria are:

- 1) Mastectomy for Gynecomastia
- 2) Mandibular/Maxillary orthognathic surgery
- 3) Adjustable Band for Treatment of Non-synostotic plagiocephaly and Brachycephaly in infants
- 4) Port Wine Stain surgery

**Skilled Nursing Facility Services** We provide benefits for inpatient skilled nursing facility services. Benefits are limited to 100 days per calendar year. We do not cover custodial confinement.

**Smoking Cessation** We provide benefits for nicotine replacement therapy (NRT) products and any other medication specifically approved by the FDA for smoking cessation. To be eligible for benefits, these products and medications must be prescribed by your physician.

- NRT products can include but are not limited to, nicotine patches, gum, or nasal spray.
- We provide benefits for up to two physician office visits per calendar year for follow-up smoking cessation education and counseling.
- We provide benefits for completing an approved smoking cessation program.

Please see your Schedule of Benefits for applicable copayment, coinsurance, deductibles, limitations, and maximums that apply.

**Speech Therapy** We provide benefits for short-term speech therapy on an outpatient basis for conditions that are subject to significant improvement. Services are covered only when provided by a licensed professional acting within the scope of his/her license.

No benefits are provided for:

- Deficiencies resulting from mental retardation; or
- Dysfunctions that are self-correcting, such as language treatment for young children with natural dysfluency or developmental articulation errors

**Stockings** We provide benefits for Jobst stockings when provided for post-surgical use or when prescribed for circulatory diseases.

**Surgical Services** We provide Benefits for covered surgical procedures, including services of a surgeon, specialist, anesthetist or anesthesiologist, and for preoperative and postoperative care.

For covered surgeries, services of surgical assistants are payable as a surgery benefit if included on the list of payable Anthem surgical assistant codes. If you have questions about your surgical procedure, please contact your physician or Customer Service.

**Telemedicine** Benefits are provided for telemedicine if the health care service would be covered were it provided through in-person consultation between the covered person and a covered health care provider. Coverage for health care services provided through telemedicine will be determined in a manner consistent with coverage for health care services provided through in-person consultation.

### **Varicose Vein Surgery**

Benefits are provided for medically necessary varicose vein surgery. Cosmetic surgery is not covered.



## Section Five

### Exclusions

This section, along with the “Covered Services” section, explain the types of health care services we will and will not provide benefits for. The exclusions listed below are in addition to those set forth elsewhere in this Certificate. Charges you pay for services related to non-covered services do not count toward any deductible, coinsurance, or out-of-pocket limits.

**Alternative Medicines or Complementary Medicines** We do not provide benefits for alternative or complementary medicine. Alternative or complementary medicine is any protocol or therapy for which the clinical effectiveness has not been proven or established, as determined by Anthem Blue Cross and Blue Shield’s Medical Director. Services in this category include, but are not limited to, holistic medicine, homeopathy, hypnosis, aroma therapy, massage therapy (unless otherwise stated in the Covered Services section), reiki therapy, herbal, vitamin or dietary products or therapies, naturopathy, thermography, orthomolecular therapy, contact reflex analysis, bioenergetic synchronization technique (BEST) and iridology-study of the iris.

**Artificial Hearts** We do not provide benefits for services and supplies related to artificial and/or mechanical hearts or ventricular and/or atrial assist devices related to a heart condition or for subsequent services and supplies for a heart condition as long as any of the above devices remain in place. This exclusion includes services for implantation, removal and complications. This exclusion does not apply to Left Ventricular Assist Devices when used as a bridge to a heart transplant.

**Asthma Education** We do not provide benefits for asthma education programs.

**Benefits Available from Other Sources** We do not provide benefits for any services to the extent that there is no charge to you or to the extent that you can recover expenses through a federal, state, county, or municipal law. This is the case even if you waive or fail to assert your rights under these laws. However, this exclusion does not apply to Medicaid.

**Biofeedback** We do not provide benefits for biofeedback.

**Blood** We do not provide benefits for any blood, blood donors, or packed red blood cells when participation in a voluntary blood program is available.

**Commercial Weight Loss Programs** – Weight loss programs [not approved by us], whether or not they are pursued under medical or Physician supervision, unless specifically listed as covered in this Certificate of Coverage.

This exclusion includes, but is not limited to, commercial weight loss programs (for example Weight Watchers, Jenny Craig, LA Weight Loss) and fasting programs.

This exclusion does not apply to Medically Necessary treatments for morbid obesity.

**Cosmetic Services** We do not provide benefits for cosmetic services intended solely to change or improve appearance, or to treat emotional, psychiatric or psychological conditions. Examples of cosmetic services include, but are not limited to: surgery or treatments to change the size, shape or appearance of facial or body features (such as your nose, eyes, ears, cheeks, chin, chest or breasts). Benefits will be provided for reconstruction of a breast on which mastectomy surgery has been performed and for surgery and reconstruction of the other breast to produce a symmetrical appearance when the mastectomy is for the treatment of breast cancer.

**Custodial Care** We do not provide benefits for services, supplies or charges for Custodial Care, domiciliary or convalescent care, whether or not recommended or performed by a professional.

**Dental Services** We do not provide benefits for orthognathic surgery, dentistry, dental surgery, dental implants or any other services unless specifically listed as covered in the “Covered Services” section.

**Department of Veterans Affairs** We do not provide benefits for any treatments, services, or supplies provided to veterans by the Department of Veterans Affairs, its hospitals, or facilities if the treatment is related to your service connected disability.

**Experimental/Investigational Services** We do not provide benefits for any drugs, supplies, providers, medical, or health care services that are experimental/investigational. This exclusion includes the cost of all services from a provider or professional including the cost of all services while you are an inpatient receiving an experimental/investigational service or surgery. Drugs classified as Treatment Investigational New Drugs (IND) by the FDA and devices with the FDA Investigational Device Exemption (IDE), any device to which the FDA has limited access or otherwise limited approval, and any services involved in clinical trials (except as otherwise indicated in this Certificate) are considered experimental/investigational.

**Facilities of the Uniformed Services** We do not provide benefits for any treatments, services, or supplies provided by or through any health care facility of the uniformed services. This exclusion does not apply if you are a military dependent or retiree.

**Family Planning Services** We do not provide benefits for services to reverse voluntarily induced sterility; non-prescriptive birth control preparations (such as foams or jellies); and over-the-counter contraceptive devices.

**Food or Dietary Supplements** – We do not provide Benefits for nutritional and/or dietary supplements, except as provided in this Certificate of Coverage or as required by law. This exclusion includes, but is not limited to, those nutritional formulas and dietary supplements that can be purchased over the counter, which by law do not require either a written Prescription or dispensing by a licensed Pharmacist.

**Genetic Testing and Counseling** We do not provide Benefits for genetic counseling, except as required by law. We do not provide Benefits for genetic testing, except in accordance with WellPoint Medical Policy. Medical technology is constantly evolving and medical policies are subject to change without notice.

**Government Institutions** We do not provide benefits for any services provided to you by any institution that is owned or operated by the federal government or any state, county, or municipal government.

**Health Club Memberships** – We do not provide Benefits for health club memberships, exercise equipment, charges from a physical fitness instructor or personal trainer, or any other charges for activities, equipment, or facilities used for developing or maintaining physical fitness, even if ordered by a Physician. This exclusion also applies to health spas.

**Hearing Care** We do not provide benefits for hearing examinations except for screening members under the age of 19 years or when related to injury or disease. Please see Hearing Care in the Covered Services section for benefits for hearing aids.

**Infertility** We do not provide benefits for diagnostic services, procedures, treatment or other services related to infertility. This exclusion also applies to drugs used to enhance fertility. We do not provide benefits for costs associated with achieving pregnancy through surrogacy.

**Leased Services and Facilities** We do not provide benefits for any health care services or facilities that are not regularly available in the provider you go to, that the provider must rent or make special arrangements to provide, and that are billed independently.

**Maintenance Therapy** We do not provide benefits for maintenance services, treatments or therapy.

**Major Disaster, Epidemic, or War** In the event of a major disaster, epidemic, war (declared or undeclared), or other circumstances beyond our control, we will make a good faith effort to provide or arrange for covered services. We will not be responsible for any delay or failure to provide services due to lack of available facilities or personnel. Benefits are not provided for any disease or injury that is a result of war, declared or undeclared, or any act of war.

**Massage Therapy** – We do not provide Benefits for massage therapy when services are not part of an active course of treatment and are not performed by a Covered Professional (Please see definition of Covered Professional.). Services by a massage therapist are not covered.

**Medically Unnecessary Services** We do not provide benefits for any treatment, services, or supplies that do not meet the definition of medically necessary health care.

**Medicare** We may not provide Benefits in situations where Medicare would have primary liability for health care costs under federal Medicare Secondary Payor regulations. If you are enrolled in Medicare Part A, and/or Medicare Part B, and Medicare is the primary payor, we may provide Benefits only for balances remaining after Medicare has made payment. If you are eligible for premium free Medicare Part A, and Medicare would be the primary payor, we may pay Benefits as if Medicare had made their primary payments for Medicare Part A and/or, Medicare Part B, even if you fail to exercise your right to premium free Medicare Part A coverage.

**Mental Health, Substance Abuse Treatment, and Lifestyle Services** We do not provide benefits for any of the following services or any services relating to:

- Smoking clinics;
- Sensitivity training;
- Encounter groups;
- Educational programs except as indicated in the “Covered Services” section;
- Marriage, guidance, and career counseling;
- Codependency;
- Adult Children of Alcoholics (ACOA);
- Pain control (except as required by law for hospice care services);
- Activities whose primary purpose is recreational and socialization.

**Miscellaneous Expenses** We do not provide benefits for provider or professional charges to provide required information to process a claim or application for coverage. We do not provide benefits for any additional costs associated with an appeal of a claim decision.

**Missed Appointments** We do not provide benefits for missed appointments. Providers and/or professionals may charge you for failing to keep scheduled appointments without giving reasonable notice to the office. No benefits are available for these charges. You are solely responsible for these charges.

**Orthognathic Surgery** We do not provide benefits for orthognathic surgery except as stated in the Covered Services, Reconstructive Surgeries, Procedures and Services section.

**Orthotic Devices** We do not provide benefits for orthotic devices unless stated as covered in the “Covered Services” section of this contract.

**Personal Comfort Items** We do not provide benefits for any personal comfort items such as television rentals, newspapers, telephones, and guest meals.

