UNITEDHEALTHCARE INSURANCE COMPANY

STUDENT INJURY AND SICKNESS INSURANCE PLAN

CERTIFICATE OF COVERAGE
Designed Especially for the International Students of

Global Launch at Arizona State University

2018-2019

This Certificate of Coverage is Part of Policy # 2018-202979-4

This Certificate of Coverage (“Certificate”) is part of the contract between UnitedHealthcare Insurance Company (hereinafter referred to as the “Company”) and the Policyholder.

Please keep this Certificate as an explanation of the benefits available to the Insured Person under the contract between the Company and the Policyholder. This Certificate is not a contract between the Insured Person and the Company. Amendments or endorsements may be delivered with the Certificate or added thereafter. The Master Policy is on file with the Policyholder and contains all of the provisions, limitations, exclusions, and qualifications of your insurance benefits, some of which may not be included in this Certificate. The Master Policy is the contract and will govern and control the payment of benefits.

READ THIS ENTIRE CERTIFICATE CAREFULLY. IT DESCRIBES THE BENEFITS AVAILABLE UNDER THE POLICY. IT IS THE INSURED PERSON'S RESPONSIBILITY TO UNDERSTAND THE TERMS AND CONDITIONS IN THIS CERTIFICATE.
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>1</td>
</tr>
<tr>
<td>Section 1: Who Is Covered</td>
<td>1</td>
</tr>
<tr>
<td>Section 2: Effective and Termination Dates</td>
<td>2</td>
</tr>
<tr>
<td>Section 3: Extension of Benefits after Termination</td>
<td>2</td>
</tr>
<tr>
<td>Section 4: Pre-Admission Notification</td>
<td>2</td>
</tr>
<tr>
<td>Section 5: Preferred Provider Information</td>
<td>3</td>
</tr>
<tr>
<td>Section 6: Medical Expense Benefits – Injury and Sickness</td>
<td>3</td>
</tr>
<tr>
<td>Section 7: Mandated Benefits</td>
<td>12</td>
</tr>
<tr>
<td>Section 8: Coordination of Benefits Provision</td>
<td>16</td>
</tr>
<tr>
<td>Section 9: Accidental Death and Dismemberment Benefits</td>
<td>19</td>
</tr>
<tr>
<td>Section 10: Definitions</td>
<td>20</td>
</tr>
<tr>
<td>Section 11: Exclusions and Limitations</td>
<td>24</td>
</tr>
<tr>
<td>Section 12: How to File a Claim for Injury and Sickness Benefits</td>
<td>26</td>
</tr>
<tr>
<td>Section 13: General Provisions</td>
<td>26</td>
</tr>
<tr>
<td>Section 14: Online Access to Account Information</td>
<td>27</td>
</tr>
<tr>
<td>Section 15: ID Cards</td>
<td>28</td>
</tr>
<tr>
<td>Section 16: UHCSR Mobile App</td>
<td>28</td>
</tr>
<tr>
<td>Section 17: Important Company Contact Information</td>
<td>28</td>
</tr>
</tbody>
</table>

**Additional Policy Documents**
- Schedule of Benefits: Attachment
- Pediatric Dental Services Benefits: Attachment
- Pediatric Vision Services Benefits: Attachment
- UnitedHealthcare Pharmacy (UHCP) Prescription Drug Benefits: Attachment
- Assistance and Evacuation Benefits: Attachment
- Arizona Appeals Packet: Attachment
Welcome to the UnitedHealthcare Student Resources Student Injury and Sickness Insurance Plan. This plan is underwritten by UnitedHealthcare Insurance Company ("the Company").

The school (referred to as the “Policyholder”) has purchased a Policy from the Company. The Company will provide the benefits described in this Certificate to Insured Persons, as defined in the Definitions section of this Certificate. This Certificate is not a contract between the Insured Person and the Company. Keep this Certificate with other important papers so that it is available for future reference.

This plan is a preferred provider organization or “PPO” plan. It provides a higher level of coverage when Covered Medical Expenses are received from healthcare providers who are part of the plan’s network of “Preferred Providers.” The plan also provides coverage when Covered Medical Expenses are obtained from healthcare providers who are not Preferred Providers, known as “Out-of-Network Providers.” However, a lower level of coverage may be provided when care is received from Out-of-Network Providers and the Insured Person may be responsible for paying a greater portion of the cost.

To receive the highest level of benefits from the plan, the Insured Person should obtain covered services from Preferred Providers whenever possible. The easiest way to locate Preferred Providers is through the plan’s web site at www.uhcsr.com. The web site will allow the Insured to easily search for providers by specialty and location.

The Insured may also call the Customer Service Department at 1-800-767-0700, toll free, for assistance in finding a Preferred Provider.

Please feel free to call the Customer Service Department with any questions about the plan. The telephone number is 1-800-767-0700. The Insured can also write to the Company at:

UnitedHealthcare StudentResources
P.O. Box 809025
Dallas, TX 75380-9025

Section 1: Who Is Covered

The Master Policy covers students and their eligible Dependents who have met the Policy’s eligibility requirements (as shown below) and who:

1. Are properly enrolled in the plan, and
2. Pay the required premium.

All International students enrolled in Global Launch programs are automatically enrolled in this insurance plan at registration, unless proof of comparable coverage is furnished.

Eligible students who do enroll may also insure their Dependents. Eligible Dependents are the student’s legal spouse and dependent children under 26 years of age.

The student (Named Insured, as defined in this Certificate) must actively attend classes for at least the first 31 days after the date for which coverage is purchased. Home study, correspondence, and online courses do not fulfill the eligibility requirements that the student actively attend classes. The Company maintains its right to investigate eligibility or student status and attendance records to verify that the Policy eligibility requirements have been met. If and whenever the Company discovers that the Policy eligibility requirements have not been met, its only obligation is refund of premium.
The eligibility date for Dependents of the Named Insured shall be determined in accordance with the following:

1. If a Named Insured has Dependents on the date he or she is eligible for insurance.
2. If a Named Insured acquires a Dependent after the Effective Date, such Dependent becomes eligible:
   a. On the date the Named Insured acquires a legal spouse.
   b. On the date the Named Insured acquires a dependent child who is within the limits of a dependent child set forth in the Definitions section of this Certificate.

Dependent eligibility expires concurrently with that of the Named Insured.

**Section 2: Effective and Termination Dates**

The Master Policy on file at the school becomes effective at 12:01 a.m., July 29, 2018. The Insured Person’s coverage becomes effective on the first day of the period for which premium is paid or the date the enrollment form and full premium are received by the Company (or its authorized representative), whichever is later.

The Master Policy terminates at 11:59 p.m., July 30, 2019. The Insured Person’s coverage terminates on that date or at the end of the period through which premium is paid, whichever is earlier. Dependent coverage will not be effective prior to that of the Insured student or extend beyond that of the Insured student.

There is no pro-rata or reduced premium payment for late enrollees. Refunds of premiums are allowed only upon entry into the armed forces.

The Master Policy is a non-renewable one year term insurance policy. The Master Policy will not be renewed.

**Section 3: Extension of Benefits after Termination**

The coverage provided under the Policy ceases on the Termination Date. However, if an Insured is Hospital Confined on the Termination Date from a covered Injury or Sickness for which benefits were paid before the Termination Date, Covered Medical Expenses for such Injury or Sickness will continue to be paid as long as the condition continues but not to exceed 90 days after the Termination Date.

The total payments made in respect of the Insured for such condition both before and after the Termination Date will never exceed the Maximum Benefit.

After this Extension of Benefits provision has been exhausted, all benefits cease to exist, and under no circumstances will further payments be made.

**Section 4: Pre-Admission Notification**

UnitedHealthcare should be notified of all Hospital Confinements prior to admission.

1. **PRE-NOTIFICATION OF MEDICAL NON-EMERGENCY HOSPITALIZATIONS:** The patient, Physician or Hospital should telephone 1-877-295-0720 at least five working days prior to the planned admission.

2. **NOTIFICATION OF MEDICAL EMERGENCY ADMISSIONS:** The patient, patient’s representative, Physician or Hospital should telephone 1-877-295-0720 within two working days of the admission to provide notification of any admission due to Medical Emergency.

UnitedHealthcare is open for Pre-Admission Notification calls from 8:00 a.m. to 6:00 p.m. C.S.T., Monday through Friday. Calls may be left on the Customer Service Department’s voice mail after hours by calling 1-877-295-0720.

**IMPORTANT:** Failure to follow the notification procedures will not affect benefits otherwise payable under the Policy; however, pre-notification is not a guarantee that benefits will be paid.
Section 5: Preferred Provider Information

"Preferred Providers" are the Physicians, Hospitals and other health care providers who have contracted to provide specific medical care at negotiated prices. Preferred Providers in the local school area are:

UnitedHealthcare Choice Plus

The availability of specific providers is subject to change without notice. A list of Preferred Providers is located on the plan’s web site at www.uhcsr.com. Insureds should always confirm that a Preferred Provider is participating at the time services are required by calling the Company at 1-800-767-0700 and/or by asking the provider when making an appointment for services.

"Preferred Allowance" means the amount a Preferred Provider will accept as payment in full for Covered Medical Expenses.

"Out-of-Network" providers have not agreed to any prearranged fee schedules. Insureds may incur significant out-of-pocket expenses with these providers. Charges in excess of the insurance payment are the Insured’s responsibility.

Regardless of the provider, each Insured is responsible for the payment of their Deductible. The Deductible must be satisfied before benefits are paid. The Company will pay according to the benefit limits in the Schedule of Benefits.

Inpatient Expenses

Preferred Providers – Eligible Inpatient expenses at a Preferred Provider will be paid at the Coinsurance percentages specified in the Schedule of Benefits, up to any limits specified in the Schedule of Benefits. Preferred Hospitals include UnitedHealthcare Choice Plus United Behavioral Health (UBH) facilities. Call (800) 767-0700 for information about Preferred Hospitals.

Out-of-Network Providers - If Inpatient care is not provided at a Preferred Provider, eligible Inpatient expenses will be paid according to the benefit limits in the Schedule of Benefits.

Outpatient Hospital Expenses

Preferred Providers may discount bills for outpatient Hospital expenses. Benefits are paid according to the Schedule of Benefits. Insureds are responsible for any amounts that exceed the benefits shown in the Schedule, up to the Preferred Allowance.

Professional & Other Expenses

Benefits for Covered Medical Expenses provided by UnitedHealthcare Choice Plus will be paid at the Coinsurance percentages specified in the Schedule of Benefits or up to any limits specified in the Schedule of Benefits. All other providers will be paid according to the benefit limits in the Schedule of Benefits.

Section 6: Medical Expense Benefits – Injury and Sickness

This section describes Covered Medical Expenses for which benefits are available. Please refer to the attached Schedule of Benefits for benefit details.

Benefits are payable for Covered Medical Expenses (see Definitions) less any Deductible incurred by or for an Insured Person for loss due to Injury or Sickness subject to: a) the maximum amount for specific services as set forth in the Schedule of Benefits; and b) any Coinsurance or Copayment amounts set forth in the Schedule of Benefits or any benefit provision hereto. Read the Definitions section and the Exclusions and Limitations section carefully.

No benefits will be paid for services designated as "No Benefits" in the Schedule of Benefits or for any matter described in Exclusions and Limitations. If a benefit is designated, Covered Medical Expenses include:

Inpatient

1. Room and Board Expense.
Daily semi-private room rate when confined as an Inpatient and general nursing care provided and charged by the Hospital. Private room rate is a Covered Medical Expense when determined to be Medically Necessary.

2. **Intensive Care.**
   If provided in the Schedule of Benefits.

3. **Hospital Miscellaneous Expenses.**
   When confined as an Inpatient or as a precondition for being confined as an Inpatient. In computing the number of days payable under this benefit, the date of admission will be counted, but not the date of discharge.

   Benefits will be paid for services and supplies such as:
   - The cost of the operating room.
   - Laboratory tests.
   - X-ray examinations.
   - Anesthesia.
   - Drugs (excluding take home drugs) or medicines.
   - Therapeutic services.
   - Supplies.

4. **Routine Newborn Care.**
   While Hospital Confined and routine nursery care provided immediately after birth.

   Benefits will be paid for an inpatient stay of at least:
   - 48 hours following a vaginal delivery.
   - 96 hours following a cesarean section delivery.

   If the mother agrees, the attending Physician may discharge the newborn earlier than these minimum time frames.

5. **Surgery.**
   Physician's fees for Inpatient surgery.

6. **Assistant Surgeon Fees.**
   Assistant Surgeon Fees in connection with Inpatient surgery.

7. **Anesthetist Services.**
   Professional services administered in connection with Inpatient surgery.

8. **Registered Nurse's Services.**
   Registered Nurse's services which are all of the following:
   - Private duty nursing care only.
   - Received when confined as an Inpatient.
   - Ordered by a licensed Physician.
   - A Medical Necessity.

   General nursing care provided by the Hospital, Skilled Nursing Facility or Inpatient Rehabilitation Facility is not covered under this benefit.

9. **Physician's Visits.**
   Non-surgical Physician services when confined as an Inpatient.

10. **Pre-admission Testing.**
    Benefits are limited to routine tests such as:
    - Complete blood count.
    - Urinalysis.
    - Chest X-rays.
If otherwise payable under the Policy, major diagnostic procedures such as those listed below will be paid under the Hospital Miscellaneous benefit:

- CT scans.
- NMR’s.
- Blood chemistries.

**Outpatient**

11. **Surgery.**
Physician’s fees for outpatient surgery.

12. **Day Surgery Miscellaneous.**
Facility charge and the charge for services and supplies in connection with outpatient day surgery; excluding non-scheduled surgery; and surgery performed in a Hospital emergency room; trauma center; Physician’s office; or clinic.

13. **Assistant Surgeon Fees.**
Assistant Surgeon Fees in connection with outpatient surgery.

14. **Anesthetist Services.**
Professional services administered in connection with outpatient surgery.

15. **Physician’s Visits.**
Services provided in a Physician’s office for the diagnosis and treatment of a Sickness or Injury. Benefits do not apply when related to surgery or Physiotherapy.

Physician’s Visits for preventive care are provided as specified under Preventive Care Services.

16. **Physiotherapy.**
Includes but is not limited to the following rehabilitative services (including Habilitative Services):

- Physical therapy.
- Occupational therapy.
- Cardiac rehabilitation therapy.
- Manipulative treatment.
- Speech therapy. Other than as provided for Habilitative Services, speech therapy will be paid only for the treatment of speech, language, voice, communication and auditory processing when the disorder results from injury, trauma, stroke, surgery, cancer, or vocal nodules.

17. **Medical Emergency Expenses.**
Only in connection with a Medical Emergency as defined. Benefits will be paid for:

- The facility charge for use of the emergency room and supplies.

All other Emergency Services received during the visit will be paid as specified in the Schedule of Benefits.

18. **Diagnostic X-ray Services.**
Diagnostic X-rays are only those procedures identified in Physicians’ Current Procedural Terminology (CPT) as codes 70000 - 79999 inclusive. X-ray services for preventive care are provided as specified under Preventive Care Services.

Unless the policy includes a separate benefit for High Cost Procedures, the following procedures will be paid under this benefit:

- Magnetic resonance imaging (MRI/MRA).
- CT Scans.
- PET Scans.

19. **Radiation Therapy.**
See Schedule of Benefits.
20. **Laboratory Procedures.**
Laboratory Procedures are only those procedures identified in Physicians' Current Procedural Terminology (CPT) as codes 80000 - 89999 inclusive. Laboratory procedures for preventive care are provided as specified under Preventive Care Services.

21. **Tests and Procedures.**
Tests and procedures are those diagnostic services and medical procedures performed by a Physician but do not include:
- Physician's Visits.
- Physiotherapy.
- X-rays.
- Laboratory Procedures.

The following therapies will be paid under the Tests and Procedures (Outpatient) benefit:
- Inhalation therapy.
- Infusion therapy.
- Pulmonary therapy.
- Respiratory therapy.
- Dialysis and hemodialysis.
- Electroconvulsive therapy (ECT).
- Brain electrical activity mapping (BEAM).

Tests and Procedures for preventive care are provided as specified under Preventive Care Services.

22. **Injections.**
When administered in the Physician's office and charged on the Physician's statement. Immunizations for preventive care are provided as specified under Preventive Care Services.

23. **Chemotherapy.**
See Schedule of Benefits.

24. **Prescription Drugs.**
See Schedule of Benefits. Benefits include over the counter smoking cessation prescribed drugs. A written prescription must accompany the claim when submitted.

25. **Ambulance Services.**
See Schedule of Benefits.

26. **Durable Medical Equipment.**
Durable Medical Equipment must be all of the following:
- Provided or prescribed by a Physician. A written prescription must accompany the claim when submitted.
- Primarily and customarily used to serve a medical purpose.
- Can withstand repeated use.
- Generally is not useful to a person in the absence of Injury or Sickness.
- Not consumable or disposable except as needed for the effective use of covered durable medical equipment.

For the purposes of this benefit, the following are considered durable medical equipment:
- Braces that stabilize an injured body part and braces to treat curvature of the spine.
- External prosthetic devices that replace a limb or body part but does not include any device that is fully implanted into the body.
- Internal prosthetic and medical appliances that are permanent or temporary internal aids and supports for non-functional body parts, including testicular implants following Medically Necessary surgical removal of the testicles. Medically Necessary repair, maintenance or replacement of a covered appliance is covered.
- Foot Orthotic devices and inserts for diabetes mellitus and any of the following complications involving the foot:
• Peripheral neuropathy with evidence of callus formation;
• History of pre-ulcerative calluses;
• History of previous ulceration;
• Foot deformity;
• Previous amputation of the foot or part of the foot;
• Poor circulation.

If more than one piece of equipment or device can meet the Insured's functional need, benefits are available only for the equipment or device that meets the minimum specifications for the Insured's needs. Dental braces are not durable medical equipment and are not covered. Benefits for durable medical equipment are limited to the initial purchase or one replacement purchase per Policy Year. No benefits will be paid for rental charges in excess of purchase price.

27. Consultant Physician Fees.
Services provided on an Inpatient or outpatient basis.

28. Dental Treatment.
Dental treatment when services are performed by a Physician and limited to the following:
• Injury to Sound, Natural Teeth.

Breaking a tooth while eating is not covered. Routine dental care and treatment to the gums are not covered.

Pediatric dental benefits are provided in the Pediatric Dental Services provision.

Benefits will also be paid the same as any other Sickness for facility and anesthesia charges as a result of a hazardous medical condition that could increase the danger of anesthesia.

29. Mental Illness Treatment.
Benefits will be paid for services received:
• On an Inpatient basis while confined to a Hospital including partial hospitalization/day treatment received at a Hospital.
• On an outpatient basis including intensive outpatient treatment. Outpatient services include but are not limited to outpatient treatment of conditions such as anxiety, or depression which interferes with daily functioning; emotional adjustment or concerns related to chronic conditions, such as psychosis or depression; neuropsychological testing; emotional reactions associated with marital problems or divorce; child/adolescent problems of conduct or poor impulse control; effective disorders; suicidal or homicidal threats or acts; eating disorders; or acute exacerbation of chronic mental health conditions (crisis intervention and relapse prevention), outpatient testing/assessment, and medication management when provided in conjunction with a consultation.

30. Substance Use Disorder Treatment.
Benefits will be paid for services received:
• On an Inpatient basis while confined to a Hospital including partial hospitalization/day treatment received at a Hospital.
• On an outpatient basis including intensive outpatient treatment.

Benefits include:
• Substance Use Disorder detoxification services which include detoxification and medical ancillary services when required for the diagnosis and treatment of addiction to alcohol and/or drugs and medication management when provided in conjunction with a consultation.
• Residential Substance Use Disorder Treatment. Voluntary and court-ordered residential substance use treatment.

31. Maternity.
Same as any other Sickness.

Benefits will be paid for an inpatient stay of at least:
• 48 hours following a vaginal delivery.
• 96 hours following a cesarean section delivery.
If the mother agrees, the attending Physician may discharge the mother earlier than these minimum time frames.

32. **Complications of Pregnancy.**
Same as any other Sickness.

33. **Preventive Care Services.**
Medical services including routine testing, preventive testing or treatment, and screening exams or testing in the absence of Injury or Sickness, that have been demonstrated by clinical evidence to be safe and effective in either the early detection of disease or in the prevention of disease, have been proven to have a beneficial effect on health outcomes and are limited to the following as required under applicable law:
- Evidence-based items or services that have in effect a rating of “A” or “B” in the current recommendations of the *United States Preventive Services Task Force*.
- Immunizations that have in effect a recommendation from the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention.
- With respect to infants, children, and adolescents, evidence-informed preventive care and screenings provided for in the comprehensive guidelines supported by the *Health Resources and Services Administration*.
- With respect to women, such additional preventive care and screenings provided for in comprehensive guidelines supported by the *Health Resources and Services Administration*.

Required preventive care services are updated on an ongoing basis as guidelines and recommendations change. The complete and current listing of preventive care services covered under the health reform law can be found at the following website: https://www.healthcare.gov/preventive-care-benefits/

34. **Reconstructive Breast Surgery Following Mastectomy.**
Same as any other Sickness and in connection with a covered mastectomy. See Benefits for Mastectomy and Reconstructive Surgery.

35. **Diabetes Services.**
Same as any other Sickness in connection with the treatment of diabetes.

Benefits will be paid for Medically Necessary:
- Outpatient self-management training, education and medical nutrition therapy service when ordered by a Physician and provided by appropriately licensed or registered healthcare professionals.
- Prescription Drugs, equipment, and supplies including insulin pumps and supplies, blood glucose monitors, insulin syringes with needles, blood glucose and urine test strips, ketone test strips and tablets and lancets and lancet devices.

See also Benefits for Diabetes Equipment and Supplies.

36. **High Cost Procedures.**
The following procedures provided on an outpatient basis:
- CT Scan.
- PET Scan.
- Magnetic Resonance Imaging (MRI/MRA).

See Diagnostic X-ray Services, Laboratory Procedures and Tests and Procedures for coverage of other diagnostic services.

37. **Home Health Care.**
See Benefits for Home Health Services.

38. **Hospice Care.**
When recommended by a Physician for an Insured Person that is terminally ill with a life expectancy of six months or less. All hospice care must be received from a licensed hospice agency.
Hospice care includes:
- Physical, psychological, social, and spiritual care for the terminally ill Insured.
- Short-term grief counseling for immediate family members while the Insured is receiving hospice care.

39. **Inpatient Rehabilitation Facility.**
Services received while confined as a full-time Inpatient in a licensed Inpatient Rehabilitation Facility. Confinement in the Inpatient Rehabilitation Facility must follow within 24 hours of, and be for the same or related cause(s) as, a period of Hospital Confinement or Skilled Nursing Facility confinement.

40. **Skilled Nursing Facility.**
Services received while confined as an Inpatient in a Skilled Nursing Facility for treatment rendered for one of the following:
- In lieu of Hospital Confinement as a full-time inpatient.
- Within 24 hours following a Hospital Confinement and for the same or related cause(s) as such Hospital Confinement.

41. **Urgent Care Center.**
Benefits are limited to:
- The facility or clinic fee billed by the Urgent Care Center.

All other services rendered during the visit will be paid as specified in the Schedule of Benefits.

42. **Hospital Outpatient Facility or Clinic.**
Benefits are limited to:
- The facility or clinic fee billed by the Hospital.

All other services rendered during the visit will be paid as specified in the Schedule of Benefits.

43. **Approved Clinical Trials.**
Routine Patient Care Costs incurred during participation in an Approved Clinical Trial for the treatment of cancer or other Life-threatening Condition. The Insured Person must be clinically eligible for participation in the Approved Clinical Trial according to the trial protocol and either: 1) the referring Physician is a participating health care provider in the trial and has concluded that the Insured's participation would be appropriate; or 2) the Insured provides medical and scientific evidence information establishing that the Insured's participation would be appropriate.

“Routine patient care costs” means Covered Medical Expenses which are typically provided absent a clinical trial and not otherwise excluded under the Policy. Routine patient care costs do not include:
- The experimental or investigational item, device or service, itself.
- Items and services provided solely to satisfy data collection and analysis needs and that are not used in the direct clinical management of the patient.
- A service that is clearly inconsistent with widely accepted and established standards of care for a particular diagnosis.

“Life-threatening condition” means any disease or condition from which the likelihood of death is probable unless the course of the disease or condition is interrupted.

“Approved clinical trial” means a phase I, phase II, phase III, or phase IV clinical trial that is conducted in relation to the prevention, detection, or treatment of cancer or other life-threatening disease or condition and is described in any of the following:
- Federally funded trials that meet required conditions.
- The study or investigation is conducted under an investigational new drug application reviewed by the Food and Drug Administration.
- The study or investigation is a drug trial that is exempt from having such an investigational new drug application.

See also Benefits for Cancer Clinical Trials.
44. **Transplantation Services.**
Same as any other Sickness for organ or tissue transplants when ordered by a Physician. Benefits are available when the transplant meets the definition of a Covered Medical Expense.

Donor costs that are directly related to organ removal are Covered Medical Expenses for which benefits are payable through the Insured organ recipient's coverage under the Policy. Benefits payable for the donor will be secondary to any other insurance plan, service plan, self-funded group plan, or any government plan that does not require the Policy to be primary.

