



BLUE MAX

INDIVIDUAL COMPREHENSIVE
MAJOR MEDICAL CONTRACT

Para solicitar una versión en español de este Plan de beneficios, por favor llame a nuestro Departamento de Servicio al Cliente al número de teléfono en su tarjeta de identificación.



Blue Cross and Blue Shield of Louisiana is an independent licensee of the Blue Cross and Blue Shield Association and is incorporated as Louisiana Health Service & Indemnity Company.

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Thank you for choosing us!

It is my pleasure to welcome you to your new plan. If you are renewing your plan, welcome back! We are honored you chose the Cross and Shield for your health insurance needs. Please read this booklet for important information about your plan and how it works. If you have questions, we are here to help. Simply call the number on your ID card and we'll do our best to assist you.

My best to you,

A handwritten signature in black ink, appearing to read "Steven Udvarhelyi".

I. Steven Udvarhelyi, M. D.
President and Chief Executive Office

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and is incorporated as Louisiana Health Service & Indemnity Company



WOMEN'S HEALTH AND CANCER RIGHTS ACT ENROLLMENT NOTICE FOR ALL COVERED MEMBERS

If you have had or are going to have a mastectomy, you may be entitled to certain benefits under the Women's Health and Cancer Rights Act of 1998 (WHCRA). For individuals receiving benefits in connection with a mastectomy and elects breast reconstruction, coverage will be provided for:

- all stages of reconstruction of the breast on which the mastectomy has been performed;
- surgery and reconstruction of the other breast to produce a symmetrical appearance, including but not limited to liposuction performed for transfer to a reconstructed breast or to repair a donor site deformity, tattooing the areola of the breast, surgical adjustments of the non-mastectomized breast, unforeseen medical complications which may require additional reconstruction in the future;
- prostheses; and
- treatment of physical complications of all stages of the mastectomy, including lymphedema.

Certain breast cancer survivors are eligible to receive annual preventive cancer screenings as part of long-term survivorship care. You are eligible for these screenings if You:

- were previously diagnosed with breast cancer;
- completed treatment for breast cancer;
- underwent bilateral mastectomy; and
- were subsequently determined to be clear of cancer.

These benefits will be provided in a manner determined in consultation with the attending physician and the patient, and subject to the same deductibles, coinsurance, and copayments (if any) applicable to other medical and surgical benefits provided under this plan. Information on the plan's specific deductible, coinsurance, or copayment amounts is found in the Schedule of Benefits document that is issued with your health benefit booklet.

If you have questions about this notice or about the coverage described herein, please contact our Customer Service Department at the number listed on the back of your ID card.

Your Individual Blue Max Contract

Notices

This Contract is not a Medicare supplement policy. If You are eligible for Medicare, review the Guide to Health Insurance for People with Medicare available from the Company.

If You pay the premiums according to the Contract requirements and do not violate any provisions, You may renew this Contract if You choose.

NOTICE: HEALTHCARE SERVICES MAY BE PROVIDED TO YOU AT A NETWORK HEALTHCARE FACILITY BY FACILITY-BASED PHYSICIANS WHO ARE NOT IN YOUR HEALTH PLAN. YOU MAY BE RESPONSIBLE FOR PAYMENT OF ALL OR PART OF THE FEES FOR THOSE NON-NETWORK SERVICES, IN ADDITION TO APPLICABLE AMOUNTS DUE FOR COPAYMENTS, COINSURANCE, DEDUCTIBLES, AND NON-COVERED SERVICES. SPECIFIC INFORMATION ABOUT IN-NETWORK AND OUT-OF-NETWORK FACILITY-BASED PHYSICIANS CAN BE FOUND AT WWW.BCBSLA.COM OR BY CALLING THE CUSTOMER SERVICE TELEPHONE NUMBER ON THE BACK OF YOUR ID CARD.

If You decide that You do not want this Contract; You may return it within 10 days after You receive it and We will refund Your fees.

Utilization Management decision-making is based only on appropriateness of care and service and existence of coverage. Company does not specifically reward practitioners or other individuals for issuing denials of coverage. Financial incentives for Utilization Management decision makers do not encourage decisions that result in underutilization.

NOTICE: YOUR SHARE OF THE PAYMENT FOR HEALTHCARE SERVICES MAY BE BASED ON THE AGREEMENT BETWEEN US AND YOUR PROVIDER. UNDER CERTAIN CIRCUMSTANCES, THIS AGREEMENT MAY ALLOW YOUR PROVIDER TO BILL YOU FOR AMOUNTS UP TO THE PROVIDER'S REGULAR BILLED CHARGES.

NOTICE: As part of long-term survivorship care, certain breast cancer survivors are eligible to receive annual preventive cancer screenings. You are eligible for these screenings if You:

- a. were previously diagnosed with breast cancer;
- b. completed treatment for breast cancer;
- c. underwent bilateral mastectomy; and
- d. were subsequently determined to be clear of cancer.

These Covered screenings include but are not limited to magnetic resonance imaging, ultrasound, or some combination of tests, as determined in consultation with You and Your attending Physician. Annual preventive cancer screenings under this Benefit will be subject to any Copayment Amount, Deductible Amount and Coinsurance.

We will send any important information about this Contract to the mailing address You gave Us on the *Application for Individual Coverage*. **You must tell Us if You change Your address of record.**

Notice and Disclosure of Prescription Drug Formulary

This Contract covers Prescription Drugs and uses a closed Prescription Drug Formulary. A *Prescription Drug Formulary* is a list of Prescription Drugs covered under this Contract. Within the Prescription Drug Formulary, drugs are placed on different tiers which represent varying cost share amounts. In general, Prescription Drugs on lower tiers will cost You less than drugs on higher tiers.

Information about Your formulary is available in several ways. Most Members receive information from Us by accessing the pharmacy section of Our website, www.bcbsla.com/pharmacy.

You may also call Us at the number on Your ID card to ask whether a specific drug is included in Your formulary. If a Prescription Drug is on Your Prescription Drug Formulary, this does not guarantee that Your prescribing healthcare Provider will prescribe it for a particular medical condition or mental illness.

A closed formulary means that selected Brand-Name Drugs, Generic Drugs, and Specialty Drugs when listed on the formulary are covered. Drugs that are not listed on the closed formulary, also called non-formulary drugs, are not covered.

For Prescription Drugs that are not included in Our Prescription Drug Formulary, there is a drug formulary exception process. This process allows You, Your designee or Your prescribing healthcare Provider to ask for a formulary exception from Us. This request must be based on Medical Necessity. If the request is approved, You will receive coverage for the drug that is not on the Prescription Drug Formulary. If the request is not approved, You may file an internal or external formulary exception request to Us.

Notice of Continuation of Prescription Drug Coverage

You have the right to continue the coverage of any Prescription Drug that We approved or covered for a medical condition or mental illness, at the contracted Benefit level until the renewal of Your current insurance coverage regardless of whether the drug has been removed from Your formulary. Your prescribing healthcare Provider may prescribe a drug that is an alternative to a drug for which continuation of coverage is required if the alternative drug is covered under the health plan and is medically appropriate for You.

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Article 1. What Are the Basics About Your Coverage

Blue Cross and Blue Shield of Louisiana (*Company*) issues this health Contract to the Subscriber shown on the *Schedule of Benefits*. As of the Effective Date or amended Effective Date shown on the *Schedule of Benefits*, We agree to provide the Benefits specified in this Contract for Subscribers and their enrolled Dependents. This Contract replaces any others previously issued to the Subscriber, as of the amended Effective Date.

This Contract describes Member Benefits, as well as Member rights and responsibilities under this coverage. We encourage You to read this Contract carefully.

Call Us if You have questions about Your coverage or any limits to the coverage. Many sections of this Contract are related to other sections; You may not have all of the information You need by reading just one section. Be aware that Your Physician does not have a copy of Your Contract and is not responsible for knowing or communicating Your Benefits to You.

Except for necessary technical terms, We use common words to describe the Benefits provided under this Contract. *We, Us, and Our* means Blue Cross and Blue Shield of Louisiana. *You, Your, and Yourself* means the Subscriber and enrolled Dependent. Capitalized words are defined terms in Article 2: *What Terms Do We Use in this Contract?* A word used in the masculine gender applies also in the feminine gender, except where otherwise stated.



You must read and understand Your Contract Yourself. Your doctor does not have a copy of it, and does not know and cannot tell You what Benefits You have.

This Coverage and the Patient Protection and Affordable Care Act

The Patient Protection and Affordable Care Act of 2010 and the Health Care and Education Reconciliation Act of 2010 (the *Affordable Care Act*) were signed into law in March, 2010. This coverage is compliant with and subject to the Affordable Care Act and covers all Essential Health Benefits required by law.

Coverage under the Affordable Care Act can be purchased either through:

- the Exchange, with or without the help of an agent or producer; or
- Blue Cross and Blue Shield of Louisiana directly or through an agent or producer.

The Exchange is the health insurance marketplace that is operated by the federal government for the State of Louisiana. Coverage purchased through the Exchange is called *On-Exchange* coverage. Coverage purchased directly from Us or from an agent or producer is called *Off-Exchange* coverage.

Several important parts and provisions of this Contract are different based on whether this coverage was purchased *On-Exchange* or *Off-Exchange*. See the *Schedule of Benefits* to determine if Your coverage is *On-Exchange* or *Off-Exchange* coverage so You will know which policy language applies to You.

Facts About this Preferred Provider Organization (PPO) Plan

This Contract describes Preferred Provider Organization (PPO) coverage. You have an extensive Provider Network available to You – Blue Cross and Blue Shield of Louisiana’s Preferred Care PPO Network (Network). You can also get care from Providers who are not in Your Network, but Benefits will be paid at a lower level.

If You go to Providers in Your Network, You will pay the least for care and get the most value from this Contract. You choose which Provider will give You care. This choice will determine the amount We pay and the amount You pay for Covered Services.

If a Copayment is shown on the *Schedule of Benefits*, You must pay the Copayment amount to the Network Provider each time You receive the Covered Services listed. Most Benefits are subject to the Your payment of a Deductible. After payment of Deductibles, Benefits are subject to 2 Coinsurance levels (for example, 80/20, 60/40). Your choice of a Provider determines what Coinsurance level applies to the service provided. We will pay the highest Coinsurance level for Medically Necessary services when You go to a Provider in the Preferred Care PPO Network. We will pay the lower Coinsurance level when You receive Medically Necessary services from a Provider who is not in the Preferred Care PPO Network. Deductible Amounts and Coinsurance percentages are stated on the *Schedule of Benefits*.

Our Provider Network

You choose which Providers will give You care. This choice will determine the amount We pay and the amount You pay for Covered Services.

Our Preferred Care PPO Network consists of a select group of Physicians, Hospitals and other Allied Health Professionals who have contracted with Us to participate in the Blue Cross and Blue Shield of Louisiana PPO Provider Network and give services to Our Members. We call these Providers *PPO Providers*, *Preferred Providers*, or *Network Providers*. Oral Surgery Benefits are also available when given by Providers in United Concordia Dental Network (Advantage Plus) or in Blue Cross and Blue Shield of Louisiana's dental network.

To receive the highest level of Benefits available, always verify that a Provider is a current Blue Cross and Blue Shield of Louisiana Preferred Care Provider before the service is given. You may review a current paper Provider directory online at www.bcbsla.com, or call customer service at the number on Your ID card.

A Provider's status may change from time to time. Always verify the Network status of a Provider before obtaining services. A Provider may be contracted with Us when providing services at one location and may be considered a Non-Network Provider when giving services from another location. Check Your Provider directory to verify that the services are In-Network at the location where You are seeking care.

Additionally, Providers in Your network may be contracted to perform certain Covered Services, but may not be contracted in Your network to perform other Covered Services. When a Network Provider performs services that the Network Provider is not contracted with Us to perform (such as certain High-Tech Imaging services or radiology procedures), We will pay Claims for those services at the Non-Network Benefit level.

Always check Your Provider directory to verify that the services are In-Network when performed by the Provider or at the Provider's location.

United Concordia Advantage Plus Dental Network

This Contract covers Pediatric Dental Care Benefits for Members under age 19. United Concordia Companies, Inc. doing business as United Concordia Dental (UCD) is Blue Cross and Blue Shield of Louisiana's network and claims administrator for the dental Benefits and is in charge of managing the Advantage Plus Dental Network, handling and paying Claims, and providing customer services to the Members eligible to receive these Benefits.

United Concordia Advantage Plus Dental Network (Advantage Plus) consists of a select group of Providers who have contracted with United Concordia Dental to give services to Members for reduced amounts. All other Providers are considered Non-Participating. Non-Participating Providers may bill You more for their services than Participating Providers.

To receive full pediatric dental Benefits, You should verify that a Provider is an Advantage Plus Dental Network Participating Provider before any service is given. To find a Participating Provider and verify their continued participation in the Advantage Plus Dental Network, or to ask any questions about Benefits or Claims, go to www.bcbsla.com or call customer service at (866) 445-5338.

We, Us, and Our mean United Concordia Dental when it acts on behalf of Blue Cross and Blue Shield of Louisiana in performing its services under the dental coverage provided in the Articles for Oral Surgery Benefits and Pediatric Dental Care Benefits.

We will base reimbursements for services given by a Non-Participating Provider on Our Allowable Charge and will pay them in the same amounts, under the same limits, rules and policies that We would have applied to Claims for services given by a Participating Provider. Care received from a Non-Participating Provider will mean a higher out-of-pocket cost to You. We recommend that You ask the Non-Participating Provider about their billed charges before You receive care.

Davis Vision Network

Davis Vision, Inc. (Davis Vision) is Our network and Claims administrator for the vision Benefits provided, and manages the Davis Vision Network, handles and pays Claims, and provides customer services to the Members under age 19 eligible to receive these Benefits.

The Davis Vision Network consists of a select group of Providers who have contracted with Davis Vision to give services and supplies to You for minimal out-of-pocket costs. We consider all other Providers to be Non-Participating.

To receive the full Benefits under this section, verify that a Provider is a Davis Vision Network Participating Provider before any service is given. To find a Participating Provider and verify their continued participation in the Davis Vision Network, or to ask any questions about Benefits or Claims, go to www.davisvision.com or call customer service at 1-800-247-9368.

Obtaining Care Outside the Preferred Care Network

The Preferred Care Network is an extensive network and should meet the needs of most Members. However, Members choose which Providers will give their care, and Members may obtain care from Providers who are not in Our Preferred Care Network.

We pay a lower level of Benefits when You go to a Provider outside the Preferred Care Network. Benefits may be based on a lower Allowable Charge, and a penalty may apply. If You go outside Our Network, You will pay more out-of-pocket and will pay a higher Copayment, Deductible, and Coinsurance than if You had stayed In-Network. **These additional costs may be significant.** In addition, We only pay a portion of those charges and You must pay the remainder. Emergency services performed in the Emergency department of a Hospital, even when the Hospital is not in Your Network, will be paid at the In-Network level of Benefits.

We recommend that You ask Non-Network Providers to explain their billed charges to You, BEFORE You receive care outside the Network. Review the *Sample Illustration of Your Costs When You Go to a Non-Participating Hospital* before receiving care outside the Network.

Obtaining Care Outside Louisiana and Around the World

Members have access to Emergency and Non-Emergency care outside Louisiana and around the world. Your ID card offers convenient access to Covered Services through Blue Cross and Blue Shield Providers throughout the United States and in more than 200 countries worldwide.

In the United States:

Members receive Network Benefits when Emergency and Non-Emergency Covered Services are provided by PPO Providers in other states.

If You do not go to a PPO Provider, Non-Network Benefits will apply. Covered Emergency Services performed in the Emergency Department of a Hospital are paid In-Network.

Outside the United States:

Members receive Network Benefits when covered Emergency and Non-Emergency Covered Services are provided by a Blue Cross Blue Shield Global® Core Provider across the world. If You do not go to a Blue Cross Blue Shield Global® Core, Non-Network Benefits will apply. Covered Emergency Medical Services provided in the Emergency Department of a Hospital are paid In-Network.

- In an Emergency, go directly to the nearest Hospital.
- Call BlueCard® Access at 1-800-810-BLUE (1-800-810-2583) for information on the nearest PPO doctors and Hospitals (for care within the United States), or for information on Blue Cross Blue Shield Global® Core doctors and Hospitals (for care outside the United States). Provider information is also available at www.bcbs.com.
- Use a designated PPO Provider or Blue Cross Blue Shield Global® Core Provider to receive the highest level of Benefits.
- Present Your ID card to the doctor or Hospital, who will verify coverage and file Claims for You.
- You must obtain any required Authorizations from Blue Cross and Blue Shield of Louisiana.