**Physical and Occupational Therapy** We do not provide benefits for massage therapy, treatment such as paraffin baths, hot packs, whirlpools, or moist/dry heat applications unless in conjunction with an active course of treatment.

**Pre-existing Conditions** We may not provide benefits for any treatments, services, supplies, prescription drugs, medical equipment or prostheses provided to you for a pre-existing condition for up to 12 months from your enrollment date. See the section titled “Eligibility, Termination, and Continuation of Coverage”, subsection “Pre-existing Conditions” for more information.

**Prescription Drugs** We do not provide benefits for the following:

- Any refill in excess of the number specified by the physician or for refills dispensed after one year from the date of original prescription order;
- Non-prescription vitamins, prescription and non-prescription multivitamins (other than prescription prenatal vitamins for perinatal care), cosmetics, dietary supplements, health or beauty aids, dermatologicals used for cosmetic purposes, topical dental fluorides;
- Nonlegend (over-the-counter) prescriptions, including but not limited to, prescriptions for which there is an over-the-counter (OTC) equivalent in both strength and dosage form;
- Prescription drugs for the treatment of weight reduction/anorectics;
- Medication that is taken by or administered to an inpatient;
- Experimental or investigational drugs or any Food and Drug Administration (FDA) Treatment Investigational New Drugs (IND), unless the intended use of the drug is included in the labeling authorized by the federal Food and Drug Administration or if the use of the drug is recognized in one of the standard reference compendia or in peer-reviewed medical literature;
- Disposable supplies such as alcohol, cotton balls, or bandages used to administer medications;
- Prescription drugs dispensed by a physician;
- Prescription drugs used to enhance fertility;
- Prescription drugs approved by the federal Food and Drug Administration (FDA) used for purposes not specified on their labels except for the diagnoses of cancer, HIV or AIDS, unless approved by us for medically accepted indications or as required by law.

**Preventive Care** We do not provide benefits for preventive care and well-care services, unless otherwise stated in the “Covered Services” section.

**Prostheses** We do not provide benefits for dental prostheses, or prosthetic devices to replace, in whole or in part, an arm or a leg that are designed exclusively for athletic purposes.

**Refractive Eye Surgery** We do not provide benefits for refractive eye surgery, such as radial keratotomy, for conditions that can be corrected by means other than surgery.

**Reverse Sterilization** We do not provide benefits for services to reverse voluntarily induced sterility.

**Routine Circumcisions** We do not provide benefits for routine circumcisions.

**Routine Foot Care** We do not provide benefits for any services rendered as part of routine foot care.

**Services After Your Contract Ends** We do not provide benefits for services that are provided after your contract ends unless your group cancels coverage with Anthem BCBS and you are an inpatient on the group cancellation date. If you are an inpatient on the date your group cancels coverage with Anthem BCBS and you have care after the date your group coverage ends and your group has replacement coverage, the replacement carrier pays primary benefits for the inpatient care provided after the effective date and this Plan pays secondary benefits. If there is no replacement carrier, this Plan pays primary benefits. Benefits under this Plan will end when you are no longer disabled, when you reach any contract maximums, when you are discharged as an inpatient and you are no longer disabled, or six months from the termination of your group contract, whichever occurs first.

**Services Before the Effective Date** We do not provide benefits for any treatment, services, supplies, medical equipment, or prostheses rendered to you or received before your individual effective date of coverage. Services you receive during an inpatient stay that started before you enrolled are covered only as of your effective date on this contract. For an inpatient stay, care that is provided before your effective date is not covered.

**Services by Ineligible Providers or Professionals** We do not provide benefits for services provided by any provider or professional not listed as an eligible provider or professional in this contract.

**Services by Relatives or Volunteers** We do not provide benefits for any services provided in any capacity by immediate family members or step-family members, for example, spouse, domestic partner, father, mother, brother, sister, son or daughter. We do not provide benefits for services by volunteers, except as outlined in the “Hospice Care Services” provision.

**Services Not Listed As Covered** We do not provide benefits for any service, procedure, or supply not listed as a covered service in this contract.

**Services Related to Non-Covered Services** We do not provide benefits for services related to any non-covered service or to any complications and conditions resulting from any non-covered service.

**Sex Changes** We do not provide benefits for any services related to any transsexual operation.

**Shoe Inserts** We do not provide benefits for shoe inserts.

**Speech Therapy** We do not provide benefits for deficiencies resulting from mental retardation and/or dysfunctions that are self-correcting, such as language treatment for young children with natural dysfluency or developmental articulation errors.

**Surrogate Mother Services** – We do not provide Benefits for any services or supplies provided to a person not covered under the Certificate of Coverage in connection with a surrogate pregnancy (including, but not limited to, the bearing of a child by another woman for an infertile couple).

**Temporomandibular Joint (TMJ) Syndrome Services** We do not provide benefits for surgical and non-surgical examination; diagnosis, including invasive (internal) and non-invasive (external) procedures and tests; and all services related to diagnosis and treatment, both medical and surgical, of temporomandibular joint dysfunction or syndrome also called myofascial pain dysfunction or craniomandibular pain syndrome. Examples of non-covered services include but are not limited to: physiotherapy, such as therapeutic muscle exercises, galvanic or transcutaneous nerve stimulation; vapocoolant sprays, ultrasound, or diathermy; behavior modification such as biofeedback, psychotherapy; appliance therapy such as occlusal appliances (splints) or other oral prosthetic devices and their adjustments; orthodontic therapy such as braces; prosthodontic therapy such as crowns, bridgework; and occlusal adjustments.

This exclusion does not apply to services listed as covered in the “Dental Services” provision.

**Travel Expenses** We do not provide benefits for any travel expenses, whether or not the travel is recommended by a professional.

**Vision Care** We do not provide benefits for vision therapy, including treatment such as vision training, orthoptics, eye training, or eye exercises. We do not provide benefits for the prescription, fitting, or purchase of glasses or contact lenses except when medically necessary to treat accommodative strabismus, cataracts, or aphakia.

**Workers’ Compensation** We do not provide benefits for any condition, ailment, or injury that arises out of and in the course of employment or any disability that develops because of an occupational disease. We do not provide benefits for services or supplies, to the extent that they are obtained, either completely or partially, under any Workers’ Compensation Act or similar law, or would be obtainable under these laws but for a waiver or failure to assert your rights under these laws. However, we do provide benefits if you are entitled under the applicable workers’ compensation law to waive all workers’ compensation coverage, and do so before the condition, ailment, or injury occurs. We will pay benefits on a provisional basis for treatment of a contested work-related condition, ailment, or injury **only if all the following conditions are met:**

- You are making a claim under the Workers’ Compensation Act;
- Your health care coverage is provided through an employee or retiree health plan;
- Your employer or your employer’s workers’ compensation insurer has filed a notice of controversy stating that your claim is being denied for work-relatedness;
- The Workers’ Compensation Board has not made a determination on your claim;
- Your employer has made no payment on or settlement of your claim.

Even though you may be submitting a claim under the Workers’ Compensation Act, you should also submit your claims under this plan, as discussed in the “Benefit Determinations, Payments and Appeals” section.

## Section Six

# Benefit Determinations, Payments and Appeals

### Benefit Determinations

We, or anyone acting on our behalf, will determine the administration of benefits and eligibility for participation in such a manner that has a rational relationship to the terms of the contract. However, we, or anyone acting on our behalf shall determine the administration of your benefits. Our determination shall be final and conclusive and may include, without limitation, determination of whether the services, care, treatment, or supplies are medically necessary, investigational/experimental, whether surgery is cosmetic, and whether charges are consistent with our Maximum Allowed Amount. However, you may utilize all applicable Complaint and Appeal procedures, as outlined later in this section.

Under certain circumstances, if we pay the healthcare provider amounts that are your responsibility, such as deductibles, copayments or coinsurance, we may collect such amounts directly from you. You agree that we have the right to collect such amounts from you.

You may have some responsibility for the cost of health services under your contract. Your responsibility may take the form of a coinsurance percentage, a deductible, or a copayment amount. Please see your Schedule of Benefits for the coinsurance, deductible and copayment amounts that apply to your coverage. If you have some responsibility for the cost of health care services you receive, you will pay your coinsurance, deductible, or copayment amount directly to the professional or hospital or other provider of care. If you have coinsurance responsibility that is based on a percentage, you will pay your coinsurance percentage based on the hospital's or provider's discounted charge or negotiated amount, or our Maximum Allowed Amount for professionals. **Note:** We cannot prohibit non-network providers from billing you for the difference in the non-network provider's charge and the Maximum Allowed Amount. When you receive Covered Services from a Non-Network Provider, you may be responsible for paying any difference between the Maximum Allowed Amount and the Provider's actual charges unless Anthem has authorized Covered Services from a Non-Network Provider due to Provider Network inadequacies.

All benefits for covered services will be based on any discounted charge for hospital service or our Maximum Allowed Amount for professional services.

Our payment will consist of a percentage of the Maximum Allowed Amount after any copayments and deductibles have been applied or a fixed or capitated amount.

We may subcontract particular services to organizations or entities that have specialized expertise in certain areas. This may include, but is not limited to, prescription drugs, mental health, and substance abuse services. Such subcontracted organizations or entities may make benefit determinations and/or perform administrative, claims paying, or customer service duties on our behalf.

### Benefit Levels

There are two levels of benefits under this contract:

**Services authorized or provided by your primary care physician** These services are reimbursed at the higher level of benefits. This level is referred to as your Primary Care Physician Benefit Level on your Schedule of Benefits.

**Self-referred services** These services are reimbursed at the lower level and deductibles and coinsurance apply. Should you decide to self-refer for services, a benefit payment is made for covered

services, but at a lower level. In most cases, your obligation will be greater when you do not obtain authorization or receive services from your primary care physician. This level is referred to as your Self-Referred Benefit Level on your Schedule of Benefits.

## How Your Deductible Works

Each calendar year before benefits can be paid for self-referred covered services, you must pay your deductible.

**Family Deductible** Under family coverage, if the total family expenses for self-referred covered services exceed two times the individual deductible, then your family deductible under this plan has been met for the calendar year. In this case, all family members will be eligible for self-referred benefits for the rest of the calendar year without meeting further deductibles. One family member may not meet the family deductible amount. The family deductible amount must be satisfied by at least two family members.

**One Deductible For a Common Accident** Under family coverage, if two or more family members are injured in the same accident, only one deductible will apply for all covered services resulting from that accident during a calendar year.