No benefits are payable for transplants which are considered an Elective Surgery or Elective Treatment (as defined) and transplants involving permanent mechanical or animal organs.

Travel, lodging, expenses, and food costs may be reimbursed based on the Company's guidelines that are available upon request from customer service. Health services connected with the removal of an organ or tissue from an Insured Person for purposes of a transplant to another person are not covered.

45. **Pediatric Dental and Vision Services.**
Benefits are payable as specified in the attached Pediatric Dental Services Benefits and Pediatric Vision Care Services Benefits endorsements.

46. **Allergy Treatment.**
Same as any other Sickness for allergy testing, antigen administration, desensitization and treatment.

47. **Bariatric Surgery.**
Same as any other Sickness for the following bariatric surgery procedures:
- Open roux-en-y gastric bypass (RYGBP).
- Laparoscopic roux-en-y gastric bypass (RYGBP).
- Laparoscopic adjustable gastric banding (LAGB).
- Open biliopancreatic diversion with duodenal switch (BPD/DS).
- Laparoscopic biliopancreatic diversion (BPD/DS).

Bariatric surgery is covered only if the Insured meets all of the following criteria:
- The Insured has a body-mass index (BMI) of \( \geq 35 \).
- The Insured has at least one co-morbidity related to obesity.
- The Insured is at least 18 years or older or has reached full expected skeletal growth.
- The Insured has been previously unsuccessful with medical treatment for obesity. Documentation of the medical treatment must be in the Insured's medical record showing active participation within the last two years in one supervised weight-management program for a minimum of six months without significant gaps. The weight management program must have included monthly documentation of all of the following components: weight, current dietary program, and physical activity (e.g., exercise program).

The following bariatric procedures are not covered:
- Open vertical banded gastroplasty.
- Laparoscopic vertical banded gastroplasty.
- Open sleeve gastrectomy.
- Open adjustable gastric banding.

48. **Cosmetic Surgery.**
Cosmetic surgery benefits are limited to reconstructive surgery for the necessary care and treatment of medically diagnosed Congenital Conditions and reconstructive surgery primarily for the purpose of restoring normal bodily function lost as a result of an Injury or Sickness.

49. **Family Planning.**
Benefits are limited to the following family planning services related to contraception and voluntary sterilization:
- Medical history.
- Physical examination.
• Related laboratory tests.
• Medical supervision in accordance with generally accepted medical practice.
• Information and counseling on contraception.
• Implanted/injected contraceptives.
• After appropriate counseling, medical services connected with voluntary surgical sterilization procedures.

Any family planning services covered by the Preventive Care Services benefit and received from a Preferred Provider will be covered with no cost share as referenced in the Preventive Care Services Benefit listed in the Schedule of Benefits.

See also Benefits for Outpatient Contraceptive Drugs and Devices.

50. **Hearing Aids.**
Hearing aids when required for the correction of a hearing impairment (a reduction in the ability to perceive sound which may range from slight to complete deafness). Hearing aids are electronic amplifying devices designed to bring sound more effectively into the ear. A hearing aid consists of a microphone, amplifier and receiver.

Benefits are available for a hearing aid that is purchased as a result of a written recommendation by a Physician. If more than one type of hearing aid can meet the Insured’s functional needs, benefits are available only for the hearing aid that meets the minimum specifications for the Insured's needs. Benefits are limited to one hearing aid per hearing impaired ear per Policy Year including the following services:
• Cleaning or repair.
• Batteries for cochlear implants.

51. **Infertility.**
Benefits are limited to diagnostic services rendered for infertility evaluation. All medical treatment and Prescriptions Drugs related to infertility once diagnosed are not covered.

52. **Medical Supplies.**
Medical supplies must meet all of the following criteria:
• Prescribed by a Physician. A written prescription must accompany the claim when submitted.
• Used for the treatment of a covered Injury or Sickness.

Benefits are limited to a 31-day supply per purchase.

53. **Nutrition Programs.**
Benefits for nutrition programs are limited to nutritional evaluation and nutritional counseling services provided by a licensed health professional to develop a dietary treatment plan to treat and/or manage chronic diseases or conditions, included but not limited to morbid obesity, diabetes, cardiovascular disease, hypertension, kidney disease, eating disorders, gastrointestinal disorders, food allergies and hyperlipidemia when both of the following are true:
• Nutritional education is required for a disease in which patient self-management is an important component of treatment.
• There exists a knowledge deficit regarding the disease which requires the intervention of a trained health professional.

Non-disease specific, nutritional education such as general good eating habits, calorie control or dietary preferences (e.g. vegetarian, macro-biotic) is excluded from coverage. The cost of food is not covered under this benefit.

See also benefits for Preventive Care Services, Benefits for Medical Foods and Benefits for Amino Acid Based Formulas.

54. **Orthognathic Treatment.**
Benefits are payable for Medically Necessary orthognathic treatment and surgery, including dental and orthodontic services and/or appliances that are orthodontic in nature or change the occlusion of the teeth (external or intra-oral).

55. **Ostomy Supplies.**
Benefits for ostomy supplies are limited to the following supplies:
- Pouches, face plates and belts.
- Irrigation sleeves, bags and ostomy irrigation catheters.
- Skin barriers.

Benefits are not available for deodorants, filters, lubricants, tape, appliance cleaners, adhesive, adhesive remover, or other items not listed above.

56. **Prostate Screening.**
Benefits are payable for prostate specific antigen (PSA) screening and digital rectal examination (DRE) once per Policy Year if the following criteria are met:
- The Insured is under 40 years of age and is at high risk because of family history, African-American race, or previous borderline PSA levels.
- The Insured is age 40 or older.

57. **Routine Physicals / Well Visits:**
Benefits are limited to:
- Periodic routine health examinations by a Physician for Insured Persons age four (4) and over limited to one (1) visit per Policy Year.
- Well child visits and immunizations through age 47 months as recommended by the American Academy of Pediatrics.
- Well woman exams in addition to periodic health examinations limited to one (1) per Policy Year.
- Well man exams in addition to periodic health examinations limited to one (1) per Policy Year.

Any routine physicals/well visits covered by the Preventive Care Services benefit and received from a Preferred Provider will be covered with no cost share as referenced in the Preventive Care Services Benefit listed in the Schedule of Benefits.

58. **TMJ Disorders.**
Benefits are payable for TMJ disorder which is a result of the following:
- An Injury.
- A Congenital Condition.
- A developmental defect.
- A pathology.

Benefits are limited to diagnosis and treatment of TMJ that is recognized by the medical or dental profession as effective and appropriate treatment for TMJ, including intra-oral splints that stabilize the jaw joint.

59. **Wigs.**
Benefits are payable for wigs and hairpieces following hair loss as a result of chemotherapy, radiation therapy, and second or third degree burns. Benefits are limited to one wig or hairpiece per Policy Year.

**Section 7: Mandated Benefits**

**BENEFITS FOR OUTPATIENT SERVICES**

Benefits will be paid the same as any other Injury or Sickness for treatment performed outside a Hospital for any Injury or Sickness, as defined in the Policy, provided that such treatment would be covered on an Inpatient basis and is provided by a health care provider whose services would be covered under the Policy if the treatment were performed in a Hospital. Treatment of the Injury or Sickness must be a Medical Necessity and must be provided as an alternative to inpatient treatment in a Hospital.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations, or any other provisions of the Policy.

**BENEFITS FOR MASTECTOMY AND RECONSTRUCTIVE SURGERY**
Benefits will be paid the same as any other Sickness for a mastectomy including the expense of breast reconstructive surgery of the breast on which the mastectomy was performed, surgery and reconstruction of the other breast to produce a symmetrical appearance, prostheses, treatment of physical complications for all stages of the mastectomy, including lymphedemas, and at least two external postoperative prostheses incidental to the covered mastectomy.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations, or any other provisions of the Policy.

**BENEFITS FOR BIRTH OF ADOPTED CHILD**

**Named Insured Only**

Benefits will be paid the same as any other Sickness for the cost of the birth of any child legally adopted by the Insured if all the following are true:

1. The child is adopted within one year of the birth.
2. The Insured is legally obligated to pay the costs of birth.
3. All Policy limitations have been met by the Insured.
4. The Insured has notified the Company of his acceptability to adopt children pursuant to A.R.S. section 8-105, within sixty days after such approval or within sixty days after a change in insurance policies, plans or companies.

This coverage is excess to any other coverage the natural mother may have for maternity benefits. If such other coverage exists the agency, attorney or individual arranging the adoption shall make arrangements for the insurance to pay those costs that may be covered under that policy and shall advise the adopting parent in writing of the existence and extent of the coverage without disclosing any confidential information such as the identity of the natural parent. The Insured adopting parents shall notify the Company of the existence and extent of the other coverage.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations, or any other provisions of the Policy.

**BENEFITS FOR CANCER CLINICAL TRIALS**

Benefits will be paid the same as any other Sickness for the Insured's Costs that are directly associated with a cancer clinical trial. “Insured's Costs” means any fee or expense that is covered under the Policy for service or treatment that would be required if the Insured was receiving usual and customary care.

Insured's Costs do not include any drug or device provided by phase I cancer clinical trial, any investigational drug or device, non-health services required for an Insured to receive treatment or intervention, managing the research of the clinical trial, expenses that would not be covered under the Insured's Policy and treatment or services provided outside the state of Arizona.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations, or any other provisions of the Policy.

**BENEFITS FOR OFF-LABEL PRESCRIPTION DRUGS FOR THE TREATMENT OF CANCER**

If benefits are provided for Prescription Drugs under the Policy, then benefits will be provided for any drug prescribed to treat an Insured for cancer if the drug has been recognized as safe and effective for treatment of that specific type of cancer in one or more of the standard medical reference compendia or accepted medical literature as described below.

The accepted standard medical reference compendia are:

1. The American Hospital Formulary Service Drug Information, a publication of the American Society of Health System Pharmacists.
2. The national comprehensive cancer network drugs and biologics compendium.
3. Thomson micromedex compendium drugdex.
4. Elsevier gold standard's clinical pharmacology compendium.
5. Other authoritative compendia as identified by the secretary of the United States department of health and human services.

Medical literature may be accepted, if all of the following apply:

1. At least two articles from major peer reviewed professional medical journals which have been recognized, based on scientific or medical criteria, the drug's safety and effectiveness for treatment of the indication for which the drug has been prescribed.
2. No article from a major peer reviewed professional medical journal has concluded, based on scientific or medical criteria, that the drug was unsafe or ineffective or that the drug’s safety and effectiveness cannot be determined for the treatment of the indication for which the drug has been prescribed.

3. The literature meets the uniform requirements for manuscripts submitted to biomedical journals established by the International Committee of Medical Journal Editors or is published in a journal specified by the United States Department of Health and Human Services as acceptable peer-reviewed medical literature pursuant to Sec. 186(t)(2)(B) of the Social Security Act (42 United States Code, Sec. 1395x(t)(2)(B).

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations, or any other provisions of the Policy.

**BENEFITS FOR DIABETES EQUIPMENT AND SUPPLIES**

Benefits will be paid for the Covered Medical Expenses incurred for diabetes equipment and supplies that are Medically Necessary and prescribed by a Physician. This benefit includes the following:

1. Blood glucose monitors, including those for the legally blind.
2. Test strips for glucose monitors and visual reading and urine testing strips.
3. Insulin preparation and glucagon.
4. Insulin cartridges.
5. Drawing up devices and monitors for the visually impaired.
6. Injection aids.
7. Insulin cartridges for the legally blind.
8. Syringes and lancets including automatic lancing devices.
10. Podiatric appliances for the prevention of complications associated with diabetes, to the extent coverage is required under Medicare.
11. Any other device, medication, equipment or supply for which coverage is required under Medicare on or after January 1, 1999. The coverage required in this paragraph (11) is effective six months after the coverage is required under Medicare.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

**BENEFITS FOR HOME HEALTH SERVICES**

Benefits will be paid for the Usual and Customary Charges for Home Health Services for any Injury or Sickness, as defined in the Policy, provided that such treatment would be covered on an Inpatient basis and is provided by a licensed home health agency, which a Physician, whose services would be covered under the Policy if the treatment were performed in a Hospital, has prescribed in lieu of Hospital services. Treatment of the Injury or Sickness must be a Medical Necessity and must be provided as an alternative to Inpatient treatment in a Hospital.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations, or any other provisions of the Policy.

**BENEFITS FOR MAMMOGRAPHY SCREENING**

Benefits will be paid the same as any other Sickness for mammography screening performed on dedicated equipment for diagnostic purposes on referral by a patient's Physician:

1. A baseline mammogram for a woman from age thirty-five to thirty-nine.
2. A mammogram for a woman from age forty to forty-nine every two years or more frequently based on the recommendation of the woman's Physician.
3. A mammogram every year for a woman fifty years of age and over.

Mammography covered by the Preventive Care Services benefit and received from a Preferred Provider shall be covered with no cost share as referenced in the Preventive Care Services benefit listed in the Schedule of Benefits.

Mammography covered under this benefit shall be paid the same as any other Sickness and shall be subject to all Deductible, Copayment, Coinsurance, limitations, or any other provisions of the Policy.

**BENEFITS FOR MEDICAL FOODS**
Benefits will be provided for Medical Foods needed to treat Inherited Metabolic Disorders. Benefits for Metabolic Formula and Modified Low Protein Foods must be prescribed by or ordered under the supervision of a Physician.

“Medical foods” means Modified Low Protein Foods and Metabolic Formula.

“Inherited metabolic disorder” means a disease caused by an inherited abnormality of body chemistry; involve amino acid, carbohydrate or fat metabolism; and includes testing under the newborn screening program.

“Metabolic formula” means foods that are all of the following:
1. Formulated to be consumed or administered enterally under the supervision of a licensed Physician.
2. Processed or formulated to be deficient in one or more of the nutrients present in typical foodstuffs.
3. Administered for the medical and nutritional management of a person who has limited capacity to metabolize foodstuffs or certain nutrients contained in the foodstuffs or who has other specific nutrient requirements as established by medical evaluation.
4. Essential to the person’s optimal growth, health and metabolic homeostasis.

“Modified low protein foods” means foods that are all of the following:
1. Formulated to be consumed or administered enterally under the supervision of a licensed Physician.
2. Processed or formulated to contain less than one gram of protein per unit of serving, but does not include a natural food that is naturally low in protein.
3. Administered for the medical and nutritional management of a person who has limited capacity to metabolize foodstuffs or certain nutrients contained in the foodstuffs or who has other specific nutrient requirements as established by medical evaluation.
4. Essential to a person’s optimal growth, health and metabolic homeostasis.

Benefits will be subject to the policy Coinsurance and Copays but will never be less than 50% of the cost of Medical Foods prescribed to treat the Inherited Metabolic Disorder. The Policy Deductible will not be applied. All other Policy provisions will be applied.

**BENEFITS FOR AMINO ACID BASED FORMULA**

Benefits will be provided for amino-acid based formula for eosinophilic gastrointestinal disorders when ordered by a Physician subject to the following limitations:
1. The Insured has been diagnosed with an eosinophilic gastrointestinal disorder.
2. The Insured is under the continuous supervision of a licensed Physician.
3. There is a risk of intellectual or physical impairment without the use of the formula.

Benefits will be subject to the policy Coinsurance and Copays but will never be less than 75% of the cost of the amino-acid formula. The Policy Deductible will not be applied. All other Policy provisions will be applied.

**BENEFITS FOR OUTPATIENT CONTRACEPTIVE DRUGS AND DEVICES**

Benefits will be paid under the Prescription Drug benefit for any prescribed drug or device that is approved by the United States Food and Drug Administration for use as a contraceptive. This shall include oral, implant and injectable contraceptive drugs, intrauterine devices and prescription barrier methods.

In addition, benefits will be paid the same as for any other Sickness for Outpatient Contraceptive Services. Outpatient Contraceptive Services means consultations, examinations, procedures and medical services provided on an outpatient basis and related to the use of United States Food and Drug prescription contraceptive methods to prevent unintended pregnancies.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations, or any other provisions of the Policy.

**BENEFITS FOR AUTISM SPECTRUM DISORDER**

Benefits will be paid the same as any other Sickness for the treatment of Autism Spectrum Disorder. For the purposes of this benefit, “treatment” includes diagnosis, assessment and services.
“Autism spectrum disorder” means one of the three following disorders as defined in the most recent edition of the diagnostic and statistical manual of mental disorders of the American Psychiatric Association: a) Autistic disorder, b) Asperger’s syndrome, c) Pervasive developmental disorder.

Benefits will be paid the same as for any other Sickness for Behavioral Therapy Services for Autism Spectrum Disorder provided to an Insured Person up to the age of 16. Behavioral Therapy Services must be provided or supervised by a licensed or certified Physician.

“Behavioral Therapy Services” means interactive therapies derived from evidence based research, including applied behavior analysis, which includes discrete trial training, pivotal response training, intensive intervention programs and early intensive behavioral intervention.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations, or any other provisions of the Policy.

**BENEFITS FOR TELEMEDICINE**

Benefits will be paid for services provided through Telemedicine on the same basis as services provided through in person consultation between the Insured Person and their Physician.

“Telemedicine” means the interactive use of audio, video or other electronic media for the purpose of diagnosis, consultation or treatment.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations, or any other provisions of the Policy.

**Section 8: Coordination of Benefits Provision**

Benefits will be coordinated with any other eligible medical, surgical, or hospital Plan or coverage so that combined payments under all programs will not exceed 100% of Allowable Expenses incurred for covered services and supplies.

**Definitions**

1. **Allowable Expenses:** Any health care expense, including Coinsurance, or Copays and without reduction for any applicable Deductible that is covered in full or in part by any of the Plans covering the Insured Person. If a Plan is advised by an Insured Person that all Plans covering the Insured Person are high-deductible health Plans and the Insured Person intends to contribute to a health savings account established in accordance with section 223 of the Internal Revenue Code of 1986, the primary high-deductible health Plan’s deductible is not an allowable expense, except for any health care expense incurred that may not be subject to the deductible as described in §223(c)(2)(C) of the Internal Revenue Code of 1986. If a Plan provides benefits in the form of services, the reasonable cash value of each service is considered an allowable expense and a benefit paid. An expense or service or a portion of an expense or service that is not covered by any of the Plans is not an allowable expense. Any expense that a provider by law or in accordance with a contractual agreement is prohibited from charging an Insured Person is not an allowable expense. Expenses that are not allowable include all of the following.
   - The difference between the cost of a semi-private hospital room and a private hospital room, unless one of the Plans provides coverage for private hospital rooms.
   - For Plans that compute benefit payments on the basis of usual and customary fees or relative value schedule reimbursement or other similar reimbursement methodology, any amount in excess of the highest reimbursement amount for a specified benefit.
   - For Plans that provide benefits or services on the basis of negotiated fees, any amount in excess of the highest of the negotiated fees.
   - If one Plan calculates its benefits or services on the basis of usual and customary fees or relative value schedule reimbursement or other similar reimbursement methodology and another Plan calculates its benefits or services on the basis of negotiated fees, the Primary Plan’s payment arrangement shall be the Allowable Expense for all Plans. However, if the provider has contracted with the Secondary Plan to provide the benefit or service for a specific negotiated fee or payment amount that is different than the Primary Plan’s payment arrangement and if the provider’s contract permits, that negotiated fee or payment shall be the allowable expense used by the Secondary Plan to determine its benefits.
The amount of any benefit reduction by the Primary Plan because an Insured Person has failed to comply with the Plan provisions is not an Allowable Expense. Examples of these types of Plan provisions include second surgical opinions, precertification of admission, and preferred provider arrangements.

2. **Plan:** A form of coverage with which coordination is allowed.

Plan includes all of the following:
- Group insurance contracts and subscriber contracts.
- Uninsured arrangements of group or group-type coverage.
- Group coverage through closed panel Plans.
- Group-type contracts, including blanket contracts.
- The medical care components of long-term care contracts, such as skilled nursing care.
- The medical benefits coverage in automobile no fault and traditional automobile fault type contracts.
- Medicare or other governmental benefits, as permitted by law, except for Medicare supplement coverage. That part of the definition of Plan may be limited to the hospital, medical, and surgical benefits of the governmental program.

Plan does not include any of the following:
- Hospital indemnity coverage benefits or other fixed indemnity coverage.
- Accident only coverage.
- Limited benefit health coverage as defined by state law.
- Specified disease or specified accident coverage.
- School accident-type coverages that cover students for accidents only, including athletic injuries, either on a twenty four hour basis or on a “to and from school” basis;
- Benefits provided in long term care insurance policies for non-medical services, for example, personal care, adult day care, homemaker services, assistance with activities of daily living, respite care, and custodial care or for contracts that pay a fixed daily benefit without regard to expenses incurred or the receipt of services.
- Medicare supplement policies.
- State Plans under Medicaid.
- A governmental Plan, which, by law, provides benefits that are in excess of those of any private insurance Plan or other nongovernmental Plan.
- An Individual Health Insurance Contract.

3. **Primary Plan:** A Plan whose benefits for a person’s health care coverage must be determined without taking the existence of any other Plan into consideration. A Plan is a Primary Plan if: 1) the Plan either has no order of benefit determination rules or its rules differ from those outlined in this Coordination of Benefits Provision; or 2) all Plans that cover the Insured Person use the order of benefit determination rules and under those rules the Plan determines its benefits first.

4. **Secondary Plan:** A Plan that is not the Primary Plan.

5. **We, Us or Our:** The Company named in the Policy.

**Rules for Coordination of Benefits** - When an Insured Person is covered by two or more Plans, the rules for determining the order of benefit payments are outlined below.

The Primary Plan pays or provides its benefits according to its terms of coverage and without regard to the benefits under any other Plan.

If an Insured is covered by more than one Secondary Plan, the Order of Benefit Determination rules in this provision shall decide the order in which the Secondary Plan’s benefits are determined in relation to each other. Each Secondary Plan shall take into consideration the benefits of the Primary Plan or Plans and the benefits of any other Plans, which has its benefits determined before those of that Secondary Plan.

A Plan that does not contain a coordination of benefits provision that is consistent with this provision is always primary unless the provisions of both Plans state that the complying Plan is primary. This does not apply to coverage that is obtained by virtue
of membership in a group that is designed to supplement a part of a basic package of benefits and provides that this
supplementary coverage shall be excess to any other parts of the Plan provided by the contract holder. Examples of these
types of situations are major medical coverages that are superimposed over base Plan hospital and surgical benefits, and
insurance type coverages that are written in connection with a closed panel Plan to provide out of network benefits.

If the Primary Plan is a closed panel Plan and the Secondary Plan is not a closed panel Plan, the Secondary Plan shall pay or
provide benefits as if it were the Primary Plan when an Insured Person uses a non-panel provider, except for emergency
services or authorized referrals that are paid or provided by the Primary Plan.

A Plan may consider the benefits paid or provided by another Plan in calculating payment of its benefits only when it is
secondary to that other Plan.

**Order of Benefit Determination** - Each Plan determines its order of benefits using the first of the following rules that apply:

1. **Non-Dependent/Dependent.** The benefits of the Plan which covers the person as an employee, member or subscriber
   are determined before those of the Plan which covers the person as a Dependent. If the person is a Medicare
   beneficiary, and, as a result of the provisions of Title XVII of the Social Security Act and implementing regulations,
   Medicare is both (i) secondary to the Plan covering the person as a dependent; and (ii) primary to the Plan covering
   the person as other than a dependent, then the order of benefit is reversed. The Plan covering the person as an
   employee, member, subscriber, policyholder or retiree is the Secondary Plan and the other Plan covering the person as
   a dependent is the Primary Plan.

2. **Dependent Child/Parents Married or Living Together.** When this Plan and another Plan cover the same child as a
   Dependent of different persons, called “parents” who are married or are living together whether or not they have ever
   been married:
   - The benefits of the Plan of the parent whose birthday falls earlier in a year exclusive of year of birth are determined
     before those of the Plan of the parent whose birthday falls later in that year.
   - However, if both parents have the same birthday, the benefits of the Plan which covered the parent longer are
determined before those of the Plan which covered the other parent for a shorter period of time.

3. **Dependent Child/Parents Divorced, Separated or Not Living Together.** If two or more Plans cover a person as a
   Dependent child of parents who are divorced or separated or are not living together, whether or not they have ever
   been married, benefits for the child are determined in this order:

   If the specific terms of a court decree state that one of the parents is responsible for the health care services or
   expenses of the child and that Plan has actual knowledge of those terms, that Plan is Primary. If the parent with
   financial responsibility has no coverage for the child’s health care services or expenses, but that parent’s spouse does,
   the spouse’s Plan is the Primary Plan. This item shall not apply with respect to any Plan year during which benefits are
   paid or provided before the entity has actual knowledge of the court decree provision.

   If a court decree states that both parents are responsible for the child’s health care expenses or coverage, the order of
   benefit shall be determined in accordance with part (2).

   If a court decree states that the parents have joint custody without specifying that one parent has responsibility for the
   health care expenses or coverage of the child, the order of benefits shall be determined in accordance with the rules in
   part (2).