Selecting and Using a Primary Care Physician (PCP)

This policy is sold with or without an office visit Copayment. The *Schedule of Benefits* will state whether a Copayment applies. If a Copayment for Physician's office visits is shown on the *Schedule of Benefits*, this direct access plan allows You to receive care from a Primary Care Physician (PCP) or from a Specialist Physician. Services given by Allied Health Professionals may also be subject to the PCP or Specialist Copayment amount, as shown on the *Schedule of Benefits*. No PCP referral is required before going directly to a Specialist in the Preferred Care PPO Network.

You pay the lowest Physician Copayment when You go to a PCP. PCPs are family practitioners, general practitioners, internists and pediatricians. Each member of the family may use a different PCP. PCPs will coordinate healthcare needs from Consultation to hospitalization, will direct a Member to an appropriate Provider when necessary, and will help in obtaining any required Authorizations.

The Physician office visit Copayment may be reduced or waived when services are given by a Provider participating in the Quality Blue Primary Care Program (QBPC). QBPC Providers include family practitioners, general practitioners, internists, nurse practitioners, and physician assistants.

If one Provider directs You to another Provider, You must make sure that the new Provider is in the Preferred Care PPO Network before receiving care. If the new Provider is not in the Preferred Care PPO Network, Benefits will be processed at the Non-Network Benefit level and the Allowable Charge that apply to that Provider.

Authorizations

Some services and supplies require Authorization from Us before services are obtained. Your *Schedule of Benefits* lists the services, supplies, and Prescription Drugs that require this advance Authorization.

No payment will be made for Organ, Tissue and Bone Marrow Transplant Benefits or evaluations unless We Authorize these services. The services must be given either by a Blue Distinction Center for Transplants (BDCT) for the specific organ or transplant or by a transplant facility in Our Blue Cross and Blue Shield PPO Provider Network, unless We otherwise approve it in writing. To find an approved transplant facility, call customer service at the number on Your ID card.

How We Determine What We Pay for Covered Services

When You Go to Network Providers

Network Providers are Preferred Providers who have signed Provider agreements with Us or another Blue Cross and Blue Shield plan to participate in a PPO Network. These Providers have agreed to accept the lesser of billed charges or an amount negotiated as payment in full for Covered Services provided to Members. This amount is the Preferred Provider's *Allowable Charge*. If You go to a Preferred Provider, this Allowable Charge is used to determine Our payment for Your Medically Necessary Covered Services and the amount that You must pay for Covered Services.

When You Go to Participating Providers

Participating Providers have signed Provider agreements with Us or another Blue Cross and Blue Shield plan for other than a Preferred Care or PPO Network. These Providers have agreed to accept the lesser of billed charges or the negotiated amount as payment in full for Covered Services provided to Members. This amount is the Participating Provider's *Allowable Charge*. When You go to a Participating Provider, this Allowable Charge is used to determine the amount We pay for Medically Necessary Covered Services and the amount You pay.

When You Go to Non-Participating Providers

Non-Participating Providers do not have a Provider agreement with Us or any other Blue Cross and Blue Shield plan to participate in any Blue Cross and Blue Shield Network. These Providers are not in Our Networks. We have no fee arrangements with them.

We establish an Allowable Charge for Covered Services provided by Non-Participating Providers. The Allowable Charge will be the lesser of the following:

- (1) An amount We establish based on Our choice of Medicare's published fee schedule, what Medicare pays, or what Medicare allows for the service;
- (2) an amount We establish as the Allowable Charge; or
- (3) the Provider's billed charge. You will receive a lower level of Benefit because You did not go to a Preferred Provider.

You may pay significant costs when You go to Non-Participating Providers. This is because the amount that some Providers charge for a Covered Service may be higher than the established Allowable Charge. Also, Preferred and Participating Providers waive the difference between their actual billed charge and their Allowable Charge, while Non-Participating Providers will not.

You have the right to file an Appeal with Us for consideration of a higher level of Benefits if You received Covered Services from a Non-Participating Provider who was the only Provider available to deliver the Covered Service within a 75-mile radius of Your home. To file an Appeal, follow the Appeal procedures in this Contract.

Sample Illustration of Your Costs When You Go to a Non-Participating Hospital

Note: The following example is for illustration purposes only; it may not reflect Your actual Copayments, Deductible, and Coinsurance amounts. See the *Schedule of Benefits* to figure Your actual Benefits.

Example: A Member has this PPO Contract with a \$500 Deductible amount. The PPO Network Benefits are 80% - 20% Coinsurance. The Non-Network Benefits are 60% - 40% Coinsurance. Assume he goes to the Hospital, has already met his Deductible, and has gotten the necessary Authorizations before receiving a non-Emergency service. The Provider's billed charge for the Covered Services is \$12,000.

For this service, We negotiated an Allowable Charge of \$2,500 with its PPO Hospitals. The Allowable Charge of Participating Providers is \$3,000. Because We have no negotiated rate with the Non-Participating Hospital, he must pay the part of the bill that We do not pay, up to the Non-Participating Provider's billed charge.

Here's how much the Member would pay if he went to three different Hospitals for the same service:

If the Member receives Covered Services from:

	A Preferred Provider Hospital	A Participating Provider Hospital	A Non-Participating Provider Hospital
	Network	Non-Network	Non-Network
Hospital Bill:	\$12,000	\$12,000	\$12,000
Allowable Charge:	\$2,500	\$3,000	\$2,500
We pay	$\frac{\$2,500 \text{ Allowable Charge}}{80\% \text{ Coinsurance}} = \mathbf{\$2,000}$	$\frac{\$3,000 \text{ Allowable Charge}}{60\% \text{ Coinsurance}} = \mathbf{\$1,800}$	$\frac{\$2,500 \text{ Allowable Charge}}{60\% \text{ Coinsurance}} = \mathbf{\$1,500}$
The Member pays	$20\% \text{ Coinsurance} \times \$2,500 \text{ Allowable Charge} = \mathbf{\$500}$	$40\% \text{ Coinsurance} \times \$3,000 \text{ Allowable Charge} = \mathbf{\$1,200}$	$40\% \text{ Coinsurance} \times \$2,500 \text{ Allowable Charge} = \mathbf{\$1,000}$
Does he receive a bill from the Hospital?	NO	NO	YES for \$9,500
Total the Member pays	\$500	\$1,200	\$10,500 Hospital bill 12,000 Amount We pay - 1,500 He must pay \$10,500

Prescription Drug Benefits



Some pharmacies have contracted with Us or with Our Pharmacy Benefit Manager to accept a negotiated amount as payment in full for the covered Prescription Drugs that they dispense. These pharmacies are “Participating Pharmacies”. The Allowable Charge for covered Prescription Drugs purchased from “Participating Pharmacies” is the negotiated amount and it is used to base Our payment for Your covered Prescription Drugs.

When You buy covered Prescription Drugs from a pharmacy that has not contracted with Us or with Our Pharmacy Benefit Manager to accept a negotiated amount as payment in full for the covered Prescription Drugs that they dispense, the Allowable Charge is the negotiated amount that most “Participating Pharmacies” have agreed to accept as payment for drugs dispensed.

To obtain contact information for “Participating Pharmacies”, You should contact Our customer service department or Our Pharmacy Benefit Manager at the telephone number on Your ID card.

Mental Health or Substance Use Disorders

We have contracted with an outside company to perform certain administrative services related to Mental Health and substance use disorders services for Our Members. For help with these Benefits, see Your *Schedule of Benefits*, Your ID card, or call customer service.



MEMBER INCENTIVES AND VALUE-ADDED SERVICES

Sometimes We may offer Members coupons, discounts, and incentives to enroll in programs, such as pharmacy programs, disease management programs, and wellness programs and activities. We may offer Members discounts or financial incentives to use certain Providers for selected Covered Services. We may also offer Members the opportunity to enroll in health and non-health related programs, as value-added services, to enhance the Member’s experience with Us or his Providers. These incentives and value-added services are not Benefits and do not alter or affect Member Benefits. They may be offered by Us, affiliated companies, and selected vendors. Members are always free to reject the opportunities for incentives and value-added services. We reserve the right to add or remove any and all coupons, discounts, incentives, programs, and value-added services at any time without notice to Members.

HEALTH MANAGEMENT AND WELLNESS TOOLS AND RESOURCES

We offer Members a wide range of health management and wellness tools and resources. Members can use these tools to manage their personal accounts, see claims history, create health records and access a host of online wellness interactive tools. Members also have access to a comprehensive wellness program that includes a personal health assessment and customized health report to assess health risks based on his history and habits. Exclusive discounts are also available to Members on some health services such as fitness club memberships, diet and weight control programs, vision and hearing care and more.

Customer Service Email Address

Blue Cross and Blue Shield of Louisiana has consolidated Our customer service emails into a single, easy-to-remember address: help@bcbsla.com. Customers who need to contact Us may find all of their options online, including phone, fax, email, postal mail and walk-in customer service. Just go to www.bcbsla.com and click on *Contact Us*.

Identity Protection Services

Blue Cross and Blue Shield of Louisiana is committed to protecting Your identity. This includes protecting the safety and security of Your information. To support Our efforts, We offer optional Identity Protection Services. If You elect to have Identity Protection Services, the services will include the following:

- credit monitoring which monitors activity that may affect credit;
- fraud detection which identifies potentially fraudulent use of identity or credit; and
- fraud resolution support that helps Members address issues that arise in relation to credit monitoring and fraud detection.

A Member is no longer eligible for these services if health coverage is terminated during the Plan year. In this event, Identity Protection Services will terminate at the end of the Plan year.

For information about Identity Protection Services, go to www.bcbsla.com or call customer service at the number on Your ID card.

Article 2. What Terms Do We Use in this Contract

Accidental Injury – A condition that directly results from a traumatic bodily injury sustained only through accidental means from an external force. Injuries caused by chewing are not accidental injuries to teeth.

Admission – The period for Inpatient care from entry (*Admission*) into a Hospital or Skilled Nursing Facility or Unit until discharge. We count the date of entry and the date of discharge as 1 day.

Adverse Benefit Determination – Denial or partial denial of a Benefit based on:

- Medical Necessity, appropriateness, healthcare setting, level of care, effectiveness or treatment is considered experimental or Investigational;
- Your eligibility for coverage under the Contract;
- Any prospective or retrospective review determination; or
- A Rescission of Coverage.

Allied Health Facility – An institution — other than a Hospital — that the appropriate state agency licenses, where required, or that We approve to give Covered Services.

Allied Health Professional – A person or entity other than a Hospital, Doctor of Medicine, or Doctor of Osteopathy who is licensed by the appropriate state agency, where required, or approved by Us to give Covered Services. For this Contract, *Allied Health Professional* includes dentists, psychologists, Retail Health Clinics, certified nurse practitioners, optometrists, pharmacists, chiropractors, podiatrists, physician assistants, registered nurse first assistants, advanced practice registered nurses, licensed professional counselors, licensed clinical social workers, certified registered nurse anesthetists, and any other health professional as state law mandates for specified services, if We approve them to give Covered Services.

Allied Provider – Any Allied Health Facility or Allied Health Professional.

Allowable Charge –

- A. For Network Providers - The lesser of the billed charge or the amount We establish or negotiate as the maximum amount allowed for services from these Providers covered under this Contract.
- B. For Non-Network Providers – The lesser of:
 1. An amount We establish based on Our choice of Medicare’s published fee schedule, what Medicare pays, or what Medicare allows for the service;
 2. an amount We establish as the Allowable Charge; or
 3. the Provider’s billed charge.

Alternative Benefits – Benefits for services that this Contract does not routinely cover but which may provide by agreement through Case Management.

Ambulance Service – Transportation by a specially designed Emergency vehicle that is used only when Medically Necessary to transport sick and injured people. The vehicle must be equipped as an Emergency transport vehicle and trained ambulance personnel must staff it according to appropriate state and local laws.

Ambulatory Surgical Center – An Allied Health Facility Provider that is established with an organized medical staff of Physicians. This type of center has permanent facilities that are equipped and operated mainly to perform surgical procedures. A center has continuous Physician and registered professional nursing services available whenever patients are in the facility, does not provide services or other accommodations for patients to stay overnight, and offers the following services whenever patients are in the center:

- Anesthesia services as needed for medical operations and procedures performed;
- Provisions for patients’ physical and emotional well-being;
- Provision for Emergency Medical Services;
- Organized administrative structure; and
- Administrative, statistical, and medical records.

Appeal– A written request from a Member or a Member’s authorized representative to change an Adverse Benefit Determination We made.

Applied Behavior Analysis (ABA) – The design, implementation, and evaluation of environmental modifications, using behavior stimuli and consequences, to produce socially significant improvement in human behavior, including the use of direct observation, measurement, and functional analysis of the relations between environment and behavior. Providers of ABA shall be certified as an assistant behavior analyst or licensed as a behavior analyst by the Louisiana Behavior Analyst Board or the appropriate licensing agency, if within another state.

Authorization (Authorized) – Based on the information provided, Our decision that an Admission, continued Hospital stay, or other healthcare service or supply is Medically Necessary, in an appropriate healthcare setting, or at a necessary level of care and effectiveness. An Authorization does not guarantee payment. Also, an Authorization is not a determination about the Member's choice of Provider.

Autism Spectrum Disorders (ASD) – Any pervasive development disorder that the most recent edition of the *Diagnostic and Statistical Manual of Mental Disorders* of the American Psychiatric Association, Washington, D.C. (DSM) defines. These disorders are characterized by severe and pervasive impairment in several areas of development: reciprocal social interaction skills, communication skills, or the presence of stereotyped behavior, interests, and activities. ASD includes conditions such as Autistic Disorder, Rett’s Disorder, Childhood Disintegrative Disorder, Asperger’s Disorder, and Pervasive Development Disorder not otherwise specified.

Bed, Board and General Nursing Service – Room accommodations, meals and all general services and activities that Hospital employees provide to care for patients. This service includes all nursing care and nursing instructional services provided as a part of the Hospital’s bed and board charge.

Beneficiary – Someone who a Member or the terms of this Contract designates who is or may become entitled to a Benefit.

Benefits – Coverage for healthcare services, treatment, procedures, equipment, drugs, devices, items or supplies covered under this Contract. We base the payment for Benefits on the Allowable Charge for Covered Services.

Benefit Period – A calendar year — January 1 through December 31. For new Members, the Benefit Period begins on the Effective Date and ends on December 31 of the same year.

Bone Mass Measurement – A radiologic or radioisotopic procedure or other scientifically proven technologies performed on someone to identify bone mass or detect bone loss.

Brand-Name Drug – A patented Prescription Drug that the original drug manufacturer markets after the Food and Drug Administration (FDA) approves it, or that We identify as a Brand-Name product. We classify drugs as Brand-Name Drugs based on a nationally recognized pricing source. We may not classify the same drugs as Brand-Name Drugs that manufacturers or pharmacies do.

Care Coordination – Organized, information-driven patient care activities intended to facilitate the appropriate responses to a Member's healthcare needs across the continuum of care.

Care Coordinator Fee – A fixed amount paid by Blue Cross and Blue Shield of Louisiana to Providers periodically for Care Coordination under a Value-Based Program.

Case Management – A method of delivering patient care that emphasizes quality patient outcomes with efficient and cost-effective care. The process systematically identifies high-risk patients and assesses opportunities to coordinate and manage their total care to ensure the best health outcomes. Medical professionals provide these services and focus on unusually complex, difficult, or catastrophic illnesses. We choose when to offer Case Management services to Members. Working with Your Physicians and with Your consent or the consent of Your family or caregiver, Our Case Management staff will manage care to achieve the most efficient and effective use of resources.

Cellular Immunotherapy – A treatment involving the administration of a patient's own (autologous) or donor (allogeneic) anti-tumor lymphocytes following a lymphodepleting preparative regimen.

Chiropractic Services – Diagnosing conditions associated with the functional integrity of the spine and treating those conditions by adjusting, manipulating, and using of physical and other properties of heat, light, water, electricity, sound, massage, therapeutic exercise, mobilization, mechanical devices, such as mechanical traction and mechanical massage, and other rehabilitative measures to correct interference with normal nerve transmission and expression.

Claim – Written or electronic proof — in a form We accept — of charges for Covered Services that You receive when You are insured under this Contract. The provisions that are in effect when You receive the service or treatment will govern how We process any Claim.