## Copayments and Coinsurance

Copayments and coinsurance may apply to services performed or authorized by your primary care physician and/or self-referred services. Please see your Schedule of Benefits for copayment amounts and coinsurance amounts and limits. If prior approval has been granted and services are received from a provider that does not have a written participation agreement with us, there may be instances in which you may be responsible for any remaining balances beyond the Maximum Allowed Amount in addition to any applicable copayment, coinsurance or deductible. We cannot prohibit non-network providers from billing you for the difference in the non-network provider's charge and the Maximum Allowed Amount, unless we authorize these services due to Network inadequacy.

**Copayments** For some services, your share of the cost is a fixed dollar amount or a percentage. Copayment amounts do not count toward any coinsurance limits under this contract.

**Coinsurance** For some services, your share of the cost is a percentage which is limited to an annual dollar amount. This is the coinsurance amount.

**How Your Coinsurance Limit Works** Under family coverage, if the total family coinsurance expenses exceed two times the individual coinsurance limit, your family coinsurance limit under this contract has been met for the calendar year. In this case, all family members will be eligible for benefits for the rest of the calendar year without paying further coinsurance subject to the separate coinsurance limit provision below.

**Separate Coinsurance Limits** There are separate coinsurance amounts and limits for your Primary Care Physician Benefit Level and for your Self-Referred Benefit Level. Coinsurance amounts paid under your Primary Care Physician Benefit Level do not count toward coinsurance limits under your Self-Referred Benefit Level. Coinsurance amounts paid under your Self-Referred Benefit Level do not count toward coinsurance limits under your Primary Care Physician Benefit Level.

## Out-of-Pocket Limits

Your annual out-of-pocket expenses for your deductible and coinsurance are limited. Please refer to your Schedule of Benefits for annual out-of-pocket limits that apply to services provided by primary care



physicians and for self-referred services. Once you reach the annual out-of-pocket limit, no further deductibles or coinsurance apply for the remainder of the calendar year. The copayment amounts continue to apply after the annual out-of-pocket limits are met.

Copayments, penalties for not obtaining pre-admission review, and amounts over our Maximum Allowed Amount do not count toward the out-of-pocket limit. There are separate out-of-pocket limits for care provided by or authorized by your primary care physician (PCP) and care covered at the self-referred benefit level. Coinsurance you pay for services under the PCP benefit level do not count toward the out-of-pocket limit for self-referred care. Deductibles and coinsurance you pay for self-referred services do not count toward your out-of-pocket limit under the PCP benefit level.

## **Benefit Maximums**

Specific benefit maximums for each covered member may apply for mental health and other services. These maximums are listed on your Schedule of Benefits or in the contract.

## **Contract Changes**

We may change this contract at any time provided the changes are in accordance with all applicable laws and we give the group notice thirty days in advance. After we notify the group of a change, payment of billed charges indicates the group's and your acceptance of the change. The group is responsible for notifying the employee of any contract changes.

## **Compliance with Laws**

If federal laws or the relevant laws of the state of Maine change, the provisions of this contract will automatically change to comply with those laws as of their effective dates. Any provision that does not conform with applicable federal laws or the relevant laws of the state of Maine will not be rendered invalid, but will be construed and applied as if it were in full compliance.

## **Confidentiality**

Any information pertaining to your diagnosis, treatment or health obtained from either your physician, provider or you will be held in confidence. We may use or disclose this information only to the extent required or permitted by law. Please refer to Anthem BCBS's privacy protection annual notice for our privacy policies and procedures.

## **Statements and Representations**

The statements you make on your application for coverage with us are representations and not warranties.

## **Annual Reports**

Annual reports are prepared and made available to all retirees. The annual report contains information about our activities including audited financial statements.

## **Severability**

If any term or provision in this Certificate is deemed invalid or unenforceable, this does not affect the validity or enforceability of any other term or provision.

## **Benefit Payments**

## **Claims Procedure**

**How to Claim Benefits** In most instances, providers will file your claims with us. However, you may

need to submit a claim for reimbursement for self-referred services and for services from non-participating providers.

To receive claim forms, contact your group or call our Customer Service Department. When you submit your claim, please include originals of all of your bills and retain a copy for your files.

**Time Limit for Filing Claims** We must receive proof of a claim for reimbursement for a covered service no later than 365 days after that service is received. We recognize that there may be special circumstances which would prevent a claim from being submitted within the 365-day time limit. Claims denied because they do not meet the filing requirements may be reviewed through the member appeal process, which will consider whether the claim was filed as soon as reasonably possible.

**Releasing Necessary Information** Providers often have information we need to determine your coverage. As a condition for receiving benefits under this contract, you or your representative must give us all of the medical information needed to determine your eligibility for coverage or to process your claim.

**Non-Transfer of Benefits** Your benefits under this contract are personal to you. You cannot assign or transfer them to any other person.

**Assignment of Payments** You may assign benefits provided for covered services to the provider of the care.

**Non-Compliance** If we do not enforce compliance with any provision of this contract, we have not waived compliance and are not required to allow non-compliance with that provision or any other provision at any time, in any case.

**Examination of Insured** To ensure that all claims are valid, we may require the member to have a physical or mental examination at our expense.

## Claims Payment

This explains how benefits for covered services will be paid. In most cases, you will receive maximum benefits when care is provided or authorized by your primary care physician. We reserve the right to pay benefits to another person if so ordered by a court of competent jurisdiction. You have the right to appeal as outlined later in this section.

## Payment of Provider Services

### Maximum Allowed Amount

This section describes how we determine the amount of reimbursement for Covered Services. Reimbursement for services rendered by Network and Non-Network Providers is based on your Plan's Maximum Allowed Amount for the Covered Service that you receive. Please see the BlueCard Program section for additional information.

The Maximum Allowed Amount for your Plan is the maximum amount of reimbursement Anthem will allow for services and supplies:

- that meet our definition of Covered Services, to the extent such services and supplies are covered under your Plan and are not excluded;
- that are Medically Necessary Health Care; and
- that are provided in accordance with all applicable Prior Authorization, utilization management or other requirements set forth in your Plan.

You will be required to pay a portion of the Maximum Allowed Amount to the extent you have not met your Deductible or have a Copayment or Coinsurance.

In addition, when you receive Covered Services from a Non-Network Provider (as allowed by this Plan), your cost shares may be greater and you may be responsible for paying any difference between the Maximum Allowed Amount and the Provider's actual charges unless Anthem has authorized Covered Services from a Non-Network Provider due to Provider Network inadequacies. This amount can be significant.

When you receive Covered Services from a Provider, we will, to the extent applicable, apply claim processing rules to the claim submitted for those Covered Services. These rules evaluate the claim information and, among other things, determine the accuracy and appropriateness of the procedure and diagnosis codes included in the claim. Applying these rules may affect our determination of the Maximum Allowed Amount. Our application of these rules does not mean that the Covered Services you received were not Medically Necessary Health Care. It means we have determined that the claim was submitted inconsistent with procedure coding rules and/or reimbursement policies. For example, your Provider may have submitted the claim using several procedure codes when there is a single procedure code that includes all of the procedures that were performed. When this occurs, the Maximum Allowed Amount will be based on the single procedure code rather than a separate Maximum Allowed Amount for each billed code.

Likewise, when multiple procedures are performed on the same day by the same Provider or other healthcare professional, we may reduce the Maximum Allowed Amounts for those secondary and subsequent procedures because reimbursement at 100% of the Maximum Allowed Amount for those procedures would represent duplicative payment for components of the primary procedure that may be considered incidental or inclusive.

### **Provider Network Status**

The Maximum Allowed Amount may vary depending upon whether the Provider is a Network Provider or a Non-Network Provider.

A Network Provider is a Provider who is in the managed network for this specific Plan or in a special center of excellence/or other closely managed specialty network, or who has a participation contract with us. For Covered Services performed by a Network Provider, the Maximum Allowed Amount is the rate the Provider has agreed with Anthem to accept as reimbursement for the Covered Services. Because Network Providers have agreed to accept the Maximum Allowed Amount as payment in full for those Covered Services, they should not send you a bill or collect for amounts above the Maximum Allowed Amount. However, you may receive a bill or be asked to pay all or a portion of the Maximum Allowed Amount to the extent you have not met your Deductible or have a Copayment or Coinsurance. Please call Customer Service for help in finding a Network Provider or visit [www.anthem.com](http://www.anthem.com).

Providers who have not signed any contract with us and are not in any of our networks are Non-Network Providers, subject to Blue Cross Blue Shield Association rules governing claims filed by certain ancillary providers.

The Maximum Allowed Amount will be one of the following as determined by Anthem:

1. An amount based on our network or non-network provider fee schedule/rate (as required by law), which we have established in our discretion, and which we reserve the right to modify from time to time, after considering one or more of the following: reimbursement amounts accepted by like/similar providers contracted with Anthem, reimbursement amounts paid by the Centers for Medicare and Medicaid Services for the same services or supplies, and other industry cost,

- reimbursement and utilization data or
2. An amount based on reimbursement or cost information from the Centers for Medicare and Medicaid Services (“CMS”). When basing the Maximum Allowed Amount upon the level or method of reimbursement used by CMS, Anthem will update such information, which is unadjusted for geographic locality, no less than annually; or
  3. An amount based on information provided by a third party vendor, which may reflect one or more of the following factors: (1) the complexity or severity of treatment; (2) level of skill and experience required for the treatment; or (3) comparable providers’ fees and costs to deliver care; or
  4. An amount negotiated by us or a third party vendor which has been agreed to by the Provider. This may include rates for services coordinated through case management; or
  5. An amount based on or derived from the total charges billed by the Non-Network Provider.

**Providers who are not contracted for this product, but contracted for other products with us are also considered Non-Network. The Maximum Allowed Amount reimbursement for services from these Providers will be one of the five methods shown above unless the contract between us and that Provider specifies a different amount.**

Unlike Network Providers, Non-Network Providers may send you a bill and collect for the amount of the Provider’s charge that exceeds our Maximum Allowed Amount. You are responsible for paying the difference between the Maximum Allowed Amount and the amount the Provider charges unless Anthem has authorized Covered Services from a Non-Network Provider due to Provider Network inadequacies. This amount can be significant. Choosing a Network Provider will likely result in lower out of pocket costs to you. Please call Customer Service for help in finding a Network Provider or visit our website at [www.anthem.com](http://www.anthem.com)

Customer Service is also available to assist you in determining the Maximum Allowed Amount for a particular service from a Non-Network Provider. In order for us to assist you, you will need to obtain from your Provider the specific procedure code(s) and diagnosis code(s) for the services the Provider will render. You will also need to know the Provider’s charges to calculate your out of pocket responsibility. Although Customer Service can assist you with this pre-service information, the final Maximum Allowed Amount for your claim will be based on the actual claim submitted.