   If there is no court decree allocating responsibility for the child’s health care expenses or coverage, the order of
   benefits are as follows:
   - First, the Plan of the parent with custody of the child.
   - Then the Plan of the spouse of the parent with the custody of the child.
   - The Plan of the parent not having custody of the child.
   - Finally, the Plan of the spouse of the parent not having custody of the child.
4. **Dependent Child/Non-Parental Coverage.** If a Dependent child is covered under more than one Plan of individuals who are not the parents of the child, the order of benefits shall be determined, as applicable, as if those individuals were parents of the child.

5. **Active/Inactive Employee.** The benefits of a Plan which 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 Plan which covers that person as a laid off or retired employee (or as that employee’s Dependent). If the other Plan does not have this rule, and if, as a result, the Plans do not agree on the order of benefits, this rule is ignored.

6. **COBRA or State Continuation Coverage.** If a person whose coverage is provided under COBRA or under a right of continuation pursuant to federal or state law also is covered under another Plan, the following shall be the order of benefit determination:
   - First, the benefits of a Plan covering the person as an employee, member or subscriber or as that person’s Dependent.
   - Second, the benefits under the COBRA or continuation coverage.
   - If the other Plan does not have the rule described here and if, as a result, the Plans do not agree on the order of benefits, this rule is ignored.

7. **Longer/Shorter Length of Coverage.** If none of the above rules determines the order of benefits, the benefits of the Plan which covered an employee, member or subscriber longer are determined before those of the Plan which covered that person for the shorter time.

If none of the provisions stated above determine the Primary Plan, the Allowable Expenses shall be shared equally between the Plans.

**Effect on Benefits** - When Our Plan is secondary, We may reduce Our benefits so that the total benefits paid or provided by all Plans during a plan year are not more than the total Allowable Expenses. In determining the amount to be paid for any claim, the Secondary Plan will calculate the benefits it would have paid in the absence of other health care coverage and apply that calculated amount to the Allowable Expense under its Plan that is unpaid by the Primary Plan. The Secondary Plan may then reduce its payment by the amount so that, when combined with the amount paid by the Primary Plan, the total benefits paid or provided by all Plans for the claim do not exceed the total Allowable Expense for that claim. In addition, the Secondary Plan shall credit to its Plan Deductible any amounts it would have credited to its Deductible in the absence of other health care coverage.

**Right to Recovery and Release of Necessary Information** - For the purpose of determining applicability of and implementing the terms of this provision, We may, without further consent or notice, release to or obtain from any other insurance company or organization any information, with respect to any person, necessary for such purposes. Any person claiming benefits under Our coverage shall give Us the information We need to implement this provision. We will give notice of this exchange of claim and benefit information to the Insured Person when any claim is filed.

**Facility of Payment and Recovery** - Whenever payments which should have been made under our coverage have been made under any other Plans, We shall have the right to pay over to any organizations that made such other payments, any amounts that are needed in order to satisfy the intent of this provision. Any amounts so paid will be deemed to be benefits paid under Our coverage. To the extent of such payments, We will be fully discharged from Our liability.

Whenever We have made payments with respect to Allowable Expenses in total amount at any time, which are more than the maximum amount of payment needed at that time to satisfy the intent of this provision, We may recover such excess payments. Such excess payments may be received from among one or more of the following, as We determine: any persons to or for or with respect to whom such payments were made, any other insurers, service plans or any other organizations.

**Section 9: Accidental Death and Dismemberment Benefits**

**Loss of Life, Limb or Sight**
If such Injury shall independently of all other causes and within 180 days from the date of Injury solely result in any one of the following specific losses, the Insured Person or beneficiary may request the Company to pay the applicable amount below in addition to payment under the Medical Expense Benefits.
Member means hand, arm, foot, leg, or eye. Loss shall mean with regard to hands or arms and feet or legs, dismemberment by severance at or above the wrist or ankle joint; with regard to eyes, entire and irrecoverable loss of sight. Only one specific loss (the greater) resulting from any one Injury will be paid.

Section 10: Definitions

COINSURANCE means the percentage of Covered Medical Expenses that the Company pays.

COMPLICATION OF PREGNANCY means a condition: 1) caused by pregnancy; 2) requiring medical treatment prior to, or subsequent to termination of pregnancy; 3) the diagnosis of which is distinct from pregnancy; and 4) which constitutes a classifiably distinct complication of pregnancy. A condition simply associated with the management of a difficult pregnancy is not considered a complication of pregnancy.

CONGENITAL CONDITION means a medical condition or physical anomaly arising from a defect existing at birth.

COPAY/COPAYMENT means a specified dollar amount that the Insured is required to pay for certain Covered Medical Expenses.

COVERED MEDICAL EXPENSES means reasonable charges which are: 1) not in excess of Usual and Customary Charges; 2) not in excess of the Preferred Allowance when the Policy includes Preferred Provider benefits and the charges are received from a Preferred Provider; 3) not in excess of the maximum benefit amount payable per service as specified in the Schedule of Benefits; 4) made for services and supplies not excluded under the Policy; 5) made for services and supplies which are a Medical Necessity; 6) made for services included in the Schedule of Benefits; and 7) in excess of the amount stated as a Deductible, if any.

Covered Medical Expenses will be deemed "incurred" only: 1) when the covered services are provided; and 2) when a charge is made to the Insured Person for such services.

CUSTODIAL CARE means services that are any of the following:

1. Non-health related services, such as assistance in activities.
2. Health-related services that are provided for the primary purpose of meeting the personal needs of the patient or maintaining a level of function (even if the specific services are considered to be skilled services), as opposed to improving that function to an extent that might allow for a more independent existence.
3. Services that do not require continued administration by trained medical personnel in order to be delivered safely and effectively.

DEDUCTIBLE means if an amount is stated in the Schedule of Benefits or any endorsement to the Policy as a deductible, it shall mean an amount to be subtracted from the amount or amounts otherwise payable as Covered Medical Expenses before payment of any benefit is made. The deductible will apply as specified in the Schedule of Benefits.

DEPENDENT means the legal spouse of the Named Insured and their dependent children. Children shall cease to be dependent at the end of the month in which they attain the age of 26 years.

The attainment of the limiting age will not operate to terminate the coverage of such child while the child is and continues to be both:

1. Incapable of self-sustaining employment by reason of intellectual disability or physical handicap.
2. Chiefly dependent upon the Insured Person for support and maintenance.

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Proof of such incapacity and dependency shall be furnished to the Company: 1) by the Named Insured; and, 2) within 31 days of the child’s attainment of the limiting age. Subsequently, such proof must be given to the Company annually following the child’s attainment of the limiting age.

If a claim is denied under the Policy because the child has attained the limiting age for dependent children, the burden is on the Insured Person to establish that the child is and continues to be handicapped as defined by subsections (1) and (2).

**ELECTIVE SURGERY OR ELECTIVE TREATMENT** means those health care services or supplies that do not meet the health care need for a Sickness or Injury. Elective surgery or elective treatment includes any service, treatment or supplies that: 1) are deemed by the Company to be research or experimental; or 2) are not recognized and generally accepted medical practices in the United States.

**EMERGENCY SERVICES** means with respect to a Medical Emergency:

1. A medical screening examination that is within the capability of the emergency department of a Hospital, including ancillary services routinely available to the emergency department to evaluate such emergency medical condition; and
2. Such further medical examination and treatment to stabilize the patient to the extent they are within the capabilities of the staff and facilities available at the Hospital, including psychiatric assessment and stabilization.

**HABILITATIVE SERVICES** means health care services that help a person keep, learn, or improve skills and functions for daily living when administered by a Physician pursuant to a treatment plan. Habilitative services include occupational therapy, physical therapy, speech therapy, and other services for people with disabilities.

Habilitation services do not include Elective Surgery or Elective Treatment or services that are solely educational in nature or otherwise paid under state or federal law for purely educational services. Custodial Care, respite care, day care, therapeutic recreation, vocational training and residential treatment are not habilitative services.

A service that does not help the Insured Person to meet functional goals in a treatment plan within a prescribed time frame is not a habilitative service.

**HOSPITAL** means a licensed or properly accredited general hospital which: 1) is open at all times; 2) is operated primarily and continuously for the treatment of and surgery for sick and injured persons as inpatients; 3) is under the supervision of a staff of one or more legally qualified Physicians available at all times; 4) continuously provides on the premises 24 hour nursing service by Registered Nurses; 5) provides organized facilities for diagnosis and major surgery on the premises; and 6) is not primarily a clinic, nursing, rest or convalescent home.

**HOSPITAL CONFINED/HOSPITAL CONFINEMENT** means confinement as an Inpatient in a Hospital by reason of an Injury or Sickness for which benefits are payable.

**INJURY** means bodily injury which is all of the following:

1. Directly and independently caused by specific accidental contact with another body or object.
2. Unrelated to any pathological, functional, or structural disorder.
3. A source of loss.
4. Treated by a Physician within 30 days after the date of accident.
5. Sustained while the Insured Person is covered under the Policy.

All injuries sustained in one accident, including all related conditions and recurrent symptoms of these injuries will be considered one injury. Injury does not include loss which results wholly or in part, directly or indirectly, from disease or other bodily infirmity. Covered Medical Expenses incurred as a result of an injury that occurred prior to the Policy’s Effective Date will be considered a Sickness under the Policy.

**INPATIENT** means an uninterrupted confinement that follows formal admission to a Hospital, Skilled Nursing Facility or Inpatient Rehabilitation Facility by reason of an Injury or Sickness for which benefits are payable under the Policy.
INPATIENT REHABILITATION FACILITY means a long term acute inpatient rehabilitation center, a Hospital (or special unit of a Hospital designated as an inpatient rehabilitation facility) that provides rehabilitation health services on an Inpatient basis as authorized by law.

INSURED PERSON means: 1) the Named Insured; and, 2) Dependents of the Named Insured, if: 1) the Dependent is properly enrolled in the Policy, and 2) the appropriate Dependent premium has been paid. The term Insured also means Insured Person.

INTENSIVE CARE means: 1) a specifically designated facility of the Hospital that provides the highest level of medical care; and 2) which is restricted to those patients who are critically ill or injured. Such facility must be separate and apart from the surgical recovery room and from rooms, beds and wards customarily used for patient confinement. They must be: 1) permanently equipped with special life-saving equipment for the care of the critically ill or injured; and 2) under constant and continuous observation by nursing staff assigned on a full-time basis, exclusively to the intensive care unit. Intensive care does not mean any of these step-down units:

1. Progressive care.
2. Sub-acute intensive care.
3. Intermediate care units.
4. Private monitored rooms.
5. Observation units.
6. Other facilities which do not meet the standards for intensive care.

MEDICAL EMERGENCY means the occurrence of a sudden, serious and unexpected Sickness or Injury. In the absence of immediate medical attention, a reasonable person could believe this condition would result in any of the following:

1. Death.
3. Serious impairment of bodily functions.
4. Serious dysfunction of any body organ or part.
5. In the case of a pregnant woman, serious jeopardy to the health of the fetus.

Expenses incurred for Medical Emergency will be paid only for Sickness or Injury which fulfills the above conditions. These expenses will not be paid for minor Injuries or minor Sicknesses.

MEDICAL NECESSITY/MEDICALLY NECESSARY means those services or supplies provided or prescribed by a Hospital or Physician which are all of the following:

1. Essential for the symptoms and diagnosis or treatment of the Sickness or Injury.
2. Provided for the diagnosis, or the direct care and treatment of the Sickness or Injury.
3. In accordance with the standards of good medical practice.
4. Not primarily for the convenience of the Insured, or the Insured’s Physician.
5. The most appropriate supply or level of service which can safely be provided to the Insured.

The Medical Necessity of being confined as an Inpatient means that both:

1. The Insured requires acute care as a bed patient.
2. The Insured cannot receive safe and adequate care as an outpatient.

The Policy only provides payment for services, procedures and supplies which are a Medical Necessity. No benefits will be paid for expenses which are determined not to be a Medical Necessity, including any or all days of Inpatient confinement.

MENTAL ILLNESS means a Sickness that is a mental, emotional or behavioral disorder listed in the mental health or psychiatric diagnostic categories in the current Diagnostic and Statistical Manual of the American Psychiatric Association. The fact that a disorder is listed in the Diagnostic and Statistical Manual of the American Psychiatric Association does not mean that treatment of the disorder is a Covered Medical Expense. If not excluded or defined elsewhere in the Policy, all mental health or psychiatric diagnoses are considered one Sickness.
NAMED INSURED means an eligible, registered student of the Policyholder, if: 1) the student is properly enrolled in the Policy; and 2) the appropriate premium for coverage has been paid.

NEWBORN INFANT AND ADOPTED CHILDREN means: 1) a newly born child of the Insured from the moment of birth provided that person is insured under the Policy; 2) a child adopted by the Insured regardless of the age at which the child was adopted, provided the person adopting the child is insured under the Policy on the date the adoption becomes effective; and 3) a child who has been placed for adoption with the Insured and for whom the application and approved procedures for adoption have been completed provided the person adopting the child is insured under the Policy on the date the child is placed with the Insured.

Such child will be covered under the Policy for the first 31 days after: 1) birth of the newly born child; 2) the effective date of adoption of the child; or 3) the date of placement of the child for adoption. Coverage for such a child will be for Injury or Sickness, including medically diagnosed congenital defects, birth abnormalities, prematurity and nursery care; benefits will be the same as for the Insured Person who is the child’s parent.

The term "child" for purposes of initial coverage of an adopted child or child placed for adoption but not for purpose of termination of coverage of such child, means a person under the age of (18) eighteen.

The Insured will have the right to continue such coverage for the child beyond the first 31 days. To continue the coverage the Insured must, within the 31 days after the date of birth, adoption, or placement for adoption: 1) apply to the Company; and 2) pay the required additional premium, if any, for the continued coverage. If the Insured does not use this right as stated here, all coverage as to that child will terminate at the end of the first 31 days after the child’s birth, adoption, or placement for adoption.

OUT-OF-POCKET MAXIMUM means the amount of Covered Medical Expenses that must be paid by the Insured Person before Covered Medical Expenses will be paid at 100% for the remainder of the Policy Year. Refer to the Schedule of Benefits for details on how the Out-of-Pocket Maximum applies.

PHYSICIAN means a legally qualified licensed practitioner of the healing arts who provides care within the scope of his/her license, other than a member of the person’s immediate family.

The term "member of the immediate family" means any person related to an Insured Person within the third degree by the laws of consanguinity or affinity.

The limitation on "member of the immediate family" does not apply to Covered Medical Expenses provided by Physicians who are Preferred Providers under the Policy.

PHYSIOTHERAPY means short-term outpatient rehabilitation therapies (including Habilitative Services) administered by a Physician.

POLICY OR MASTER POLICY means the entire agreement issued to the Policyholder that includes all of the following:

1. The Policy.
2. The Policyholder Application.
4. The Schedule of Benefits.
5. Endorsements.
6. Amendments.

POLICY YEAR means the period of time beginning on the Policy Effective Date and ending on the Policy Termination Date.

POLICYHOLDER means the institution of higher education to whom the Master Policy is issued.

PRESCRIPTION DRUGS mean: 1) prescription legend drugs; 2) compound medications of which at least one ingredient is a prescription legend drug; 3) any other drugs which under the applicable state or federal law may be dispensed only upon written prescription of a Physician; and 4) injectable insulin.
REGISTERED NURSE means a professional nurse (R.N.) who is not a member of the Insured Person’s immediate family.

SICKNESS means sickness or disease of the Insured Person which causes loss while the Insured Person is covered under the Policy. All related conditions and recurrent symptoms of the same or a similar condition will be considered one sickness. Covered Medical Expenses incurred as a result of an Injury that occurred prior to the Policy’s Effective Date will be considered a sickness under the Policy.

SKILLED NURSING FACILITY means a Hospital or nursing facility that is licensed and operated as required by law.

SOUND, NATURAL TEETH means natural teeth, the major portion of the individual tooth is present, regardless of fillings or caps; and is not carious, abscessed, or defective.

SUBSTANCE USE DISORDER means a Sickness that is listed as an alcoholism and substance use disorder in the current Diagnostic and Statistical Manual of the American Psychiatric Association. The fact that a disorder is listed in the Diagnostic and Statistical Manual of the American Psychiatric Association does not mean that treatment of the disorder is a Covered Medical Expense. If not excluded or defined elsewhere in the Policy, all alcoholism and substance use disorders are considered one Sickness.

URGENT CARE CENTER means a facility that provides treatment required to prevent serious deterioration of the Insured Person’s health as a result of an unforeseen Sickness, Injury, or the onset of acute or severe symptoms.

USUAL AND CUSTOMARY CHARGES means the maximum amount the Policy is obligated to pay for services. Except as otherwise required under state or federal regulations, usual and customary charges will be the lowest of:

1. The billed charge for the services.
2. An amount determined using current publicly-available data which is usual and customary when compared with the charges made for a) similar services and supplies and b) to persons having similar medical conditions in the geographic area where service is rendered.
3. An amount determined using current publicly-available data reflecting the costs for facilities providing the same or similar services, adjusted for geographical difference where applicable, plus a margin factor.

The Company uses data from FAIR Health, Inc. and/or Data iSight to determine Usual and Customary Charges. No payment will be made under the Policy for any expenses incurred which in the judgment of the Company are in excess of Usual and Customary Charges.

Section 11: Exclusions and Limitations

No benefits will be paid for: a) loss or expense caused by, contributed to, or resulting from; or b) treatment, services or supplies for, at, or related to any of the following:

1. Acupuncture.
3. Biofeedback, except for treatment of pain management, Mental Illness or Substance Use Disorder.
4. Cosmetic procedures, except as specifically provided in the Policy for the necessary care and treatment of medically diagnosed Congenital Conditions or reconstructive procedures to correct an Injury or treat a Sickness for which benefits are otherwise payable under the Policy. The primary result of the procedure is not a changed or improved physical appearance.
5. Custodial Care.
   ▪ Care provided in: rest homes, health resorts, homes for the aged, halfway houses, college infirmaries or places mainly for domiciliary or Custodial Care.
   ▪ Extended care in treatment or substance abuse facilities for domiciliary or Custodial Care.
6. Dental treatment, except:
   ▪ For accidental Injury to Sound, Natural Teeth.
   ▪ As described under Dental Treatment in the Policy. This exclusion does not apply to benefits specifically provided in Pediatric Dental Services.
7. Elective Surgery or Elective Treatment.

8. Elective abortion.

9. Flight in any kind of aircraft, except while riding as a passenger on a regularly scheduled flight of a commercial airline.

10. Foot care for the following:
   - Flat foot conditions.
   - Supportive devices for the foot, except as specified in the Policy.
   - Fallen arches.
   - Weak feet.
   - Chronic foot strain.
   - Routine foot care including the care, cutting and removal of corns, calluses, toenails, and bunions (except capsular or bone surgery).

   This exclusion does not apply to preventive foot care for Insured Persons with diabetes, or as specifically provided in the Policy.

11. Health spa or similar facilities. Strengthening programs.

12. Hearing examinations, except for exams and tests to determine the need for hearing correction. Hearing aids, except as specifically provided in the Policy. Other treatment for hearing defects and hearing loss. “Hearing defects” means any physical defect of the ear which does or can impair normal hearing, apart from the disease process. This exclusion does not apply to:
   - Hearing defects or hearing loss as a result of an infection or Injury.


15. Immunizations for work or travel.

16. Injury or Sickness for which benefits are paid or payable under any Workers' Compensation or Occupational Disease Law or Act, or similar legislation.

17. Injury sustained by reason of a motor vehicle accident to the extent that benefits are paid or payable by any other valid and collectible insurance.

18. Injury sustained while:
   - Participating in any intercollegiate or professional sport, contest or competition.
   - Traveling to or from such sport, contest or competition as a participant.
   - Participating in any practice or conditioning program for such sport, contest or competition.

19. Investigational services.

20. Lipectomy.

21. Participation in a riot or civil disorder. Commission of or attempt to commit a felony. Fighting.

22. Prescription Drugs, services or supplies as follows:
   - Therapeutic devices or appliances, including: hypodermic needles, syringes, support garments and other non-medical substances, regardless of intended use, except as specifically provided in the Policy.
   - Immunization agents, except as specifically provided in the Policy.
   - Drugs labeled, “Caution - limited by federal law to investigational use” or experimental drugs.
   - Products used for cosmetic purposes.
   - Drugs used to treat or cure baldness. Anabolic steroids used for body building.
   - Anorectics - drugs used for the purpose of weight control.
   - Fertility agents or sexual enhancement drugs, such as Parlodel, Pergonal, Clomid, Profasi, Metrodin, Serophene, or Viagra.
   - Refills in excess of the number specified or dispensed after one (1) year of date of the prescription.

23. Reproductive/Infertility services including but not limited to the following:
   - Genetic counseling and genetic testing.
   - Cryopreservation of reproductive materials. Storage of reproductive materials.
   - Fertility tests, except to diagnose infertility only.
   - Infertility treatment (male or female), including any services or supplies rendered for the purpose or with the intent of inducing conception.
   - Premarital examinations.
   - Impotence, organic or otherwise.
   - Reversal of sterilization procedures.

24. Research or examinations relating to research studies, or any treatment for which the patient or the patient's representative must sign an informed consent document identifying the treatment in which the patient is to participate as a research study or clinical research study, except as specifically provided in the Policy.
25. Routine eye examinations, except vision screening provided during an annual Routine Physical/Well Visit or as provided in Preventive Care Services. Eye refractions. Eyeglasses. Contact lenses. Prescriptions or fitting of eyeglasses or contact lenses. Vision correction surgery. Treatment for visual defects and problems. This exclusion does not apply as follows:
   • When due to a covered Injury or disease process.
   • To benefits specifically provided in Pediatric Vision Services.
   • To the initial pair of contact lenses for the treatment of keratoconus or post-cataract surgery.
26. Routine Newborn Infant Care and well-baby nursery and related Physician charge, except as specifically provided in the Policy.
27. Services provided normally without charge by the Health Service of the Policyholder. Services covered or provided by the student health fee.
28. Deviated nasal septum, including submucous resection and/or other surgical correction thereof. Nasal and sinus surgery, except for treatment of a covered Injury or treatment of chronic sinusitis.
29. Sleep disorders.
30. Speech therapy, except as specifically provided in the Policy. Naturopathic services.
31. Stand-alone multi-disciplinary smoking cessation programs. These are programs that usually include health care providers specializing in smoking cessation and may include a psychologist, social worker or other licensed or certified professional.
32. Supplies, except as specifically provided in the Policy.
33. Surgical breast reduction, breast augmentation, breast implants or breast prosthetic devices, or gynecomastia, except as specifically provided in the Policy.
34. Treatment in a Government hospital, unless there is a legal obligation for the Insured Person to pay for such treatment.
35. War or any act of war, declared or undeclared; or while in the armed forces of any country (a pro-rata premium will be refunded upon request for such period not covered).
36. Weight management. Weight reduction. Nutrition programs, except as specifically provided for in the Policy. Treatment for obesity, except as specifically provided in the Policy for Bariatric Surgery. Surgery for removal of excess skin or fat. This exclusion does not apply to benefits specifically provided in the Policy.

Section 12: How to File a Claim for Injury and Sickness Benefits

In the event of Injury or Sickness, students should:

1. Report to the Student Health Service or Infirmary for treatment or referral, or when not in school, to their Physician or Hospital.
2. Mail to the address below all medical and hospital bills along with the patient's name and Insured student's name, address, SR ID number (Insured's insurance Company ID number) and name of the university under which the student is insured. A Company claim form is not required for filing a claim.
3. Submit claims for payment within 90 days after the date of service. If the Insured doesn’t provide this information within one year of the date of service, benefits for that service may be denied at our discretion. This time limit does not apply if the Insured is legally incapacitated.

Submit the above information to the Company by mail:

UnitedHealthcare Student Resources
P.O. Box 809025
Dallas, TX 75380-9025

Section 13: General Provisions

GRACE PERIOD: A grace period of thirty-one days will be granted for the payment of each premium falling due after the first premium, during which grace period the Policy shall continue in force.

NOTICE OF CLAIM: Written notice of claim must be given to the Company within 90 days after the occurrence or commencement of any loss covered by the Policy, or as soon thereafter as is reasonably possible. Notice given by or on behalf of the Named Insured to the Company, P.O. Box 809025, Dallas, Texas 75380-9025 with information sufficient to identify the Named Insured shall be deemed notice to the Company.
CLAIM FORMS: Claim forms are not required.

PROOF OF LOSS: Written proof of loss must be furnished to the Company at its said office within 90 days after the date of such loss. Failure to furnish such proof within the time required will not invalidate nor reduce any claim if it was not reasonably possible to furnish proof. In no event except in the absence of legal capacity shall written proofs of loss be furnished later than one year from the time proof is otherwise required.

TIME OF PAYMENT OF CLAIM: Indemnities payable under the Policy for any loss will be paid upon receipt of due written proof of such loss.

PAYMENT OF CLAIMS: All or a portion of any indemnities provided by the Policy may, at the Company’s option, and unless the Named Insured requests otherwise in writing not later than the time of filing proofs of such loss, be paid directly to the Hospital or person rendering such service. Otherwise, accrued indemnities will be paid to the Named Insured or the estate of the Named Insured. Any payment so made shall discharge the Company’s obligation to the extent of the amount of benefits so paid.