Cleft Lip and Cleft Palate Services – Preventive and restorative dentistry to ensure good health and adequate dental structures for orthodontic treatment or prosthetic management or therapy.

Coinsurance – A share of the costs for services that this Contract covers. This amount is calculated as a percentage — a percentage that We pay and a percentage that You pay. (For example, We pay 80% for a service and You pay 20%.) After You pay any Deductible, We apply Your percentage to the Allowable Charges to figure how much You pay. We apply Our percentage to the Allowable Charges to determine Your Benefit.

Company – Blue Cross and Blue Shield of Louisiana (incorporated as Louisiana Health Service & Indemnity Company). We may use common words to describe the Benefits provided under this Contract. *We, Us, and Our* mean Blue Cross and Blue Shield of Louisiana, incorporated as Louisiana Health Service & Indemnity Company.

Complaint – An oral expression of dissatisfaction with a service.

Concurrent Care – Hospital Inpatient medical and surgical care that a Physician who is not the attending Physician gives:

- for a condition that is not related to the primary diagnosis, or
- because the patient's condition is medically complex and requires more medical care.

Concurrent Review – A review of Medical Necessity, appropriateness of care, or level of care conducted during a patient's Inpatient facility stay or course of treatment.

Congenital Anomaly – A condition which significantly interferes with normal bodily function that existed at or from birth. We will determine which conditions this Contract covers as *Congenital Anomalies*. The term *Congenital Anomaly* never includes conditions relating to teeth or structures supporting the teeth, except for cleft lip and cleft palate.

Consultation – Another Physician's opinion or advice about Your evaluation or treatment which is given after the attending Physician asks for it. Consultations do not include the following:

- those that Hospital rules and regulations require,
- anesthesia consultations,
- routine consultations for clearance for Surgery, or
- those between colleagues who share medical opinions as a matter of courtesy and normally without charge.

Contract – This agreement, including the *Application for Individual Health Coverage, Schedule of Benefits*, amendments, and any endorsements that entitle the Subscriber and any Dependents to Benefits.

Contract Date – The date on which We issued this Contract to You.

Controlled Dangerous Substances – A drug, substance, or immediate precursor, included in schedules I through V of the Controlled Substances Act, Title II of the Comprehensive Drug Abuse Prevention and Control Act of 1970.

Copayment (Copay) – The specific dollar amount You must pay when You receive Covered Services. For that dollar amount, see the *Schedule of Benefits*. Your Network Provider may collect the Copayment directly from You.

Cosmetic Surgery – Any operative procedure, treatment, or service, or any part of an operative procedure, treatment, or service that is performed mainly to improve physical appearance. An operative procedure, treatment, or service is not Cosmetic Surgery if it restores bodily function or corrects a deformity of a part of the body that an Accidental Injury, disease or disorder, or covered Surgery has altered.

Covered Service – Services or supplies specified in this Contract for which You may receive Benefits if a Provider gives them.

Creditable Coverage for HIPAA Portability – Coverage You had before under any individual or Group health plan including Medicare, Medicaid, government plans, church plans, COBRA and military plans, or state children's health insurance program (for example, LaCHIP). *Creditable Coverage* does not include

- Specific disease policies (such as cancer policies),
- Supplemental coverage (such as Medicare supplement),
- Limited Benefits (such as accident only, disability insurance, liability insurance, workers' compensation, automobile medical payment insurance, credit only insurance), or

- Coverage for onsite medical clinics or coverage as specified in federal regulation under which Benefits for medical care are secondary or incidental to the insurance Benefits).

Custodial Care – Treatment or services, regardless of who recommends them or where they are provided, that could be given safely and reasonably by someone who is not medically skilled, or that are designed mainly to help patients with daily living activities. These activities include:

- Providing personal care, homemaking, moving the patient;
- Acting as companion or sitter;
- Supervising medication that can usually be self-administered;
- Treating or providing services that anyone may be able to perform with minimal instruction; or
- Providing long-term treatment for a condition of a patient who is not expected to improve or recover.

We will determine which services are defined as *Custodial Care*.

Day Rehabilitation Program – A program that provides more than 1 hour of Rehabilitative Care after someone is discharged from an Inpatient Admission.

Deductible Amounts –

- **Individual Deductible Amount**— How much You must pay in a Benefit Period for Covered Services before We pay Benefits. You pay separate Individual Deductibles for Network and Non-Network categories. See the *Schedule of Benefits* for the specific dollar amount. A separate Deductible Amount may apply to certain Covered Services if shown as applicable on the *Schedule of Benefits*.
- **Family Deductible Amount**— How much Your family must pay in a Benefit Period for each category of Benefits before We pay Benefits. Once You have paid the Family Deductible, We will pay Benefits for all family members, regardless of whether each person has paid the Individual Deductible Amount. See *the Schedule of Benefits* for the specific dollar amount for the Deductibles.
- **Prescription Drug Deductible Amount**— How much each Member must pay in a Benefit Period before paying a Prescription Drug Copayment or Coinsurance percentage. The Prescription Drug Deductible Amount is separate from the Individual Deductible Amount and the Family Deductible Amount. See the *Schedule of Benefits* to learn if Your Contract includes a Prescription Drug Deductible Amount.

Dental Care and Treatment – All procedures, treatment, and Surgery considered to be within the scope of the practice of dentistry. *Dentistry* is the practice in which a person:

- Represents himself as being able to diagnose, treat, correct, operate, or prescribe for any disease, pain, injury, deficiency, deformity, or physical condition of the human teeth, alveolar process, gums, jaws or associated parts and offers or undertakes by certain means to diagnose, treat, correct, operate, or prescribe for any disease, pain, injury, deficiency, deformity, or physical condition of the same;
- Takes impressions of the human teeth or jaws or performs any phase of any operation incident to replacing a tooth or part of a tooth or associated tissues by means of a filling, crown, denture, or other appliance; or
- Furnishes supplies, constructs, reproduces repairs or offers to furnish, supply, construct, reproduce, or repair prosthetic dentures, bridges, or other substitute for natural teeth to the user or prospective user.

Dependent – A person — other than the Subscriber — whom We have accepted for coverage as shown in the *Schedule of Eligibility*.

Diagnostic Service – Radiology, laboratory, and pathology services and other tests or procedures We recognize as accepted medical practice, which are given because of specific symptoms and which are directed toward detecting or monitoring a definite condition, illness, or injury. A Provider must order Diagnostic Service before delivering it.

Durable Medical Equipment – Items and supplies used to serve a specific therapeutic purpose in treating an illness or injury. They can withstand repeated use; are generally not useful to someone who is not ill, injured, or diseased; and are appropriate to use in the patient’s home.

Effective Date – The date Your coverage begins under this Contract. Benefits will begin at 12:01 AM on this date. See the *Schedule of Eligibility*.

Elective Admission – Any Hospital Admission — whether it is for medical or surgical care — for which a reasonable delay will not unfavorably affect the outcome of the treatment.

Emergency – See *Emergency Medical Condition*.

Emergency Admission – An Inpatient Admission to a Hospital that results from an Emergency Medical Condition.

Emergency Medical Condition (or Emergency) – A medical condition of recent onset and severity, including severe pain, that would lead a prudent layperson who acts reasonably and possesses an average knowledge of health and medicine, to believe that not receiving immediate medical attention could reasonably be expected to result in:

- Seriously jeopardizing the health of the person, or if a woman is pregnant, the health of the woman or her unborn child;
- Seriously impairing bodily function; or
- Causing serious dysfunction of any bodily organ or part.

Emergency Medical Services – Those immediate, unscheduled medical services that are necessary to evaluate or treat an Emergency Medical Condition.

Essential Health Benefits – Under the Patient Protection and Affordable Care Act, Benefits that this Contract must cover. Those Benefits include at least the following 10 general categories:

- Ambulatory patient services;
- Emergency Medical Services;
- Hospitalization;
- Maternity and newborn care;
- Mental Health and substance use disorder services, including behavioral health treatment;
- Prescription Drugs;
- Rehabilitative and Habilitative services and devices;

- Laboratory services;
- Preventive and Wellness Care services and chronic disease management;
- Pediatric services, including oral and vision care.

Exchange – The health insurance marketplace that the federal government operates for the State of Louisiana under Section 1311 of the Patient Protection and Affordable Care Act. Coverage bought through this health insurance marketplace, with or without the help of an agent or producer, is called *On-Exchange* coverage. Coverage bought either directly from Us or through an agent or producer is called *Off-Exchange* coverage.

Expedited Appeal – A request for immediate internal review of an Adverse Benefit Determination, which involves any of the following situations:

- A medical condition for which the time frame for completing a standard Appeal would seriously jeopardize the life or health of the Member or jeopardize the Member’s ability to regain maximum function.
- In the opinion of the treating physician, the Member may experience pain that cannot be adequately controlled while awaiting a standard medical Appeal decision.
- Decision not to Authorize an Admission, availability of care, continued Hospital stay, or healthcare service for a Member currently in the emergency room under observation, or receiving Inpatient care.

Expedited External Appeal – A request to have an Independent Review Organization (IRO) immediately review an initial Adverse Benefit Determination for a service or treatment. This type of appeal involves any of the following:

- A medical condition for which the time frame for completing a standard External Appeal would seriously jeopardize the life or health of the Member or jeopardize the Member’s ability to regain maximum function, or a decision to not Authorize continued services for Members currently in the emergency room, under observation, or receiving Inpatient care.
- A denial of coverage based on a determination the recommended or requested healthcare service or treatment is experimental or Investigational and the treating Physician certifies that any delay may pose an imminent threat to the Member’s health, including severe pain, potential loss of life, limb, or major bodily function.

External Appeal – A request to have an Independent Review Organization (IRO) review Our initial Adverse Benefit Determination or to change a final Adverse Benefit Determination given on Appeal. Members or their authorized representatives may ask for an External Appeal involving Medical Necessity, appropriateness of care, healthcare setting, level of care, effectiveness, experimental or Investigational treatment, or a Rescission of Coverage.

Gene Therapy – A treatment involving the administration of genetic material to modify or manipulate the expression of a gene or to alter the biological properties of living cells for therapeutic use.

Generic Drug – A Prescription Drug that is equivalent to a Brand-Name Drug in dosage form, safety, strength, route of administration, quality, performance characteristics and intended use; or that We identify as a Generic Drug. Based on a nationally recognized pricing source, We classify Prescription Drugs as Generic Drugs. Manufacturers or pharmacies do not classify them for Us. We may not classify the same drugs as Generic Drugs that manufacturers or a pharmacies do.

Gestational Carrier – A woman who agrees to engage in a process by which she attempts to carry and give birth to a child born as the result of an in utero transfer of a human embryo to which she makes no genetic contribution

Grievance – A written expression of dissatisfaction with Us or with Provider services.

Habilitative Care – Healthcare services and devices that help patients keep, learn, or improve their skills and functioning for daily living. These services may include Physical Therapy, Occupational Therapy, Speech/Language Pathology Therapy, cardiac rehabilitation and other services for people with disabilities in a variety of inpatient and outpatient settings.

High-Tech Imaging – Imaging services, including, but not limited to MRIs, MRAs, CT scans, PET scans, and nuclear cardiology.

Home Health Care – Health services given in someone’s home by an organization that We approve and that the appropriate state agency licenses as a Home Health Care agency. At the written direction of a licensed Physician, these organizations primarily provide skilled nursing services by or under the supervision of a Registered Nurse (RN) licensed to practice in the state.

Hospice Care – An integrated set of services and supplies designed to provide palliative and supportive care to meet the special needs of Members and their families during the final stages of terminal illness. A Physician directs an interdisciplinary team that centrally coordinates the full scope of health services. A Hospice Care agency that We approve provides the services and supplies.

Hospital – An institution that the appropriate state agency licenses as a general medical surgical Hospital. *Hospital* may also include an institution that primarily provides psychiatric, chemical dependency, rehabilitation, skilled nursing, long-term, intermediate or other specialty care.

Implantable Medical Devices – A medical device that is surgically implanted in the body, is not reusable, and can be removed.

Independent Review Organization (IRO) – An Independent Review Organization that conducts external reviews of Our final Adverse Benefit Determinations. The IRO is not affiliated with Us and its decision is binding on both Members and Us.

Infertility – The inability of a couple to conceive after 1 year of unprotected intercourse.

Informal Reconsideration – A telephone request that We review a Utilization Management decision not to Authorize a service or treatment. You may ask for an Informal Reconsideration within 10 days after an initial or Concurrent Review determination.

Inpatient – A Member who is admitted to a Hospital as a registered bed patient for whom a Bed, Board, and General Nursing Service charge is made. An Inpatient’s medical symptoms or condition must require a Physician or nurse to intervene continuously, 24 hours a day. If the services can be safely provided as an Outpatient, You do not meet the criteria for an Inpatient.

Intensive Outpatient Programs – Programs that can provide planned, structured, service for at least 2 hours a day and 3 days a week, although some patients may need to attend less often. These encounters usually comprise coordinated and integrated multidisciplinary services. The range of services addresses a mental or substance-related disorders and could include group, individual, family, or multi-family group psychotherapy, psychoeducational services, and adjunctive services such as medical monitoring. These services include multiple or extended treatment, rehabilitation, and counseling visits or professional supervision and support. Program models include structured *crisis intervention programs, psychiatric or psychosocial rehabilitation, and some day treatment*. (Although treatment for substance-related disorders typically includes involvement in a self-help

program, such as Alcoholics Anonymous or Narcotics Anonymous, program time as described here does not include times spent in these self-help programs, which community volunteers offer without charge).

Investigational – A medical treatment, procedure, drug, device, or biological product is *Investigational* if the effectiveness has not been clearly tested and it has not been incorporated into standard medical practice. Any determination We make that a medical treatment, procedure, drug, device, or biological product is Investigational will consider the following:

- Whether the medical treatment, procedure, drug, device, or biological product can be lawfully marketed without approval of the United States Food and Drug Administration (FDA) and whether such approval has been granted when the medical treatment, procedure, drug, device, or biological product is sought to be furnished; or
- Whether the medical treatment, procedure, drug, device, or biological product requires further studies or clinical trials to determine its maximum tolerated dose, toxicity, safety, effectiveness, or effectiveness as compared with the standard means of treatment or diagnosis, must improve health outcomes, according to the consensus of opinion among experts as shown by reliable evidence, including:
 - Consultation with the Blue Cross and Blue Shield Association technology assessment program (TEC) or other non-affiliated technology evaluation centers;
 - Credible scientific evidence published in peer-reviewed medical literature generally recognized by the relevant medical community; or
 - Reference to federal regulations.

Life-Threatening Illness – A severe, serious, or acute condition for which death is probable.

Medically Necessary (or Medical Necessity) – Healthcare services, treatment, procedures, equipment, drugs, devices, items, or supplies that a Provider, exercising prudent clinical judgment, would provide to a patient to prevent, evaluate, diagnose, or treat an illness, injury, disease, or its symptoms, and that are:

- According to nationally accepted standards of medical practice;
- Clinically appropriate, in terms of type, frequency, extent, level of care, site and duration, and considered effective for the patient's illness, injury, or disease; and
- Not primarily for the personal comfort or convenience of the patient or Provider, and not more costly than alternative services, treatment, procedures, equipment, drugs, devices, items, or supplies or their sequence and that are as likely to produce equivalent therapeutic or diagnostic results for diagnosing or treating that patient's illness, injury, or disease.

For these purposes, *nationally accepted standards of medical practice* means standards that are based on credible scientific evidence published in peer-reviewed medical literature generally recognized by the relevant medical community, Physician Specialty Society recommendations, and the views of Physicians practicing in relevant clinical areas and any other relevant factors.

Member – A Subscriber or an enrolled Dependent who is enrolled in this Contract. We may use common words in this Contract to describe the Benefits it provides. *You, Your, and Yourself* mean the Subscriber or enrolled Dependent.

Mental Disorder (*Mental Health*) – A clinically significant behavioral and psychological syndrome or pattern.

This includes:

- psychoses,
- neurotic disorders,
- personality disorders,
- affective disorders,
- the following specific severe mental illnesses defined by La. R.S. 22:1043
 - schizophrenia or schizoaffective disorder;
 - bipolar disorder;
 - panic disorder;
 - obsessive-compulsive disorder;
 - major depressive disorder;
 - anorexia and bulimia;
 - intermittent explosive disorder;
 - post-traumatic stress disorder;
 - psychosis NOS when diagnosed in a child under 17 years of age;
 - Rett’s Disorder; and
 - Tourette’s Disorder),
- and conditions and diseases listed in the most recent edition of the *Diagnostic and Statistical Manual of Mental Disorders* of the American Psychiatric Association, Washington, D.C. (DSM), including other non-psychotic Mental Disorders that We determine.