**For Prescription Drugs:** The Maximum Allowed Amount for prescription drugs is the amount determined by Anthem using prescription drug cost information provided by the pharmacy benefits manager (PBM).

### **Member Cost Share**

For certain Covered Services and depending on your Plan, you may be required to pay a part of the Maximum Allowed Amount as your cost share amount (for example, Deductible, Copayment, and/or Coinsurance).

Your cost share amount and Out-of-Pocket Maximum may vary depending on whether you received services from a Network or Non-Network Provider. Specifically, you may be required to pay higher cost sharing amounts or may have limits on your benefits when Non-Network Providers provide the care. Please see the Schedule of Benefits for your cost share responsibilities and limitations, or call Customer Service to learn how this Plan’s benefits or cost share amounts may vary by the type of Provider you use.

Anthem will not provide any reimbursement for non-covered services. You will be responsible for the total amount billed by your Provider for non covered services, regardless of whether such services are performed by a Network or Non-Network Provider. Non-Covered Services include services specifically excluded from coverage by the terms of your Plan and services received after benefits have been exhausted. Benefits may be exhausted by exceeding, for example, benefit caps or day/visit limits.

In some instances you may only be asked to pay the lower Network cost sharing amount when you use a Non-Network Provider. For example, if you go to a Network Hospital or Provider Facility and receive Covered Services from a Non-Network Provider such as a radiologist, anesthesiologist or pathologist who is employed by or contracted with a Network Hospital or facility, you will pay the Network cost share amounts for those Covered Services. However, you also may be liable for the difference between the Maximum Allowed Amount and the Non-Network Provider's charge unless Anthem has authorized Covered Services from a Non-Network Provider due to Provider Network inadequacies.

### **Authorized Services**

In some non-Emergency circumstances, such as where there is no Network Provider available for the Covered Service, we may authorize the Network cost share amounts (Deductible, Copayment, and/or Coinsurance) to apply to a claim for a Covered Service you receive from a Non-Network Provider. In such circumstance, you must contact us in advance of obtaining the Covered Service. We also may authorize the Network cost share amounts to apply to a claim for Covered Services if You receive Emergency services from a Non-Network Provider. If the Plan authorizes a Network cost share amount to apply to a Covered Service received from a Non-Network Provider, you also may still be liable for the difference between the Maximum Allowed Amount and the Non-Network Provider's charge unless Anthem has authorized Covered Services from a Non-Network Provider due to Provider Network inadequacies. Please contact Customer Service for Authorized Services information or to request authorization.

#### **Example:**

You require the services of a specialty Provider; but there is no Network Provider for that specialty in your service area. You contact us in advance of receiving any Covered Services, and we authorize you to go to an available Non-Network Provider for that Covered Service and we agree that the Network cost share will apply.

Because we have authorized the Network cost share amount to apply in this situation, you will be responsible for the Network Copayment and Anthem will be responsible for the remaining balance.

**Out-of-State Providers** If your primary care physician refers you to an out-of-state provider or professional with our prior approval, we will provide benefits at the primary care physician benefit level. If you self-refer to an out-of-state provider or professional, we will provide benefits at the self-referred level of benefits. We cannot prohibit out-of-state providers from billing you any balance remaining after we have made our payment based on the maximum allowable amount, except as otherwise provided under the BlueCard program.

## **Inter-Plan Programs**

### **Out-of-Area Covered Healthcare Services**

Anthem BCBS has a variety of relationships with other Blue Cross and/or Blue Shield Licensees referred to generally as "Inter-Plan Programs." Whenever you obtain healthcare services outside of Anthem BCBS's service area, the claims for these services may be processed through one of these Inter-Plan Programs, which include the BlueCard Program and may include negotiated National Account arrangements available between Anthem BCBS and other Blue Cross and Blue Shield Licensees.

Typically, when accessing care outside Anthem BCBS's service area, you will obtain care from healthcare providers that have a contractual agreement (i.e., are "participating providers") with the local Blue Cross and/or Blue Shield Licensee in that other geographic area ("Host Blue"). In some instances, you may obtain care from nonparticipating healthcare providers. Anthem BCBS's payment practices in both instances are described below.

## **BlueCard® Program**

Under the BlueCard® Program, when you access covered healthcare services within the geographic area served by a Host Blue, Anthem BCBS will remain responsible for fulfilling Anthem BCBS's contractual obligations.

However, the Host Blue is responsible for contracting with and generally handling all interactions with its participating healthcare providers.

Whenever you access covered healthcare services outside Anthem BCBS's service area and the claim is processed through the BlueCard Program, the amount you pay for covered healthcare services, if not a flat dollar copayment, is calculated based on the lower of:

- The billed covered charges for your Covered Services; or
- The negotiated price that the Host Blue makes available to Anthem BCBS.

Often, this “negotiated price” will be a simple discount that reflects an actual price that the Host Blue pays to your healthcare provider. Sometimes, it is an estimated price that takes into account special arrangements with your healthcare provider or provider group that may include types of settlements, incentive payments, [and]/[or] other credits or charges. Occasionally, it may be an average price, based on a discount that results in expected average savings for similar types of healthcare providers after taking into account the same types of transactions as with an estimated price.

Estimated pricing and average pricing, going forward, also take into account adjustments to correct for over- or underestimation of modifications of past pricing for the types of transaction modifications noted above. However, such adjustments will not affect the price Anthem BCBS uses for your claim because they will not be applied retroactively to claims already paid.

Laws in a small number of states may require the Host Blue to add a surcharge to your calculation. If any state laws mandate other liability calculation methods, including a surcharge, we would then calculate your liability for any covered healthcare services according to applicable law.

You will be entitled to benefits for healthcare services that you accessed either inside or outside the geographic area Anthem BCBS serves, if medical plan covers those healthcare services. Due to variations in Host Blue network protocols, you may also be entitled to benefits for some healthcare services obtained outside the geographic area Anthem BCBS serves, even though you might not otherwise have been entitled to benefits if you had received those healthcare services inside the geographic area Anthem BCBS serves. But in no event will you be entitled to benefits for healthcare services, wherever you received them, that are specifically excluded from, or in excess of the limits of, coverage provided by your medical plan.

Under certain circumstances, if we pay the healthcare provider amounts that are your responsibility, such as deductibles, co-payments or co-insurance, we may collect such amounts directly from you. You agree that we have the right to collect such amounts from you.

## **Non-Participating Healthcare Providers Outside Anthem BCBS Service Area**

### **Your Liability Calculation**

When covered healthcare services are provided outside of our service area by non-participating healthcare providers, the amount you pay for such services will generally be based on either the Host Blue's nonparticipating healthcare provider local payment or the pricing arrangements required by applicable state law. In these situations, you may be liable for the difference between the amount that the non-participating

healthcare provider bills and the payment we will make for the covered services as set forth in this paragraph.

### **Exceptions**

In certain situations, we may use other payment bases, such as billed covered charges, the payment we would make if the healthcare services had been obtained within our service area, or a special negotiated payment, as permitted under Inter-Plan Programs Policies, to determine the amount we will pay for services rendered by nonparticipating healthcare providers. In these situations, you may be liable for the difference between the amount that the nonparticipating healthcare provider bills and the payment we will make for the covered services as set forth in this paragraph.

**Hospitals Outside of the United States** We provide benefits for inpatient and outpatient services in a foreign hospital. If you obtain covered services outside of the United States, in most cases you will have to pay your bill when you leave the hospital. Please refer to the “Utilization Management” and “Your Primary Care Physician” sections for details pertaining to authorizations and referrals.

When you return home, send the following to us with your claim form:

- A statement of the nature of the illness or injury;
- An itemized statement translated into English (accompanied by the original statement) showing the services received and the date(s) of service;
- Your contract number; and
- The dollar rate of exchange at the time you received the service(s), if possible.

When we receive this information, we will reimburse you for covered services according to the terms of this contract.

### **Pharmacy Benefit Management**

The Pharmacy Benefits available to you under this Plan are managed by a pharmacy benefits management (PBM) company with which we contract to manage your Pharmacy Benefits. The PBM has a nationwide network of retail pharmacies, a mail service Pharmacy, and clinical services that include tier management.

The management and other services provided include, among others, making recommendations to, and updating, the tier listing and managing a network of retail pharmacies and operating a mail service Pharmacy. The PBM, in consultation with Anthem, also provides services to promote and enforce the appropriate use of Pharmacy Benefits, such as review for possible excessive use; proper dosage; drug interactions or drug/pregnancy concerns.

### **Payment for Prescription Drug Claims**

To obtain Benefits for Prescription Drugs, present your identification card to any Pharmacy that has an agreement with the PBM, in this or any other state. You must pay the applicable amounts shown on your Schedule of Benefits. The participating Pharmacy will submit the claim for you and the PBM will directly pay the Pharmacy the balance due. Please call Customer Service at the telephone number on your ID card if you have questions about the participation status of a Pharmacy.

If you use a Pharmacy that does not have an agreement with the PBM, or if you do not use your identification card, you must pay the Pharmacy the entire cost for the prescription and submit a claim form for reimbursement. Claim forms are available by contacting a Customer Service Representative.

If you receive Prescription Drugs from a non-participating Pharmacy or if you do not use your identification card, you may receive a reduced benefit. We will reimburse you based on the amount we would have paid to a participating Pharmacy less your share of the cost.

Your financial responsibility (Copayments) will not be reduced by any discounts, rebates or other funds received by the Pharmacy Benefits Manager from drug manufacturers, or similar vendors or funds received by the plan from the Pharmacy Benefits Manager.

Your prescription drug Copayment will be the lesser of your scheduled Copayment amount or the retail price charged for your prescription by the Pharmacy or the Pharmacy Benefits manager that fills your prescription.

No payment will be made by us for any Covered Service unless our negotiated rate exceeds any applicable Copayment for which you are responsible.

### **Prescription Drugs By Mail**

To obtain Benefits for Prescription Drugs through the mail order Pharmacy, complete a mail order Pharmacy form, available through our Customer Service Department, and mail it with your prescription. You must enclose the applicable Copayment amount indicated on your Schedule of Benefits.