PHYSICAL EXAMINATION: As a part of Proof of Loss, the Company at its own expense shall have the right and opportunity: 1) to examine the person of any Insured Person when and as often as it may reasonably require during the pendency of a claim; and, 2) to have an autopsy made in case of death where it is not forbidden by law. The Company has the right to secure a second opinion regarding treatment or hospitalization. Failure of an Insured to present himself or herself for examination by a Physician when requested shall authorize the Company to: (1) withhold any payment of Covered Medical Expenses until such examination is performed and Physician’s report received; and (2) deduct from any amounts otherwise payable hereunder any amount for which the Company has become obligated to pay to a Physician retained by the Company to make an examination for which the Insured failed to appear. Said deduction shall be made with the same force and effect as a Deductible herein defined.

LEGAL ACTIONS: No action at law or in equity shall be brought to recover on the Policy prior to the expiration of 60 days after written proofs of loss have been furnished in accordance with the requirements of the Policy. No such action shall be brought after the expiration of 3 years after the time written proofs of loss are required to be furnished.

SUBROGATION: The Company shall be subrogated to all rights of recovery which any Insured Person has against any person, firm or corporation to the extent of payments for benefits made by the Company to or for benefit of an Insured Person. The Insured shall execute and deliver such instruments and papers as may be required and do whatever else is necessary to secure such rights to the Company.

RIGHT OF RECOVERY: Payments made by the Company which exceed the Covered Medical Expenses (after allowance for Deductible and Coinsurance clauses, if any) payable hereunder shall be recoverable by the Company from or among any persons, firms, or corporations to or for whom such payments were made or from any insurance organizations who are obligated in respect of any covered Injury or Sickness as their liability may appear.

MORE THAN ONE POLICY: Insurance effective at any one time on the Insured Person under a like policy, or policies in this Company is limited to the one such policy elected by the Insured Person, his beneficiary or his estate, as the case may be, and the Company will return all premiums paid for all other such policies.

Section 14: Online Access to Account Information

UnitedHealthcare Student Resources Insureds have online access to claims status, EOBs, ID cards, network providers, correspondence, and coverage information by logging in to My Account at www.uhcsr.com/myaccount. Insured students who don’t already have an online account may simply select the “create My Account Now” link. Follow the simple, onscreen directions to establish an online account in minutes using the Insured’s 7-digit Insurance ID number or the email address on file.

As part of UnitedHealthcare Student Resources’ environmental commitment to reducing waste, we’ve adopted a number of initiatives designed to preserve our precious resources while also protecting the security of a student’s personal health information.
My Account now includes Message Center - a self-service tool that provides a quick and easy way to view any email notifications the Company may have sent. In Message Center, notifications are securely sent directly to the Insured student’s email address. If the Insured student prefers to receive paper copies, he or she may opt-out of electronic delivery by going into My Email Preferences and making the change there.

Section 15: ID Cards

Digital ID cards will be made available to each Insured Person. The Company will send an email notification when the digital ID card is available to be downloaded from My Account. An Insured Person may also use My Account to request delivery of a permanent ID card through the mail.

Section 16: UHCSR Mobile App

The UHCSR Mobile App is available for download from Google Play or Apple's App Store. Features of the Mobile App include easy access to:

- ID Cards – view, save to your device, fax or email directly to your provider. Covered Dependents are also included.
- Provider Search – search for In-Network participating healthcare or Mental Health providers, find contact information for the provider’s office or facility, and locate the provider’s office or facility on a map.
- Find My Claims – view claims received within the past 120 days for both the primary Insured and covered Dependents; includes provider, date of service, status, claim amount and amount paid.

Section 17: Important Company Contact Information

The Policy is Underwritten by:
UNITEDHEALTHCARE INSURANCE COMPANY

Administrative Office:
UnitedHealthcare Student Resources
P.O. Box 809025
Dallas, Texas 75380-9025
1-800-767-0700
Web site: www.uhcsr.com

Sales/Marketing Services:
UnitedHealthcare Student Resources
805 Executive Center Drive West, Suite 220
St. Petersburg, FL 33702
Email:info@uhcsr.com

Customer Service:
800-767-0700
(Customer Services Representatives are available Monday - Friday, 7:00 a.m. – 7:00 p.m. (Central Time))
Schedule of Benefits
Global Launch at Arizona State University
2018-202979-4
METALLIC LEVEL – GOLD WITH ACTUARIAL VALUE OF 83.990%

Injury and Sickness Benefits

No Overall Maximum Dollar Limit (Per Insured Person) (Per Policy Year)

<table>
<thead>
<tr>
<th>Description</th>
<th>Preferred Provider</th>
<th>Out-of-Network Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deductible Preferred Provider</td>
<td>$250 (Per Insured Person, Per Policy Year)</td>
<td></td>
</tr>
<tr>
<td>Deductible Out-of-Network</td>
<td>$500 (Per Insured Person, Per Policy Year)</td>
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</tr>
<tr>
<td>Coinsurance Preferred Provider</td>
<td>80% except as noted below</td>
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<tr>
<td>Coinsurance Out-of-Network</td>
<td>60% except as noted below</td>
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</tr>
<tr>
<td>Out-of-Pocket Maximum Preferred Provider</td>
<td>$5,000 (Per Insured Person, Per Policy Year)</td>
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</tr>
<tr>
<td>Out-of-Pocket Maximum Out-of-Network</td>
<td>$10,000 (For all Insureds in a Family, Per Policy Year)</td>
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</tr>
<tr>
<td>Out-of-Pocket Maximum Out-of-Network</td>
<td>$20,000 (For all Insureds in a Family, Per Policy Year)</td>
<td></td>
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</tbody>
</table>

The Policy provides benefits for the Covered Medical Expenses incurred by an Insured Person for loss due to a covered Injury or Sickness.

The Preferred Provider for this plan is UnitedHealthcare Choice Plus.

If care is received from a Preferred Provider any Covered Medical Expenses will be paid at the Preferred Provider level of benefits. If the Covered Medical Expense is incurred for Emergency Services when due to a Medical Emergency, benefits will be paid at the Preferred Provider level of benefits. In all other situations, reduced or lower benefits will be provided when an Out-of-Network provider is used.

Out-of-Pocket Maximum: After the Out-of-Pocket Maximum has been satisfied, Covered Medical Expenses will be paid at 100% for the remainder of the Policy Year subject to any benefit maximums or limits that may apply. Separate Out-of-Pocket Maximums apply to Preferred Provider and Out-of-Network benefits. Any applicable Coinsurance, Copays, or Deductibles will be applied to the Out-of-Pocket Maximum. Services that are not Covered Medical Expenses and the amount benefits are reduced for failing to comply with Policy provisions or requirements do not count toward meeting the Out-of-Pocket Maximum. Even when the Out-of-Pocket Maximum has been satisfied, the Insured Person will still be responsible for Out-of-Network Copays.

Student Health Center Benefits: The Deductible and Copays will be waived and benefits will be paid at 100% for Covered Medical Expenses incurred when treatment is rendered at the Student Health Center.

Benefits are calculated on a Policy Year basis unless otherwise specifically stated. When benefit limits apply, benefits will be paid up to the maximum benefit for each service as scheduled below. All benefit maximums are combined Preferred Provider and Out-of-Network unless otherwise specifically stated. Please refer to the Medical Expense Benefits – Injury and Sickness section of the Certificate of Coverage for a description of the Covered Medical Expenses for which benefits are available. Covered Medical Expenses include:

<table>
<thead>
<tr>
<th>Inpatient</th>
<th>Preferred Provider</th>
<th>Out-of-Network Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room and Board Expense</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Intensive Care</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Hospital Miscellaneous Expenses</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Routine Newborn Care</td>
<td>Paid as any other Sickness</td>
<td>Paid as any other Sickness</td>
</tr>
<tr>
<td>Inpatient</td>
<td>Preferred Provider</td>
<td>Out-of-Network Provider</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
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</tr>
<tr>
<td><strong>Surgery</strong></td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>If two or more procedures are performed through the same incision or in immediate succession at the same operative session, the maximum amount paid will not exceed 50% of the second procedure and 50% of all subsequent procedures.</td>
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</tr>
<tr>
<td><strong>Assistant Surgeon Fees</strong></td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td><strong>Anesthetist Services</strong></td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td><strong>Registered Nurse’s Services</strong></td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td><strong>Physician’s Visits</strong></td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td><strong>Pre-admission Testing</strong></td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Payable within 7 working days prior to admission.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Outpatient</th>
<th>Preferred Provider</th>
<th>Out-of-Network Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Surgery</strong></td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>If two or more procedures are performed through the same incision or in immediate succession at the same operative session, the maximum amount paid will not exceed 50% of the second procedure and 50% of all subsequent procedures.</td>
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</tr>
<tr>
<td><strong>Day Surgery Miscellaneous</strong></td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td><strong>Assistant Surgeon Fees</strong></td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td><strong>Anesthetist Services</strong></td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td><strong>Physician’s Visits</strong></td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td><strong>Physiotherapy</strong></td>
<td>$25 Copay per visit</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Review of Medical Necessity will be performed after 12 visits per Injury or Sickness.</td>
<td>$35 Copay per visit</td>
<td></td>
</tr>
<tr>
<td><strong>Medical Emergency Expenses</strong></td>
<td>$200 Copay per visit</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>The Preferred Provider Copay will be waived if admitted to the Hospital.</td>
<td>100% of Preferred Allowance</td>
<td></td>
</tr>
<tr>
<td><strong>Diagnostic X-ray Services</strong></td>
<td>$25 Copay per visit</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td><strong>Radiation Therapy</strong></td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td><strong>Laboratory Procedures</strong></td>
<td>$25 Copay per visit</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td><strong>Tests and Procedures</strong></td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td><strong>Injections</strong></td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td><strong>Chemotherapy</strong></td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Outpatient Drugs</td>
<td>Preferred Provider</td>
<td>Out-of-Network Provider</td>
</tr>
<tr>
<td>------------------</td>
<td>--------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>Prescription Drugs</td>
<td>*UnitedHealthcare Pharmacy (UHCP)</td>
<td>No Benefits</td>
</tr>
<tr>
<td>*See UHCP Prescription Drug Benefit Endorsement for additional information.</td>
<td>$20 Copay per prescription Tier 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$40 Copay per prescription Tier 2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$60 Copay per prescription Tier 3</td>
<td></td>
</tr>
<tr>
<td></td>
<td>up to a 31-day supply per prescription</td>
<td></td>
</tr>
<tr>
<td></td>
<td>When Specialty Prescription Drugs are dispensed at a Non-Preferred Specialty Network Pharmacy, the Insured is required to pay 2 times the retail Copay (up to 50% of the Prescription Drug Charge).</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mail order Prescription Drugs through UHCP at 2.5 times the retail Copay up to a 90-day supply</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other</th>
<th>Preferred Provider</th>
<th>Out-of-Network Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance Services</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Durable Medical Equipment</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Consultant Physician Fees</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Dental Treatment</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td></td>
<td>Benefits paid on Injury to Sound, Natural Teeth only.</td>
<td></td>
</tr>
<tr>
<td>Dental Treatment</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Mental Illness Treatment</td>
<td>Paid as any other Sickness</td>
<td>Paid as any other Sickness</td>
</tr>
<tr>
<td>Substance Use Disorder Treatment</td>
<td>Paid as any other Sickness</td>
<td>Paid as any other Sickness</td>
</tr>
<tr>
<td>Maternity</td>
<td>Paid as any other Sickness</td>
<td>Paid as any other Sickness</td>
</tr>
<tr>
<td>Complications of Pregnancy</td>
<td>Paid as any other Sickness</td>
<td>Paid as any other Sickness</td>
</tr>
<tr>
<td>Elective Abortion</td>
<td>No Benefits</td>
<td>No Benefits</td>
</tr>
<tr>
<td>Preventive Care Services</td>
<td>Preferred Allowance</td>
<td>No Benefits</td>
</tr>
<tr>
<td>Preventive Care Services</td>
<td>100% of Preferred Allowance</td>
<td>No Benefits</td>
</tr>
<tr>
<td>Reconstructive Breast Surgery Following Mastectomy</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Reconstructive Breast Surgery Following Mastectomy</td>
<td>100% of Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Diabetes Services</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Diabetes Services</td>
<td>100% of Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>High Cost Procedures</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>High Cost Procedures</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Home Health Care</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Hospice Care</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Inpatient Rehabilitation Facility</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Skilled Nursing Facility</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Other</td>
<td>Preferred Provider</td>
<td>Out-of-Network Provider</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>--------------------------------------------</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td>Urgent Care Center</td>
<td>$35 Copay per visit</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td></td>
<td>100% of Preferred Allowance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The Policy Deductible is waived.</td>
<td></td>
</tr>
<tr>
<td>Hospital Outpatient Facility or Clinic</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Approved Clinical Trials</td>
<td>Paid as any other Sickness</td>
<td>Paid as any other Sickness</td>
</tr>
<tr>
<td>See also Benefits for Cancer Clinical</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trials</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transplantation Services</td>
<td>Paid as any other Sickness</td>
<td>Paid as any other Sickness</td>
</tr>
<tr>
<td>Pediatric Dental and Vision Services</td>
<td>See endorsements attached for Pediatric</td>
<td>See endorsements attached for Pediatric Dental</td>
</tr>
<tr>
<td></td>
<td>Dental and Vision Services benefits</td>
<td>and Vision Services benefits</td>
</tr>
<tr>
<td>Allergy Treatment</td>
<td>Paid as any other Sickness</td>
<td>Paid as any other Sickness</td>
</tr>
<tr>
<td>Bariatric Surgery</td>
<td>Paid as any other Sickness</td>
<td>Paid as any other Sickness</td>
</tr>
<tr>
<td>Cosmetic Surgery</td>
<td>Paid as any other Sickness</td>
<td>Paid as any other Sickness</td>
</tr>
<tr>
<td>Family Planning</td>
<td>Paid as any other Sickness</td>
<td>Paid as any other Sickness</td>
</tr>
<tr>
<td>Hearing Aids</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Infertility</td>
<td>Paid as any other Sickness</td>
<td>Paid as any other Sickness</td>
</tr>
<tr>
<td>Medical Supplies</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Benefits are limited to a 31-day supply</td>
<td></td>
<td></td>
</tr>
<tr>
<td>per purchase.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nutrition Programs</td>
<td>Paid as any other Sickness</td>
<td>Paid as any other Sickness</td>
</tr>
<tr>
<td>See also Benefit for Preventive Care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Services, Benefits for Medical Foods</td>
<td></td>
<td></td>
</tr>
<tr>
<td>and Benefits for Amino Acid Based Formulas</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orthognathic Treatment</td>
<td>Paid as any other Sickness</td>
<td>Paid as any other Sickness</td>
</tr>
<tr>
<td>Ostomy Supplies</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Prostate Screening</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>Routine Physicals/Well Visits</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td>TMJ Disorders</td>
<td>Paid as any other Sickness</td>
<td>Paid as any other Sickness</td>
</tr>
<tr>
<td>Wigs</td>
<td>Preferred Allowance</td>
<td>Usual and Customary Charges</td>
</tr>
</tbody>
</table>
UNITEDHEALTHCARE INSURANCE COMPANY
POLICY ENDORSEMENT

This endorsement takes effect and expires concurrently with the Policy to which it is attached and is subject to all of the terms and conditions of the Policy not inconsistent therewith.

President

It is hereby understood and agreed that the Policy to which this endorsement is attached is amended as follows:

**Pediatric Dental Services Benefits**

Benefits are provided under this endorsement for Covered Dental Services, as described below, for Insured Persons under the age of 19. Benefits under this endorsement terminate on the earlier of: 1) last day of the month the Insured Person reaches the age of 19; or 2) the date the Insured Person’s coverage under the Policy terminates.

**Section 1: Accessing Pediatric Dental Services**

**Network and Non-Network Benefits**

**Network Benefits** - these benefits apply when the Insured Person chooses to obtain Covered Dental Services from a Network Dental Provider. Insured Persons generally are required to pay less to the Network Dental Provider than they would pay for services from a non-Network provider. Network Benefits are determined based on the contracted fee for each Covered Dental Service. In no event, will the Insured Person be required to pay a Network Dental Provider an amount for a Covered Dental Service in excess of the contracted fee.

In order for Covered Dental Services to be paid as Network Benefits, the Insured Person must obtain all Covered Dental Services directly from or through a Network Dental Provider.

Insured Persons must always verify the participation status of a provider prior to seeking services. From time to time, the participation status of a provider may change. The Insured Person can verify the participation status by calling the Company and/or the provider. If necessary, the Company can provide assistance in referring the Insured Person to Network Dental Provider.

The Company will make a Directory of Network Dental Providers available to the Insured Person. The Insured Person can also call Customer Service at 877-816-3596 to determine which providers participate in the Network. The telephone number for Customer Service is also on the Insured’s ID card.

**Non-Network Benefits** - these benefits apply when Covered Dental Services are obtained from non-Network Dental Providers. Insured Persons generally are required to pay more to the provider than for Network Benefits. Non-Network Benefits are determined based on the Usual and Customary Fee for similarly situated Network Dental Providers for each Covered Dental Service. The actual charge made by a non-Network Dental Provider for a Covered Dental Service may exceed the Usual and Customary Fee. As a result, Insured Persons may be required to pay a non-Network Dental Provider an amount for a Covered Dental Service in excess of the Usual and Customary Fee. In addition, when Covered Dental Services are obtained from non-Network Dental Providers, the Insured Person must file a claim with the Company to be reimbursed for Eligible Dental Expenses.
**Covered Dental Services**

The Insured Person is eligible for benefits for Covered Dental Services listed in this endorsement if such Dental Services are Necessary and are provided by or under the direction of a Network Dental Provider.

Benefits are available only for Necessary Dental Services. The fact that a Dental Provider has performed or prescribed a procedure or treatment, or the fact that it may be the only available treatment, for a dental disease does not mean that the procedure or treatment is a Covered Dental Service under this endorsement.

**Pre-Treatment Estimate**

If the charge for a Dental Service is expected to exceed $500 or if a dental exam reveals the need for fixed bridgework, the Insured Person may notify the Company of such treatment before treatment begins and receive a pre-treatment estimate. To receive a pre-treatment estimate, the Insured Person or Dental Provider should send a notice to the Company, via claim form, within 20 calendar days of the exam. If requested, the Dental Provider must provide the Company with dental x-rays, study models or other information necessary to evaluate the treatment plan for purposes of benefit determination.

The Company will determine if the proposed treatment is a Covered Dental Service and will estimate the amount of payment. The estimate of benefits payable will be sent to the Dental Provider and will be subject to all terms, conditions and provisions of the Policy. Clinical situations that can be effectively treated by a less costly, clinically acceptable alternative procedure will be assigned a benefit based on the least costly procedure.

A pre-treatment estimate of benefits is not an agreement to pay for expenses. This procedure lets the Insured Person know in advance approximately what portion of the expenses will be considered for payment.

**Pre-Authorization**

Pre-authorization is required for all orthodontic services. The Insured Person should speak to the Dental Provider about obtaining a pre-authorization before Dental Services are rendered. If the Insured Person does not obtain a pre-authorization, the Company has a right to deny the claim for failure to comply with this requirement.

**Section 2: Benefits for Pediatric Dental Services**

Benefits are provided for the Dental Services stated in this Section when such services are:

A. Necessary.

B. Provided by or under the direction of a Dental Provider.

C. Clinical situations that can be effectively treated by a less costly, clinically acceptable alternative procedure will be assigned a benefit based on the least costly procedure.

D. Not excluded as described in Section 3: Pediatric Dental Exclusions of this endorsement.

Benefits for Covered Dental Services are subject to satisfaction of the Dental Services Deductible.

**Network Benefits:**

Benefits for Eligible Dental Expenses are determined as a percentage of the negotiated contract fee between the Company and the provider rather than a percentage of the provider's billed charge. The Company's negotiated rate with the provider is ordinarily lower than the provider's billed charge.

A Network provider cannot charge the Insured Person or the Company for any service or supply that is not Necessary as determined by the Company. If the Insured Person agrees to receive a service or supply that is not Necessary the Network provider may charge the Insured Person. However, these charges will not be considered Covered Dental Services and benefits will not be payable.

**Non-Network Benefits:**

Benefits for Eligible Dental Expenses from non-Network providers are determined as a percentage of the Usual and Customary Fees. The Insured Person must pay the amount by which the non-Network provider’s billed charge exceeds the Eligible Dental Expense.
**Dental Services Deductible**

Benefits for pediatric Dental Services provided under this endorsement are not subject to the Policy Deductible stated in the Policy *Schedule of Benefits*. Instead, benefits for pediatric Dental Services are subject to a separate Dental Services Deductible.

For any combination of Network and Non-Network Benefits, the Dental Services Deductible per Policy Year is $500 per Insured Person.

**Out-of-Pocket Maximum** - any amount the Insured Person pays in Coinsurance for pediatric Dental Services under this endorsement applies to the Out-of-Pocket Maximum stated in the Policy *Schedule of Benefits*.

**Benefits**

Dental Services Deductibles are calculated on a Policy Year basis.

When benefit limits apply, the limit stated refers to any combination of Network Benefits and Non-Network Benefits unless otherwise specifically stated.

Benefit limits are calculated on a Policy Year basis unless otherwise specifically stated.

**Benefit Description**

<table>
<thead>
<tr>
<th>Benefit Description and Limitations</th>
<th>Network Benefits</th>
<th>Non-Network Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
</tr>
<tr>
<td><strong>Diagnostic Services - (Subject to payment of the Dental Services Deductible.)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>Evaluations (Checkup Exams)</em></td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td><em>Limited to 2 times per 12 months.</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Covered as a separate benefit only if no other service was done during the visit other than X-rays.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D0120 - Periodic oral evaluation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D0140 - Limited oral evaluation - problem focused</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D0150 - Comprehensive oral evaluation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D0180 - Comprehensive periodontal evaluation</td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>The following service is not subject to a frequency limit.</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D0160 - Detailed and extensive oral evaluation - problem focused</td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>Intraoral Radiographs (X-ray)</em></td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td><em>Limited to 2 series of films per 12 months.</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D0210 - Complete series (including bitewings)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>The following services are not subject to a frequency limit.</em></td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Benefit Description and Limitations</td>
<td>Network Benefits Benefits are shown as a percentage of Eligible Dental Expenses.</td>
<td>Non-Network Benefits Benefits are shown as a percentage of Eligible Dental Expenses.</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>D0220 - Intraoral - periapical first film</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D0230 - Intraoral - periapical - each additional film</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D0240 - Intraoral - occlusal film</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Any combination of the following services is limited to 2 series of films per 12 months.</strong></td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D0270 - Bitewings - single film</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D0272 - Bitewings - two films</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D0274 - Bitewings - four films</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D0277 - Vertical bitewings</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Limited to 1 time per 36 months.</strong></td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D0330 - Panoramic radiograph image</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>The following services are not subject to a frequency limit.</strong></td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D0340 - Cephalometric X-ray</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D0350 - Oral/Facial photographic images</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D0391 - Interpretation of diagnostic images</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D0470 - Diagnostic casts</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Preventive Services - (Subject to payment of the Dental Services Deductible.)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Dental Prophylaxis (Cleanings)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The following services are limited to 2 times every 12 months.</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D1110 - Prophylaxis - adult</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D1120 - Prophylaxis - child</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fluoride Treatments</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The following services are limited to 2 times every 12 months.</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D1206 and D1208 - Fluoride</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Sealants (Protective Coating)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The following services are limited to once per first or second permanent molar every 36 months.</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D1351 - Sealant - per tooth - unrestored permanent molar</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D1352 - Preventive resin restorations in moderate to high caries risk patient - permanent tooth</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Space Maintainers (Spacers)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The following services are not subject</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Benefit Description and Limitations</td>
<td>Network Benefits Benefits are shown as a percentage of Eligible Dental Expenses.</td>
<td>Non-Network Benefits Benefits are shown as a percentage of Eligible Dental Expenses.</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>to a frequency limit.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D1510 - Space maintainer - fixed -</td>
<td></td>
<td></td>
</tr>
<tr>
<td>unilateral</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D1515 - Space maintainer - fixed -</td>
<td></td>
<td></td>
</tr>
<tr>
<td>bilateral</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D1520 - Space maintainer - removable</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- unilateral</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D1525 Space maintainer - removable</td>
<td></td>
<td></td>
</tr>
<tr>
<td>bilateral</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D1550 - Re-cementation of space</td>
<td></td>
<td></td>
</tr>
<tr>
<td>maintainer</td>
<td></td>
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</tr>
</tbody>
</table>

**Minor Restorative Services - (Subject to payment of the Dental Services Deductible.)**

**Amalgam Restorations (Silver Fillings)**

*The following services are not subject to a frequency limit.*

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Network Benefits</th>
<th>Non-Network Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>D2140 - Amalgams - one surface, primary or permanent</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D2150 - Amalgams - two surfaces, primary or permanent</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D2160 - Amalgams - three surfaces, primary or permanent</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D2161 - Amalgams - four or more surfaces, primary or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>permanent</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Composite Resin Restorations (Tooth Colored Fillings)**