The definition of *Mental Disorder* will be the basis for determining Benefits, despite whether the conditions are genetic, organic, chemical or biological, regardless of cause or other medical conditions.

Negotiated Arrangement (“Negotiated National Account Arrangement”) – An agreement negotiated between a Control/Home Licensee and one or more Par/Host Licensees for any National Account that is not delivered through the BlueCard® Program.

Network Benefits – Benefits for care You receive from a Network Provider. We also call Network Benefits *In-Network*.

Network Pharmacy – Pharmacies that have signed a contract with Us or Our Pharmacy Benefit Manager to accept a negotiated amount as payment in full for covered Prescription Drugs they dispense to You. We also call Network Pharmacies *Participating Pharmacies*.

Network Provider – A Provider who has signed an agreement with Us or another Blue Cross and Blue Shield Plan to participate as a member of the Preferred Care Provider Network or another PPO Network. We also call this Provider a *Preferred Provider* or *In-Network Provider*.

Newly Born Infant – Infants from birth until 1 month old or until they are well enough to be discharged to home from a Hospital or neonatal Special Care Unit, whichever period is longer.

Non-Network Benefits – Benefits for care You receive from Non-Network Providers. We also call Non-Network Benefits *Out-of-Network*.

Non-Network Provider – A Provider who is not a member of Our Preferred Care Provider Network or another Blue Cross and Blue Shield Plan PPO Network. Participating Providers and Non-Participating Providers are Non-Network Providers.

Occupational Therapy (OT) – Evaluating and treating physical injury or disease, cognitive impairments, congenital or developmental disabilities, or the aging process by the use of specific goal directed activities, therapeutic exercises and other interventions that alleviate impairment and improve functional performance. These can include:

- designing, fabricating or applying Orthotic Devices;
- training in using Orthotic Devices and Prosthetic Devices;
- designing, developing, adapting, or training in using assistive devices; and
- adapting environments to enhance functional performance.

Open Enrollment Period – Designated by the federal government, a period of time each year during which a Subscriber and any eligible Dependents may enroll for coverage under this Contract. Federal law requires that the Open Enrollment Period be 30 days or longer.

Orthotic Device – A rigid or semi-rigid supportive device that restricts or eliminates motion of a weak or diseased body part.

Out-of-Pocket Amount – The highest amount of unreimbursable expenses that a Member must pay for Covered Services in 1 Benefit Period. For the specific dollar amount, see the *Schedule of Benefits*.

Outpatient – A Member who receives services or supplies while not an Inpatient.

Partial Hospitalization Programs – Programs that provide structured and medically supervised day, evening or night treatment programs for at least 4 hours a day and 3 days a week, although some patients may need to attend less often. The services are of essentially the same nature and intensity (including medical and nursing) as those provided in a hospital except that the patient is in the program less than 24 hours a day. The patient is not considered a resident at the program. The range of services addresses a Mental Health or substance-related disorder through an individualized treatment plan a coordinated multidisciplinary treatment team provides.

Pharmacy Benefit Manager (PBM) – A third party administrator of Prescription Drug programs.

Physical Therapy – Treating disease or injury by using therapeutic exercise and other interventions that focus on alleviating pain and on improving posture, locomotion, strength, endurance, balance, coordination, joint mobility,

flexibility.

Physician – A Doctor of Medicine or a Doctor of Osteopathy who is legally qualified and licensed to practice medicine and is practicing within the scope of that license at the time and place service is given.

Policy Year – The 12-month calendar year beginning at 12:00 a.m. on January 1 and ending at 11:59 p.m. on December 31.

Pregnancy Care – Treatment or services related to all care before delivery, during delivery, after delivery, and any complications that occur from each pregnancy.

Prescription Drugs – Medications, which include Specialty Drugs, the sale or dispensing of which legally requires the order of a Physician or other healthcare professional and that carry the federally required product legend stipulating that such drugs may not be dispensed without a prescription, and which are currently approved by the FDA for safety and effectiveness, subject to *When Won't the Plan Pay? Limitations and Exclusions*.

Prescription Drug Coinsurance – The sharing of Allowable Charges for Prescription Drugs. The sharing is expressed as a pair of percentages; a Company percentage that We pay and a Member percentage that You pay. Once the Member has met any applicable Prescription Drug Deductible Amount, the Member's percentage will be applied to the Allowable Charges for Prescription Drugs to determine the Member's financial responsibility. Our percentage will be applied to the Allowable Charges for Prescription Drugs to determine the Benefits provided. A different Prescription Drug Coinsurance may be required for the different drug tiers purchased at a retail pharmacy or through the mail.

Prescription Drug Copayment – The amount You must pay for each prescription at a Participating Pharmacy when You fill a prescription. You may have to pay a different Copayment for the different drug tiers when You buy drugs at a retail pharmacy or through the mail.

Prescription Drug Formulary – A list of specific Prescription Drugs that this Contract covers.

Preventive or Wellness Care – Services designed to effectively prevent or screen for a disease for which an effective treatment exists when it is discovered in an early stage.

Primary Care Physician (PCP) – A Physician who is a family practitioner, general practitioner, internist, geriatrician, or pediatrician. When performing primary care services, a nurse practitioner and a physician assistant may be treated as a PCP.

Private Duty Nursing Services – Services of an actively practicing Registered Nurse (RN) or Licensed Practical Nurse (LPN) who is unrelated to the patient by blood, marriage, or adoption. The attending Physician must order these services and the services must require the technical skills of an RN or LPN in shifts of at least 8 continuous hours.

Prosthetic Appliance or Device – Appliances which replace all or part of a body organ, or replace all or part of the function of a permanently inoperative, absent, or malfunctioning body part. Limb prostheses are artificial limbs that are designed to maximize patients' function, stability, and safety; that are not surgically implanted; and that are used to replace a missing limb. Limb Prosthetics do not include artificial eyes, ears, nose, dental appliances, ostomy products, or devices such as eyelashes or wigs.

Prosthetic Services – The science and practice of evaluating, measuring, designing, fabricating, assembling, fitting, aligning, adjusting, or servicing of a prosthesis by replacing external parts of a human body lost due to amputation or congenital deformities to restore function, cosmesis, or both. Also includes Medically Necessary clinical care.

Provider – A Hospital, Allied Health Facility, Physician, or Allied Health Professional that We approve, is licensed where required, and performs within the scope of that license. If a Provider does not have a state or federal license, We have the right to define all criteria under which a Provider’s services may be offered to Our Members for Benefits to apply to a Provider’s Claims. If Providers who do not meet these criteria submit Claims, We will not pay them.

- **Preferred Provider** – A Provider who has signed an agreement with Us to participate in Our Preferred Care PPO Network. We call these Providers *PPO Providers*, *Preferred Providers*, or *Network Providers*.
- **Participating Provider** – A Provider who has signed a contract with Us or another Blue Cross and Blue Shield plan for other than a Preferred Care or PPO Network.
- **Non-Participating Provider** – A Provider who has not signed a contract with Us or another Blue Cross and Blue Shield plan.

Provider Incentive – An additional amount of compensation paid to a healthcare Provider by a payer, based on the Provider’s compliance with agreed-upon procedural and/or outcome measures for a particular group or population of covered persons.

Qualified Health Plan – A plan that qualifies to be sold through the Exchange under Section 1301 of the Patient Protection and Affordable Care Act.

Quality Blue Primary Care (QBPC) Provider – A Provider who is a family practitioner, general practitioner, internist, geriatrician, nurse practitioner or physician assistant, and who has signed a contract to participate in the Quality Blue Primary Care program.

Rehabilitative Care – Healthcare services and devices that help someone keep, resume, or improve skills and functioning for daily living that have been lost or impaired because the person was sick, hurt, or disabled. These services may include Physical Therapy, Occupational Therapy, Speech/Language Pathology Therapy, cardiac rehabilitation and psychiatric rehabilitation services in a variety of inpatient and outpatient settings.

Rescission of Coverage – Cancellation or discontinuance of coverage that has retroactive effect.

Residential Treatment Center – A 24-hour, non-acute care treatment setting to actively treat specific impairments of Mental Health or substance use disorders.

Retail Health Clinic – A non-Emergency medical health clinic that provides limited primary care services and operates generally in retail stores and outlets.

Serious Acute Condition – A disease or condition requiring complex ongoing care which the Member is currently receiving, such as chemotherapy, radiation therapy, or post-operative visits.

Skilled Nursing Facility or Unit – A facility licensed by the state in which it operates and is not a nursing home or a unit within a Hospital (unless We approved skilled nursing in the nursing home or unit within a Hospital). The facility provides:

- Inpatient medical care, treatment, and skilled nursing care as defined by Medicare and that meets the Medicare requirements for this type of facility or unit;
- Full-time supervision by at least 1 Physician or registered nurse;
- 24- hour nursing service by registered nurses or licensed practical nurses; and

- Utilization review plans for all patients.

Special Care Unit – A designated Hospital unit which We approve and which has concentrated all facilities, equipment, and supportive services to provide an intensive level of care for critically ill patients, such as an intermediate care neonatal unit, telemetry unit for heart patients, or an isolation unit.

Special Enrollment Period – The 60-day period of time outside of the Open Enrollment Period when a Subscriber and eligible Dependents may enroll for coverage under this Contract or be removed from coverage under this Contract.

Specialist – A Physician who is not practicing as a Primary Care Physician.

Specialty Drugs – Specialty Pharmaceuticals are typically high in cost and have 1 or more of the following characteristics:

- Required specialized patient training on administering the drug (including supplies and devices needed for administration);
- Required coordination of care before drug therapy starts or during therapy;
- Unique patient compliance and safety monitoring requirements;
- Unique requirements for handling, shipping, and storing the drug; and
- Restricted access or limited distribution.

Specialty Drugs also include biosimilars. Biosimilars are drugs that are similar to currently marketed Brand-Name Drugs, but do not have the same active ingredient. Biosimilars are not considered Generic Drugs.

Speech/Language Pathology Therapy – Treating a speech, language, cognitive-communication, or swallowing impairment to improve or restore speech, language, or swallowing deficits.

Spouse – The Subscriber’s legal Spouse

Subscriber – Someone who is a resident of this state, who has satisfied the specifications in the *Schedule of Eligibility*, who has signed the *Application for Individual Coverage* or had an appropriate legal representative sign the application for him, who has enrolled for coverage, and to whom We have issued this Contract.

Surgery –

- The performance of generally accepted operative and cutting procedures including specialized instrumentations, endoscopic examinations, incisional and excisional biopsies and other invasive procedures.
- The correction of fractures and dislocations.
- Pregnancy Care, including vaginal deliveries and caesarean sections.
- Usual and related pre-operative and post-operative care.
- Other procedures as defined and approved by Us.

Telehealth Services - A mode of delivering healthcare services that utilizes information and communication technologies to enable the diagnosis, consultation, treatment, education, care management, self-management of patients, and caregiver support at a distance from healthcare Providers. Telehealth Services allows services to be accessed when Providers are in a distant site and patients are in the originating site. Interaction between Provider and patient must be held by two-way video and audio transmissions simultaneously. Telehealth Services does not cover telephone conversations or electronic mail messages between Provider and patient, and must be medically appropriate for the setting in which the services are provided.

Temporarily Medically Disabled Mother – A woman who has recently given birth and whose Physician has advised that normal travel would be hazardous to her health.

Temporomandibular/Craniomandibular Joint Disorder – Disorders resulting in pain or dysfunction of the temporomandibular/craniomandibular joint which arise out of rheumatic disease, dental occlusive disorders, internal or external joint stress, or other causes.

Therapeutic/Treatment Vaccine – A vaccine intended to treat infection or disease by stimulating the immune system to provide protection against the infection or disease.

Urgent Care – A sudden, acute, and unexpected medical condition that requires timely diagnosis and treatment but does not pose an immediate threat to life or limb. Examples include: colds and flu, sprains, stomach aches, and nausea. You may receive Urgent Care from an Urgent Care Center in Our Network if You need non-Emergency medical care or Urgent Care after Your Physician’s normal business hours.

Urgent Care Center – A clinic with extended office hours that provides Urgent Care and minor Emergency. Urgent Care Centers do not provide routine follow-up care or wellness exams; for those they refer patients to their regular Physician. Patients do not need scheduled appointments at Urgent Care Centers.

Utilization Management – Evaluation of necessity, appropriateness, and efficiency of using healthcare services, procedures, and facilities.

Value-Based Program (VBP) – An outcomes-based payment arrangement and/or a coordinated care model facilitated with one or more local Providers that is evaluated against cost and quality metrics/factors and is reflected in Provider payment.

Well Baby Care – Routine examinations of an infant who is younger than 24 months old for whom no diagnosis is made.

Article 3. Schedule of Eligibility

By amendment, We may delete or revise any eligibility requirement in this Contract that is not mandated by state or federal law.



A. Open Enrollment

1. A Subscriber and Dependents will be able to enroll on this Contract during the Open Enrollment Period. No enrollment changes will be allowed after an Open Enrollment Period closes unless a special enrollment event exists as explained below or the Member disenrolls from coverage.

B. Eligibility

1. Subscriber –

- a. **On-Exchange:** A Subscriber is someone who has applied, either personally or through a legal representative, for individual health insurance coverage to the Exchange, and has been determined by the Exchange as eligible for this Contract. When You apply and while You are covered, You must be a citizen, national or have legal presence in the United States and be a resident of the state of Louisiana. You cannot be incarcerated, unless incarceration is pending the disposition of charges.

Who May This Plan Cover?

- | | |
|----------------------------|--|
| A Subscriber | <input type="checkbox"/> You, the policyholder |
| Your Dependents ... | <input type="checkbox"/> Your Spouse |
| | <input type="checkbox"/> Your children who meet the criteria below |

Subscribers and Dependents are both called *Members*.

- b. **Off-Exchange:** A Subscriber is someone who has signed the *Application for Individual Health Coverage*, or someone on whose behalf an application has been signed by the appropriate legal representative, and which We have accepted. You must be a resident of Louisiana resident when You apply and while covered.

2. **Dependent** – To be eligible to apply as a Dependent, You must meet the following criteria when applying. To be eligible to keep coverage, You must continue to meet the criteria. If You do not continually meet the criteria, We may determine that You are no longer eligible for coverage and Dependent Benefits may be terminated in the manner described in this Contract:

- a. **Spouse.**

- b. **Children:** A child under age 26 who is one of the following:

- (1) born of the Subscriber; or
- (2) legally placed for adoption with the Subscriber; or
- (3) legally adopted by the Subscriber; or
- (4) a child for whom the Subscriber or his Spouse has been granted legal custody or provisional custody by mandate, or a child for whom the Subscriber or his Spouse is a court appointed tutor; or

- (5) a child supported by the Subscriber according to a Qualified Medical Child Support Order (QMCSO) or National Medical Support Notice (NMSN); or
- (6) a stepchild of the Subscriber; or
- (7) a grandchild residing with the Subscriber, provided the Subscriber has been granted legal custody or provisional custody by mandate of the grandchild; or
- (8) the Subscriber's child after attaining age 26, or grandchild who was in the legal custody of and residing with the Subscriber before attaining age 26, who is incapable of self-sustaining employment by reason of being mentally or physically disabled before attaining age 26. The Subscriber must furnish periodic proof of continuing incapacity and dependency within 31 days of the child's 26th birthday. Subsequent proof once a year after an initial 2-year period after the child's 26th birthday may be required.

C. Classes of Coverage

The following classes of coverage are available under this Contract:

- 1. **Subscriber Only** – coverage for the Subscriber only.
- 2. **Child Only** – coverage for 1 child who is less than 21 years old as of the first day of the year and with no spouse or other Dependents enrolled on the Contract. If a spouse or Dependent is added to the Contract, or Subscriber is 21 years or older as of the first day of the year, the Contract will no longer be considered a *Child Only* Contract and different rules or laws may apply. Unless required by law, We will accept only 1 child per *Child Only* Contract. If multiple children are required to be covered on a single *Child Only* Contract, appropriate premium will be charged.
- 3. **Subscriber and Spouse** – coverage for the Subscriber and Spouse.
- 4. **Subscriber and Family** – coverage for the Subscriber, Spouse, and 1 or more Dependent children.
- 5. **Subscriber and Children** – coverage for the Subscriber and 1 or more Dependent children.

Which Classes of Coverage Are Possible with This Contract?