### **Coordination of Benefits**

All benefits of the contract are subject to coordination of benefits (COB). COB is a formula that determines how benefits are paid to members covered by more than one contract. It helps keep down the cost of health coverage by ensuring that the total benefits you receive from all contracts do not exceed the cost of covered services.

COB sets the payment responsibilities for any contract that covers you, such as:

- Group, individual (also known as non-group), self-insured plans, franchise, or blanket insurance, including coverage through a school or other educational institution but excluding school accident type coverage;
- Group practice, individual practice, and other prepaid group coverage, labor-management trustee plan, union welfare plan, employer organization plan, or employee benefit organization plan; or
- Other insurance that provides medical benefits.

The contract with primary responsibility provides full benefits for covered services as if there were no other coverage. The contract with secondary responsibility may provide benefits for covered services in addition to those of the primary contract. When there are more than two contracts covering the person, the contract may be primary to one or more contracts, and may be secondary to another contract or contracts. All benefits are limited to the contract maximums or to the Maximum Allowed Amount for the services you receive.

When you have duplicate coverage:

- If the other contract does not contain a COB clause or does not allow coordination of benefits with this contract, the benefits of that contract will be primary;
- If both contracts contain a COB clause allowing the coordination of benefits with this contract, we will determine benefit payments by using the first of the following rules that applies:
  1. **Non-Dependent/Dependent** The benefits of the contract that covers you as an employee or subscriber will be determined before the benefits of the contract that covers you as a dependent are determined.
  2. **Dependent Children (Parents Not Legally Separated or Divorced)** For claims on covered dependent children, the contract of the parent whose birthday occurs first in the year will be primary. If both parents have the same birthday, the contract that has covered one parent longer will be primary over the contract that has covered the other parent for a shorter period. If the other contract does not include the rule described immediately above, but instead has a rule based on the gender of the parent, and as a result the contracts do not agree on the order of benefits, the rule in this contract will determine the order of benefits.
  3. **Dependent Children (Parents Legally Separated or Divorced)** In the case of legal separation or



divorce, the coverage of the parent with custody will be primary. If the parent with custody has remarried, coverage of the parent's spouse will be secondary, and the coverage of the parent without custody will be last. Whenever a court decree specifies the parent who is financially responsible for the dependent's health care expenses, the coverage of that parent's contract will be primary. If a court decree states that the parents have joint custody, without stating that one or the other parent is responsible for the health care expenses of the child, the order of benefits is determined by following rule two.

4. **Active/Inactive Employee** The benefits of a contract that covers a person as an employee who is neither laid-off nor retired (or as that employee's dependent) are determined before those of a contract that covers the person as a laid-off or retired employee (or as that employee's dependent). If the other coverage does not include this provision, and as a result, the contracts do not agree on the order of benefits, rule six applies.
5. **Continuation of Coverage** If a person whose coverage is provided under the right of continuation pursuant to a federal or state law is also covered by another contract, the benefits of the contract covering the person as an employee or subscriber, or as the dependent of an employee or subscriber, will be primary. The benefits of the continuation coverage will be secondary. If the other contract does not include this provision regarding continuation coverage, rule six applies.
6. **Longer/Shorter Length of Coverage** If none of the rules above determines the order of benefits, the benefits of the contract that has covered the employee or subscriber longer will be determined before those of the contract that has covered the person for a shorter period.

We reserve the right to:

- Take any action needed to carry out the terms of this provision;
- Exchange information with an insurance company or other party;
- Recover our excess payment from another party or reimburse another party for its excess payment; and
- Take these actions when we decide they're necessary without notifying the covered persons.

### **Credit toward deductible**

When an insured is covered under more than one expense-incurred health plan, payments made by the primary plan, payments made by the insured and payments made from a health savings account or similar fund for benefits covered under the secondary plan must be credited toward the deductible of the secondary plan. This subsection does not apply if the secondary plan is designed to supplement the primary plan.

### **Disability**

If your group coverage terminates with us while you are totally disabled, benefits for covered services directly relating to the condition causing total disability remain available to you until you are no longer disabled, you reach any contract maximums, you are discharged as an inpatient and you are no longer disabled, or six months from the termination of your group contract, whichever occurs first. If you have replacement coverage, the replacement coverage will pay as primary coverage during this time, and we will pay as secondary coverage for the covered expenses directly relating to the condition causing total disability.

Under the contract, disabled means:

- If you were employed, you are unable to work in your regular and customary occupation because of illness or injury;
- If you were not gainfully employed, you are unable to engage in most normal activities of a person of like age in good health.

Our coverage of losses during your total disability has the same limits that apply to employees or members who are not disabled.

You must notify us if you become eligible for premium free Medicare Part A. Failure to notify us could result in retroactive benefit adjustments if Medicare would have been or is the primary payor. You may choose to continue your coverage once you are eligible for premium free Medicare Part A and Medicare Part B coverage. However, your Contract will not provide Benefits that duplicate any benefits payable under Medicare Part A or, Medicare Part B. This is true even if you fail to exercise your rights to premium free Medicare Part A and Medicare Part B coverage. If you become eligible for Medicare, you may want to enroll in a Medicare Supplement Plan. Medicare Supplement plans are specifically designed to pay many of the health care costs not covered by Medicare. Because Medicare Supplement plans have limited Enrollment Periods, it is important to evaluate these plans as soon as you are eligible for Medicare.

### **Subrogation: Payments Resulting from Claim or Legal Action**

When another party may have caused or may be responsible for your injury or illness, you may be entitled to payment from a claim or legal action against that party. When we provide health care benefits for treatment of your injury or illness, we have the right to recover, from any such payment (whether by judgment, suit, compromise, settlement or otherwise) up to the total benefit we paid, on a just and equitable basis. The process of recovering these expenses is called subrogation.

We also have subrogation rights against your own insurance, including medical payments, uninsured, and underinsured motorist provisions in your auto insurance policy.

Subrogation applies whether any of the payment or settlement is allocated for medical expenses.

If the services related to your illness or injury are covered by a capitation fee, we are entitled to the reasonable cash value of the services.

By accepting coverage you agree:

- Your signed application for coverage is your authorization of our right of subrogation;
- To notify us of any event which could result in legal action, a claim against a third party, or a claim against your own insurance;
- To notify us of any payments you receive as a result of legal action, a claim against a third party, or a claim against your own insurance;
- To cooperate with us in exercising our right of subrogation by providing all information requested;
- To sign documents we deem necessary to protect our rights; and
- To do nothing to interfere with our subrogation rights.

If you do not comply with the above, you may be responsible for expenses we incur in enforcing our subrogation rights.

### **Acknowledgement of Understanding**

By accepting this policy you expressly acknowledge your understanding that this policy constitutes a benefit plan provided through your Group by agreement with Anthem, which is an independent corporation operating under a license from the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. The license permits Anthem to use the Blue Cross and Blue Shield service marks in the State of Maine, and that Anthem is not contracting as the agent of the Association.

You also acknowledge that you have not accepted this policy based upon representations by any person other than Anthem and that no person, entity, or organization other than Anthem will be held accountable or liable to you for any of Anthem's obligations created under this policy. These acknowledgements in no way create any additional obligations whatsoever on the part of Anthem other than those set forth in this policy.

**Recovery**

We have established recovery policies to determine which recoveries are to be pursued, when to incur costs and expenses and settle or compromise recovery amounts. We will not pursue recoveries for overpayments if the cost of collection exceeds the overpayment amount. We may not provide you with notice of overpayments made by us or you if the recovery method makes providing such notice administratively burdensome.

# Complaints and Appeals

## Complaints

Our Customer Service Representatives are ready to help Members resolve complaints about claims processing, benefit choices, enrollment, or health care given to you by your Provider. A Customer Service Representative may need to send your complaint to another area for response. The staff that gets the Member complaint will review and quickly give a finding to the Member on the complaint. Anthem will make a good faith effort to get all information quickly. Your Provider may ask by phone, fax or in writing for us to reconsider an adverse determination within one working day after we get the request. The review will be done by the person who made the adverse determination or by a peer if the first person cannot be on hand within one working day.

For first Utilization Review findings, Anthem will make the decision and will let the Covered Person and their Provider know the result within 2 working days after getting all needed information on a proposed hospital stay, treatment or service that calls for a review decision.

If more information is needed, a final decision will be made within thirty (30) days after the added information is received. If your complaint is not resolved to your satisfaction, you may seek help through the Appeal process outlined below. Enrollees may begin a first level Appeal at any time.

### Complaints Requiring Immediate Intervention

If you are not happy with a finding on a service, we will work with the health care provider to answer quickly to the concern. This will happen before the need for services, when possible, or within 48 hours after receiving all necessary information.

Concurrent review decisions.

Anthem will make the decision within one working day after getting all needed information.

In the case of a decision to approve a longer stay or more services, Anthem notifies the Member and the Provider rendering the service within one working day. The written notice will include the number of added days or next review date, the new total number of days or services approved, and the date of admission or initiation of services.

In the case of an adverse determination, Anthem notifies the Member and the Provider rendering the service within one working day. The service will continue without liability to the Member until the Member has been told of the finding.

Expedited Appeals.

Anthem has a written process for the expedited review of an adverse determination involving a situation where the time frame of the standard review procedures would seriously threaten the life or health of a Member or would risk the Member's ability to get back maximum function. An expedited appeal will be available to, and may be requested by, the Member or the Provider acting for the Member.

Expedited appeals will be reviewed by a clinical peer or peers. The clinical peer/s will not have been part of the first adverse determination.

Anthem will provide expedited review to all requests for a hospital stay, availability of care, continued stay or health care service for a Member who has received emergency services but has not been discharged from a facility.

In an expedited review, all needed information, including Anthem finding, will be shared between Anthem and the Member or the Provider acting for the covered person by telephone, facsimile, electronic means or the quickest method available.

In an expedited review, Anthem will make a decision and notify the Member and the Provider acting for the Member by phone as quickly as the Member's medical condition requires, but not more than 72 hours after the review is begun. If the expedited review is a concurrent review decision of emergency services or of an initially authorized hospital stay or course of treatment, the service will be continued without liability to the Member until the Member has been notified of the finding.

If the first notice was not in writing, Anthem will confirm its finding about the expedited review in writing within 2 working days of providing notice of that finding.

## Appeals

### Level One Appeal Process

You or your authorized representative, if not satisfied with the first decision or the finding on a complaint, may Appeal the decision to the Anthem Appeals Department. An Appeal may be done orally or in writing and must include specific reasons why you or your representative do not agree with the finding. Appeal of a finding must be sent to within one-hundred-eighty (180) calendar days of the date the finding was made, unless there are special circumstances. We have the right to review the reason for the delay and find out whether they warrant acceptance of the Level One Appeal past the 180-day time frame.