*The following services are not subject to a frequency limit.*

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Network Benefits</th>
<th>Non-Network Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>D2330 - Resin-based composite - one surface, anterior</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D2331 - Resin-based composite - two surfaces, anterior</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D2332 - Resin-based composite - three surfaces, anterior</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D2335 - Resin-based composite - four or more surfaces or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>involving incised angle, anterior</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Crowns/Inlays/Onlays - (Subject to payment of the Dental Services Deductible.)**

*The following services are subject to a limit of 1 time every 60 months.*

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Network Benefits</th>
<th>Non-Network Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>D2542 - Onlay - metallic - two surfaces</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D2543 - Onlay - metallic - three surfaces</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D2544 - Onlay - metallic - four surfaces</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D2740 - Crown - porcelain/ceramic substrate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D2750 - Crown - porcelain fused to high noble metal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Benefit Description and Limitations</td>
<td>Network Benefits</td>
<td>Non-Network Benefits</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td></td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
</tr>
<tr>
<td>D2751 - Crown - porcelain fused to predominately base metal</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D2752 - Crown - porcelain fused to noble metal</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D2780 - Crown - 3/4 case high noble metal</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D2781 - Crown - 3/4 cast predominately base metal</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D2783 - Crown - 3/4 porcelain/ceramic</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D2790 - Crown - full cast high noble metal</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D2791 - Crown - full cast predominately base metal</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D2792 - Crown - full cast noble metal</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D2794 Crown – titanium</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D2929 - Prefabricated porcelain crown - primary</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D2930 Prefabricated stainless steel crown - primary tooth</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D2931 - Prefabricated stainless steel crown - permanent tooth</td>
<td>50%</td>
<td>50%</td>
</tr>
</tbody>
</table>

The following services are not subject to a frequency limit.

| D2510 Inlay - metallic - one surface | 50% |
| D2520 - Inlay - metallic - two surfaces | 50% |
| D2530 - Inlay - metallic - three surfaces | 50% |
| D2910 - Re-cement inlay | 50% |
| D2920 - Re-cement crown | 50% |

The following service is not subject to a frequency limit.

| D2940 - Protective restoration | 50% |

The following service is limited to 1 time per tooth every 60 months.

| D2950 - Core buildup, including any pins | 50% |
| D2951 - Pin retention - per tooth, in addition to Crown | 50% |

The following services are not subject to a frequency limit.

| D2954 - Prefabricated post and core in addition to crown | 50% |

The following services are not subject to a frequency limit.
<table>
<thead>
<tr>
<th>Benefit Description and Limitations</th>
<th>Network Benefits</th>
<th>Non-Network Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
</tr>
</tbody>
</table>
| D2980 - Crown repair necessitated by restorative material failure  
D2981 – Inlay repair  
D2982 – Onlay repair  
D2983 – Veneer repair  
D2990 – Resin infiltration/smooth surface |                     |                      |
| **Endodontics - (Subject to payment of the Dental Services Deductible.)** | 50% | 50% |
| The following service is not subject to a frequency limit. |                     |                      |
| D3220 - Therapeutic pulpotomy (excluding final restoration) |                     |                      |
| The following service is not subject to a frequency limit. |                     |                      |
| D3222 - Partial pulpotomy for Apexogenesis - Permanent tooth with incomplete root development |                     |                      |
| The following services are not subject to a frequency limit. | 50% | 50% |
| D3230 - Pulpal therapy (resorbable filling) - anterior, primary tooth (excluding final restoration)  
D3240 - Pulpal therapy (resorbable filling) - posterior, primary tooth (excluding final restoration) |                     |                      |
| The following services are not subject to a frequency limit. | 50% | 50% |
| D3310 - Anterior root canal (excluding final restoration)  
D3320 - Bicuspid root canal (excluding final restoration)  
D3330 - Molar root canal (excluding final restoration)  
D3346 - Retreatment of previous root canal therapy - anterior  
D3347 - Retreatment of previous root canal therapy - bicuspid  
D3348 - Retreatment of previous root canal therapy - molar |                     |                      |
| The following services are not subject to a frequency limit. | 50% | 50% |
| D3351 - Apexification/recalcification - initial visit  
D3352 - Apexification/recalcification - interim medication replacement  
D3353 - Apexification/recalcification - |                     |                      |
<table>
<thead>
<tr>
<th>Benefit Description and Limitations</th>
<th>Network Benefits</th>
<th>Non-Network Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
</tr>
<tr>
<td>final visit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The following service is not subject to a frequency limit.</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D3354 - Pulpal Regeneration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The following services are not subject to a frequency limit.</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D3410 - Apicoectomy/periradicular - anterior</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D3421 - Apicoectomy/periradicular - bicuspid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D3425 - Apicoectomy/periradicular - molar</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D3426 - Apicoectomy/periradicular - each additional root</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The following service is not subject to a frequency limit.</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D3450 - Root amputation - per root</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The following service is not subject to a frequency limit.</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D3920 - Hemisection (including any root removal), not including root canal therapy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Periodontics - (Subject to payment of the Dental Services Deductible.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The following services are limited to a frequency of 1 every 36 months.</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D4210 - Gingivectomy or gingivoplasty - four or more teeth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D4211 - Gingivectomy or gingivoplasty - one to three teeth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D4212 - Gingivectomy or gingivoplasty – with restorative procedures – per tooth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The following services are limited to 1 every 36 months.</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D4240 - Gingival flap procedure, four or more teeth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D4241 - Gingival flap procedure, including root planing, one to three contiguous teeth or tooth bounded spaces per quadrant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The following service is not subject to a frequency limit.</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D4249 - Clinical crown lengthening - hard tissue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The following services are limited to 1</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Benefit Description and Limitations</td>
<td>Network Benefits</td>
<td>Non-Network Benefits</td>
</tr>
<tr>
<td>------------------------------------</td>
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<td>---------------------</td>
</tr>
<tr>
<td><strong>Network Benefits</strong></td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
</tr>
<tr>
<td><strong>every 36 months.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D4260 - Osseous surgery</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D4261 - Osseous surgery (including flap entry and closure), one to three contiguous teeth or tooth bounded spaces per quadrant</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D4263 - Bone replacement graft – first site in quadrant</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td><strong>The following services are not subject to a frequency limit.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D4270 - Pedicle soft tissue graft procedure</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D4271 - Free soft tissue graft procedure</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td><strong>The following services are not subject to a frequency limit.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D4273 - Subepithelial connective tissue graft procedures, per tooth</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D4275 - Soft tissue allograft</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D4277 - Free soft tissue graft - first tooth</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D4278 - Free soft tissue graft - additional teeth</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td><strong>The following services are limited to 1 time per quadrant every 24 months.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D4341 - Periodontal scaling and root planning - four or more teeth per quadrant</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D4342 - Periodontal scaling and root planning - one to three teeth per quadrant</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td><strong>The following service is limited to a frequency to 1 per lifetime.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D4355 - Full mouth debridement to enable comprehensive evaluation and diagnosis</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td><strong>The following service is limited to 4 times every 12 months in combination with prophylaxis.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D4910 - Periodontal maintenance</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td><strong>Removable Dentures - (Subject to payment of the Dental Services Deductible.)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>The following services are limited to a frequency of 1 every 60 months.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D5110 - Complete denture - maxillary</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D5120 - Complete denture -</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Benefit Description and Limitations</td>
<td>Network Benefits</td>
<td>Non-Network Benefits</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>mandibular</td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
</tr>
<tr>
<td>D5130 - Immediate denture - maxillary</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D5140 - Immediate denture - mandibular</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D5211 - Mandibular partial denture - resin base</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D5212 - Maxillary partial denture - resin base</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D5213 - Maxillary partial denture - cast metal framework with resin denture base</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D5214 - Mandibular partial denture - cast metal framework with resin denture base</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D5281 - Removable unilateral partial denture - one piece cast metal</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*The following services are not subject to a frequency limit.*

| D5410 - Adjust complete denture - maxillary | 50%              | 50%                |
| D5411 - Adjust complete denture - mandibular |                  |                    |
| D5421 - Adjust partial denture - maxillary |                  |                    |
| D5422 - Adjust partial denture - mandibular |                  |                    |
| D5510 - Repair broken complete denture base |                  |                    |
| D5520 - Replace missing or broken teeth - complete denture |                  |                    |
| D5610 - Repair resin denture base |                  |                    |
| D5620 - Repair cast framework |                  |                    |
| D5630 - Repair or replace broken clasp |                  |                    |
| D5640 - Replace broken teeth - per tooth |                  |                    |
| D5650 - Add tooth to existing partial denture |                  |                    |
| D5660 - Add clasp to existing partial denture |                  |                    |

*The following services are limited to rebasing performed more than 6 months after the initial insertion with a frequency limitation of 1 time per 12 months.*

<p>| D5710 - Rebase complete maxillary denture | 50%              | 50%                |
| D5720 - Rebase maxillary partial denture |                  |                    |
| D5721 - Rebase mandibular partial denture |                  |                    |
| D5730 - Reline complete maxillary |                  |                    |</p>
<table>
<thead>
<tr>
<th>Benefit Description and Limitations</th>
<th>Network Benefits</th>
<th>Non-Network Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
</tr>
<tr>
<td><strong>denture</strong></td>
<td></td>
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<tr>
<td>D5731 - Reline complete mandibular denture</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D5740 - Reline maxillary partial denture</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D5741 - Reline mandibular partial denture</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D5750 - Reline complete maxillary denture (laboratory)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D5751 - Reline complete mandibular denture (laboratory)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D5752 - Reline complete mandibular denture (laboratory)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D5760 - Reline maxillary partial denture (laboratory)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D5761 - Reline mandibular partial denture (laboratory) - rebase/reline</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D5762 - Reline mandibular partial denture (laboratory)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Non-Network Benefits</strong></td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td><strong>The following services are not subject to a frequency limit.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D5850 - Tissue conditioning (maxillary)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D5851 - Tissue conditioning (mandibular)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Bridges (Fixed partial dentures) - (Subject to payment of the Dental Services Deductible.)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>The following services are not subject to a frequency limit.</strong></td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6210 - Pontic - case high noble metal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D6211 - Pontic - case predominately base metal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D6212 - Pontic - cast noble metal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D6214 - Pontic - titanium</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D6240 - Pontic - porcelain fused to high noble metal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D6241 - Pontic - porcelain fused to predominately base metal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D6242 - Pontic - porcelain fused to noble metal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D6245 - Pontic - porcelain/ceramic</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>The following services are not subject to a frequency limit.</strong></td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6545 - Retainer - cast metal for resin bonded fixed prosthesis</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D6548 - Retainer - porcelain/ceramic for resin bonded fixed prosthesis</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>The following services are not subject to a frequency limit.</strong></td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6519 - Inlay/onlay - porcelain/ceramic</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D6520 - Inlay - metallic - two surfaces</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Benefit Description and Limitations</td>
<td>Network Benefits</td>
<td>Non-Network Benefits</td>
</tr>
<tr>
<td>-------------------------------------</td>
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</tr>
<tr>
<td><strong>Benefit Description and Limitations</strong></td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
</tr>
<tr>
<td>D6530 - Inlay - metallic - three or more surfaces</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6543 - Onlay - metallic - three surfaces</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6544 - Onlay - metallic - four or more surfaces</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>The following services are limited to 1 time every 60 months.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D6740 - Crown - porcelain/ceramic</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6750 - Crown - porcelain fused to high noble metal</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6751 - Crown - porcelain fused to predominately base metal</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6752 - Crown - porcelain fused to noble metal</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6780 - Crown - 3/4 cast high noble metal</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6781 - Crown - 3/4 cast predominately base metal</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6782 - Crown - 3/4 cast noble metal</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6783 - Crown - 3/4 porcelain/ceramic</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6790 - Crown - full cast high noble metal</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6791 - Crown - full cast predominately base metal</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6792 - Crown - full cast noble metal</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>The following service is not subject to a frequency limit.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D6930 - Re-cement or re-bond fixed partial denture</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>The following services are not subject to a frequency limit.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D6973 - Core build up for retainer, including any pins</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6980 - Fixed partial denture repair necessitated by restorative material failure</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Oral Surgery - (Subject to payment of the Dental Services Deductible.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The following service is not subject to a frequency limit.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D7140 - Extraction, erupted tooth or exposed root</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>The following services are not subject to a frequency limit.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D7210 - Surgical removal of erupted tooth requiring elevation of</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Benefit Description and Limitations</td>
<td>Network Benefits</td>
<td>Non-Network Benefits</td>
</tr>
<tr>
<td>------------------------------------</td>
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<td>----------------------</td>
</tr>
<tr>
<td><strong>Benefit Description and Limitations</strong></td>
<td><strong>Benefits are shown as a percentage of Eligible Dental Expenses.</strong></td>
<td><strong>Benefits are shown as a percentage of Eligible Dental Expenses.</strong></td>
</tr>
<tr>
<td>mucoperioteal flap and removal of bone and/or section of tooth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D7220 - Removal of impacted tooth - soft tissue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D7230 - Removal of impacted tooth - partially bony</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D7240 - Removal of impacted tooth - completely bony</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D7241 - Removal of impacted tooth - complete bony with unusual surgical complications</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D7250 - Surgical removal or residual tooth roots</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D7251 - Coronectomy - intentional partial tooth removal</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>The following service is not subject to a frequency limit.</strong></td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D7270 - Tooth reimplantation and/or stabilization of accidentally evulsed or displaced tooth</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>The following service is not subject to a frequency limit.</strong></td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D7280 - Surgical access of an unerupted tooth</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>The following services are not subject to a frequency limit.</strong></td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D7310 - Alveoloplasty in conjunction with extractions - per quadrant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D7311 - Alveoloplasty in conjunction with extraction - one to three teeth or tooth space - per quadrant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D7320 - Alveoloplasty not in conjunction with extractions - per quadrant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D7321 - Alveoloplasty not in conjunction with extractions - one to three teeth or tooth space - per quadrant</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>The following service is not subject to a frequency limit.</strong></td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D7471 - removal of lateral exostosis (maxilla or mandible)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>The following services are not subject to a frequency limit.</strong></td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D7510 - Incision and drainage of abscess</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D7910 - Suture of recent small wounds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Benefit Description and Limitations</td>
<td>Network Benefits</td>
<td>Non-Network Benefits</td>
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<tr>
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</tr>
<tr>
<td></td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
</tr>
<tr>
<td>up to 5 cm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D7921 - Collect - apply autologous product</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D7953 - Bone replacement graft for ridge preservation - per site</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D7971 - Excision of pericoronial gingiva</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Adjunctive Services - (Subject to payment of the Dental Services Deductible.)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>The following service is not subject to a frequency limit; however, it is covered as a separate benefit only if no other services (other than the exam and radiographs) were done on the same tooth during the visit.</em></td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D9110 - Palliative (Emergency) treatment of dental pain - minor procedure</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td><strong>Covered only when clinically Necessary.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D9220 - Deep sedation/general anesthesia first 30 minutes</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D9221 - Dental sedation/general anesthesia each additional 15 minutes</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D9241 - Intravenous conscious sedation/analgesia - first 30 minutes</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D9242 - Intravenous conscious sedation/analgesia - each additional 15 minutes</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D9610 - Therapeutic drug injection, by report</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td><strong>Covered only when clinically Necessary</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D9310 - Consultation (diagnostic service provided by a dentist or Physician other than the practitioner providing treatment)</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td><strong>The following is limited to 1 guard every 12 months.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D9940 - Occlusal guard</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td><strong>Implant Procedures - (Subject to payment of the Dental Services Deductible.)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>The following services are limited to 1 time every 60 months.</em></td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6010 - Endosteal implant</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6012 - Surgical placement of interim implant body</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6040 - Eposteal Implant</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>D6050 - Transosteal implant, including hardware</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Benefit Description and Limitations</td>
<td>Network Benefits</td>
<td></td>
</tr>
<tr>
<td>-----------------------------------</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
<td></td>
</tr>
<tr>
<td><strong>D6053 - Implant supported complete denture</strong></td>
<td></td>
<td><strong>Non-Network Benefits</strong></td>
</tr>
<tr>
<td><strong>D6054 - Implant supported partial denture</strong></td>
<td></td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
</tr>
<tr>
<td><strong>D6055 - Connecting bar implant or abutment supported</strong></td>
<td></td>
<td><strong>D6056 - Prefabricated abutment</strong></td>
</tr>
<tr>
<td><strong>D6057 - Custom abutment</strong></td>
<td></td>
<td><strong>D6058 - Abutment supported porcelain ceramic crown</strong></td>
</tr>
<tr>
<td><strong>D6059 - Abutment supported porcelain fused to high noble metal</strong></td>
<td></td>
<td><strong>D6060 - Abutment supported porcelain fused to predominately base metal crown</strong></td>
</tr>
<tr>
<td><strong>D6061 - Abutment supported porcelain fused to noble metal crown</strong></td>
<td></td>
<td><strong>D6062 - Abutment supported cast high noble metal crown</strong></td>
</tr>
<tr>
<td><strong>D6063 - Abutment supported case predominately base metal crown</strong></td>
<td></td>
<td><strong>D6064 - Abutment supported porcelain/ceramic crown</strong></td>
</tr>
<tr>
<td><strong>D6065 - Implant supported porcelain/ceramic crown</strong></td>
<td></td>
<td><strong>D6066 - Implant supported porcelain fused to high metal crown</strong></td>
</tr>
<tr>
<td><strong>D6067 - Implant supported metal crown</strong></td>
<td></td>
<td><strong>D6068 - Abutment supported retainer for porcelain/ceramic fixed partial denture</strong></td>
</tr>
<tr>
<td><strong>D6069 - Abutment supported retainer for porcelain fused to high noble metal fixed partial denture</strong></td>
<td></td>
<td><strong>D6070 - Abutment supported retainer for porcelain fused to noble metal fixed partial denture</strong></td>
</tr>
<tr>
<td><strong>D6071 - Abutment supported retainer for porcelain fused to noble metal fixed partial denture</strong></td>
<td></td>
<td><strong>D6072 - Abutment supported retainer for cast high noble metal fixed partial denture</strong></td>
</tr>
<tr>
<td><strong>D6073 - Abutment supported retainer for predominately base metal fixed partial denture</strong></td>
<td></td>
<td><strong>D6074 - Abutment supported retainer for cast metal fixed partial denture</strong></td>
</tr>
<tr>
<td><strong>D6075 - Abutment supported retainer for ceramic fixed partial denture</strong></td>
<td></td>
<td><strong>D6076 - Abutment supported retainer for porcelain fused to high noble metal</strong></td>
</tr>
</tbody>
</table>
### Benefit Description and Limitations

<table>
<thead>
<tr>
<th>Network Benefits</th>
<th>Non-Network Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
</tr>
</tbody>
</table>

**Network Benefits**

- Fixed partial denture
- D6077 - Implant supported retainer for cast metal fixed partial denture
- D6078 - Implant/abutment supported fixed partial denture for completely edentulous arch
- D6079 - Implant/abutment supported fixed partial denture for partially edentulous arch
- D6080 - Implant maintenance procedure
- D6090 - Repair implant prosthesis
- D6091 - Replacement of semi-precision or precision attachment
- D6095 - Repair implant abutment
- D6100 - Implant removal
- D6101 - Debridement periimplant defect
- D6102 - Debridement and osseous periimplant defect
- D6103 - Bone graft periimplant defect
- D6104 - Bone graft implant replacement
- D6190 - Implant index

**Medically Necessary Orthodontics - (Subject to payment of the Dental Services Deductible.)**

Benefits for comprehensive orthodontic treatment are approved by the Company, only in those instances that are related to an identifiable syndrome such as cleft lip or palate, Crouzon's syndrome, Treacher-Collins syndrome, Pierre-Robin syndrome, hemi-facial atrophy, hemi-facial hypertrophy; or other severe craniofacial deformities which result in a physically handicapping malocclusion as determined by the Company's dental consultants. Benefits are not available for comprehensive orthodontic treatment for crowded dentitions (crooked teeth), excessive spacing between teeth, temporomandibular joint (TMJ) conditions and/or having horizontal/vertical (overjet/overbite) discrepancies.

All orthodontic treatment must be prior authorized.

Services or supplies furnished by a Dental Provider in order to diagnose or correct misalignment of the teeth or the bite. Benefits are available only when the service or supply is determined to be medically Necessary.

*The following services are not subject to a frequency limitation as long as benefits have been prior authorized.*

- D8010 - Limited orthodontic treatment of the primary dentition
- D8020 - Limited orthodontic treatment of the transitional dentition
- D8030 - Limited orthodontic treatment of the adolescent dentition
- D8050 - Interceptive orthodontic treatment of the primary dentition
- D8060 - Interceptive orthodontic treatment of the transitional dentition
- D8070 - Comprehensive orthodontic treatment

<p>| 50% | 50% |</p>
<table>
<thead>
<tr>
<th>Benefit Description and Limitations</th>
<th>Network Benefits</th>
<th>Non-Network Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
<td>Benefits are shown as a percentage of Eligible Dental Expenses.</td>
</tr>
<tr>
<td>treatment of the transitional dentition</td>
<td>D8080 - Comprehensive orthodontic treatment of the adolescent dentition</td>
<td>D8210 - Removable appliance therapy</td>
</tr>
<tr>
<td></td>
<td>D8220 - Fixed appliance therapy</td>
<td>D8660 - Pre-orthodontic treatment visit</td>
</tr>
<tr>
<td></td>
<td>D8670 - Periodic orthodontic treatment visit</td>
<td>D8680 - Orthodontic retention</td>
</tr>
</tbody>
</table>

**Section 3: Pediatric Dental Exclusions**

Except as may be specifically provided in this endorsement under *Section 2: Benefits for Covered Dental Services*, benefits are not provided under this endorsement for the following:

1. Any Dental Service or Procedure not listed as a Covered Dental Service in this endorsement in *Section 2: Benefits for Covered Dental Services*.
2. Dental Services that are not Necessary.
3. Hospitalization or other facility charges.
4. Any Dental Procedure performed solely for cosmetic/aesthetic reasons. (Cosmetic procedures are those procedures that improve physical appearance.)
5. Reconstructive surgery, regardless of whether or not the surgery is incidental to a dental disease, Injury, or Congenital Condition, when the primary purpose is to improve physiological functioning of the involved part of the body.
6. Any Dental Procedure not directly associated with dental disease.
7. Any Dental Procedure not performed in a dental setting.
8. Procedures that are considered to be Experimental or Investigational or Unproven Services. This includes pharmacological regimens not accepted by the *American Dental Association (ADA) Council on Dental Therapeutics*. The fact that an Experimental, or Investigational or Unproven Service, treatment, device or pharmacological regimen is the only available treatment for a particular condition will not result in benefits if the procedure is considered to be Experimental or Investigational or Unproven Service in the treatment of that particular condition.
9. Drugs/medications, obtainable with or without a prescription, unless they are dispensed and utilized in the dental office during the patient visit.
10. Setting of facial bony fractures and any treatment associated with the dislocation of facial skeletal hard tissue.
11. Treatment of benign neoplasms, cysts, or other pathology involving benign lesions, except excisional removal. Treatment of malignant neoplasms or Congenital Conditions of hard or soft tissue, including excision.
12. Replacement of complete dentures, fixed and removable partial dentures or crowns and implants, implant crowns and prosthesis if damage or breakage was directly related to provider error. This type of replacement is the responsibility of the Dental Provider. If replacement is Necessary because of patient non-compliance, the patient is liable for the cost of replacement.
13. Services related to the temporomandibular joint (TMJ), either bilateral or unilateral. Upper and lower jaw bone surgery (including surgery related to the temporomandibular joint). Orthognathic surgery, jaw alignment, and treatment for the temporomandibular joint.
14. Charges for failure to keep a scheduled appointment without giving the dental office 24 hours notice.
15. Expenses for Dental Procedures begun prior to the Insured Person becoming enrolled for coverage provided through this endorsement to the Policy.
16. Dental Services otherwise covered under the Policy, but rendered after the date individual coverage under the Policy terminates, including Dental Services for dental conditions arising prior to the date individual coverage under the Policy terminates.
17. Services rendered by a provider with the same legal residence as the Insured Person or who is a member of the Insured Person’s family, including spouse, brother, sister, parent or child.
18. Foreign Services are not covered unless required for a Dental Emergency.
19. Fixed or removable prosthodontic restoration procedures for complete oral rehabilitation or reconstruction.
20. Procedures related to the reconstruction of a patient’s correct vertical dimension of occlusion (VDO).
21. Billing for incision and drainage if the involved abscessed tooth is removed on the same date of service.
22. Placement of fixed partial dentures solely for the purpose of achieving periodontal stability.
23. Acupuncture; acupressure and other forms of alternative treatment, whether or not used as anesthesia.
24. Orthodontic coverage does not include the installation of a space maintainer, any treatment related to treatment of the temporomandibular joint, any surgical procedure to correct a malocclusion, replacement of lost or broken retainers and/or habit appliances, and any fixed or removable interceptive orthodontic appliances previously submitted for payment under the Policy.

Section 4: Claims for Pediatric Dental Services

When obtaining Dental Services from a non-Network Dental Provider, the Insured Person will be required to pay all billed charges directly to the Dental Provider. The Insured Person may then seek reimbursement from the Company. The Insured Person must provide the Company with all of the information identified below.

Reimbursement for Dental Services

The Insured Person is responsible for sending a request for reimbursement to the Company, on a form provided by or satisfactory to the Company.