Subscriber Only	For You only
Child Only	For 1 child
Subscriber and Spouse	For You + Your spouse
Subscriber and Family	For You, Your spouse, + 1 or more children
Subscriber and Children	For You + 1 or more children

D. Effective Date of Coverage

- 1. An individual may apply for coverage under this Contract through Us or the Exchange and may include any eligible Dependents in such application.
- 2. No one for whom coverage is sought will be covered under this Contract unless We or the Exchange approved the *Application for Individual Health Coverage* and that approval has been evidenced by issuing an identification (ID) card or other written notice of approval. Payment of premiums to Us for anyone for whom coverage is sought will not effectuate coverage unless and until Our ID card or other written approval has been issued, and in the absence of such issuance, Our liability will be limited to refund of the amount of premiums paid.

3. When an application has been approved and any premiums for coverage have been paid in advance as required by this Contract, coverage will begin on the date We or the Exchange assigns as Your Effective Date. No Claims will be paid for dates of service before Your Effective Date.
4. We may require applicant to pay Us all past due amounts for previous coverage before agreeing to accept applicant for coverage on this policy.

E. Special Enrollment

Certain specified events provide You with the opportunity to enroll or disenroll Yourself or eligible Dependents from coverage on this Contract outside of the Open Enrollment Period. These are special enrollment events. Enrollment or disenrollment must be made during the Special Enrollment Period specified in this Contract. Members who lose this or other coverage because they do not pay their premium or lose this or other coverage for cause (such as filing fraudulent Claims or an intentional misrepresentation of a material fact in connection with the Contract) are not special enrollees and have no special enrollment rights .

1. The following are examples of special enrollment events for all Contracts purchased both On-Exchange and Off-Exchange.
 - a. Loss of *minimum essential coverage* during the year as a consequence of:
 - (1) loss of eligibility for coverage under another plan the individual was enrolled in as a result of termination of employment (except for gross misconduct), reduction of work hours, death, divorce, or loss of dependent status under that health plan;
 - (2) changing residence to an area not served by the health plan under which the individual was enrolled;
 - (3) another health plan stops offering benefits to a certain class of similarly situated individuals of which the individual was a member;
 - (4) termination of employer contributions towards a person's coverage under another health plan in which the individual was enrolled; and
 - (5) exhaustion of COBRA continuation coverage.

An individual requesting special enrollment under this section because of loss of other minimum essential coverage must request enrollment under this Contract within 60 days after the other coverage ends (or after the employer stops contributing toward the other coverage). Such enrollment must be received by a Blue Cross and Blue Shield of Louisiana office within 60 days after loss of other coverage. The request will be denied and coverage will not be available if Blue Cross and Blue Shield of Louisiana does not receive the request for enrollment form within 60 days after the loss of other coverage.

Minimum essential coverage for Special Enrollment purposes under this section means those included under that term by Internal Revenue Code Section 5000A, as for example:

- Medicare;
- Medicaid;
- Children's Health Insurance Program (CHIP);

- health coverage provided by the United States Armed Forces under Chapter 55 of Title 10 of the United States Code, including Tricare;
 - health coverage program provided by the United States Secretary of Veterans Affairs in coordination with the United States Secretary of Health and Human Services under Chapters 17 and 18 of Title 38 of the United States Code;
 - the health plan for Peace Corps volunteers under Section 2504(e) of Title 22 of the United States Code;
 - the Nonappropriated Fund Health Benefits Program of the United States Department of Defense, established under Section 349 of the National Defense Authorization Act for Fiscal Year 1995;
 - health plans bought in the individual health insurance market within a state of the United States;
 - coverage under the health benefits risk pool of a State of the United States;
 - an eligible employer-sponsored health plan which is offered in the small or large group markets within a State of the United States, or a governmental health plan, which is not an excepted benefit; and
 - any other plan recognized as minimum essential coverage by the United States Secretary of Health and Human Services in coordination with the United States Secretary of the Treasury for purposes of Internal Revenue Code Section 5000A.
- b. A Qualified Health Plan violates a material provision of its contract.
- c. New determination of eligibility or ineligibility for the advanced payments of the premium tax credit or change in eligibility for cost-sharing reductions in the Exchange.
- d. The Subscriber gaining a Dependent or becoming a Dependent through marriage, birth, adoption, placement for adoption or mandate granting legal or provisional custody of the child or grandchild. The Special Enrollment Period described in this subparagraph is a period of 60 days and will begin on the later of the date Dependent coverage is made available or the date of the marriage, birth, adoption, legal placement for adoption, or mandate granting legal or provisional custody of a child or grandchild. Premiums may be adjusted for the additional coverage. We must receive Your request to enroll Yourself or someone else because of these events within 60 days from the date of the event. If the request for enrollment is not made timely, the request will be denied.
2. Examples of additional special enrollment events for Contracts purchased only on-Exchange are:
- a. gaining access to new Qualified Health Plans because of a permanent move;
 - b. being an Indian, as defined in Section 4 of the Indian Health Care Improvement Act;
 - c. meeting other exceptional circumstances as determined by the Exchange;
 - d. gaining new status as a United States citizen, national, or other legal presence in the United States; and
 - e. enrollment or non-enrollment in a Qualified Health Plan was due to an error, misrepresentation or inaction of an officer, employee or agent of the Exchange or the United States Department of Health and Human Services, or their instrumentalities.

Your request to enroll Yourself or other eligible Dependents must be received by Blue Cross and Blue Shield of Louisiana within 60 days from the date of the event. If the request for enrollment is not timely made, the request will be denied.

3. Automatic Coverage for Newly Born Infants During Special Enrollment Periods

There is a 1-month period of automatic coverage for natural born or adopted Newly Born Infants . Any period of automatic coverage for Newly Born Infants runs concurrently with the Special Enrollment Period for requesting Us or the Exchange to add these infants to this Contract.

- a. Newly Born Infants (*Newborns*) – If a child is born to a Member covered under this Contract, the following will apply:
 - (1) Such child will be covered automatically for 1 month from birth or until the child is well enough to be discharged from the Hospital or neonatal Special Care Unit to home, whichever is longer. This is the automatic coverage period. This period of automatic coverage for the child will be provided if You notify the Exchange or Blue Cross and Blue Shield of Louisiana of the birth of the child. Coverage for the child will continue until the expiration of the period of automatic coverage, unless otherwise determined by Us or the Exchange, or the Newly Born Infant is added as a Dependent to this Contract. Coverage is made by applying to Us or Exchange, paying premiums required for coverage, and completing any required forms.
 - (2) If the enrollment request is not received with this 1-month period, coverage for the child will terminate upon the expiration of the automatic coverage period. Any later request to add coverage for the Newly Born Infant must be made at Open Enrollment or under another special enrollment provision.
- b. Newly Born Adopted Infants – If within 1 month of the birth of a child, the child is either: legally placed into Subscriber’s home for adoption after a voluntary act of surrender to the custody of the Subscriber or his legal representative which becomes irrevocable, or is subject to a court order awarding custody to a Subscriber, the following will apply:
 - (1) The Newly Born Adopted Infant will be covered automatically for 1 month. The 1- month period begins to run from the date of legal placement into the Subscriber’s home or from the custody order, or if an ill newborn, from the date the child could have been legally placed into the Subscriber’s home had the child not been ill, until the child is well enough to be discharged from the Hospital or neonatal Special Care Unit, whichever is longer. Coverage for the child will continue until the expiration of the period of automatic coverage, unless otherwise determined by Us or the Exchange, or the Newly Born Adopted Infant is added as a Dependent to this Contract. Coverage is made by applying to Us or Exchange, paying premiums required for coverage, and completing any required forms.
 - (2) If the enrollment request is not received within this 1-month period, coverage for the child will terminate upon the expiration of the automatic coverage period. Any later request to add coverage for the Newly Born Adopted Infant must be made at Open Enrollment or under another special enrollment provision.

Article 4. Your Benefits

By amendment, We may delete or revise any Benefit in this Contract that is not mandated by state or federal law.



A. Benefit Categories

1. **Network Benefits (*In-Network*)** – Benefits for medical care received from a Preferred Care Provider. When a Member receives care from a Network Provider, he will receive the highest level of Benefits under this Contract.
2. **Non-Network Benefits (*Out-of-Network*)** – Benefits for medical care received from a Provider who is not contracted with Us as a Preferred Care Provider. Participating Providers and Non-Participating Providers are not contracted with Our Preferred Care PPO Network. When a Member receives care from a Non-Network Provider, he will receive a lower level of Benefits under this Contract.

B. Deductible Amounts

1. Subject to the Deductible Amounts shown on the *Schedule of Benefits*, the maximum limitations hereinafter provided, and other terms and provisions of this Contract, We will provide Benefits according to the Coinsurance percentage shown on the *Schedule of Benefits* toward Allowable Charges incurred for Covered Services by a Member during a Benefit Period. The following Deductibles may apply to Benefits provided by this Contract.
 - a. **Individual Deductible Amount:** The dollar amount, as shown on the *Schedule of Benefits*, of charges for Covered Services that You must pay within a Benefit Period before this Contract starts paying Benefits. A separate Deductible Amount may apply to certain Covered Services if shown on the *Schedule of Benefits*.
 - b. **Family Deductible Amount:** For Members in a class of coverage with more than 1 Member, this aggregate amount shown on the *Schedule of Benefits* is the maximum Deductible Amount that the family must pay before this Contract starts paying Benefits. Once the family has met its Family Deductible Amount, this Contract starts paying Benefits for all members of the family, even if each family member has not met his Individual Deductible. No family member may contribute more than the Individual Deductible Amount to satisfy the aggregate amount required of a family. Only Individual Deductible Amounts accrue to the Family Deductible Amount.
 - c. **Prescription Drug Deductible Amount:** The dollar amount, if shown on the *Schedule of Benefits*, which each Member must pay within a Benefit Period before paying a Prescription Drug Copayment. A Prescription Drug Deductible Amount is in addition to other Deductibles. It does not accrue to the Individual Deductible Amount or the Family Deductible Amount.
2. Each of the Deductibles listed on the *Schedule of Benefits* may have separate Network and Non-Network amounts. Amounts that apply to a Network Deductible do not apply to a Non-Network Deductible. Amounts that apply to a Non-Network Deductible do not apply to a Network Deductible.

3. We will apply the Member's Claims to the appropriate Deductible Amount in the order in which Claims are received and processed. It is possible that 1 Provider may collect the Deductible Amount from the Member, then when the Member receives Covered Services from another Provider, that Provider also collects the Member's Deductible Amount. This generally occurs when the Member's Claims have not been received and processed by Us. Our system will only show the Deductible Amount applied for Claims that have been processed. Therefore, the Member may need to pay toward the Deductible Amount until his Claims are submitted and processed, showing that the Deductible Amount has been met. If the Member overpays his Deductible Amount, the Member is entitled to receive a refund from the Provider to whom the overpayment was made.
4. If We pay a healthcare Provider amounts that are Your responsibility, such as Copayments or the Deductible and Coinsurance, We may collect such amounts directly from You. You agree that We have the right to collect such amounts from You.

C. Coinsurance Amount

If a Coinsurance percentage is shown on the *Schedule of Benefits* for a Covered Service, the Member must first pay any Deductible Amount before a Coinsurance percentage is applied. After any Deductible Amount has been met, and subject to the maximum limitations and other terms and provisions of this Contract, We will provide Benefits in the Coinsurance percentages shown on the *Schedule of Benefits* toward Allowable Charges for Covered Services. Our actual payment to a Provider or payment to the Member satisfies Our obligation to provide Benefits under this Contract.

D. Copayment Services

If a Copayment is shown on the *Schedule of Benefits*, the Member must pay a Copayment each time the following Covered Services are rendered, until the Member meets his Out-of-Pocket Amount. The amount of the Copayment depends on the type of Network Provider rendering the service. Office visit Copayments, if they apply, will be at the Primary Care Physician or Specialist amount shown on the *Schedule of Benefits*.

The Physician office Copayment may be reduced or waived when services are rendered by a Provider participating in the Quality Blue Primary Care Program (QBPC).

1. Examples of Covered Services subject to Copayments:
 - a. office visit charges and consultation;
 - b. Surgical procedures performed in the Physician office;
 - c. Injections, allergy serums, and vials of allergy medications;
 - d. Dialysis;
 - e. Chemotherapy;
 - f. Infusion therapy; and/or
 - g. Diabetes education.

2. The following services are covered at 100% of the Allowable Charge when performed by a Network Physician or other Provider who is subject to an office visit Copayment:
 - a. Radiation treatment obtained in the Physician office; and
 - b. Office/low tech x-rays, lab tests and machine tests.
3. Copayments do not apply to every service and supply rendered in an office setting. Examples of services rendered in an office setting that are subject to the Deductible Amount and applicable Coinsurance percentage are listed below:
 - a. allergy testing;
 - b. Physical Therapy, Occupational Therapy, and Speech Therapy;
 - c. Prescription Drugs administered in a Provider's office;
 - d. medical and surgical supplies; and
 - e. High-Tech Imaging, including MRIs, MRAs, CT scans, PET scans, and nuclear cardiology.

E. Out-of-Pocket Amount

1. After the Member has met the Out-of-Pocket Amount shown on the *Schedule of Benefits*, We will pay 100% of the Allowable Charges for Covered Services for the remainder of the Benefit Period.
2. The following accrue to the Out-of-Pocket Amount of this Contract:
 - a. Deductibles;
 - b. Coinsurance; and
 - c. Copayments.
3. The following do not accrue to the Out-of-Pocket Amount of this Contract:
 - a. any charges that are more than the Allowable Charge;
 - b. any penalties the Member or Provider must pay; and
 - c. charges for non-Covered Services
4. Amounts paid by Members for Covered Services provided by Participating and Non-Participating (collectively Non-Network) Providers will accrue to the Out-of-Pocket Amount for Network Provider when required by law.

F. Accumulator Transfers

Members' needs sometimes require that they transfer from one policy to another. Types of transfers include, but are not limited to moving from one employer's plan to another, from a change in assignment to a different plan variation of the same Qualified Health Plan during a Benefit Period, from a Group policy to an individual

policy, an individual policy to a Group policy, or a Blue Cross and Blue Shield of Louisiana policy to an HMO Louisiana, Inc. policy.

The type of transfer being made determines whether the Member's accumulators are carried from the old policy to the new policy. Accumulators include, but are not limited to, Deductibles, Out-of-Pocket Amounts, and Benefit Period Maximums.

Article 5. Benefits When You Go into a Hospital

All Admissions (including elective or non-Emergency, Emergency, Pregnancy Care, Mental Disorders and substance use disorders Admissions) must be Authorized as outlined in *Care Management*. In addition, at regular intervals during the Inpatient stay, We will perform a Concurrent Review to determine the appropriateness of continued hospitalization as well as the level of care.



You must pay all Copayments, Deductibles, and Coinsurance shown on the *Schedule of Benefits*. If a Member receives services from a Physician in a Hospital-based clinic, the Member may be subject to charges from the Physician and clinic as well as the facility.

The following services furnished to You by a Hospital are covered:

A. Inpatient Bed, Board and General Nursing Services

1. Hospital room and board and general nursing services.
2. In a Special Care Unit for a critically ill Member requiring an intensive level of care.
3. In a Skilled Nursing Facility or Unit or while receiving skilled nursing services in a Hospital or other facility approved by Us.
4. In a Residential Treatment Center for Members using Mental Health and substance use disorders Benefits.

B. Other Hospital Services (Inpatient and Outpatient)

1. Use of operating, delivery, recovery and treatment rooms and equipment.
2. Drugs and medicines including take-home Prescription Drugs.
3. Blood transfusions, including the cost of whole blood, blood plasma and expanders, processing charges, charges for administering transfusions, equipment and supplies.
4. Anesthesia, anesthesia supplies and anesthesia services rendered by a Hospital employee.
5. Medical and surgical supplies, casts, and splints.
6. Diagnostic Services rendered by a Hospital employee.

7. Physical Therapy provided by a Hospital employee.
8. Psychological testing when ordered by the attending Physician and performed by a Hospital employee.

C. Pre-Admission Testing

Benefits will be provided for the Outpatient Facility charge and associated professional fees for Diagnostic Services rendered within 72 hours of a scheduled procedure performed at an Inpatient or Outpatient Facility.

Article 6. Your Medical and Surgical Benefits

Benefits for the following medical and surgical services are available and may require Authorization. See the *Schedule of Benefits* to determine which services require Authorization. You must pay any Copayments, Deductibles, and Coinsurance shown on the *Schedule of Benefits*.