On Appeal, the file will be reviewed. Appeals will be reviewed by an appropriate peer or peers who have not been involved with a prior finding. More information may be submitted by or for the Member, any treating physician, or Anthem. A finding will be made within thirty (30) days after we receive the request for an Appeal.

The decision will include:

- The names, titles and information that qualifies the person or persons evaluating the appeal;
- A statement of the reviewers' understanding of the reason for the Covered Person's request for an Appeal;
- The reviewers' finding in clear terms and the reason in enough detail for the Covered Person to respond to the health carrier's finding;
- A reference to the evidence or information used as the basis for the finding, including the clinical review materials used to make the decision. The finding shall include instructions for requesting copies of any referenced evidence, documents or clinical review information not already provided to the Member. Where a Member had already sent in a written request for the review criteria used by Anthem in giving its first Adverse Determination, the finding shall include copies of any additional clinical review criteria used in arriving at the decision.
- The notice must advise of any additional appeal rights, and the process and time limit for exercising those rights. Notice of external review rights must be provided to the Enrollee and a description of the process for sending in a written request for second level grievance review.

When the finding is made, if the Member, or Member representative, does not agree with the finding, they may submit a voluntary second level Appeal to Anthem, request an external review, file a complaint with the Bureau of Insurance and/or bring legal action against Anthem. The Superintendent of Insurance may be contacted toll-free at **1-800-300-5000**.

**If you choose to request a voluntary second level Appeal, you may meet with the review panel in person, or at Anthem's expense by conference call, video conferencing or other appropriate technology to present your concerns with our adverse determination.**

**On a Level Two Appeal**, the entire record will be reviewed.

Appeals of a clinical nature will be reviewed by an appropriate peer or peers who have not been involved with the prior finding. Additional information may be sent in by or for the Member, any treating Physician, or Anthem BCBS. You or your representative may meet with the review panel. If you do not request to meet in person, the decision for second level grievance reviews will be made within 30 calendar days. If you do request to appear in person, the review will be done within forty-five (45) days after we receive the Member's Level Two Appeal. A written decision will be sent to the Member within five (5) working days of the review. Once a final decision has been made by the Second Level Appeal panel, the Member may then ask for an external review, file a complaint with the Bureau of Insurance and/or bring legal action against Anthem BCBS.

In any Appeal under this procedure in which a professional medical opinion about a health condition is an issue, you may have the right to an independent second opinion, of a provider of the same specialty, paid for by the plan.

Upon the request of a Member, Anthem shall provide to the Member all information that was used for that finding that is not confidential or privileged.

A Member has the right to:

- Attend the second level review;
- State his or her case to the review panel;
- Submit added material both before and at the review meeting;
- Ask questions of any employee in the meeting; and
- Be assisted or represented by a person of his or her choice.

## **External Review Process**

Your representative is a person who has your written consent to represent you in an external review; a person authorized by law to give consent to request an external review for you; or a family member or your treating physician when you are unable to provide consent to request an external review.

If you, or your representative, do not agree with the outcome of the Level One or Voluntary Level Two Appeal on an Adverse Health Care Treatment Decision by Anthem, you may make a written request for external review to the Bureau of Insurance. A health care treatment decision means a decision regarding diagnosis, care, or treatment when medical services are provided by a health plan, and involves issues of medical necessity, preexisting condition findings and findings regarding experimental or investigational services. An adverse health care treatment decision is a decision made by us or on our behalf denying payment. The request must be made within 12 months of the date the Member has received the final adverse health care treatment decision of the Level One or Voluntary Level Two Appeal panel.

You or your representative may not request an external review until you have completed Level One of the internal Appeals process unless:

- Anthem BCBS did not make a decision on an Appeal within the time period required or has failed to follow all the requirements of the appeal process as state and federal law require, or the Member has asked for an expedited external review at the same time as applying for an expedited internal appeal;
- Anthem BCBS and you both agree to bypass the internal Appeals process;
- The life or health of the Member is at risk;
- The Member has died; or
- The adverse health care treatment decision to be reviewed concerns an admission, availability of care, a continued stay or health care services when the claimant has received emergency services but has not been discharged from the facility that provided the emergency services.

The Bureau of Insurance will oversee the external review process. Except as stated below, a written finding must be made by the independent review organization within thirty (30) days after receipt of a completed request for external review from the Bureau of Insurance.

**Expedited External Review. An external review finding must be made as quickly as a Member's medical condition requires but no more than 72 hours after the completed request for external review is received if the 30-day time frame above would risk the life or health of the Member or would put the Member's ability to get back maximum function at risk.**

An external review finding is binding on Anthem. You, or your representative, may not file a request for a second external review involving the same adverse health care treatment decision for which you have already received an external review decision.

### **Legal Action Against Anthem BCBS**

No legal action may be brought against Anthem BCBS until the member or the member's authorized representative has exhausted the complaint and appeals process outlined above. Any action must be initiated within three (3) years from the earlier of:

- The date of issuance of the written external review decision; or
- The date of issuance of the underlying adverse Level One Appeal decision or the Level One grievance determination notice.





## Section Seven

### Definitions

This section explains the meaning of some of the words in Certificate. Other words may be defined in the text.

**Accident Care** Treatment of an accidental bodily injury sustained by the Member that is the direct cause of the condition for which Benefits are provided and that occurs while the insurance is in force.

**Affidavit of Domestic Partnership** A statement signed by the subscriber and domestic partner and duly notarized, which attests to shared financial obligations, shared primary residence, and mutual responsibility for the welfare of the subscriber and domestic partner.

**Ambulatory Surgical Facility** A facility that meets both of the following requirements:

- Licensed as an ambulatory surgery center, or is Medicare certified; and
- Meets our standards for participation.

**Amendment** An addition, change, correction, or revision to the terms and conditions of this contract.

**Annual Out-of-Pocket Limits** The limits on the deductible and coinsurance you pay each year. Separate out-of-pocket limits apply to the Primary Care Physician Benefit Level and the Self-Referred Benefit Level. After you meet an annual out-of-pocket limit, you pay no further deductible or coinsurance for most services under that benefit level.

**Annual Review Date** The date set by us and your group on which the contract renews each year.

**Appeal** A request for a review of our initial decision, a decision on a registered complaint, or determination of medical necessity.

**Applied Behavior Analysis** The design, implementation and evaluation of environmental modifications using behavioral stimuli and consequences to produce socially significant improvement in human behavior, including the use of direct observation, measurement and functional analysis of the relations between environment and behavior.

**Autism Spectrum Disorder** Any of the pervasive developmental disorders as defined by the Diagnostic and Statistical Manual of Mental Disorders, 4<sup>th</sup> edition, published by the American Psychiatric Association, including autistic disorder, Asperger's disorder and pervasive developmental disorder not otherwise specified.

**Benefits** Payments we make on your behalf under this contract.

**Calendar Year** The period starting on the effective date of your coverage and ending on December 31 of that year or the date your coverage ends, whichever occurs first. Each succeeding calendar year starts on January 1 and ends on December 31 of that year or the date your coverage ends, whichever occurs first.

**Certificate** The document that specifies the health care benefits available to members under this contract.

**Chiropractor** A person who is licensed to perform chiropractic services, including manipulation of the spine.

**Coinsurance** The percentage paid toward the cost of some covered services.

**Community Mental Health Center** An institution that meets both of the following requirements:

- Licensed as a comprehensive level community mental health center; and
- Meets our standards for participation.

**Contract** This Certificate, any amendments, riders, or attached papers; the Group Agreement; your application; and the Schedule of Benefits.

**Contract Holder** The employer, association, or trust that applies for and accepts this coverage on behalf of its members.

**Copayment** A fixed dollar amount or percentage required to be paid by each member for certain covered services under this contract. Please refer to your Schedule of Benefits for specific information.

**Cosmetic Services** Medical/surgical procedures or services intended solely to change or improve appearance or to treat emotional, psychiatric, or psychological conditions.

**Covered Service** Services, supplies or treatment as described in this Certificate. To be a covered service the service, supply or treatment must be:

- a. Medically necessary or otherwise specifically included as a benefit under this Certificate.
- b. Within the scope of the license of the professional performing the service.
- c. Rendered while coverage under this Certificate is in force.
- d. Not experimental or investigational or otherwise excluded or limited by this Certificate, or by any amendment or rider thereto.
- e. Authorized in advance by us if such preauthorization is required in this Certificate.

**Creditable Coverage (Prior Coverage)** Coverage under an individual or group contract or policy that was in effect within 3 months before you were eligible for coverage under this Contract if you apply when initially eligible, or within 3 months of your effective date if you apply as a Late Enrollee. Creditable coverage includes Group or individual health insurance, Medicare, Medicaid, CHAMPUS, Indian Health Care Improvement Act, state health benefit risk pool, federal employees health benefit plan, qualified public health plan, the Peace Corps health benefit plan, S-CHIP, or a qualified foreign health plan. In calculating the period of Creditable Coverage, all periods of coverage under all types of Creditable Coverage are added together unless there is a consecutive 90-day or longer break in the time period the individual has Creditable Coverage.

**Custodial Care** Care primarily for the purpose of assisting you in the activities of daily living or in meeting personal rather than medical needs, and which is not specific treatment for an illness or injury. It is care which cannot be expected to substantially improve a medical condition and has minimal therapeutic value. Such care includes, but is not limited to:

- Assistance with walking, bathing, or dressing;
- Transfer or positioning in bed;
- Administering normally self-administered medicine;
- Meal preparation;
- Feeding by utensil, tube, or gastrostomy;
- Oral hygiene;
- Ordinary skin and nail care;

- Catheter care;
- Suctioning;
- Using the toilet;
- Enemas; and
- Preparation of special diets and supervision over medical equipment or exercises or over self-administration of oral medications not requiring constant attention of trained medical personnel.

Care can be custodial whether or not it is recommended or performed by a professional and whether or not it is performed in a facility (e.g. hospital or skilled nursing facility) or at home.

**Day Treatment Patient** A patient receiving mental health or substance abuse care on an individual or group basis for more than two hours but less than 24 hours per day in either a hospital, rural mental health center, substance abuse treatment facility, or community health center. This type of care is also called partial hospitalization.

**Deductible** The amount you may be required to pay each year toward the Maximum Allowed Amount for certain covered services before this contract provides benefits.