Claim Forms. It is not necessary to include a claim form with the proof of loss. However, the proof must include all of the following information:

- Insured Person's name and address.
- Insured Person's identification number.
- The name and address of the provider of the service(s).
- A diagnosis from the Dental Provider including a complete dental chart showing extractions, fillings or other dental services rendered before the charge was incurred for the claim.
- Radiographs, lab or hospital reports.
- Casts, molds or study models.
- Itemized bill which includes the CPT or ADA codes or description of each charge.
- The date the dental disease began.
- A statement indicating that the Insured Person is or is not enrolled for coverage under any other health or dental insurance plan or program. If enrolled for other coverage, The Insured Person must include the name of the other carrier(s).

To file a claim, submit the above information to the Company at the following address:

UnitedHealthcare Dental
ATTN: Claims Unit
P. O. Box 30567
Salt Lake City, UT  84130-0567

If the Insured Person would like to use a claim form, call Customer Service at 1-877-816-3596. This number is also listed on the Insured's Dental ID Card. If the Insured Person does not receive the claim form within 15 calendar days of the request, the proof of loss may be submitted with the information stated above.

Section 5: Defined Terms for Pediatric Dental Services

The following definitions are in addition to those listed in the Definitions section of the Certificate of Coverage:

Covered Dental Service – a Dental Service or Dental Procedure for which benefits are provided under this endorsement.

Dental Emergency - a dental condition or symptom resulting from dental disease which arises suddenly and, in the judgment of a reasonable person, requires immediate care and treatment, and such treatment is sought or received within 24 hours of onset.

Dental Provider - any dentist or dental practitioner who is duly licensed and qualified under the law of jurisdiction in which treatment is received to render Dental Services, perform dental surgery or administer anesthetics for dental surgery.
**Dental Service or Dental Procedures** - dental care or treatment provided by a Dental Provider to the Insured Person while the Policy is in effect, provided such care or treatment is recognized by the Company as a generally accepted form of care or treatment according to prevailing standards of dental practice.

**Dental Services Deductible** - the amount the Insured Person must pay for Covered Dental Services in a Policy Year before the Company will begin paying for Network or Non-Network Benefits in that Policy Year.

**Eligible Dental Expenses** - Eligible Dental Expenses for Covered Dental Services, incurred while the Policy is in effect, are determined as stated below:
- For Network Benefits, when Covered Dental Services are received from Network Dental Providers, Eligible Dental Expenses are the Company's contracted fee(s) for Covered Dental Services with that provider.
- For Non-Network Benefits, when Covered Dental Services are received from Non-Network Dental Providers, Eligible Dental Expenses are the Usual and Customary Fees, as defined below.

**Experimental, Investigational, or Unproven Service** - medical, dental, surgical, diagnostic, or other health care services, technologies, supplies, treatments, procedures, drug therapies or devices that, at the time the Company makes a determination regarding coverage in a particular case, is determined to be:
- Not approved by the U.S. Food and Drug Administration (FDA) to be lawfully marketed for the proposed use and not identified in the American Hospital Formulary Service or the United States Pharmacopoeia Dispensing Information as appropriate for the proposed use; or
- Subject to review and approval by any institutional review board for the proposed use; or
- The subject of an ongoing clinical trial that meets the definition of a Phase 1, 2, or 3 clinical trial set forth in the FDA regulations, regardless of whether the trial is actually subject to FDA oversight; or
- Not determined through prevailing peer-reviewed professional literature to be safe and effective for treating or diagnosing the condition or Sickness for which its use is proposed.

**Foreign Services** - services provided outside the U.S. and U.S. Territories.

**Necessary** - Dental Services and supplies under this endorsement which are determined by the Company through case-by-case assessments of care based on accepted dental practices to be appropriate and are all of the following:
- Necessary to meet the basic dental needs of the Insured Person.
- Rendered in the most cost-efficient manner and type of setting appropriate for the delivery of the Dental Service.
- Consistent in type, frequency and duration of treatment with scientifically based guidelines of national clinical, research, or health care coverage organizations or governmental agencies that are accepted by the Company.
- Consistent with the diagnosis of the condition.
- Required for reasons other than the convenience of the Insured Person or his or her Dental Provider.
- Demonstrated through prevailing peer-reviewed dental literature to be either:
  - Safe and effective for treating or diagnosing the condition or sickness for which their use is proposed; or
  - Safe with promising efficacy
    - For treating a life threatening dental disease or condition.
    - Provided in a clinically controlled research setting.
    - Using a specific research protocol that meets standards equivalent to those defined by the National Institutes of Health.

(For the purpose of this definition, the term life threatening is used to describe dental diseases or sicknesses or conditions, which are more likely than not to cause death within one year of the date of the request for treatment.)

The fact that a Dental Provider has performed or prescribed a procedure or treatment or the fact that it may be the only treatment for a particular dental disease does not mean that it is a Necessary Covered Dental Service as defined in this endorsement. The definition of Necessary used in this endorsement relates only to benefits under this endorsement and differs from the way in which a Dental Provider engaged in the practice of dentistry may define necessary.

**Network** - a group of Dental Providers who are subject to a participation agreement in effect with the Company, directly or through another entity, to provide Dental Services to Insured Persons. The participation status of providers will change from time to time.
Network Benefits - benefits available for Covered Dental Services when provided by a Dental Provider who is a Network Dentist.

Non-Network Benefits - benefits available for Covered Dental Services obtained from Non-Network Dentists.

Usual and Customary Fee - Usual and Customary Fees are calculated by the Company based on available data resources of competitive fees in that geographic area.

Usual and Customary Fees must not exceed the fees that the provider would charge any similarly situated payor for the same services.

Usual and Customary Fees are determined solely in accordance with the Company’s reimbursement policy guidelines. The Company’s reimbursement policy guidelines are developed by the Company, in its discretion, following evaluation and validation of all provider billings in accordance with one or more of the following methodologies:

- As indicated in the most recent edition of the Current Procedural Terminology (publication of the American Dental Association).
- As reported by generally recognized professionals or publications.
- As utilized for Medicare.
- As determined by medical or dental staff and outside medical or dental consultants.
- Pursuant to other appropriate source or determination that the Company accepts.
UNITEDHEALTHCARE INSURANCE COMPANY

POLICY ENDORSEMENT

This endorsement takes effect and expires concurrently with the Policy to which it is attached and is subject to all the terms and conditions of the Policy not inconsistent therewith.

President

It is hereby understood and agreed that the Policy to which this endorsement is attached is amended as follows:

Pediatric Vision Care Services Benefits

Benefits are provided under this endorsement for Vision Care Services, as described below, for Insured Persons under the age of 19. Benefits under this endorsement terminate on the earlier of: 1) last day of the month the Insured Person reaches the age of 19; or 2) the date the Insured Person’s coverage under the Policy terminates.

Section 1: Benefits for Pediatric Vision Care Services

Benefits are available for pediatric Vision Care Services from a Spectera Eyecare Networks or non-Network Vision Care Provider. To find a Spectera Eyecare Networks Vision Care Provider, the Insured Person may call the provider locator service at 1-800-839-3242. The Insured Person may also access a listing of Spectera Eyecare Networks Vision Care Providers on the Internet at www.myuhcvision.com.

When Vision Care Services are obtained from a non-Network Vision Care Provider, the Insured Person will be required to pay all billed charges at the time of service. The Insured Person may then seek reimbursement from the Company as described in this endorsement under Section 3: Claims for Vision Care Services. Reimbursement will be limited to the amounts stated below.

When obtaining these Vision Care Services from a Spectera Eyecare Networks Vision Care Provider, the Insured Person will be required to pay any Copayments at the time of service.

Network Benefits:

Benefits for Vision Care Services are determined based on the negotiated contract fee between the Company and the Vision Care Provider. The Company’s negotiated rate with the Vision Care Provider is ordinarily lower than the Vision Care Provider’s billed charge.

Non-Network Benefits:

Benefits for Vision Care Services from non-Network providers are determined as a percentage of the provider’s billed charge.

Out-of-Pocket Maximum - any amount the Insured Person pays in Coinsurance for Vision Care Services under this endorsement applies to the Out-of-Pocket Maximum stated in the Policy Schedule of Benefits. Any amount the Insured Person pays in Copayments for Vision Care Services under this endorsement applies to the Out-of-Pocket Maximum stated in the Policy Schedule of Benefits.
Policy Deductible
Benefits for pediatric Vision Care Services provided under this endorsement are not subject to any Policy Deductible stated in the Policy Schedule of Benefits. Any amount the Insured Person pays in Copayments for Vision Care Services under this endorsement does not apply to the Policy Deductible stated in the Policy Schedule of Benefits.

Benefit Description

Benefits
When benefit limits apply, the limit stated refers to any combination of Network Benefits and Non-Network Benefits unless otherwise specifically stated.

Benefit limits are calculated on a Policy Year basis unless otherwise specifically stated.

Frequency of Service Limits
Benefits are provided for the Vision Care Services described below, subject to Frequency of Service limits and Copayments and Coinsurance stated under each Vision Care Service in the Schedule of Benefits below.

Routine Vision Examination
A routine vision examination of the condition of the eyes and principal vision functions according to the standards of care in the jurisdiction in which the Insured Person resides, including:

- A case history that includes chief complaint and/or reason for examination, patient medical/eye history, and current medications.
- Recording of monocular and binocular visual acuity, far and near, with and without present correction (for example, 20/20 and 20/40).
- Cover test at 20 feet and 16 inches (checks eye alignment).
- Ocular motility including versions (how well eyes track) near point convergence (how well eyes move together for near vision tasks, such as reading), and depth perception.
- Pupil responses (neurological integrity).
- External exam.
- Retinoscopy (when applicable) – objective refraction to determine lens power of corrective lenses and subjective refraction to determine lens power of corrective lenses.
- Phorometry/Binocular testing – far and near: how well eyes work as a team.
- Tests of accommodation and/or near point refraction: how well the Insured Person sees at near point (for example, reading).
- Tonometry, when indicated: test pressure in eye (glaucoma check).
- Ophthalmoscopic examination of the internal eye.
- Confrontation visual fields.
- Biomicroscopy.
- Color vision testing.
- Diagnosis/prognosis.
- Specific recommendations.

Post examination procedures will be performed only when materials are required.

Or, in lieu of a complete exam, Retinoscopy (when applicable) - objective refraction to determine lens power of corrective lenses and subjective refraction to determine lens power of corrective lenses.

Eyeglass Lenses
Lenses that are mounted in eyeglass frames and worn on the face to correct visual acuity limitations.
The Insured Person is eligible to select only one of either eyeglasses (*Eyeglass Lenses* and/or *Eyeglass Frames*) or *Contact Lenses*. If the Insured Person selects more than one of these Vision Care Services, the Company will pay benefits for only one Vision Care Service.

If the Insured Person purchases *Eyeglass Lenses* and *Eyeglass Frames* at the same time from the same Spectera Eyecare Networks Vision Care Provider, only one Copayment will apply to those *Eyeglass Lenses* and *Eyeglass Frames* together.

**Eyeglass Frames**
A structure that contains eyeglass lenses, holding the lenses in front of the eyes and supported by the bridge of the nose.

The Insured Person is eligible to select only one of either eyeglasses (*Eyeglass Lenses* and/or *Eyeglass Frames*) or *Contact Lenses*. If the Insured Person selects more than one of these Vision Care Services, the Company will pay benefits for only one Vision Care Service.

If the Insured Person purchases *Eyeglass Lenses* and *Eyeglass Frames* at the same time from the same Spectera Eyecare Networks Vision Care Provider, only one Copayment will apply to those *Eyeglass Lenses* and *Eyeglass Frames* together.

**Contact Lenses**
Lenses worn on the surface of the eye to correct visual acuity limitations.

Benefits include the fitting/evaluation fees and contacts.

The Insured Person is eligible to select only one of either eyeglasses (*Eyeglass Lenses* and/or *Eyeglass Frames*) or *Contact Lenses*. If the Insured Person selects more than one of these Vision Care Services, the Company will pay benefits for only one Vision Care Service.

**Necessary Contact Lenses**
Benefits are available when a Vision Care Provider has determined a need for and has prescribed the contact lens. Such determination will be made by the Vision Care Provider and not by the Company.

Contact lenses are necessary if the Insured Person has any of the following:
- Keratoconus.
- Anisometropia.
- Irregular corneal/astigmatism.
- Aphakia.
- Facial deformity.
- Corneal deformity.
- Pathological myopia.
- Aniseikonia.
- Aniridia.
- Post-traumatic disorders.

**Schedule of Benefits**

<table>
<thead>
<tr>
<th>Vision Care Service</th>
<th>Frequency of Service</th>
<th>Network Benefit</th>
<th>Non-Network Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routine Vision Examination</td>
<td>Once per year.</td>
<td>100% after a Copayment of $20</td>
<td>50% of the billed charge.</td>
</tr>
<tr>
<td>or Refraction only in lieu of a</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>complete exam.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Eyeglass Lenses</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Single Vision</strong></td>
<td></td>
<td>100% after a Copayment of $40</td>
<td>50% of the billed charge.</td>
</tr>
<tr>
<td><strong>Bifocal</strong></td>
<td></td>
<td>100% after a Copayment of $40</td>
<td>50% of the billed charge.</td>
</tr>
<tr>
<td>Vision Care Service</td>
<td>Frequency of Service</td>
<td>Network Benefit</td>
<td>Non-Network Benefit</td>
</tr>
<tr>
<td>---------------------</td>
<td>---------------------</td>
<td>-----------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>• Trifocal</td>
<td></td>
<td>100% after a Copayment of $40</td>
<td>50% of the billed charge.</td>
</tr>
<tr>
<td>• Lenticular</td>
<td></td>
<td>100% after a Copayment of $40</td>
<td>50% of the billed charge.</td>
</tr>
</tbody>
</table>

**Lens Extras**: Once per year.

<table>
<thead>
<tr>
<th>Lens Extras</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Polycarbonate lenses</td>
<td>100%</td>
<td>100% of the billed charge.</td>
<td></td>
</tr>
<tr>
<td>• Standard scratch-resistant coating</td>
<td>100%</td>
<td>100% of the billed charge.</td>
<td></td>
</tr>
</tbody>
</table>

**Eyeglass Frames**: Once per year.

<table>
<thead>
<tr>
<th>Eyeglass Frames</th>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Eyeglass frames with a retail cost up to $130.</td>
<td>100%</td>
<td>50% of the billed charge.</td>
<td></td>
</tr>
<tr>
<td>• Eyeglass frames with a retail cost up to $130 - 160.</td>
<td>100% after a Copayment of $15.</td>
<td>50% of the billed charge.</td>
<td></td>
</tr>
<tr>
<td>• Eyeglass frames with a retail cost up to $160 - 200.</td>
<td>100% after a Copayment of $30.</td>
<td>50% of the billed charge.</td>
<td></td>
</tr>
<tr>
<td>• Eyeglass frames with a retail cost up to $200 - 250.</td>
<td>100% after a Copayment of $50.</td>
<td>50% of the billed charge.</td>
<td></td>
</tr>
<tr>
<td>• Eyeglass frames with a retail cost greater than $250.</td>
<td>60%</td>
<td>50% of the billed charge.</td>
<td></td>
</tr>
</tbody>
</table>

**Contact Lenses Fitting & Evaluation**: Once per year.

<table>
<thead>
<tr>
<th>Contact Lenses Fitting &amp; Evaluation</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>100% of the billed charge.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Contact Lenses**

<table>
<thead>
<tr>
<th>Contact Lenses</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Covered Contact Lens Selection</td>
<td>Limited to a 12 month supply.</td>
<td>100% after a Copayment of $40</td>
<td>50% of the billed charge.</td>
</tr>
<tr>
<td>• Necessary Contact Lenses</td>
<td>Limited to a 12 month supply.</td>
<td>100% after a Copayment of $40</td>
<td>50% of the billed charge.</td>
</tr>
</tbody>
</table>

**Section 2: Pediatric Vision Exclusions**

Except as may be specifically provided in this endorsement under Section 1: Benefits for Pediatric Vision Care Services, benefits are not provided under this endorsement for the following:

1. Medical or surgical treatment for eye disease which requires the services of a Physician and for which benefits are available as stated in the policy.
2. Non-prescription items (e.g. Plano lenses).
3. Replacement or repair of lenses and/or frames that have been lost or broken.
4. Optional Lens Extras not listed in Section 1: Benefits for Vision Care Services.
5. Missed appointment charges.
6. Applicable sales tax charged on Vision Care Services.

**Section 3: Claims for Pediatric Vision Care Services**

When obtaining Vision Care Services from a non-Network Vision Care Provider, the Insured Person will be required to pay all billed charges directly to the Vision Care Provider. The Insured Person may then seek reimbursement from the Company. Information about claim timelines and responsibilities in the General Provisions section in the Certificate of Coverage applies to Vision Care Services provided under this endorsement, except that when the Insured Person submits a Vision Services claim, the Insured Person must provide the Company with all of the information identified below.
Reimbursement for Vision Care Services
To file a claim for reimbursement for Vision Care Services rendered by a non-Network Vision Care Provider, or for Vision Care Services covered as reimbursements (whether or not rendered by a Spectera Eyecare Networks Vision Care Provider or a non-Network Vision Care Provider), the Insured Person must provide all of the following information at the address specified below:

- Insured Person’s itemized receipts.
- Insured Person’s name.
- Insured Person’s identification number from the ID card.
- Insured Person’s date of birth.

Submit the above information to the Company:

By mail:
Claims Department
P.O. Box 30978
Salt Lake City, UT 84130

By facsimile (fax):
248-733-6060

Section 4: Defined Terms for Pediatric Vision Care Services
The following definitions are in addition to those listed in Definitions section of the Certificate of Coverage:

Covered Contact Lens Selection - a selection of available contact lenses that may be obtained from a Spectera Eyecare Networks Vision Care Provider on a covered-in-full basis, subject to payment of any applicable Copayment.

Spectera Eyecare Networks - any optometrist, ophthalmologist, optician or other person designated by the Company who provides Vision Care Services for which benefits are available under the Policy.

Vision Care Provider - any optometrist, ophthalmologist, optician or other person who may lawfully provide Vision Care Services.

Vision Care Service - any service or item listed in this endorsement in Section 1: Benefits for Pediatric Vision Care Services.
UNITEDHEALTHCARE INSURANCE COMPANY

POLICY ENDORSEMENT

This endorsement takes effect and expires concurrently with the Policy to which it is attached and is subject to all of the terms and conditions of the Policy not inconsistent therewith.

President

It is hereby understood and agreed that the Policy to which this endorsement is attached is amended as follows:

UnitedHealthcare Pharmacy (UHCP) Prescription Drug Benefits

Benefits for Prescription Drug Products

Benefits are available for Prescription Drug Products when dispensed at a UHCP Network Pharmacy as specified in the Policy Schedule of Benefits subject to all terms of the Policy and the provisions, definitions and exclusions specified in this endorsement.

Benefits for Prescription Drug Products are subject to supply limits and Copayments and/or Coinsurance or other payments that vary depending on which of the tiers of the Prescription Drug List the Prescription Drug Product is listed. Refer to the Policy Schedule of Benefits for applicable supply limits and Copayments and/or Coinsurance requirements.

Benefit for Prescription Drug Products are available when the Prescription Drug Product meets the definition of a Covered Medical Expense.

Benefits are available for refills of Prescription Drug Products only when dispensed as ordered by a Physician and only after ¾ of the original Prescription Drug Product has been used.

The Insured must present their ID card to the Network Pharmacy when the prescription is filled. If the Insured does not present their ID card to the Network Pharmacy, they will need to pay for the Prescription Drug and then submit a reimbursement form along with the paid receipts in order to be reimbursed. Insureds may obtain reimbursement forms by visiting www.uhcsr.com and logging in to their online account or by calling Customer Service at 1-855-828-7716.

Information on Network Pharmacies is available through the Internet at www.uhcsr.com or by calling Customer Service at 1-855-828-7716.

If the Insured does not use a Network Pharmacy, no benefits are available and the Insured will be responsible for paying the full cost for the Prescription Drug.
**Copayment and/or Coinsurance Amount**

For Prescription Drug Products at a retail Network Pharmacy, Insured Persons are responsible for paying the lowest of:
- The applicable Copayment and/or Coinsurance.
- The Network Pharmacy’s Usual and Customary Fee for the Prescription Drug Product.
- The Prescription Drug Charge for that Prescription Drug Product.

For Prescription Drug Products from a mail order Network Pharmacy, Insured Persons are responsible for paying the lower of:
- The applicable Copayment and/or Coinsurance; or
- The Prescription Drug Charge for that Prescription Drug Product.

The Insured Person is not responsible for paying a Copayment and/or Coinsurance for Preventive Care Medications.

**Supply Limits**

Benefits for Prescription Drug Products are subject to supply limits as written by the Physician and the supply limits that are stated in the Policy Schedule of Benefits, unless adjusted based on the drug manufacturer’s packaging size. For a single Copayment and/or Coinsurance, the Insured may receive a Prescription Drug Product up to the stated supply limit.

When a Prescription Drug Product is packaged or designed to deliver in a manner that provides more than a consecutive 31-day supply, the Copayment and/or Coinsurance that applies will reflect the number of days dispensed.

When a Prescription Drug Product is dispensed from a mail order Network Pharmacy, the Prescription Drug Product is subject to the supply limit stated in the Policy Schedule of Benefits, unless adjusted based on the drug manufacturer’s packaging size, or based on supply limits.

Note: Some products are subject to additional supply limits based on criteria that the Company has developed, subject to its periodic review and modification. The limit may restrict the amount dispensed per Prescription Order or Refill and/or the amount dispensed per month’s supply or may require that a minimum amount be dispensed.

The Insured may determine whether a Prescription Drug Product has been assigned a maximum quantity level for dispensing through the Internet at www.uhcsr.com or by calling Customer Service at 1-855-828-7716.

**If a Brand-name Drug Becomes Available as a Generic**

If a Generic becomes available for a Brand-name Prescription Drug Product, the tier placement of the Brand-name Prescription Drug may change, and therefore the Copayment and/or Coinsurance may change or the Insured will no longer have benefits for that particular Brand-name Prescription Drug Product.

**Designated Pharmacies**

If the Insured requires certain Prescription Drug Products, including, but not limited to, Specialty Prescription Drug Products, the Company may direct the Insured to a Designated Pharmacy with whom the Company has an arrangement to provide those Prescription Drug Products.

If the Insured is directed to a Designated Pharmacy and chooses not to obtain their Prescription Drug Product from a Designated Pharmacy, the Insured may opt-out of the Designated Pharmacy program through the Internet at www.uhcsr.com or by calling Customer Service at 1-855-828-7716. If the Insured opts-out of the program and fills their Prescription Drug Product at a non-Designated Pharmacy but does not inform the Company, the Insured will be responsible for the entire cost of the Prescription Drug Product.

If the Insured is directed to a Designated Pharmacy and has informed the Company of their decision not to obtain their Prescription Drug Product from a Designated Pharmacy, no benefits will be paid for that Prescription Drug Product, or, for a Specialty Prescription Drug Product, if the Insured chooses to obtain their Specialty Prescription Drug Product at a Non-Preferred Specialty Network Pharmacy, the Insured will be required to pay 2 times the retail Network Pharmacy Copayment and/or 2 times the retail Network Pharmacy Coinsurance (up to 50% of the Prescription Drug Charge) based on the applicable tier.
Specialty Prescription Drug Products

Benefits are provided for Specialty Prescription Drug Products.

If the Insured requires Specialty Prescription Drug Products, the Company may direct the Insured to a Designated Pharmacy with whom the Company has an arrangement to provide those Specialty Prescription Drug Products.

If the Insured is directed to a Designated Pharmacy and the Insured has informed the Company of their decision not to obtain their Specialty Prescription Drug Product from a Designated Pharmacy, and the Insured chooses to obtain their Specialty Prescription Drug Product at a Non-Preferred Specialty Network Pharmacy, the Insured will be required to pay 2 times the retail Network Pharmacy Copayment and/or 2 times the retail Network Pharmacy Coinsurance (up to 50% of the Prescription Drug Charge) based on the applicable tier.

The Company designates certain Network Pharmacies to be Preferred Specialty Network Pharmacies. The Company may periodically change the Preferred Specialty Network Pharmacy designation of a Network Pharmacy. These changes may occur without prior notice to the Insured unless required by law. The Insured may determine whether a Network Pharmacy is a Preferred Specialty Network Pharmacy through the Internet at www.uhcsr.com or by calling Customer Service at 1-855-828-7716.

If the Insured chooses to obtain their Specialty Prescription Drug Product at a Non-Preferred Specialty Network Pharmacy, the Insured will be required to pay 2 times the retail Network Pharmacy Copayment and/or 2 times the retail Network Pharmacy Coinsurance (up to 50% of the Prescription Drug Charge) based on the applicable tier.

Please see the Definitions Section for a full description of Specialty Prescription Drug Product and Designated Pharmacy.

The following supply limits apply to Specialty Prescription Drug Products.

As written by the Physician, up to a consecutive 31-day supply of a Specialty Prescription Drug Product, unless adjusted based on the drug manufacturer’s packaging size, or based on supply limits.