A. Surgical Services

1. Surgery
 - a. The Allowable Charge for Inpatient and Outpatient Surgery includes all pre-operative and post-operative medical visits. The pre-operative and post-operative period is defined and determined by Us and is that period of time which is appropriate as routine care for the particular surgical procedure.
 - b. When performed in the Physician's office, the Allowable Charge for the Surgery includes the office visit. No additional Benefits are allowed toward charges for office visits on the same day as the Surgery.
2. Multiple Surgical Procedures – When Medically Necessary multiple procedures (concurrent, successive, or other multiple surgical procedures) are performed at the same surgical setting, Benefits will be paid as follows:
 - a. Primary Procedure
 - (1) The primary, or major procedure, will be the procedure with the greatest value based on the Allowable Charge.
 - (2) Benefits for the primary procedure will be based on the Allowable Charge.
 - b. Secondary Procedures

The secondary procedures is a procedures performed in addition to the primary procedure which adds significant time, risk, or complexity to the Surgery. The Allowable Charge for the secondary procedure will be based on a percentage of the Allowable Charge that would be applied had the secondary procedure been the primary procedure.

c. Incidental Procedure

- (1) An incidental procedure is one carried out at the same time as a more complex primary procedure and which requires little additional Physician resources or is clinically integral to the performance of the primary procedure.
- (2) The Allowable Charge for the primary procedure includes coverage for the incidental procedures. If the primary procedure is not covered, any incidental procedures will not be covered.

d. Unbundled Procedure

- (1) Unbundling occurs when 2 or more procedure codes are used to describe Surgery performed when a single, more comprehensive procedure code exists that accurately describes the entire Surgery performed. The unbundled procedures will be rebundled for assignment of the proper comprehensive procedure code, as determined by Us.
- (2) The Allowable Charge includes the rebundled procedure. We will provide Benefits according to the proper comprehensive procedure code for the rebundled procedure, as determined by Us.

e. Mutually Exclusive Procedures

- (1) Mutually exclusive procedures are 2 or more procedures that are usually not performed at the same operative session on the same patient on the same date of service. Mutually exclusive rules may also include different procedure code descriptions for the same type of procedures in which the Physician should be submitting only 1 of the codes. Mutually exclusive procedures are 2 or more procedures that by medical practice standards should not be performed on the same patient, on the same day of service, for which separate billings are made.
- (2) The Allowable Charge includes all procedures performed at the same surgical setting. Procedures which are not considered Medically Necessary will not be covered.

3. Assistant Surgeon

An assistant surgeon is a Physician, licensed Physician assistant, certified registered nurse first assistant (CRNFA), registered nurse first assistant (RNFA), or certified nurse practitioner. Coverage for an assistant surgeon is provided only if the use of an assistant surgeon is required with reference to nationally established guidelines. The Allowable Charge for the assistant surgeon is based on a percentage of the fee paid to the primary surgeon.

4. Anesthesia

- a. General anesthesia services are covered when requested by the operating Physician and performed by a certified registered nurse anesthetist (CRNA) or Physician, other than the operating Physician or the assistant surgeon, for covered surgical services. Coverage is also provided for other forms of anesthesia services as defined and approved by Us. Medical direction or supervision of anesthesia administration includes pre-operative, operative and post-operative anesthesia administration care.
- b. Anesthetic or sedation procedures performed by the operating Physician, his assistant surgeon, or an advanced practice registered nurse will be covered as a part of the surgical or diagnostic procedure unless We determine otherwise.

- c. Benefits for anesthesia will be determined by applying the Coinsurance percentage to the Allowable Charge based on the primary surgical procedure performed. Benefits are available for the anesthesiologist or CRNA who performs the service. When an anesthesiologist medically directs or supervises the CRNA, payment may be divided between the medical direction or supervision and administration of anesthesia, when billed separately.

5. Second Surgical Opinion

Second surgical opinions are covered subject to any Copayments, Deductibles, and Coinsurance, but are not mandatory to receive Benefits.

B. Inpatient Medical Services

Subject to provisions in the sections pertaining to Surgery and Pregnancy Care in this Contract, Inpatient Medical Services include:

1. Inpatient medical care visits;
2. Concurrent Care: and
3. Consultation (as defined in this Contract).

C. Outpatient Medical and Surgical Services

1. Home, office, and other Outpatient visits for examining, diagnosing, and treating an illness or injury. Benefits for Outpatient medical services do not include separate payments for routine pre-operative and post-operative medical visits for Surgery or Pregnancy Care.
2. Consultation (as defined in this Contract).
3. Diagnostic Services.
4. services of an Ambulatory Surgical Center.
5. services of an Urgent Care Center.

Article 7. Your Benefits for Prescription Drugs

Prescription Drugs are covered as shown in either Option 1 or Option 2 below. See Your *Schedule of Benefits* for which Prescription Drug Benefit option applies to You.



A. The Prescription Drugs Must Be Dispensed Properly

The Prescription Drugs must be dispensed on or after the Member's Effective Date by a licensed pharmacist or a pharmacy technician under the direction of a licensed pharmacist, upon the prescription of a Physician or an Allied Health Professional who is licensed to prescribe drugs. Benefits are based on the Allowable Charge that We determine and only those Prescription Drugs that We determine are Medically Necessary will be covered. Certain Prescription Drugs may be subject to Step Therapy or require prior Authorization as shown on the *Schedule of Benefits*.

B. Some Pharmacies Have Contracted with Us

Some pharmacies have contracted with Us or with Our Pharmacy Benefit Manager to accept a negotiated amount as payment in full for the covered Prescription Drugs that they dispense. These pharmacies are "Participating Pharmacies". Benefits are based on the Allowable Charge as determined by Us. The Allowable Charge for covered Prescription Drugs purchased from "Participating Pharmacies" is the negotiated amount and it is used to base Our payment for Your Covered Prescription Drugs.

To obtain contact information for "Participating Pharmacies", You should contact Our customer service department or Our Pharmacy Benefit Manager at the telephone number on Your ID card.

C. Present a Valid ID card When You Buy Prescription Drugs

When buying covered Prescription Drugs at a Network Pharmacy, present a valid ID card. The Prescription Drug Deductible, if shown on the *Schedule of Benefits*, must be satisfied before any Copayment or Coinsurance will apply. If the Member has not met his Prescription Drug Deductible, the Network Pharmacy may collect 100% of the discounted costs of the drug at the point of sale. If the Member has met his Prescription Drug Deductible, he will pay the Copayment amount or Coinsurance percentage shown on the *Schedule of Benefits*. The Network Pharmacy will electronically submit the Claim for the Member.

D. Prescription Drug Formulary

This Contract covers Prescription Drugs and uses a closed Prescription Drug Formulary. A Prescription Drug Formulary is a list of Prescription Drugs covered under this Contract. Within the Prescription Drug Formulary, drugs are placed on different tiers which represent varying cost share amounts. In general, Prescription Drugs on lower tiers will cost You less than drugs on higher tiers. For covered drugs that are included on the formulary, Our Drug Utilization Management Program, more fully described in the section below, may apply.

Information about Your formulary is available to You in several ways. Most Members receive information from Us by accessing the pharmacy section of Our website, www.bcbsla.com/pharmacy, or request a copy by mail by calling Our Pharmacy Benefit Manager at the number on Your ID card. You may also call Us at the number on Your ID card to ask whether a specific drug is included in Your formulary. If a Prescription Drug is on Your Prescription Drug Formulary, this does not guarantee that Your prescribing healthcare Provider will prescribe the drug for a particular medical condition or mental illness.

A closed formulary means that selected Brand-Name Drugs, Generic Drugs, and Specialty Drugs when listed on the formulary are covered. Drugs that are not listed on the closed formulary, also called non-formulary drugs, are not covered.

For Prescription Drugs that are not included in Our Prescription Drug Formulary, there is a drug formulary exception process. This process allows You, Your designee or Your prescribing healthcare Provider to ask for a formulary exception from Us. This request must be based on Medical Necessity. If the request is approved, You will receive coverage for the drug that is not on the Prescription Drug Formulary. If the request is not approved, You may file an internal or external formulary exception request to Us.

Option 1 – Prescription Drug Benefits (3 Tier)

1. The Prescription Drug Deductible, if shown on the *Schedule of Benefits*, must be satisfied before any Copayment or Coinsurance will apply. The Member may be required to pay a different Copayment or Coinsurance depending on whether the Member's Prescription Drugs are purchased at retail or through the mail. Prescription Drugs may be subject to quantity limitations.
2. The Prescription Drug Copayment or Coinsurance is based on the following tier classifications shown on the *Schedule of Benefits*. Tier placement is based on Our evaluation of a particular medication's clinical efficacy, safety, cost, and pharmacoeconomic factors. You may call customer service or go to www.bcbsla.com/pharmacy to identify the tier classification of Your Prescription Drug.
3. If a formulary exception request is approved, You will receive coverage for the drug that is not on the Prescription Drug Formulary at the highest drug tier (Member cost share amount).
 - a. **Tier 1** – Primarily Generic Drugs (traditional and specialty), although some Brand-Name Drugs may fall into this category
 - b. **Tier 2** – Includes traditional brands and generics, specialty brands and generics, and biosimilars
 - c. **Tier 3** – Includes traditional brands and generics, specialty brands and generics, biosimilars, and covered compound drugs

Option 2 – Prescription Drug Benefits (2 Tier)

1. After the applicable Deductible Amount has been met, Benefits for Prescription Drugs dispensed at retail or through the mail will be provided at the Coinsurance percentages shown on the *Schedule of Benefits*. Generic Drugs and Brand-Name Drugs may be subject to different Coinsurance Amounts.
2. If a formulary exception request is approved, You will receive coverage for the drug that is not on the Prescription Drug Formulary at the applicable Generic Drug or Brand-Name Drug cost share.
 - a. **Tier 1** – Generic Drugs
 - b. **Tier 2** – Brand-Name Drugs

E. Drug Utilization Management Program

Our Drug Utilization Management Program features a set of closely aligned programs that are designed to promote Member safety, appropriate and cost effective use of medications, and monitor healthcare quality. Examples of these programs include:

1. **Prior Authorization** – As part of Our Drug Utilization Management program, Members or Physicians must request and receive prior Authorization for certain Prescription Drugs and supplies to access Prescription Drug Benefits. The *Schedule of Benefits* contains a list of categories of Prescription Drugs that require prior Authorization. However, this list may change from time to time. The list of categories of Prescription Drugs that require prior Authorization is available at www.bcbsla.com/pharmacy or by calling customer service at the number on Your ID card. If the Prescription Drug requires prior Authorization, Your Physician must call Medical Authorization at the number on Your ID card to obtain the Authorization. Failure to obtain an Authorization may result in Benefits being denied if the Prescription Drug is later determined not to be Medically Necessary.
2. **Safety checks** – Before the Member’s prescription is filled, Our Pharmacy Benefit Manager or We perform quality and safety checks for usage precautions, drug duplication, and frequency of refills (for example, refill before 75% day supply used).
3. **Quantity Per Dispensing Limits/Allowances** – Prescription Drugs selected by Us are subject to quantity limits per day supply, per dispensing event, or any combination. Quantity Per Dispensing Limits/Allowances are based on the following:
 - a. the manufacturer’s recommended dosage and duration of therapy;
 - b. common usage for episodic or intermittent treatment;
 - c. FDA-approved recommendations or clinical studies; or
 - d. as determined by Us.
4. **Step Therapy** – Certain drugs and drug classes are subject to Step Therapy. In some cases, We may require the Member to first try 1 or more Prescription Drugs to treat a medical condition before We will cover another Prescription Drug for that condition. For example, if Drug A and Drug B both treat the Member’s medical condition, We may require the Member’s Physician to prescribe Drug A first. If Drug A does not work for the Member, then We will cover a prescription written for Drug B. However, if Your Physician’s request for a Step B drug does not meet the necessary criteria to start a Step B drug without first trying a Step A drug, or if You choose a Step B drug included in the Step Therapy program without first trying a Step A alternative, You will be responsible for the full cost of the drug.

F. This Contract Covers Necessary Insulin Syringes and Test Strips Under the Prescription Drug Benefit

G. When You Buy Covered Prescription Drugs from a Pharmacy that Has Not Contracted with Us

When You buy covered Prescription Drugs from a pharmacy that has not contracted with Us or with Our Pharmacy Benefit Manager to accept a negotiated amount as payment in full for the covered Prescription Drugs that it dispenses, the Allowable Charge is the negotiated amount that “Participating Pharmacies” have agreed to accept for drugs dispensed.

H. When You Buy Prescription Drugs Outside of the United States

Prescription Drugs purchased outside of the United States must be the equivalent to drugs that by Federal law of the United States require a prescription. For covered Prescription Drugs and supplies purchased outside of the United States, the Member should submit Claims on Our Prescription Drug claim form. For information on how to file Claims for foreign Prescription Drug purchases, contact Us or Our Pharmacy Benefit Manager at the number on Your ID card.

I. We May Disclose Information About Your Prescription Drug Benefits Usage

As part of Our administration of Prescription Drug Benefits, We may disclose information about the Member's Prescription Drug utilization, including the names of Your prescribing Physicians, to any treating Physicians or dispensing pharmacies.

J. We Use Any Savings or Rebates to Stabilize Rates

Any savings or rebates We receive on the cost of drugs purchased under this Contract from drug manufacturers are used to stabilize rates.

Article 8. Your Benefits for Preventive or Wellness Care

The following Preventive or Wellness Care services are available to a Member upon the effective date required for the coverage. If a Member receives Preventive or Wellness Covered Services from a Network Provider, Benefits will be paid at 100% of the Allowable Charge. When Preventive or Wellness Care Covered Services are rendered by a Non-Network Provider, Benefits will be subject to Copayment amounts (if it applies) and Coinsurance percentages shown on the *Schedule of Benefits*. The Deductible Amount will not apply to Covered Services received for Preventive or Wellness Care.



A. Well Woman Examinations

1. Routine annual visits to an obstetrician or gynecologist. Additional visits that Your obstetrician or gynecologist recommends may be subject to a Deductible Amount, Copayment or Coinsurance percentage shown on the *Schedule of Benefits*, unless they are preventive services.
2. One routine Pap smear per Benefit Period.
3. All film mammograms and 3-D mammograms (digital breast tomosynthesis) are covered at no cost to You when obtained from a Network Provider. Mammograms obtained from a Non-Network Provider will be subject to Coinsurance as shown on the *Schedule of Benefits*.

B. Physical Examinations and Testing

1. **Routine Wellness Physical Exam** – Certain routine wellness diagnostic tests ordered by Your Physician are covered. Examples of routine wellness diagnostic tests that would pay under this Preventive or Wellness Care Benefit include tests such as a urinalysis, complete blood count (CBC), serum chemistries, calcium, potassium, cholesterol and blood sugar levels.

High-Tech Imaging services such as an MRI, MRA, CT scan, PET scan, and nuclear cardiology are not covered under this Preventive or Wellness Care Benefit. These High-Tech Imaging services are covered under standard Contract Benefits when the tests are Medically Necessary.

2. **Well Baby Care** – Routine examinations will be covered for infants younger than 24 months old for whom no diagnosis is made. Routine examinations ordered after the infant reaches 24 months will be subject to the Routine Wellness Physical Exam Benefit.

3. **Prostate Cancer Screening** – 1 digital rectal exam and prostate-specific antigen (PSA) test per Benefit Period, is covered for Members 50 years of age or older, and as recommended by his Physician if the Member is over 40 years of age. The Individual Deductible does not apply.

A second visit will be permitted if recommended by Your Physician for follow-up treatment within 60 days after either visit if related to a condition diagnosed or treated during the visits.

4. **Colorectal Cancer Screening** – a FIT (fecal immunochemical test for blood), Cologuard (FIT-fecal) DNA testing, Computed Tomographic (CT) colonography, flexible sigmoidoscopy, or routine colonoscopy provided according to the most recently published recommendations established by the American College of Gastroenterology, in Consultation with the American Cancer Society, for the ages, family histories and frequencies referenced in such recommendations.
5. **Selected generic Physician prescribed colonoscopy** preparation and supplies for routine colonoscopies covered under the Preventive and Wellness benefit will be covered at first dollar when You go to a Network Pharmacy. Routine colorectal cancer screening are not services otherwise excluded from Benefits because We deem the services to be Investigational. Brand-name colonoscopy preparation and supplies will be covered at no cost to You only under the following circumstances: Physician prescribes brand-name colonoscopy preparation and supplies because of Your inability to tolerate selected generic colonoscopy preparation and supplies.
6. **Bone Mass Measurement** – scientifically proven tests for diagnosing and treating osteoporosis if a Member is:

- a. an estrogen deficient woman at clinical risk of osteoporosis who is considering treatment;
- b. an individual receiving long-term steroid therapy; or
- c. an individual being monitored to assess the response to or efficiency of approved osteoporosis drug therapies.