**Dental Service** Items and services provided in connection with the care, treatment, filling, removal, or replacement of teeth or structures directly supporting the teeth. Structures directly supporting the teeth include: the periodontium, which includes the gingiva, dentogingival junction, cementum (the outer surface of a tooth root), alveolar process (the lamina dura, or tooth socket, and supporting bone), and the periodontal membrane (the connective tissue between the cementum and the alveolar process).

**Dependent** The eligible subscriber's lawful spouse, domestic partner, children up to 26 (including biological children, adopted children or children placed for adoption, the Subscriber's grandchildren provided they are living with the subscriber in a parent-child relationship and are primarily supported by the Subscriber, stepchildren, legally placed foster children who live with the Subscriber or children for which the Subscriber is a legal guardian). Coverage may continue for dependent children beyond age 26 if they are mentally or physically disabled. The disability must have begun before the child's 26<sup>th</sup> birthday, and the child must have been covered by us on and continuously since his or her 26<sup>th</sup> birthday.

Please see the "Eligibility, Termination and Continuation of Coverage" section for additional information.

**Diagnostic Service** A service performed to diagnose specific signs or symptoms of an illness or injury, such as: x-ray exams (other than teeth), laboratory tests, cardiographic tests, pathology services, radioisotope scanning, ultrasonic scanning, and certain other methods of diagnosing medical problems.

**Discount** Favorable rates or discounts we have negotiated with hospitals and other providers. Members benefit from these rates or discounts since they are applied prior to calculating your share of costs. Discounted charges reduce the expenses paid by us which helps to lower the contract costs.

**Domestic Partner** A person of the same or opposite sex as the subscriber, neither of whom is married to another person, who can demonstrate shared financial obligations, shared primary residence, and shared responsibility for the welfare of the subscriber.

**Domiciliary Care** Care provided in a residential institution, treatment center, halfway house, or school because a member's own home arrangements are not available or are unsuitable, and consisting chiefly of room and board, even if therapy is included.

**Durable Medical Equipment** Equipment that meets all of the following criteria:

- Can withstand repeated use;
- Is used only to serve a medical purpose;
- Is appropriate for use in the patient's home;
- Is not useful in the absence of illness, injury, or disease; and
- Is prescribed by a physician.

Durable medical equipment does not include fixtures installed in your home or installed on your real estate.

**Early Intervention Services** Services provided by licensed occupational therapists, physical therapists, speech-language pathologists or clinical social workers working with children from birth to 36 months of age with an identified developmental disability or delay as described in the federal Individuals with Disabilities Education Act.

**Effective Date** The first day of coverage with Anthem Blue Cross and Blue Shield

**Emergency Medical Condition** A physical or mental condition, manifesting itself by acute symptoms of sufficient severity such that the absence of immediate medical attention could reasonably be expected to result in:

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

With respect to a pregnant woman who is having contractions:

- That there is inadequate time to safely transfer to another hospital before delivery; or
- That transfer may pose a threat to the health or safety of the woman or unborn child.

**Emergency Service** Health care services that are provided in an emergency facility or setting after the onset of an illness or medical condition that manifests itself by symptoms of sufficient severity, that the absence of immediate medical attention could reasonably be expected by the prudent lay person, who possesses an average knowledge of health and medicine, to result in:

- Placing the member's physical and/or mental health in serious jeopardy;
- Serious impairment to body functions; or
- Serious dysfunction of any body organ or part.

Examples of illnesses or conditions that may require emergency services include, but are not limited to: heart attack, stroke or severe hypertensive reaction, coma, blood or food poisoning, severe bleeding, shock, obstruction (airway, gastrointestinal or urinary tract), and allergic or acute reactions to drugs.

**Enrollment Date** The first day of coverage or, if there is a waiting period, the first day of the waiting period.

**Enrollment Period** The period following your initial eligibility for enrollment.

**Experimental or Investigational** Any drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service, or supply used in or directly related to the diagnosis, evaluation, or treatment of a disease, injury, illness, or other health condition which Anthem BCBS determines to be experimental or investigational.

Anthem BCBS will deem any drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service, or supply to be experimental or investigational if it determines that one or more of the following criteria apply when the service is rendered with respect to the use for which benefits are sought.

- (a) The drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service, or supply:
  - (i) Cannot be legally marketed in the United States without the final approval of the Food and Drug Administration (“FDA”) or any other state or federal regulatory agency and such final approval has not been granted; or
  - (ii) Has been determined by the FDA to be contraindicated for the specific use; or
  - (iii) Is provided as part of a clinical research protocol or clinical trial or is provided in any other manner that is intended to evaluate the safety, toxicity, or efficacy of the drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service, or supply, unless otherwise required by law; or
  - (iv) Is subject to review and approval of an Institutional Review Board (IRB) or other body serving a similar function; or
  - (v) Is provided pursuant to informed consent documents that describe the drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service, or supply as experimental or investigational or otherwise indicate that the safety, toxicity, or efficacy of the drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service, or supply is under evaluation.
- (b) Any service not deemed experimental or investigational based on the criteria in subsection (a) may still be deemed to be experimental or investigational by Anthem BCBS. In determining whether a service is experimental or investigational, Anthem BCBS will consider the information described in subsection (c) and assess the following:
  - (i) Whether the scientific evidence is conclusory concerning the effect of the service on health outcomes;
  - (ii) Whether the evidence demonstrates the service improves the net health outcomes of the total population for whom the service might be proposed by producing beneficial effects that outweigh any harmful effects;
  - (iii) Whether the evidence demonstrates the service has been shown to be as beneficial for the total population for whom the service might be proposed as any established alternatives; and
  - (iv) Whether the evidence demonstrates the service has been shown to improve the net health outcomes of the total population for whom the service might be proposed under the usual conditions of medical practice outside clinical investigatory settings.
- (c) The information considered or evaluated by Anthem BCBS to determine whether a drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service, or supply is experimental or investigational under subsections (a) and (b) may include one or more items from the following list which is not all inclusive:
  - (i) Published authoritative, peer-reviewed medical or scientific literature, or the absence thereof;  
or

- (ii) Evaluations of national medical associations, consensus panels, and other technology evaluation bodies; or
  - (iii) Documents issued by and/or filed with the FDA or other federal, state or local agency with the authority to approve, regulate, or investigate the use of the drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service, or supply; or
  - (iv) Documents of an IRB or other similar body performing substantially the same function; or
  - (v) Consent document(s) used by the treating physicians, other medical professionals, or facilities or by other treating physicians, other medical professionals or facilities studying substantially the same drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service, or supply; or
  - (vi) The written protocol(s) used by the treating physicians, other medical professionals, or facilities or by other treating physicians, other medical professionals or facilities studying substantially the same drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service, or supply; or
  - (vii) Medical records; or
  - (viii) The opinions of consulting providers and other experts in the field.
- (d) Anthem BCBS identifies and weighs all information and determines all questions pertaining to whether a drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service, or supply is experimental or investigational.

**Family Planning Agency** An agency that meets both of the following requirements:

- Is a delegated family planning agency under Title X of the Public Health Service Act and is in good standing with all applicable state and federal regulatory bodies; and
- Meets our standards for participation.

**Freestanding Imaging Center** An institution that meets both of the following requirements:

- Licensed (where available) as a freestanding imaging center, freestanding diagnostic center, or freestanding radiology center; and
- Meets our standards for participation.

**Freestanding Surgical Facility** An institution that meets all of the following requirements:

- Has a medical staff of physicians, nurses and licensed anesthesiologists;
- Maintains at least two operating rooms and one recovery room, as well as diagnostic laboratory and x-ray facilities;
- Has equipment for emergency care;
- Has a blood supply;
- Maintains medical records;
- Has agreements with hospitals for immediate acceptance of patients who need hospital confinement on an inpatient basis;
- Is licensed in accordance with the law of the appropriate legally authorized agency; and
- Meets our standards for participation.

**Grace Period** The 31 days that begin with and follow the due date of an unpaid premium charge.

**Group** The employer, association, or trust that applies for and accepts this coverage on behalf of its members.

**Home Health Agency** An institution that meets both of the following requirements:

- Licensed as a home health agency; and
- Meets our standards for participation.

**Hospice** A facility that meets both of the following requirements:

- Licensed as a hospice; and
- Meets our standards for participation.

**Hospice Care** Services that furnish pain relief, symptom management, and support to terminally ill patients and their families.

**Hospital** An institution that is duly licensed by the state of Maine as an acute care, rehabilitation or psychiatric hospital and is certified to participate in the Medicare program under Title XVIII of the Social Security Act.

**Inborn Error of Metabolism** A genetically determined biochemical disorder in which a specific enzyme defect produces a metabolic block that may have pathogenic consequences at birth or later in life.

**Independent Laboratory** An institution that meets both of the following requirements:

- Licensed as an independent medical laboratory; and
- Meets our standards for participation.

**Infertility** The inability to conceive a pregnancy after a year or more of regular sexual relations without contraception or the presence of a demonstrated condition recognized as a cause of infertility by the American College of Obstetrics and Gynecology, the American Urologic Association, or other appropriate independent professional associations.

**Inpatient** A registered bed patient who occupies a bed in a hospital, skilled nursing facility, or residential treatment facility. A patient who is kept overnight in a hospital solely for observation is not considered a registered inpatient. This is true even though the patient uses a bed. In this case, the patient is considered an outpatient.

**Inpatient Stay** One period of continuous, inpatient confinement. An inpatient stay ends when you are discharged from the facility in which you were originally confined. However, a transfer from one acute care hospital to another acute care hospital as an inpatient when medically necessary is part of the same stay.

**Late Enrollee** A subscriber or a dependent family member who requests enrollment under the contract holder's group health plan following the initial enrollment period provided under the terms of the plan; or a subscriber or dependent family member who enrolls after 60 days following any of the qualifying life events described in the "Eligibility, Termination, and Continuation of Coverage" section of this contract. A late enrollee may only submit an application during the annual late enrollee enrollment period and coverage may include pre-existing condition exclusions for up to 12 months.

**Maintenance Therapy** Any treatment, service, or therapy that preserves the member's level of function and prevents regression of that function. Maintenance therapy begins when therapeutic goals of a treatment plan have been achieved or when no further functional progress is apparent or expected to occur.

**Maintenance Prescription Drug** A Prescription Drug that is used on a continuing basis for the treatment of a chronic illness, such as heart disease, high blood pressure, arthritis and/or diabetes.