When a Specialty Prescription Drug Product is packaged or designed to deliver in a manner that provides more than a consecutive 31-day supply, the Copayment and/or Coinsurance that applies will reflect the number of days dispensed.

If a Specialty Prescription Drug Product is provided for less than or more than a 31-day supply, the Copayment and/or Coinsurance that applies will reflect the number of days dispensed.

Supply limits apply to Specialty Prescription Drug Products obtained at a Preferred Specialty Network Pharmacy, a Non-Preferred Specialty Network Pharmacy, a mail order Network Pharmacy or a Designated Pharmacy.

Notification Requirements

Before certain Prescription Drug Products are dispensed at a Network Pharmacy, either the Insured’s Physician, Insured’s pharmacist or the Insured is required to notify the Company or the Company’s designee. The reason for notifying the Company is to determine whether the Prescription Drug Product, in accordance with the Company’s approved guidelines, is each of the following:

- It meets the definition of a Covered Medical Expense.
- It is not an Experimental or Investigational or Unproven Service.

If the Company is not notified before the Prescription Drug Product is dispensed, the Insured may pay more for that Prescription Order or Refill. The Prescription Drugs requiring notification are subject to Company periodic review and modification. There may be certain Prescription Drug Products that require the Insured to notify the Company directly rather than the Insured’s Physician or pharmacist. The Insured may determine whether a particular Prescription Drug requires notification through the Internet at www.uhcsr.com or by calling Customer Service at 1-855-828-7716.
If the Company is not notified before the Prescription Drug Product is dispensed, the Insured can ask the Company to consider reimbursement after the Insured receives the Prescription Drug Product. The Insured will be required to pay for the Prescription Drug Product at the pharmacy.

When the Insured submits a claim on this basis, the Insured may pay more because they did not notify the Company before the Prescription Drug Product was dispensed. The amount the Insured is reimbursed will be based on the Prescription Drug Charge, less the required Copayment and/or Coinsurance and any Deductible that applies.

Benefits may not be available for the Prescription Drug Product after the Company reviews the documentation provided and determines that the Prescription Drug Product is not a Covered Medical Expense or it is an Experimental or Investigational or Unproven Service.

**Limitation on Selection of Pharmacies**

If the Company determines that an Insured Person may be using Prescription Drug Products in a harmful or abusive manner, or with harmful frequency, the Insured Person’s selection of Network Pharmacies may be limited. If this happens, the Company may require the Insured to select a single Network Pharmacy that will provide and coordinate all future pharmacy services. Benefits will be paid only if the Insured uses the designated single Network Pharmacy. If the Insured does not make a selection within 31 days of the date the Company notifies the Insured, the Company will select a single Network Pharmacy for the Insured.

**Coverage Policies and Guidelines**

The Company’s Prescription Drug List (PDL) Management Committee is authorized to make tier placement changes on its behalf. The PDL Management Committee makes the final classification of an FDA-approved Prescription Drug Product to a certain tier by considering a number of factors including, but not limited to, clinical and economic factors. Clinical factors may include, but are not limited to, evaluations of the place in therapy, relative safety or relative efficacy of the Prescription Drug Product, as well as whether supply limits or notification requirements should apply. Economic factors may include, but are not limited to, the Prescription Drug Product’s acquisition cost including, but not limited to, available rebates and assessments on the cost effectiveness of the Prescription Drug Product.

Some Prescription Drug Products are more cost effective for specific indications as compared to others, therefore; a Prescription Drug may be listed on multiple tiers according to the indication for which the Prescription Drug Product was prescribed.

The Company may periodically change the placement of a Prescription Drug Product among the tiers. These changes generally will occur quarterly, but no more than six times per calendar year. These changes may occur without prior notice to the Insured.

When considering a Prescription Drug Product for tier placement, the PDL Management Committee reviews clinical and economic factors regarding Insured Persons as a general population. Whether a particular Prescription Drug Product is appropriate for an individual Insured Person is a determination that is made by the Insured Person and the prescribing Physician.

NOTE: The tier status of a Prescription Drug Product may change periodically based on the process described above. As a result of such changes, the Insured may be required to pay more or less for that Prescription Drug Product. Please access www.uhcsr.com through the Internet or call Customer Service at 1-855-828-7716 for the most up-to-date tier status.

** Rebates and Other Payments**

The Company may receive rebates for certain drugs included on the Prescription Drug List. The Company does not pass these rebates on to the Insured Person, nor are they applied to the Insured's Deductible or taken into account in determining the Insured's Copayments and/or Coinsurance.

The Company, and a number of its affiliated entities, conducts business with various pharmaceutical manufacturers separate and apart from this Prescription Drug Endorsement. Such business may include, but is not limited to, data collection, consulting, educational grants and research. Amounts received from pharmaceutical manufacturers pursuant to such arrangements are not related to this Prescription Drug Benefit. The Company is not required to pass on to the Insured, and does not pass on to the Insured, such amounts.
Definitions

**Brand-name** means a Prescription Drug: (1) which is manufactured and marketed under a trademark or name by a specific drug manufacturer; or (2) that the Company identifies as a Brand-name product, based on available data resources including, but not limited to, First DataBank, that classify drugs as either brand or generic based on a number of factors. The Insured should know that all products identified as a "brand name" by the manufacturer, pharmacy, or an Insured's Physician may not be classified as Brand-name by the Company.

**Chemically Equivalent** means when Prescription Drug Products contain the same active ingredient.

**Designated Pharmacy** means a pharmacy that has entered into an agreement with the Company or with an organization contracting on the Company's behalf, to provide specific Prescription Drug Products, including, but not limited to, Specialty Prescription Drug Products. The fact that a pharmacy is a Network Pharmacy does not mean that it is a Designated Pharmacy.

**Experimental or Investigational Services** means medical, surgical, diagnostic, psychiatric, mental health, substance-related and addictive disorders or other health care services, technologies, supplies, treatments, procedures, drug therapies, medications, or devices that, at the time the Company makes a determination regarding coverage in a particular case, are determined to be any of the following:

- Not approved by the U.S. Food and Drug Administration (FDA) to be lawfully marketed for the proposed use and not identified in the American Hospital Formulary Service or the United States Pharmacopoeia Dispensing Information as appropriate for the proposed use.
- Subject to review and approval by any institutional review board for the proposed use. (Devices which are FDA approved under the Humanitarian Use Device exemption are not considered to be Experimental or Investigational.)
- The subject of an ongoing clinical trial that meets the definition of a Phase 1, 2 or 3 clinical trial set forth in the FDA regulations, regardless of whether the trial is actually subject to FDA oversight.

Exceptions:

- Clinical trials for which benefits are specifically provided for in the Policy.
- If the Insured is not a participant in a qualifying clinical trial as specifically provided for in the Policy, and has an Injury or Sickness that is likely to cause death within one year of the request for treatment) the Company may, in its discretion, consider an otherwise Experimental or Investigational Service to be a Covered Medical Expense for that Injury or Sickness. Prior to such a consideration, the Company must first establish that there is sufficient evidence to conclude that, albeit unproven, the service has significant potential as an effective treatment for that Sickness or Injury.

**Generic** means a Prescription Drug Product: (1) that is Chemically Equivalent to a Brand-name drug; or (2) that the Company identifies as a Generic product based on available data resources including, but not limited to, medispans or First DataBank, that classify drugs as either brand or generic based on a number of factors. The Insured should know that all products identified as a "generic" by the manufacturer, pharmacy or Insured's Physician may not be classified as a Generic by the Company.

**Network Pharmacy** means a pharmacy that has:

- Entered into an agreement with the Company or an organization contracting on the Company's behalf to provide Prescription Drug Products to Insured Persons.
- Agreed to accept specified reimbursement rates for dispensing Prescription Drug Products.
- Been designated by the Company as a Network Pharmacy.

**New Prescription Drug Product** means a Prescription Drug Product or new dosage form of a previously approved Prescription Drug Product, for the period of time starting on the date the Prescription Drug Product or new dosage form is approved by the U.S. Food and Drug Administration (FDA) and ending on the earlier of the following dates:

- The date it is assigned to a tier by the Company's PDL Management Committee.
- December 31st of the following calendar year.

**Non-Preferred Specialty Network Pharmacy** means a specialty Network Pharmacy that the Company identifies as a non-preferred pharmacy within the network.

**Preferred Specialty Network Pharmacy** means a specialty Network Pharmacy that the Company identifies as a preferred pharmacy within the network.
**Prescription Drug or Prescription Drug Product** means a medication or product that has been approved by the U.S. Food and Drug Administration and that can, under federal or state law, be dispensed only pursuant to a Prescription Order or Refill. A Prescription Drug Product includes a medication that, due to its characteristics, is appropriate for self-administration or administration by a non-skilled caregiver. For the purpose of the benefits under the Policy, this definition includes:

- Inhalers.
- Insulin.
- The following diabetic supplies:
  - standard insulin syringes with needles;
  - blood-testing strips - glucose;
  - urine-testing strips - glucose;
  - ketone-testing strips and tablets;
  - lancets and lancet devices; and
  - glucose monitors.

**Prescription Drug Charge** means the rate the Company has agreed to pay the Network Pharmacies, including a dispensing fee and any applicable sales tax, for a Prescription Drug Product dispensed at a Network Pharmacy.

**Prescription Drug List** means a list that categorizes into tiers medications or products that have been approved by the U.S. Food and Drug Administration. This list is subject to the Company's periodic review and modification (generally quarterly, but no more than six times per calendar year). The Insured may determine to which tier a particular Prescription Drug Product has been assigned through the Internet at www.uhcsr.com or call Customer Service at 1-855-828-7716.

**Prescription Drug List Management Committee** means the committee that the Company designates for, among other responsibilities, classifying Prescription Drugs into specific tiers.

**Prescription Order or Refill** means the directive to dispense a Prescription Drug Product issued by a Physician whose scope of practice permits issuing such a directive.

**Preventive Care Medications** means the medications that are obtained at a Network Pharmacy with a Prescription Order or Refill from a Physician and that are payable at 100% of the Prescription Drug Charge (without application of any Copayment, Coinsurance, or Deductible) as required by applicable law under any of the following:

- Evidence-based items or services that have in effect a rating of “A” or “B” in the current recommendations of the United States Preventive Services Task Force.
- With respect to infants, children and adolescents, evidence-informed preventive care and screenings provided for in the comprehensive guidelines supported by the Health Resources and Services Administration.
- With respect to women, such additional preventive care and screenings as provided for in comprehensive guidelines supported by the Health Resources and Services Administration.

The Insured may determine whether a drug is a Preventive Care Medication through the internet at www.uhcsr.com or by calling Customer Service at 1-855-828-7716.

**Specialty Prescription Drug Product** means Prescription Drug Products that are generally high cost, self-injectable biotechnology drugs used to treat patients with certain illnesses. Insured Persons may access a complete list of Specialty Prescription Drug Products through the Internet at www.uhcsr.com or call Customer Service at 1-855-828-7716.

**Therapeutically Equivalent** means when Prescription Drugs Products have essentially the same efficacy and adverse effect profile.

**Unproven Service(s)** means services, including medications, that are determined not to be effective for the treatment of the medical condition and/or not to have a beneficial effect on the health outcomes due to insufficient and inadequate clinical evidence from well-conducted randomized controlled trials or cohort studies in the prevailing published peer-reviewed medical literature.

- Well-conducted randomized controlled trials. (Two or more treatments are compared to each other, and the patient is not allowed to choose which treatment is received.)
• Well-conducted cohort studies from more than one institution. (Patients who receive study treatment are compared to a
group of patients who receive standard therapy. The comparison group must be nearly identical to the study treatment
group.)

The Company has a process by which it compiles and reviews clinical evidence with respect to certain health services. From
time to time, the Company issues medical and drug policies that describe the clinical evidence available with respect to
specific health care services. These medical and drug policies are subject to change without prior notice.

If the Insured has a life-threatening Injury or Sickness (one that is likely to cause death within one year of the request for
treatment) the Company may, as it determines, consider an otherwise Unproven Service to be a Covered Medical Expense for
that Injury or Sickness. Prior to such a consideration, the Company must first establish that there is sufficient evidence to
conclude that, albeit unproven, the service has significant potential as an effective treatment for that Sickness or Injury.

**Usual and Customary Fee** means the usual fee that a pharmacy charges individuals for a Prescription Drug Product
without reference to reimbursement to the pharmacy by third parties. The Usual and Customary Fee includes a dispensing fee
and any applicable sales tax.

**Additional Exclusions**

In addition to the Exclusions and Limitations shown in the Certificate of Coverage, the following Exclusions apply:

1. Coverage for Prescription Drug Products for the amount dispensed (days' supply or quantity limit) which exceeds the
supply limit.
2. Coverage for Prescription Drug Products for the amount dispensed (days' supply or quantity limit) which is less than
the minimum supply limit.
3. Experimental or Investigational Services or Unproven Services and medications; medications used for experimental
indications and/or dosage regimens determined by the Company to be experimental, investigational or unproven.
4. Prescription Drug Products, including New Prescription Drug Products or new dosage forms, that the Company
determines do not meet the definition of a Covered Medical Expense.
5. Certain New Prescription Drug Products and/or new dosage forms until the date they are reviewed and assigned to a
tier by the Company's PDL Management Committee.
6. Compounded drugs that do not contain at least one ingredient that has been approved by the U.S. Food and Drug
Administration and requires a Prescription Order or Refill. Compounded drugs that contain a non-FDA approved bulk
chemical. Compounded drugs that are available as a similar commercially available Prescription Drug Product.
(Compounded drugs that contain at least one ingredient that requires a Prescription Order or Refill are assigned to
Tier-3.)
7. Drugs available over-the-counter that do not require a Prescription Order or Refill by federal or state law before being
dispensed, unless the Company has designated the over-the-counter medication as eligible for coverage as if it were a
Prescription Drug Product and it is obtained with a Prescription Order or Refill from a Physician. Prescription Drug
Products that are available in over-the-counter form or comprised of components that are available in over-the-counter
form or equivalent. Certain Prescription Drug Products that the Company has determined are Therapeutically
Equivalent to an over-the-counter drug. Such determinations may be made up to six times during a calendar year, and
the Company may decide at any time to reinstate benefits for a Prescription Drug Product that was previously excluded
under this provision.
8. Any product for which the primary use is a source of nutrition, nutritional supplements, or dietary management of
disease, even when used for the treatment of Sickness or Injury, except as required by state mandate.
9. A Prescription Drug Product that contains (an) active ingredient(s) available in and Therapeutically Equivalent to
another covered Prescription Drug Product. Such determinations may be made up to six times during a calendar year, and
the Company may decide at any time to reinstate benefits for a Prescription Drug that was previously excluded
under this provision.
10. A Prescription Drug Product that contains (an) active ingredient(s) which is (are) a modified version of and
Therapeutically Equivalent to another covered Prescription Drug Product. Such determinations may be made up to six
times during a calendar year, and the Company may decide at any time to reinstate benefits for a Prescription Drug
that was previously excluded under this provision.
11. Certain Prescription Drug Products for which there are Therapeutically Equivalent alternatives available, unless
otherwise required by law or approved by the Company. Such determinations may be made up to six times during a
calendar year, and the Company may decide at any time to reinstate benefits for a Prescription Drug that was
previously excluded under this provision.
12. A Prescription Drug Product with an approved biosimilar or a biosimilar and Therapeutically Equivalent to another covered Prescription Drug Product. For the purpose of this exclusion a “biosimilar” is a biological Prescription Drug Product approved based on showing that it is highly similar to a reference product (a biological Prescription Drug Product) and has no clinically meaningful differences in terms of safety and effectiveness from the reference product. Such determinations may be made up to six times during a calendar year, and the Company may decide at any time to reinstate benefits for a Prescription Drug that was previously excluded under this provision.

13. Prescription Drug Products as a replacement for a previously dispensed Prescription Drug Product that was lost, stolen, broken or destroyed.

14. Durable medical equipment, including insulin pumps and related supplies for the management and treatment of diabetes, for which benefits are provided in the Policy.

15. Diagnostic kits and products.

16. Publicly available software applications and/or monitors that may be available with or without a Prescription Order or Refill.

**Right to Request an Exclusion Exception**

When a Prescription Drug Product is excluded from coverage, the Insured Person or the Insured’s representative may request an exception to gain access to the excluded Prescription Drug Product. To make a request, contact the Company in writing or call 1-800-767-0700. The Company will notify the Insured Person of the Company’s determination within 72 hours.

**Urgent Requests**

If the Insured Person’s request requires immediate action and a delay could significantly increase the risk to the Insured Person’s health, or the ability to regain maximum function, call the Company as soon as possible. The Company will provide a written or electronic determination within 24 hours.

**External Review**

If the Insured Person is not satisfied with the Company’s determination of the exclusion exception request, the Insured Person may be entitled to request an external review. The Insured Person or the Insured Person’s representative may request an external review by sending a written request to the Company at the address set out in the determination letter or by calling 1-800-767-0700. The Independent Review Organization (IRO) will notify the Insured Person of the determination within 72 hours.

**Expedited External Review**

If the Insured Person is not satisfied with the Company’s determination of the exclusion exception request and it involves an urgent situation, the Insured Person or the Insured’s representative may request an expedited external review by calling 1-800-767-0700 or by sending a written request to the address set out in the determination letter. The IRO will notify the Insured Person of the determination within 24 hours.
UNITEDHEALTHCARE INSURANCE COMPANY
POLICY ENDORSEMENT

This endorsement takes effect and expires concurrently with the Policy to which it is attached and is subject to all of the terms and conditions of the Policy not inconsistent therewith.

President

It is hereby understood and agreed that the Policy to which this endorsement is attached is amended as follows:

An Insured Person under this insurance plan is eligible for Assistance and Evacuation Benefits in addition to the underlying plan coverage. The requirements to receive these benefits are as follows:

International Students, insured spouse and insured minor child(ren) are eligible to receive Assistance and Evacuation Benefits worldwide, except in their Home Country.

Assistance and Evacuation Benefits

DEFINITIONS

The following definitions apply to the Assistance and Evacuation Benefits described further below.

“Emergency Medical Event” means an event wherein an Insured Person’s medical condition and situation are such that, in the opinion of the Company’s affiliate or authorized vendor and the Insured Person’s treating physician, the Insured Person requires urgent medical attention without which there would be a significant risk of death, or serious impairment and adequate medical treatment is not available at the Insured Person’s initial medical facility.

“Home Country” means, with respect to an Insured Person, the country or territory as shown on the Insured Person’s passport or the country or territory of which the Insured Person is a permanent resident.

“Host Country” means, with respect to an Insured Person, the country or territory the Insured Person is visiting or in which the Insured Person is living, which is not the Insured Person’s Home Country.

“Physician Advisors” mean physicians retained by the Company’s affiliate or authorized vendor for provision of consultative and advisory services to the Company’s affiliate or authorized vendor, including the review and analysis of the medical care received by Insured Persons.

An Insured Person must notify the Company’s affiliate or authorized vendor to obtain benefits for Medical Evacuation and Repatriation. If the Insured Person doesn’t notify the Company’s affiliate or authorized vendor, the Insured Person will be responsible for paying all charges and no benefits will be paid.
MEDICAL EVACUATION AND REPATRIATION BENEFITS

**Emergency Medical Evacuation:** If an Insured Person suffers a Sickness or Injury, experiences an Emergency Medical Event and adequate medical facilities are not available locally in the opinion of the Medical Director of the Company’s affiliate or authorized vendor, the Company’s affiliate or authorized vendor will provide an emergency medical evacuation (under medical supervision if necessary) to the nearest facility capable of providing adequate care by whatever means is necessary. The Company will pay costs for arranging and providing for transportation and related medical services (including the cost of a medical escort if necessary) and medical supplies necessarily incurred in connection with the emergency medical evacuation.

**Dispatch of Doctors/Specialists:** If an Insured Person experiences an Emergency Medical Event and the Company’s affiliate or authorized vendor determines that an Insured Person cannot be adequately assessed by telephone for possible medical evacuation from the initial medical facility or that the Insured Person cannot be moved and local treatment is unavailable, the Company’s affiliate or authorized vendor will arrange to send an appropriate medical practitioner to the Insured Person’s location when it deems it appropriate for medical management of a case. The Company will pay costs for transportation and expenses associated with dispatching a medical practitioner to an Insured Person’s location, not including the costs of the medical practitioner’s service.

**Medical Repatriation:** After an Insured Person receives initial treatment and stabilization for a Sickness or Injury, if the attending physician and the Medical Director of the Company’s affiliate or authorized vendor determine that it is medically necessary, the Company’s affiliate or authorized vendor will transport an Insured Person back to the Insured Person’s permanent place of residence for further medical treatment or to recover. The Company will pay costs for arranging and providing for transportation and related medical services (including the cost of a medical escort if necessary) and medical supplies necessarily incurred in connection with the repatriation.

**Transportation after Stabilization:** If Medical Repatriation is not required following stabilization of the Insured Person’s condition and discharge from the hospital, the Company’s affiliate or authorized vendor will coordinate transportation to the Insured Person’s point of origin, Home Country, or Host Country. The Company will pay costs for economy transportation (or upgraded transportation to match an Insured Person’s originally booked travel arrangements) to the Insured Person’s original point of origin, Home Country or Host Country.

**Transportation to Join a Hospitalized Insured Person:** If an Insured Person who is travelling alone is or will be hospitalized for more than three (3) days due to a Sickness or Injury, the Company’s affiliate or authorized vendor will coordinate round-trip airfare for a person of the Insured Person’s choice to join the Insured Person. The Company will pay costs for economy class round-trip airfare for a person to join the Insured Person.

**Return of Minor Children:** If an Insured Person’s minor child(ren) age 18 or under are present but left unattended as a result of the Insured Person’s Injury or Sickness, the Company’s affiliate or authorized vendor will coordinate airfare to send them back to the Insured Person’s Home Country. The Company’s affiliate or authorized vendor will also arrange for the services, transportation expenses, and accommodations of a non-medical escort, if required as determined by the Company’s affiliate or authorized vendor. The Company will pay costs for economy class one-way airfare for the minor children (or upgraded transportation to match the Insured Person’s originally booked travel arrangement) and, if required, the cost of the services, transportation expenses, and accommodations of a non-medical escort to accompany the minor children back to the Insured Person’s Home Country.

**Repatriation of Mortal Remains:** In the event of an Insured Person’s death, the Company’s affiliate or authorized vendor will assist in obtaining the necessary clearances for the Insured Person’s cremation or the return of the Insured Person’s mortal remains. The Company’s affiliate or authorized vendor will coordinate the preparation and transportation of the Insured Person’s mortal remains to the Insured Person’s Home Country or place of primary residence, as it obtains the number of certified death certificates required by the Host Country and Home Country to release and receive the remains. The Company will pay costs for the certified death certificates required by the Home Country or Host Country to release the remains and expenses of the preparation and transportation of the Insured Person’s mortal remains to the Insured Person’s Home Country or place of primary residence.
CONDITIONS AND LIMITATIONS

Assistance and Evacuation Benefits shall only be provided to an Insured Person after the Company’s affiliate or authorized vendor receives the request (in writing or via phone) from the Insured Person or an authorized representative of the Insured Person of the need for the requested Assistance and Evacuation Benefits. In all cases, the requested Assistance and Evacuation Benefits services and payments must be arranged, authorized, verified and approved in advance by the Company’s affiliate or authorized vendor.

With respect to any evacuation requested by an Insured Person, the Company’s affiliate or authorized vendor reserves the right to determine, at its sole discretion, the need for and the feasibility of an evacuation and the means, method, timing, and destination of such evacuation, and may consult with relevant third-parties, including as applicable, Physician Advisors and treating physicians as needed to make its determination.

In the event an Insured Person is incapacitated or deceased, his/her designated or legal representative shall have the right to act for and on behalf of the Insured Person.

The following Exclusions and Limitations apply to the Assistance and Evacuation Benefits.

In no event shall the Company be responsible for providing Assistance and Evacuation Benefits to an Insured Person in a situation arising from or in connection with any of the following:

1. Travel costs that were neither arranged nor approved in advance by the Company’s affiliate or authorized vendor.
2. Taking part in military or police service operations.
3. Insured Person’s failure to properly procure or maintain immigration, work, residence or similar type visas, permits or documents.
4. The actual or threatened use or release of any nuclear, chemical or biological weapon or device, or exposure to nuclear reaction or radiation, regardless of contributory cause.
5. Any evacuation or repatriation that requires an Insured Person to be transported in a biohazard-isolation unit.
6. Medical Evacuations from a marine vessel, ship, or watercraft of any kind.
7. Medical Evacuations directly or indirectly related to a natural disaster.
8. Subsequent Medical Evacuations for the same or related Sickness, Injury or Emergency Medical Event regardless of location.

Additional Assistance Services

The following assistance services will be available to an Insured Person in addition to the Assistance and Evacuation Benefits.

MEDICAL ASSISTANCE SERVICES

Worldwide Medical and Dental Referrals: Upon an Insured Person’s request, the Company’s affiliate or authorized vendor will provide referrals to physicians, hospitals, dentists, and dental clinics in the area the Insured Person is traveling in order to assist the Insured Person in locating appropriate treatment and quality care.