C. Preventive or Wellness Care Required by the Patient Protection and Affordable Care Act

Services recommended by the United States Preventive Services Task Force (receiving grades of A or B), the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention, and the Health Resources and Services Administration. You may view a copy of Our Preventive Care Services brochure by visiting Our website at: www.bcbsla.com/preventive.

The list of covered services changes from time to time. To check the current list of recommended Preventive or Wellness Care services required by PPACA, go to the United States Department of Health and Human Services' website at: <https://healthcare.gov/preventive-care-benefits/> or call customer service at the number on Your ID card.

D. New Recommended Preventive or Wellness Care Services

New services are covered by this Contract on the date required by law for such coverage.

Article 9. Your Mental Health Benefits

Treatment of mental health is covered . Treatment must be given by a Doctor of Medicine, Doctor of Osteopathy, or an Allied Health Professional. Benefits for treating Mental Health do not include counseling services such as career counseling, marriage counseling, divorce counseling, parental counseling and job counseling.



Inpatient treatment for mental health must be Authorized as provided in *Authorization of Services* in this Contract.

Article 10. Your Substance Use Disorders

Benefits for treating substance use disorders are available. Treatment must be given by a Doctor of Medicine, Doctor of Osteopathy, or an Allied Health Professional. Covered Services will be only those which are for treatment for abuse of alcohol, drugs or other chemicals and the resultant physiological and psychological dependency which develops with continued use.



Article 11. Your Benefits for Oral Surgery

The highest level of Benefits is available when services are performed by a Provider in Your medical plan network, the Blue Cross and Blue Shield of Louisiana Dental Network, or the United Concordia Dental Network (Advantage Plus). Access both Networks online at www.bcbsla.com, or call customer service at the number on Your ID card for copies of the directories.



A. This Contract Only Covers the Following Services or Procedures

1. Excision of tumors or cysts (excluding odontogenic cysts) of the jaws, gums, cheeks, lips, tongue, roof and floor of mouth
2. Extraction of impacted teeth
3. Dental Care and Treatment including Surgery and dental appliances required to correct Accidental Injuries of the jaws, cheeks, lips, tongue, roof or floor of mouth, and of sound natural teeth. For the purposes of this section, sound natural teeth include those that are capped, crowned or attached by way of a crown or cap to a bridge. Sound natural teeth may have fillings or a root canal.
4. Excision of exostoses or tori of the jaws and hard palate
5. Incision and drainage of abscess and treatment of cellulitis
6. Incision of accessory sinuses, salivary glands, and salivary ducts
7. Anesthesia for the above services or procedures when rendered by an oral surgeon
8. Anesthesia for the above services or procedures when rendered by a dentist who holds all required permits or training to administer such anesthesia
9. Anesthesia when rendered in a Hospital setting and for associated Hospital charges when Your mental or physical condition requires dental treatment to be rendered in a Hospital setting. Anesthesia Benefits are not available for treatment rendered for Temporomandibular Joint (TMJ) disorders.
10. Benefits are available for dental services not otherwise covered by this Contract, when specifically required for head and neck cancer patients. Benefits are limited to preparation for or follow-up to radiation therapy involving the mouth. To determine if You are eligible for these Benefits, call customer service at the number on Your ID card, and ask to speak to a Case Manager.

B. Coordination of this Section with Non-Group Stand-Alone Dental Contracts

If a Member has non-group, stand-alone dental coverage in addition to this medical policy, the dental benefits under the non-group stand-alone coverage will be determined first. The benefits under this medical policy will be determined on a secondary basis and will be reduced, so that no more than the full amount of the Allowable Charge is paid under all policies covering the same Claim or service.

Article 12. Your Benefits for Organ, Tissue and Bone Marrow Transplants

Our Authorization is required for the evaluation of a Member's suitability for all solid organ and bone marrow transplant procedures. For this Contract, all autologous procedures are considered transplants.



Solid organ and bone marrow transplants will not be covered unless You obtain written Authorization from Us before services being rendered. You or Your Provider must advise Us of the proposed transplant procedure before Admission and a written request for Authorization must be filed with Us. We must be provided with adequate information so that We may verify coverage, determine that Medical Necessity is documented, and approve of the Hospital at which the transplant procedure will occur. We will forward written Authorization to You and to the Providers.

A. Acquisition Expenses

If a solid organ, tissue or bone marrow is obtained from a living donor for a covered transplant, the donor's medical expenses are covered as acquisition costs for the recipient under this Contract.

If any organ, tissue or bone marrow is sold rather than donated to a Member, the purchase price of such organ, tissue or bone marrow is not covered.

B. Organ, Tissue and Bone Marrow Transplant Benefits

1. Benefits for solid organ and bone marrow transplants are available only when services are given by a Blue Distinction Centers for Transplants (BDCT) for the specific organ or transplant or by a Blue Cross and Blue Shield of Louisiana (BCBSLA) Preferred Provider facility, unless We otherwise approve it in writing. No Benefits are available for solid organ and bone marrow transplants performed at other facilities. To find an approved transplant facility, call customer service at the number on Your ID card.
2. The Organ, Tissue and Bone Marrow Transplant Benefits are shown on the *Schedule of Benefits* and are not covered under the Non-Network Benefit category. Benefits are provided for Network services only.
3. Benefits for Organ, Tissue and Bone Marrow Transplants include coverage for immunosuppressive drugs prescribed for transplant procedures.
4. Benefits as specified in this section will be provided for treatment and care as a result of or directly related to the following transplant procedures.
 - a. Solid Human Organ Transplants of the:
 - (1) Liver;
 - (2) Heart;
 - (3) Lung;
 - (4) Kidney;

- (5) Pancreas;
- (6) Small Bowel; and
- (7) Other solid organ transplant procedures which We determine have become standard, effective practice and have been determined to be effective procedures by peer review literature as well as other resources used to evaluate new procedures. These solid organ transplants will be considered on a case-by-case basis.

b. Tissue Transplant Procedures (Autologous and Allogeneic), as specified below.

Tissue transplants (other than bone marrow) are covered under regular Benefits and do not require prior Authorization. However, if an Inpatient Admission is required, it is subject to the Authorization requirements in *Care Management*. The following tissue transplants are covered:

- (1) Blood transfusions;
- (2) Autologous parathyroid transplants;
- (3) Corneal transplants;
- (4) Bone and cartilage grafting;
- (5) Skin grafting;
- (6) Autologous islet cell transplants; and
- (7) Other tissue transplant procedures which We determine have become standard, effective practice and have been determined to be effective procedures by peer review literature as well as other resources used to evaluate new procedures. These tissue transplants will be considered on a case-by-case basis.

c. Bone Marrow Transplants

- (1) Allogeneic, autologous and syngeneic bone marrow transplants, including tandem transplants, mini transplants (transplant lite) and donor lymphocyte infusions are covered.
- (2) Other bone marrow transplant procedures which We determine have become standard, effective practice and have been determined to be effective procedures by peer review literature as well as other resources used to evaluate new procedures. These bone marrow transplant procedures will be considered on a case-by-case basis.

Article 13. Your Benefits for Pregnancy and Newborn

The following Pregnancy Care Benefits are available to You if Your coverage is in effect when You receive services in connection with Your pregnancy.



A. Surgical and Medical Services

1. Initial office visit and visits during the term of the pregnancy.
2. Diagnostic Services.
3. Delivery, including necessary pre-natal and post-natal care.
4. Medically Necessary abortions required to save the life of the mother.
5. Elective deliveries before the 39th week of gestation will be denied as not Medically Necessary unless medical records support Medical Necessity. Facility and other charges associated with an elective early delivery that is not Medically Necessary will also be denied.

B. Facility Services

Pregnancy Care Benefits for Hospital services required in connection with pregnancy and Medically Necessary abortions (as described above) are subject to the Individual Deductible and Coinsurance, shown on the *Schedule of Benefits*. The Hospital (nursery) charge for well-baby care is included in the mother's Benefits for the covered portion of her Admission for Pregnancy Care.

An Authorization is required for a Hospital stay in connection with childbirth for the covered mother or covered well newborn child only if the mother's length of stay is longer than 48 hours after a vaginal delivery or 96 hours after a cesarean section. An Authorization is required if a newborn's stay is longer than that of the mother. An Authorization is also required for a newborn that is admitted separately because of neonatal complications.

Elective deliveries before the 39th week of gestation are not covered unless shown to be Medically Necessary. Facility and other charges associated with an elective early delivery that is not Medically Necessary are also considered to be non-covered.

We have several maternity programs available to help pregnant Members deliver healthy babies. Call customer service at the number on Your ID card when You learn You are having a baby. When You call, we'll let You know what programs are available to You.

C. Newborn Care

For a newborn who is covered at birth as a Dependent:

1. Surgical and medical services rendered by a Physician, for treating illness, pre-maturity, post-maturity, or congenital condition of a newborn and circumcision. Services of a Physician for Inpatient Well Baby Care immediately after delivery until discharge are covered.

2. Hospital Services, including services related to circumcision during the newborn's post-delivery stay and treating illness, pre-maturity, post-maturity, or congenital condition of a newborn. Charges for a well newborn, which are billed separately from the mother's Hospital bill, are not covered. The Hospital (nursery) charge for a well newborn is included in the mother's Benefits for the covered portion of her Admission for Pregnancy Care.

Article 14. Your Rehabilitative and Habilitative Care Benefits

Rehabilitative and Habilitative Care Benefits will be available for services and devices provided on an Inpatient or Outpatient basis, including services for Occupational Therapy, Physical Therapy, Speech/Language Pathology Therapy, and Chiropractic Services. Benefits are available when therapy services are rendered by a Provider licensed and practicing within the scope of his license. For care to be considered at an Inpatient rehabilitation facility, the Member must be able to tolerate a minimum of 3 hours of active therapy per day.



An Inpatient rehabilitation Admission must be Authorized before the Admission and must begin within 72 hours after the discharge from an Inpatient Hospital Admission for the same or similar condition.

Day Rehabilitation Programs for Rehabilitative Care may be Authorized in place of Inpatient stays for rehabilitation. Day Rehabilitation Programs must be Authorized before beginning the program and must begin within 72 hours after discharge from an Inpatient Admission for the same or similar condition.

A. Occupational Therapy

1. Occupational Therapy services are covered when performed by a Provider licensed and practicing within the scope of his license, including a licensed occupational therapist, a licensed and certified Occupational Therapy assistant supervised by a licensed occupational therapist, or a licensed advanced practice registered nurse.
2. Occupational Therapy must be referred or ordered by a Physician, advanced practice registered nurse, dentist, podiatrist, or optometrist before the receipt of services.
3. Prevention, wellness, and education-related services for Occupational Therapy does not require a referral.

B. Physical Therapy

1. Physical Therapy services are covered when performed by a licensed physical therapist practicing within the scope of his license.
2. A licensed physical therapist may perform an initial evaluation or consultation of a screening nature to determine the need for Physical Therapy.
3. Physical Therapy must be prescribed or referred by a Physician, dentist, podiatrist, or chiropractor before the receipt of services. However, Physical Therapy may be provided without the prescription or referral of a Physician, dentist, podiatrist or chiropractor when performed under the following circumstances, if listed as a Covered Service:

- a. to children with a diagnosed developmental disability according to the Member's plan of care;
- b. as part of a Home Health Care agency according to the Member's plan of care;
- c. to a patient in a nursing home according to the Member's plan of care;
- d. related to conditioning or to providing education or activities in a wellness setting for the purpose of injury prevention, reduction of stress, or promotion of fitness; or
- e. to someone for a previously diagnosed condition or conditions for which Physical Therapy services are appropriate after informing the healthcare Provider giving the diagnosis. The diagnosis must have been made within the previous 90 days. The physical therapist must provide the healthcare Provider who gave the diagnosis with a plan of care for Physical Therapy services within the first 15 days of Physical Therapy intervention.

C. Speech/Language Pathology Therapy

- 1. Speech/Language Pathology Therapy services are covered when performed by a Provider licensed to practice in the state in which the services are rendered and practicing within the scope of his license, including a speech pathologist or by an audiologist.
- 2. The therapy must be used to improve or restore speech/language deficits or swallowing function.
- 3. Speech/Language Pathology Therapy must be prescribed by a Physician before the receipt of services.

D. Chiropractic Services

- 1. Chiropractic Services are covered when performed by a chiropractor licensed and practicing within the scope of his license.
- 2. A licensed chiropractor may make recommendations to personal hygiene and proper nutritional practices for the rehabilitation of a patient and may order such diagnostic tests as are necessary for determining conditions associated with the functional integrity of the spine.

Article 15. Your Benefits for Pediatric Dental Care

The dental Benefits described in this section are available for Members under the age of 19 only.

Members who attain age 19 during a Policy Year will continue to have these Benefits until the end of that Policy Year. Members that age off the coverage under this section may be eligible to purchase other dental coverage through Blue Cross and Blue Shield of Louisiana.

Call customer service for details. The *Schedule of Benefits* controls the Benefits covered, the frequency with which they are covered, and the cost sharing that applies to each Benefit. The Benefits offered are limited.



According to federal law, We will provide benefits for all required pediatric dental services. Services will be subject to any duration and frequency limits and exclusions as identified in the federal benchmark plan.

A. Definitions that Apply Only to Pediatric Dental Care Benefits

1. **Allowable Charge** – The lesser of the billed charge or the amount established by UCD as the greatest amount this Contract will allow for a specific service covered under the terms of this Contract.
2. **Amalgam** – A durable metal alloy comprised of silver, copper, tin and mercury, used in dental restorations.
3. **Authorization (Authorized)** – A determination by UCD about a dental healthcare service or supply which, based on the information provided, satisfies the clinical review criteria requirement for Medical Necessity, appropriateness of the healthcare setting, or level of care and effectiveness. An Authorization is not a guarantee of payment. Additionally, an Authorization is not a determination about the Member's choice of Provider.
4. **Benefits** – Coverage for dental services, treatments or procedures provided under this Contract. Benefits are based on the Allowable Charge for Covered Services and the *Schedule of Benefits*.
5. **Crown** – A tooth-shaped cap that is placed over a tooth to cover it and restore its shape and size, strength, and improve its appearance. When a crown is cemented into place, it fully encases the entire visible portion of a tooth that lies at and above the gum line.
6. **Claim** – A Claim is written or electronic proof, in a form acceptable to UCD, of charges for Covered Services that You have incurred when You were insured under this Contract. The provisions in effect when the service or treatment is received will govern the processing of any Claim expense actually incurred as a result of the service or treatment given.
7. **Coinsurance** – The sharing of Allowable Charges for Covered Services. The sharing is expressed as a percentage. Once the Member has met any Deductible, Our percentage will be applied to the Allowable Charge for Covered Services to determine the Benefits provided.
8. **Cosmetic Surgery/Treatment** – Any procedure or any portion of a procedure performed primarily to improve physical appearance or treat a mental condition through change in bodily form. A procedure, treatment or service will not be considered Cosmetic Surgery or treatment if that procedure, treatment or service restores bodily function or corrects deformity of a part of the body that has been altered as a result of Accidental Injury, disease or covered surgery.
9. **Covered Service** – A service or supply specified in this Contract for which Benefits are available when rendered by a Provider.
10. **Deductible** – The dollar amount, if shown on the *Schedule of Benefits*, of Allowable Charges for Covered Services that each Member must pay within a Benefit Period before payments are made under this Contract. If shown on the *Schedule of Benefits*, the Deductible may be waived for certain services.
11. **Dental Care and Treatment** – All procedures, treatment, and surgery considered to be within the scope of the practice of dentistry, which is defined as that practice in which a person:

- a. represents himself as being able to diagnose, treat, correct, operate, or prescribe for any disease, pain, injury, deficiency, deformity, or physical condition of the human teeth, alveolar process, gums, or jaws or associated parts and offers or undertakes by certain means to diagnose, treat, correct, operate, or prescribe for any disease, pain, injury, deficiency, deformity, or physical condition of the same;
 - b. takes impressions of the human teeth or jaws or performs any phase of any operation incident to the replacement of a tooth or part of a tooth or associated tissues by means of a filling, crown, denture, or other appliance; or
 - c. furnishes, supplies, constructs, reproduces, or repairs or offers to furnish, supply, construct, reproduce, or repair prosthetic dentures, bridges, or other substitute for natural teeth to the user or prospective user.
12. **Dental Implants** – An artificial device that replaces the tooth root and may anchor an artificial tooth, bridge or denture.
 13. **Dental Necessity or Dentally Necessary** – A dental service or procedure that is determined by UCD to either establish or maintain a patient's dental health based on professional diagnostic judgment and the prevailing standards of care in the professional community. The determination will be made by a Dentist according to guidelines established by UCD.
 14. **Dentist** – A person licensed to practice dentistry in the state in which dental services are provided. Dentist will include other duly licensed dental practitioner under the scope of the individual's license when state law requires independent reimbursement of such practitioners.
 15. **Endodontic (Pulpal) Therapy** – A dental procedure that is performed when the decay in a child's tooth reaches into the pulp (nerve) tissue. The infected part of the nerve tissue within the crown portion of the tooth is removed to prevent further inflammation and spread of disease (caries). During this treatment, the diseased pulp tissue is partially or completely removed from both the crown and the roots of the tooth. The canals are cleansed, disinfected, and filled with a special material.
 16. **Filling** – A dental restorative material used to restore the function, integrity and form of missing tooth structure, which may result from caries or external trauma.
 17. **Fluoride Treatment** – Fluoride is a chemical substance that helps prevent tooth decay by making the tooth more resistant to acid attacks from plaque bacteria and sugars in the mouth. It also reverses early decay. Fluoride treatment refers to the direct application of a substance containing this substance to the tooth enamel.
 18. **Gingivectomy** – Surgical removal of gum tissue.
 19. **Gingivoplasty** – A surgical procedure to reshape or repair the gums.
 20. **Inlay** – A custom-made solid substance that is fitted into a cavity in a tooth between the cusps, which is cemented into place to restore its biting surface.
 21. **Occlusal Guard** – A horseshoe shaped piece of plastic which is worn over the teeth to protect them against damage caused by clenching or grinding. It works by creating a physical barrier between the patient's upper and lower teeth so that he bites against the plastic rather than wearing down his teeth.
 22. **Onlay** – A custom-made solid substance that works like an Inlay but covers 1 or more cusps or the entire biting surface of the tooth. It is usually used when the tooth is too damaged to support an Inlay, but not damaged enough to require a Crown.