**Maximum Allowed Amount** The maximum amount that we will allow for Covered Services you receive. For more information, see the “Benefit Determinations, Payments and Appeals” section.

**Medicaid** Title XIX of the United States Social Security Act, Grants to States for Medical Assistance Programs.

**Medically Necessary Health Care** Health care services or products provided to a member for the purpose of preventing, diagnosing or treating an illness, injury or disease or the symptoms of an illness, injury or disease in a manner that is:

- Consistent with generally accepted standards of medical practice;
- Clinically appropriate in terms of type, frequency, extent, site and duration;
- Demonstrated through scientific evidence to be effective in improving health outcomes;
- Representative of “best practices” in the medical profession; and
- Not primarily for the convenience of the member or physician or other health care practitioner.

**Medicare** The Health Insurance for the Aged Act, Title XVIII of the Social Security Amendments of 1965 as then constituted or later amended.

**Member** The subscriber and all family members who are eligible for coverage and who we accept for coverage under this contract.

**Mental Health Service** A service to treat any disorder that affects the mind or behavior regardless of origin.

**Morbid Obesity** A condition of persistent and uncontrolled weight gain existing for a minimum of five consecutive years that constitutes a present or potential threat to life. This is characterized by weight that is at least 100 pounds over or twice the weight for frame, age, height, and sex in the most recently published Metropolitan Life Insurance table.

**Network Pharmacy** Any Pharmacy, located within the United States, acceptable as a Participating Pharmacy by Anthem to provide Covered Drugs to Members under the terms and conditions of this Certificate. Also referred to as “Participating Pharmacy”.

**Network Providers** Health care providers that have a written agreement with Anthem BCBS to furnish health care services under this contract. Also referred to as participating providers.

**Non-Network Pharmacy** Any appropriately licensed Pharmacy, located within the United States that is not a Participating Pharmacy under the terms and conditions of this Certificate. Also referred to as “Non-Participating Pharmacy”.

**Non-Network Providers** Health care providers that do not have a written agreement with Anthem BCBS to furnish health care services under this contract. Also referred to as non-participating providers. Providers who have not contracted or affiliated with our designated Subcontractor(s) for the services they perform under this plan are also considered non-network providers.



**Orthognathic Surgery** A branch of oral surgery dealing with the cause and surgical treatment of malposition of the bones of the jaw and occasionally other facial bones.

**Orthotic Device** A device that restricts, eliminates, or redirects motion of a weak or diseased body part.

**Our** See definition of “We, Us, or Our.”

**Outpatient** A patient who receives services at a provider and who is not a registered inpatient or a day treatment patient. A patient who is kept overnight in a hospital solely for observation is considered an outpatient. This is true even though the patient uses a bed.

**Pharmacy** Any retail establishment operating under a license and in which a registered pharmacist dispenses prescription drugs.

**Pharmacy and Therapeutics Committee** Anthem’s national committee made up of physicians and other experts in medicine and pharmacy.

**Physician** See definition of “Provider.”

**Pre-existing Condition** The existence of a condition, whether physical or mental, regardless of the cause of the condition, for which medical advice, diagnosis, care, or treatment was recommended or received from a licensed individual, as defined by the state of Maine, during the six months immediately preceding the enrollment date.

**Prescription Drugs** A narcotic or medicine approved by the federal Food and Drug Administration (FDA) for use outside of a hospital dispensed under a physician’s written order. Prescription drugs are: required by state law to be dispensed only with a prescription; required by law to display the notice, “Caution: Federal law prohibits dispensing without a prescription”; or any other drug we may approve through our drug approval process.

**Primary Care Physician (PCP)** A physician, qualified Certified Nurse Practitioner, or other qualified professional, as required by law, within the network whom the member has designated as his or her primary care physician, and who is normally engaged in one of the following categories of practice: family practice, internal medicine, pediatrics, or obstetrics/gynecology.

**Primary Care Physician (PCP) Benefit Level** The higher level of benefits available under this contract.

**Prostheses** Prostheses are appliances that replace all or part of a body organ (including contiguous tissue) or replace all or a part of the function of a permanently inoperative, absent, or malfunctioning body part.

**Provider** A licensed health care institution, facility, agency, or an independently billing, licensed health care specialist acting within the scope of his or her license. Only the following providers are eligible for payment under this contract:

- Acute-care Hospitals
- Skilled Nursing Facilities
- Rural Health Centers
- Home Health Agencies
- Ambulatory Surgery Centers
- Hospices

- Community Mental Health Centers
- Substance Abuse Treatment Facilities
- Licensed Pharmacies
- Acute Care Psychiatric and Rehabilitation Hospitals
- Independent Laboratories
- Freestanding Imaging Centers
- Family Planning Agencies
- Durable Medical Equipment Providers
- Home Infusion Providers
- Other Providers that have written contracts with us
- Other providers, as required by law

#### Physicians

- Doctor of Medicine
- Doctor of Osteopathy

#### Other Professionals

- Doctor of Optometry
- Doctor of Chiropractic
- Doctor of Podiatry
- Doctor of Dentistry
- Doctor of Psychology
- Licensed Audiologist
- Licensed Psychiatric Nurse Specialist
- Licensed Clinical Social Worker
- Licensed Clinical Professional Counselor
- Licensed Marriage and Family Therapist
- Licensed Pastoral Counselor
- Physical Therapist
- Occupational Therapist
- Speech Therapist
- Registered Nurse
- Licensed Practical Nurse
- Certified Nurse Midwife
- Ambulance Services
- Acupuncturist
- Other professionals that have written participating agreements with us
- Other professionals as required by law

**Radiation Therapy** The use of high energy penetrating rays to treat an illness or disease.

**Reconstructive Procedures** Procedures performed on structures of the body to improve or restore bodily function or to correct deformity when there is functional impairment resulting from disease, trauma, previous therapeutic process, or congenital or developmental anomalies.

**Referral** Authorization given by your PCP for you to see any other professional. A referral is required for most non-emergency care; however, a referral does not guarantee or imply coverage for those services or procedures.

**Referral Service** Any covered service that cannot be performed by your PCP and for which your PCP has given you a referral to any other professional. However, a referral does not guarantee or imply coverage for those services or procedures.

**Rural Health Center** An institution that meets both of the following requirements:

- Certified by the Department of Human Services under the United States Rural Health Clinic Services Act; and
- Meets our standards for participation.

**Self-Referral (or Self-Referred)** Your choice to receive covered services not authorized or provided by your primary care physician.

**Self-Referred Benefit Level** The lower level of benefits available under this contract.

**Service Area** For primary care, the geographic area represented by 30 minutes travel time by automobile from your place of residence or employment. For specialty care and hospital services, the geographic area represented by 60 minutes travel time by automobile from your place of residence or employment.

**Sitter/Companion** A person who provides short-term supervision of hospice patients during the temporary absence of family members.

**Skilled Nursing Facility (SNF)** An institution that meets all of the following requirements:

- Licensed as a skilled nursing facility;
- Accredited in whole or in a specific part as a skilled nursing facility for the treatment and care of inpatients;
- Engaged mainly in providing skilled nursing care under the supervision of a physician in addition to providing room and board;
- Provides 24-hour-per-day nursing care by or under the supervision of a registered nurse (RN);
- Maintains a daily medical record for each patient;
- Is a freestanding unit or a designated unit of another licensed health care facility; and
- Meets our standards for participation.

**Specialist Service** A service by a professional practicing in specialty areas such as cardiology, neurology, surgery, and other specialties.

**Subcontractor** An organization or entity that provides particular services in specialized areas of expertise. Examples of subcontractor specialized areas of expertise include, but are not limited to, prescription drugs, mental health and substance abuse services. Such subcontracted organizations or entities may make benefit determinations and/or perform administrative, claims paying, or customer service duties on our behalf.

**Subscriber** The person who applied for coverage under this contract and whose application and payment of required premium charges we have accepted.

**Premium Charge** The rates established by us as consideration for benefits offered in this contract.

**Substance Abuse** The misuse, excessive use, or improper use of alcohol or drugs to the extent that such use contributes to physical, mental, or social dysfunction, regardless of origin.

**Substance Abuse Treatment Facility** A residential or nonresidential institution that meets all of the following requirements:

- Licensed or certified as a substance abuse treatment facility;
- Provides care to one or more patients for alcoholism and/or drug dependency;

- Is a freestanding unit or a designated unit of another licensed health care facility; and
- Meets our standards for participation.

**Surgical Assistant** A physician (Doctor of Medicine or Osteopathy) or dentist (Doctor of Dental Medicine or Dental Surgery), or other qualified professionals as permitted by law and recognized by us who actively assists the operating surgeon in performing a covered surgical service.

**Surgical Service** A service performed by a professional acting within the scope of his or her license that is:

- A generally accepted operative and cutting procedure;
- An endoscopic examination or other invasive procedure using specialized instruments; or
- The correction of fractures and dislocations.

**Telemedicine** The use of interactive audio, video, or other electronic media for the purpose of diagnosis, consultation, or treatment. Telemedicine does not include the use of audio-only telephone, facsimile machine, or e-mail.

**Terminal Illness** A terminal illness exists if a person becomes ill with a prognosis of 12 months or less to live, as diagnosed by a physician.

**Tier Listing** The list of pharmaceutical products, developed in consultation with Physicians and pharmacists, approved for their quality and cost effectiveness.

**Treatment of Autism Spectrum Disorders** The following types of care prescribed, provided or ordered for an individual diagnosed with an autism spectrum disorder:

- (1) Habilitative or rehabilitative services, including applied behavior analysis or other professional or counseling services necessary to develop, maintain and restore the functioning of an individual to the extent possible. To be eligible for coverage, applied behavior analysis must be provided by a person professionally certified by a national board of behavior analysts or performed under the supervision of a person professionally certified by a national board of behavior analysts;
- (2) Counseling services provided by a licensed psychiatrist, psychologist, clinical professional counselor or clinical social worker; and
- (3) Therapy services provided by a licensed or certified speech therapist, occupational therapist or physical therapist.

**Us** See definition of “We, Us, or Our.”

**Utilization Management** The process we use to determine the medical necessity, appropriateness, efficacy or efficiency of health care services. Techniques include inpatient admission review, continued inpatient stay review, discharge planning, post admission review and case management.

**Waiting Period** The period required by your group or us before enrollment in this group health plan is allowed.

**We, Us, or Our** Anthem Blue Cross and Blue Shield and its designated affiliates.

**You or Your** The retiree and all dependents whom we accept for coverage under this contract.

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