Monitoring of Treatment: As and to the extent permissible, the Company’s affiliate or authorized vendor will continually monitor the Insured Person’s medical condition. Third-party medical providers may offer consultative and advisory services to the Company’s affiliate or authorized vendor in relation to the Insured Person’s medical condition, including review and analysis of the quality of medical care received by the Insured Person.

Facilitation of Hospital Admittance Payments: The Company’s affiliate or authorized vendor will issue a financial guarantee (or wire funds) on behalf of Company up to five thousand dollars (US$5,000) to facilitate admittance to a foreign (non-US) medical facility.
Relay of Insurance and Medical Information: Upon an Insured Person’s request and authorization, the Company’s affiliate or authorized vendor will relay the Insured Person’s insurance benefit information and/or medical records and information to a health care provider or treating physician, as appropriate and permissible, to help prevent delays or denials of medical care. The Company’s affiliate or authorized vendor will also assist with hospital admission and discharge planning.

Medication and Vaccine Transfers: In the event a medication or vaccine is not available locally, or a prescription medication is lost or stolen, the Company’s affiliate or authorized vendor will coordinate the transfer of the medication or vaccine to Insured Persons upon the prescribing physician’s authorization, if it is legally permissible.

Updates to Family, Employer, and Home Physician: Upon an Insured Person’s approval, the Company’s affiliate or authorized vendor will provide periodic case updates to appropriate individuals designated by the Insured Person in order to keep them informed.

Hotel Arrangements: The Company’s affiliate or authorized vendor will assist Insured Persons with the arrangement of hotel stays and room requirements before or after hospitalization or for ongoing care.

Replacement of Corrective Lenses and Medical Devices: The Company’s affiliate or authorized vendor will assist with the replacement of corrective lenses or medical devices if they are lost, stolen, or broken during travel.

WORLDWIDE DESTINATION INTELLIGENCE

Destination Profiles: When preparing for travel, an Insured Person can contact the Company’s affiliate or authorized vendor to have a pre-trip destination report sent to the Insured Person. This report draws upon an intelligence database of over 280 cities covering subject such as health and security risks, immunizations, vaccinations, local hospitals, crime, emergency phone numbers, culture, weather, transportation information, entry and exit requirements, and currency. The global medical and security database of over 170 countries and 280 cities is continuously updated and includes intelligence from thousands of worldwide sources.

TRAVEL ASSISTANCE SERVICES

Replacement of Lost or Stolen Travel Documents: The Company’s affiliate or authorized vendor will assist the Insured Person in taking the necessary steps to replace passports, tickets, and other important travel documents.

Emergency Travel Arrangements: The Company’s affiliate or authorized vendor will make new reservations for airlines, hotels, and other travel services for an Insured Person in the event of a Sickness or Injury, to the extent that the Insured Person is entitled to receive Assistance and Evacuation Benefits.

Transfer of Funds: The Company’s affiliate or authorized vendor will provide the Insured Person with an emergency cash advance subject to the Company’s affiliate or authorized vendor first securing funds from the Insured Person (via a credit card) or his/her family.

Legal Referrals: Should an Insured Person require legal assistance, the Company’s affiliate or authorized vendor will direct the Insured Person to a duly licensed attorney in or around the area where the Insured Person is located.

Language Services: The Company’s affiliate or authorized vendor will provide immediate interpretation assistance to an Insured Person in a variety of languages in an emergency situation. If a requested interpretation is not available or the requested assistance is related to a non-emergency situation, the Company’s affiliate or authorized vendor will provide the Insured Person with referrals to interpreter services. Written translations and other custom requests, including an on-site interpreter, will be subject to an additional fee.

Message Transmittals: Insured Persons may send and receive emergency messages toll-free, 24-hours a day, through the Company’s affiliate or authorized vendor.
HOW TO ACCESS ASSISTANCE AND EVACUATION SERVICES

Assistance and Evacuation Services are available 24 hours a day, 7 days a week, 365 days a year.

To access services, please refer to the phone number on the back of the Insured Person’s ID Card or access My Account at www.uhcsr.com/MyAccount and select My Benefits/Additional Benefits/UHC Global Emergency Services.

When calling the Emergency Response Center, the caller should be prepared to provide the following information:

- Caller’s name, telephone and (if possible) fax number, and relationship to the Insured Person.
- Insured Person’s name, age, sex, and ID Number as listed on the Insured Person’s Medical ID card.
- Description of the Insured Person’s condition.
- Name, location, and telephone number of hospital, if applicable.
- Name and telephone number of the attending physician.
- Information on where the physician can be immediately reached.

If the condition is a medical emergency, the Insured Person should go immediately to the nearest physician or hospital without delay and then contact the 24-hour Emergency Response Center.

All medical expenses related to hospitalization and treatment costs incurred should be submitted to the Company for consideration at the address located in the “How to File a Claim for Injury and Sickness Benefits” section of the Certificate of Coverage and are subject to all Policy benefits, provisions, limitations, and exclusions.
UnitedHealthcare Insurance Company Appeals Process
Information Packet

CAREFULLY READ THE INFORMATION IN THIS PACKET AND KEEP IT FOR FUTURE REFERENCE. IT HAS IMPORTANT INFORMATION ABOUT HOW TO APPEAL DECISIONS WE MAKE ABOUT YOUR HEALTH CARE.

Getting Information About the Health Care Appeals Process
Help in Filing an Appeal: Standardized Forms and Consumer Assistance From the Department of Insurance

We must send you a copy of this information packet when you first receive your policy, and within 5 business days after we receive your request for an appeal. When your insurance coverage is renewed, we must also send you a separate statement to remind you that you can request another copy of this packet. We will also send a copy of this packet to you or your treating provider at any time upon request. Just call our customer service number at 800-767-0700 to ask.

At the back of this packet, you will find forms you can use for your appeal. The Arizona Insurance Department (“the Department”) developed these forms to help people who want to file a health care appeal. You are not required to use them. We cannot reject your appeal if you do not use them. If you need help in filing an appeal, or you have questions about the appeals process, you may call the Department’s Consumer Assistance Office at (602) 364-2499 or 1-(800) 325-2548 (outside Phoenix) or call us at 800-767-0700.

How to Know When You Can Appeal

When we do not authorize or approve a service or pay for a claim, we must notify you of your right to appeal that decision. Your notice may come directly from us, or through your treating provider.

Decisions You Can Appeal

You can appeal the following decisions:
1. We do not approve a service that you or your treating provider has requested.
2. We do not pay for a service that you have already received.
3. We do not authorize a service or pay for a claim because we say that it is not “Medically Necessary.”
4. We do not pay for a claim because we say that it is not covered under your policy, and you believe it is covered.
5. We do not notify you, within 10 business days of receiving your request, whether or not we will authorize a requested service.
6. We do not authorize a referral to a specialist.
Decisions You Cannot Appeal
You cannot appeal the following decisions:

1. You disagree with our decision as to the amount of “Usual and Customary charges.”
2. You disagree with how we are coordinating benefits when you have health
   insurance with more than one insurer.
3. You disagree with how we have applied your claims or services to your plan
   deductible.
4. You disagree with the amount of Coinsurance or Copayments that you paid.
5. You disagree with our decision to issue or not issue a policy to you.
6. You are dissatisfied with any rate increases you may receive under your
   insurance policy.
7. You believe we have violated any other parts of the Arizona Insurance Code.

If you disagree with a decision that is not appealable according to this list, you may still
file a complaint with the Arizona Department of Insurance, Consumer Affairs Division,
2910 N. 44 Street, Suite 210, Phoenix, AZ 85018.

Who Can File An Appeal?
Either you or your treating provider can file an appeal on your behalf. At the end of this
packet is a form that you may use for filing your appeal. You are not required to use this
form, and can send us a letter with the same information. If you decide to appeal our
decision to deny authorization for a service, you should tell your treating provider so the
provider can help you with the information you need to present your case.

Description of the Appeals Process
There are two types of appeals: an expedited appeal for urgent matters, and a standard
appeal. Each type of appeal has 3 levels. The appeals operate in a similar fashion, except
that expedited appeals are processed much faster because of the patient’s condition.

<table>
<thead>
<tr>
<th>Expedited Appeals</th>
<th>Standard Appeals</th>
</tr>
</thead>
<tbody>
<tr>
<td>(for urgently needed services you have not yet received)</td>
<td>(for non-urgent services or denied claims)</td>
</tr>
<tr>
<td>Level 1</td>
<td>Expedited Medical Review</td>
</tr>
<tr>
<td>Level 2</td>
<td>Expedited Appeal</td>
</tr>
<tr>
<td>Level 3</td>
<td>Expedited External Independent Medical Review</td>
</tr>
</tbody>
</table>

We make the decisions at Level 1 and Level 2. An outside reviewer, who is completely
independent from our Company, makes Level 3 decisions. You are not responsible to pay
the costs of the external review if you choose to appeal to Level 3.

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1. Informal reconsideration is not available for a denied claim.
EXPEDITED APPEAL PROCESS FOR URGENTLY NEEDED SERVICES NOT YET PROVIDED

Level 1. Expedited Medical Review

Your request: You may obtain Expedited Medical Review of your denied request for a service that has not already been provided if:

- You have coverage with us,
- We denied your request for a covered service, and
- Your treating provider certifies in writing and provides supporting documentation that the time required to process your request through the Informal Reconsideration and Formal Appeal process (about 60 days) is likely to cause a significant negative change in your medical condition. (At the end of this packet is a form that your provider may use for this purpose. Your provider could also send a letter or make up a form with similar information.) Your treating provider must send the certification and documentation to:

  Claims Appeals
  UnitedHealthcare StudentResources
  PO Box 809025
  Dallas, TX  75380-9025
  888-315-0447

Our decision: We have 1 business day after we receive the information from the treating provider to decide whether we should change our decision and authorize your requested service. Within that same business day, we must call and tell you and your treating provider, and mail you our decision in writing. The written decision must explain the reasons for our decision and tell you the documents on which we based our decision.

If we deny your request: You may immediately appeal to Level 2.

If we grant your request: We will authorize the service and the appeal is over.

If we refer your case to Level 3: We may decide to skip Level 1 and Level 2 and send your case straight to an independent reviewer at Level 3.

Level 2. Expedited Appeal

Your request: If we deny your request at Level 1, you may request an Expedited Appeal. After you receive our Level 1 denial, your treating provider must immediately send us a written request (to the same person and address listed above under Level 1) to tell us you are appealing to Level 2. To help your appeal, your provider should also send
us any more information (that the provider hasn’t already sent us) to show why you need the requested service.

**Our decision:** We have 3 business days after we receive the request to make our decision.

- **If we deny your request:** You may immediately appeal to Level 3.
- **If we grant your request:** We will authorize the service and the appeal is over.
- **If we refer your case to Level 3:** We may decide to skip Level 2 and send your case straight to an independent reviewer at Level 3.

**Level 3. Expedited External, Independent Review**

**Your request:** You may appeal to Level 3 only after you have appealed through Levels 1 and 2. You have only 5 business days after you receive our Level 2 decision to send us your written request for Expedited External Independent Review. Send your request and any more supporting information to:

- Claims Appeals
- UnitedHealthcare StudentResources
- PO Box 809025
- Dallas, TX  75380-9025
- 888-315-0447

Neither you nor your treating provider is responsible for the cost of any External Independent Review.

**The process:** There are two types of Level 3 appeals, depending on the issues in your case:

1. **Medical Necessity**
   These are cases where we have decided not to authorize a service because we think the services you (or your treating provider) are asking for, are not Medically Necessary to treat your problem. For Medical Necessity cases, the independent reviewer is a provider retained by an outside Independent Review Organization (“IRO”), that is procured by the Arizona Insurance Department, and not connected with our Company. The IRO provider must be a provider who typically manages the condition under review.

2. **Contract coverage**
   These are cases where we have denied coverage because we believe the requested service is not covered under your insurance policy. For contract coverage cases, the Arizona Insurance Department is the independent reviewer.
Medical Necessity Cases

Within 1 business day of receiving your request, we must:

1. Mail a written acknowledgement of the request to the Director of Insurance, you, and your treating provider.

2. Send the Director of Insurance: the request for review; your policy, evidence of coverage or similar document; all medical records and supporting documentation used to render our decision; a summary of the applicable issues including a statement of our decision; the criteria used and clinical reasons for our decision; and the relevant portions of our utilization review guidelines. We must also include the name and credentials of the health care provider who reviewed and upheld the denial at the earlier appeal levels.

Within 2 business days of receiving our information, the Insurance Director must send all the submitted information to an external Independent Reviewer Organization (the “IRO”).

Within 72 hours of receiving the information the IRO must make a decision and send the decision to the Insurance Director.

Within 1 business day of receiving the IRO’s decision, the Insurance Director must mail a notice of the decision to us, you, and your treating provider.

**The decision (Medical Necessity):** If the IRO decides that we should provide the service, we must authorize the service. If the IRO agrees with our decision to deny the service, the appeal is over. Your only further option is to pursue your claim in Superior Court.

Contract Coverage Cases

Within 1 business day of receiving your request, we must:

1. Mail a written acknowledgement of your request to the Insurance Director, you, and your treating provider.

2. Send the Director of Insurance: the request for review, your policy, evidence of coverage or similar document, all Medical Records and supporting documentation used to render our decision, a summary of the applicable issues including a statement of our decision, the criteria used and any clinical reasons for our decision and the relevant portions of our Utilization Review guidelines.

Within 2 business days of receiving this information, the Insurance Director must determine if the service or claim is covered, issue a decision, and send a notice to us, you, and your treating provider.
Referral to the IRO for contract coverage cases: The Insurance Director is sometimes unable to determine issues of coverage. If this occurs, the Insurance Director will forward your case to an IRO. The IRO will have 72 hours to make a decision and send it to the Insurance Director. The Insurance Director will have 1 business day after receiving the IRO’s decision to send the decision to us, you, and your treating provider.

**The decision (contract coverage):** If you disagree with Insurance Director’s final decision on a contract coverage issue, you may request a hearing with the Office of Administrative Hearings (“OAH”). If we disagree with the Director’s final decision, we may also request a hearing before OAH. A hearing must be requested within 30 days of receiving the Director’s decision. OAH must promptly schedule and complete a hearing for appeals from expedited Level 3 decisions.

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**STANDARD APPEAL PROCESS FOR NON-URGENT SERVICES AND DENIED CLAIMS**

**Level 1. Informal Reconsideration**

**Your request:** You may obtain Informal Reconsideration of your denied request for a service if:

- You have coverage with us,
- We denied your request for a covered service,
- You do not qualify for an expedited appeal, and
- You or your treating provider asks for Informal Reconsideration within 2 years of the date we first deny the requested service or claim by calling or writing your request to:

  Claims Appeals
  
  UnitedHealthcare StudentResources
  
  PO Box 809025
  
  Dallas, TX 75380-9025
  
  888-315-0447

**Claim for a covered service already provided but not paid for:** You may not obtain Informal Reconsideration of your denied request for the payment of a covered service. Instead, you may start the review process by seeking Formal Appeal.

**Our acknowledgement:** We have 5 business days after we receive your request for Informal Reconsideration (“the receipt date”) to send you and your treating provider a notice that we got your request.
Our decision: We have 30 days after the receipt date to decide whether we should change our decision pay your claim. Within that same 30 days, we must send you and your treating provider our written decision. The written decision must explain the reasons for our decision and tell you the documents on which we based our decision.

If we deny your request: You have 60 days to appeal to Level 2.

If we grant your request: The decision will authorize the service or pay the claim and the appeal is over.

If we refer your case to Level 3: We may decide to skip Level 1 and Level 2 and send your case straight to an independent reviewer at Level 3.

Level 2. Formal Appeal

Your request: You may request Formal Appeal if: (1) we deny your request at Level 1, or (2) you have an unpaid claim and we did not provide a Level 1 review. After you receive our Level 1 denial, you or your treating provider must send us a written request within 60 days to tell us you are appealing to Level 2. If we did not provide a Level 1 review of your denied claim, you have 2 years from our first denial notice to request Formal Appeal. To help us make a decision on your appeal, you or your provider should also send us any more information (that you haven’t already sent us) to show why we should authorize the requested service or pay the claim. Send your appeal request and information to:

Claims Appeals
UnitedHealthcare StudentResources
PO Box 809025
Dallas, TX  75380-9025
888-315-0447

Our acknowledgement: We have 5 business days after we receive your request for Formal Appeal (“the receipt date”) to send you and your treating provider a notice that we got your request.

Our decision: For a denied service that you have not yet received, we have 30 days after the receipt date to decide whether we should change our decision and authorize your requested service. For denied claims, we have 60 days to decide whether we should change our decision and pay your claim. We will send you and your treating provider our decision in writing. The written decision must explain the reasons for our decision and tell you the documents on which we based our decision.

If we deny your request or claim: You have four months to appeal to Level 3.

If we grant your request: We will authorize the service or pay the claim and the appeal is over.
If we refer your case to Level 3: We may decide to skip Level 2 and send your case straight to an independent reviewer at Level 3.

Level 3: External, Independent Review

Your request: You may appeal to Level 3 only after you have appealed through Levels 1 and 2. You have four months after you receive our Level 2 decision to send us your written request for External Independent Review. Send your request and any more supporting information to:

Claims Appeals

UnitedHealthcare StudentResources

PO Box 809025

Dallas, TX 75380-9025

888-315-0447

Neither you nor your treating provider is responsible for the cost of any external independent review.

The process: There are two types of Level 3 appeals, depending on the issues in your case:

1. Medical Necessity
   These are cases where we have decided not to authorize a service because we think the services you (or your treating provider) are asking for, are not Medically Necessary to treat your problem. For Medical Necessity cases, the independent reviewer is a provider retained by an outside Independent Review Organization (IRO), procured by the Arizona Insurance Department, and not connected with our company. For Medical Necessity cases, the provider must be a provider who typically manages the condition under review.

2. Contract coverage
   These are cases where we have denied coverage because we believe the requested service is not covered under your insurance policy. For contract coverage cases, the Arizona Insurance Department is the independent reviewer.

Medical Necessity Cases

Within 5 business days of receiving your request, we must:

1. Mail a written acknowledgement of the request to the Director of Insurance, you, and your treating provider.

2. Send the Director of Insurance: the request for review; your policy, evidence of coverage or similar document; all medical records and supporting documentation used to render our decision; a summary of the applicable issues including a statement of our decision; the criteria used and clinical reasons for our decision; and the relevant portions of our utilization review guidelines. We must also include the name and credentials of the health care provider who reviewed and upheld the denial at the earlier appeal levels.
Within 5 days of receiving our information, the Insurance Director must send all the submitted information to an external Independent Review Organization (the “IRO”).

Within 21 days of receiving the information the IRO must make a decision and send the decision to the Insurance Director.

Within 5 business days of receiving the IRO’s decision, the Insurance Director must mail a notice of the decision to us, you, and your treating provider.

**The decision (Medical Necessity):** If the IRO decides that we should provide the service or pay the claim, we must authorize the service or pay the claim. If the IRO agrees with our decision to deny the service or payment, the appeal is over. Your only further option is to pursue your claim in Superior Court.

**Contract Coverage Cases**

Within 5 business days of receiving your request, we must:

1. Mail a written acknowledgement of your request to the Insurance Director, you, and your treating provider.

2. Send the Director of Insurance: the request for review; your policy, evidence of coverage or similar document; all Medical Records and supporting documentation used to render our decision; a summary of the applicable issues including a statement of our decision; the criteria used and any clinical reasons for our decision; and the relevant portions of our Utilization Review guidelines.

Within 15 business days of receiving this information, the Insurance Director must determine if the service or claim is covered, issue a decision, and send a notice to us, you, and your treating provider. If the Director decides that we should provide the service or pay the claim, we must do so.

**Referral to the IRO for contract coverage cases:** The Insurance Director is sometimes unable to determine issues of coverage. If this occurs, the Insurance Director will forward your case to an IRO. The IRO will have 21 days to make a decision and send it to the Insurance Director. The Insurance Director will have 5 business days after receiving the IRO’s decision to send the decision to us, you, and your treating provider.

**The decision (contract coverage):** If you disagree with the Insurance Director’s final decision on a coverage issue, you may request a hearing with the Office of Administrative Hearings (“OAH”). If we disagree with the Director’s determination of coverage issues, we may also request a hearing at OAH. Hearings must be requested within 30 days of receiving the coverage issue determination. OAH has rules that govern the conduct of their hearing proceedings.
Obtaining Medical Records

Arizona law (A.R.S. §12-2293) permits you to ask for a copy of your Medical Records. Your request must be in writing and must specify who you want to receive the records. The health care provider who has your records will provide you or the person you specified with a copy of your records.

Designated Decision-Maker: If you have a designated health care decision-maker, that person must send a written request for access to or copies of your Medical Records. The Medical Records must be provided to your health care decision-maker or a person designated in writing by your health care decision-maker unless you limit access to your Medical Records only to yourself or your health care decision-maker.

Confidentiality: Medical Records disclosed under A.R.S. §12-2293 remain confidential. If you participate in the appeal process, the relevant portions of your Medical Records may be disclosed only to people authorized to participate in the review process for the medical condition under review. These people may not disclose your medical information to any other people.

Documentation for an Appeal

If you decide to file an appeal, you must give us any material justification or documentation for the appeal at the time the appeal is filed. If you gather new information during the course of your appeal, you should give it to us as soon as you get it. You must also give us the address and phone number where you can be contacted. If the appeal is already at Level 3, you should also send the information to the Department.

The Role of the Director of Insurance

Arizona law (A.R.S. §20-2533(F)) requires “any member who files a complaint with the Department relating to an Adverse Decision to pursue the review process prescribed” by law. This means, that for appealable decisions, you must pursue the health care appeals process before the Insurance Director can investigate a complaint you may have against our company based on the decision at issue in the appeal.

The appeal process requires the Director to:

1. Oversee the appeals process.
2. Maintain copies of each Utilization Review plan submitted by Insurers.
3. Receive, process, and act on requests from Insurers for External, Independent Review.
4. Enforce the decisions of Insurers.
5. Review decisions of Insurers.
6. Send, when necessary, a record of the proceedings of an appeal to Superior Court or to the Office of Administrative Hearings (OAH).
7. Issue a final administrative decision on coverage issues, including the notice of the right to request a hearing at OAH.
Receipt of Documents

Any written notice, acknowledgment, request, decision or other written document required to be mailed is deemed received by the person to whom the document is properly addressed on the fifth business day after being mailed. "Properly addressed" means your last known address.
NON-DISCRIMINATION NOTICE

UnitedHealthcare StudentResources does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator
United HealthCare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

You must send the written complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan ID card, Monday through Friday, 8 a.m. to 8 p.m. ET.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online https://ocrportal.hhs.gov/ocr/portal/lobby.jsf


Phone: Toll-free 1-800-368-1019, 800-537-7697 (TDD)

Mail: U.S. Dept. of Health and Human Services, 200 Independence Avenue, SW
Room 509F, HHH Building Washington, D.C. 20201

We also provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for free language services such as speaking with an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan ID card, Monday through Friday, 8 a.m. to 8 p.m. ET.
ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call 1-866-260-2723.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-866-260-2723.

請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。請致電：1-866-260-2723.


알림: 한국어(Korean)를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-260-2723번으로 전화하십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog (Tagalog), may makukuha kang mga libreng serbisyo ng tulong sa wika. Mangyaring tumawag sa 1-866-260-2723.


تنبيه: إذا كنت تتحدث العربية (Arabic)، فإن خدمات المساعدة اللغوية المجانية متاحة لك. الرجاء الاتصال بـ 1-866-260-2723.

ATANSYON: Si w pale Kreyòl ayisyen (Haitian Creole), ou kapab benefisye sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nan 1-866-260-2723.

ATTENTION: Si vous parlez français (French), des services d’aide linguistique vous sont proposés gratuitement. Veuillez appeler le 1-866-260-2723.

UWAGA: Jeżeli mówisz po polsku (Polish), udostępniliśmy darmowe usługi tłumacza. Prosimy zadzwonić pod numer 1-866-260-2723.

ATENÇÃO: Se você fala português (Portuguese), contate o serviço de assistência de idiomas gratuito. Ligue para 1-866-260-2723.

ATTENZIONE: in caso la lingua parlata sia l’italiano (Italian), sono disponibili servizi di assistenza linguistica gratuiti. Si prega di chiamare il numero 1-866-260-2723.

ACHTUNG: Falls Sie Deutsch (German) sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufen Sie 1-866-260-2723 an.

注意事項：日本語 (Japanese) を話される場合、無料の言語支援サービスをご利用いただけます。1-866-260-2723 にお電話ください。

توجه: اگر زبان شما فارسی (Farsi) است، خدمات امداد زبانی به طور رایگان در اختیار شما می باشد. اتصال کنید: 1-866-260-2723
कृपा ध्यान दें: यदि आप हिंदी (Hindi) भाषी हैं तो आपके लिए भाषा सहायता सेवाएं निःशुल्क उपलब्ध हैं। कृपा पर काल करें 1-866-260-2723

CEEB TOOM: Yog koj hais Lus Hmoob (Hmong), muaj kev pab txhais lus pub dawb rau koj. Thov hu rau 1-866-260-2723.

OGOW: Haddii aad ku hadasho Soomaali (Somali), adeegyada taageerada luqadda, oo bilaash ah, ayaad heli kartaa. Fadlan wac 1-866-260-2723.