23. **Orthodontics** – A dental specialty that treats misalignment of teeth.
24. **Periodontal Scaling and Root Planing** – The process of removing or eliminating etiologic agents (dental plaque, its products, and calculus) which cause inflammation, and help to maintain disease-free the tissues that surround and support the teeth.
25. **Prefabricated Stainless Steel Crown** – A Crown made of stainless steel that is pre-manufactured in a variety of sizes and are intended to be fitted upon a child’s primary tooth which is damaged, to simulate its original form, decrease the risk of future cavities, save the proper amount of space for the eruption of the permanent tooth, and restore the child’s ability to bite and chew.
26. **Prosthetic Dentures** – Prosthetic devices constructed to replace missing teeth, and which are supported by surrounding soft and hard tissues of the oral cavity. Conventional dentures are removable, however there are many different denture designs, some which rely on bonding or clasping onto teeth or dental implants.
27. **Provider** – A Physician or Dentist, or Allied Health Professional, licensed where required, performing within the scope of license, and approved by UCD. If a Provider is not subject to state or federal licensure, We have the right to define all criteria under which a Provider’s services may be offered to Our Members for Benefits to apply to a Provider’s Claims. Claims submitted by Providers who fail to meet these criteria will be denied.
 - a. **Participating Provider** – A Provider that has a Provider Agreement with United Concordia Dental for the Advantage Plus network to render Covered Services to a Member.
 - b. **Non-Participating Provider** – A Provider that does not have a Provider Agreement with United Concordia Dental’s Advantage Plus network for Covered Services rendered to a Member.
28. **Provider Agreement** – An agreement for payment contracted by UCD with Participating Providers. These agreements establish the actual payments which will be made to the Participating Provider.
29. **Sealant** – Plastic material usually applied to the chewing surfaces of the back teeth (premolars and molars) where decay occurs most often, so that they act as a barrier to prevent cavities.
30. **Space Maintainer** – Besides being useful for chewing, baby teeth also act as a guide for the eruption of the permanent teeth that replaces them. If a baby’s tooth is lost too early, the permanent tooth that comes after it loses its guide, so it could drift or erupt into the wrong position in the mouth. Neighboring teeth also can move or tilt into the space, reducing the space available for the permanent tooth to come out. Space maintainers are appliances used when a baby tooth is lost too early to help make room for the permanent tooth it was intended to guide.
31. **Resin-Based Composite** – Material composed of plastic with small glass or ceramic particles, which resemble the appearance of natural teeth.
32. **Temporomandibular/Craniomandibular Joint Disorder** – Disorders resulting in pain or dysfunction of the temporomandibular/craniomandibular joint which arise out of rheumatic disease, dental occlusive disorders, internal or external joint stress, or other causes.
33. **UCD** – United Concordia Companies, Inc. doing business as United Concordia Dental, the network and Claims administrator for the oral surgery and pediatric dental Benefits in this plan and oral Surgery provided by an Advantage Plus Participating Provider.

B. Diagnostic and Preventive Services

After the Member's payment of the corresponding Deductible and Coinsurance, according to the *Schedule of Benefits*, this Contract will cover:

1. Oral Exams
 - a. 1 periodic, limited problem-focused or comprehensive oral exam every 6 months.
 - b. 1 detailed problem-focused oral evaluation every 6 months.
2. Oral Cleanings (Prophylaxis)
 - a. Limited to 1 every 6 months.
 - b. 1 additional cleaning during the Policy Year will be allowed for Members that are under the care of a medical professional during pregnancy.
3. Fluoride Treatment
 - a. Limited to children under 19 years old; and
 - b. Limited to 2 topical applications every 12 months.
4. Sealants
 - a. Limited to children under 19 years old, and only for permanent first and secondary molars; and
 - b. Limited to 1 per tooth every 36 months.
5. Consultations

Diagnostic services provided by a Dentist or Physician other than practitioner providing the dental treatment.
6. Emergency (Palliative) Treatment
7. Oral Radiographs (X-Rays)
 - a. Complete series intraoral X-rays or panoramic film X-rays, limited to 1 film every 60 months; and
 - b. Bitewing X-rays, limited to 1 set every 6 months.

C. Basic Services

1. Space Maintainers
 - a. Covered when used to maintain space as a result of prematurely lost deciduous molars and permanent first molars or deciduous molars and permanent first molars that have not or will not develop; and
 - b. Includes coverage for recementation of space maintainer.
2. Amalgam Restorations (Metal Fillings)

3. Resin-Based Composite Restorations (White Fillings)
4. Crown Repairs – Recementation, restoration and pin retention
5. Recementation that becomes necessary during the first 12 months after insertion by the same Provider is considered to be a part of the original Benefit.
6. Prefabricated Stainless Steel Crowns
 - a. Limited to Members under 15 years old; and
 - b. Limited to 1 per tooth every 36 months.

D. Major Services

1. Endodontic (Pulpal) Therapy
 - a. Only covered if performed after 45 days from a Root Canal, otherwise will be considered part of the Root Canal.
 - b. Limited to primary incisor teeth for Members up to age 6 and for primary molars and cuspids up to age 11.
 - c. Limited to 1 per eligible tooth per lifetime.
2. Root Canal
3. Surgical Periodontics
 - a. Gingivectomy or gingivoplasty, limited to 1 every 36 months.
 - b. Gingival flap procedure, limited to 1 every 36 months.
 - c. Clinical crown lengthening.
 - d. Osseous surgery, limited to 1 every 36 months.
 - e. Guided tissue regeneration, limited to 1 per tooth per lifetime.
 - f. Pedicle soft tissue graft limited to one every 36 months.
 - g. Free soft tissue graft .
 - h. Subepithelial connective tissue graft.
 - i. Full mouth debridement to enable comprehensive evaluation and diagnosis, limited to 1 per lifetime.
4. Non-Surgical Periodontics
5. Periodontal scaling and root planing, limited to 1 every 24 months for each area of the mouth.

6. Periodontal Maintenance
 - a. Limited to 4 every 12 months in addition to routine Prophylaxis.
7. Simple Extractions
8. Extraction of erupted tooth or exposed root.
9. Surgical Extractions
10. Surgical removal of erupted tooth with elevation of mucoperiosteal flap and removal of bone or section of tooth.
11. Oral Surgery
 - a. Removal of impacted tooth.
 - b. Surgical removal of residual tooth roots.
 - c. Coronectomy-intentional partial tooth removal.
 - d. Tooth reimplantation or stabilization of accidentally evulsed or displaced tooth.
 - e. Surgical access to an unerupted tooth.
 - f. Alveoloplasty.
 - g. Removal of exostosis.
 - h. Intraoral soft tissue incision and drainage of abscess.
 - i. Suture of recent small wounds.
 - j. Excision of pericoronal gingiva.
12. Anesthesia
 - a. Anesthesia for dental services covered only when Dentally Necessary.
 - b. Includes deep sedation and general anesthesia or intra-venous conscious sedation and analgesia.
 - c. If the Member has a medical condition that requires dental services which would ordinarily be provided in a dental office to be performed in a hospital setting, the anesthesia services will be covered exclusively under the medical coverage of this Contract and not under this pediatric Dental Benefit.
13. Prosthetic Dentures
 - a. Includes complete, fixed or removable partial dentures.
 - b. Limited to 1 every 60 months.

14. Inlays, Onlays and Crowns

- a. Crowns, inlays, onlays, core buildup including pins, and prefabricated post and core; and
- b. All limited to 1 per tooth every 60 months.

15. Adjustments, Repairs, and replacement of Prosthetic Dentures

16. Other Prosthetic Services

- a. Rebase or reline of mandibular or maxillary complete or partial dentures, limited to 1 every 36 months. Covered only after 6 months from the initial installation.
- b. Tissue conditioning.
- c. Recementation or repair of fixed partial denture. Recementation during the first 12 months after insertion from the same Dentist is included in the prosthetic service Benefit.

17. Dental Implants

- a. Implants must be Dentally Necessary and are covered only when the arch cannot be restored with a standard prosthesis or restoration.
- b. The following implant Benefits are limited to 1 every 60 months:
 - (1) endosteal, eposteal, and transosteal implants;
 - (2) connecting bar;
 - (3) prefabricated abutment;
 - (4) abutment supported crowns;
 - (5) implant supported crowns;
 - (6) abutment supported retainers for dentures;
 - (7) implant supported retainers for dentures;
 - (8) implant maintenance procedures;
 - (9) repair of implant prosthesis;
 - (10) replacement of semi-precision or precision attachment;
 - (11) repair of implant abutment;
 - (12) implant removal;
 - (13) implant index; and
 - (14) surgical placement of interim implant body.

- c. Implant supported complete or partial dentures.
18. Occlusal Guard
- a. Limited to 1 every 12 months; and
 - b. Limited to patients that are 13 years of age and older.
19. Adjunctive General Services
- a. Therapeutic drug injection
 - b. Treating complications from oral surgery in unusual circumstances (for example, treating dry socket after extracting or removing bony sequestrum).

E. Medically Necessary Orthodontics

Covered Benefits include services for limited, interceptive and comprehensive Orthodontic treatment of the primary, transitional and adolescent dentition in addition to removable and fixed appliance therapy. Treatment visits are provided for pre-orthodontic, periodic orthodontic and orthodontic retention.

Orthodontic services will only be covered if the Member fits the following criteria:

1. Members must have a fully erupted set of permanent teeth to be eligible for comprehensive orthodontic services.
2. **All orthodontic services require Authorization**, a written plan of care, and must be rendered by a Provider.
3. Orthodontic treatment must be considered Medically Necessary and be the only method considered capable of:
 - a. Preventing irreversible damage to the Member's teeth or their supporting structures.
 - b. Restoring the Member's oral structure to health and function.
4. A Medically Necessary orthodontic service is an orthodontic procedure that occurs as a part of an approved orthodontic treatment plan that is intended to treat a severe dentofacial abnormality or serious handicapping malocclusion. **Orthodontic services for cosmetic purposes are not covered.**
5. Orthodontia procedures will only be approved for dentofacial abnormalities that severely compromise the Member's physical health or for serious handicapping malocclusions. Presence of a serious handicapping malocclusion is determined by the magnitude of the following variables: degree of malalignment, missing teeth, angle classification, overjet and overbite, open bite, and crossbite.
6. Dentofacial abnormalities that severely compromise the Member's physical health may be manifested by:
 - a. Markedly protruding upper jaw and teeth, protruding lower jaw and teeth, or the protrusion of upper and lower teeth so that the lips cannot be brought together.
 - b. Under-developed lower jaw and receding chin.

- c. Marked asymmetry of the lower face.
7. A *handicapping* malocclusion is a condition that is a hazard to maintaining oral health and interferes with the well-being of the recipient by causing:
- a. Obvious difficulty in eating **because of the malocclusion**, so as to require a liquid or semisoft diet, cause pain in jaw joints during eating, or extreme grimacing or excessive motions of the orofacial muscles during eating because of necessary compensation for anatomic deviations.
 - b. Obvious severe breathing difficulties **related to the malocclusion**, such as unusually long lower face with downward rotation of the mandible in which lips cannot be brought together, or chronic mouth breathing and postural abnormalities relating to breathing difficulties.
 - c. Lipping or other speech articulation errors that are **directly related to orofacial abnormalities** and cannot be corrected by means other than orthodontic intervention.

F. Pre-Determination

Predetermination of dental Benefits is a service available through UCD. This Benefit review before treatment enables You and Your Dentist to see what services are covered by the Contract and what Your cost share and other out-of-pocket costs would be.

Predetermination should not be requested unless total charges for a proposed treatment plan more than \$200. You may ask Your Dentist to submit a predetermination request. UCD will then provide a summary of covered expenses and payable amounts.

Note that Pre-Determinations are not designed to be used for Emergency Treatments or routine preventive services such as Exams, X-Rays or Cleanings.

A Pre-Determination is not an Authorization. When a Covered Service needs to be Authorized, a formal Authorization request before service will have to be submitted.

G. Alternate Benefits

If UCD determines that a less costly Covered Service other than the Covered Service the Dentist performed could have been performed to treat a dental condition, We will pay Benefits based upon the less costly service if such service would produce a professionally acceptable result under generally accepted dental standards. If the Member and the Dentist choose the more expensive treatment, the Member will be responsible for the additional charges, beyond those allowed under this clause. This limitation does not apply to covered implantology services.

Alternate Benefits that apply to Your treatment plan will be determined during Authorization. However, should the services billed differ from those Authorized, UCD reserves the right to determine if an Alternate Benefit applies to the actual services rendered.

H. Coordination of this Section with Stand-Alone Dental Contracts

If a Member has stand-alone coverage for dental Benefits that includes coverage for the Benefits provided for under this Contract, the dental Benefits under the stand-alone coverage will be determined first. Then, the Benefits under this Section will be determined on a secondary basis and will be reduced, so that no more than the full amount of the Allowable Charge is paid under all the dental Benefits for the same Claim or service.

I. Benefit Extension Period After Termination of Coverage

1. The dental coverage under this Section will be extended after the date the coverage for the Member terminates only if:
 - a. A Covered Benefit for such service was incurred while coverage was in effect; and
 - b. Such Covered Benefit is completed within 31 days after coverage terminates.
2. A Covered Benefit expense will be deemed incurred as follows:
 - a. For appliances or changes to appliances – on the date the appliance or prosthesis is permanently placed;
 - b. For Crowns, dentures or bridgework – on the date the impression is taken;
 - c. For Root Canal therapy – on the date the pulp chamber is opened; or
 - d. For all other dental expenses – on the date the service is rendered or the supply is furnished.

J. Exclusions

Only American Dental Association procedure codes are covered under this section. Except as specifically provided in this Contract and *Schedule of Benefits*, no coverage will be provided under this section for services, supplies or charges that are:

1. Started before the Member's Effective Date or after the Termination Date of coverage under this Contract, including multi-visit procedures such as endodontics, crowns, bridges, inlays, onlays, and dentures.
2. For house or hospital calls for dental services and for hospitalization costs (for example, facility-use fees).
3. The responsibility of Workers' Compensation or employer's liability insurance, or for treating any automobile-related injury in which the Member is entitled to payment under an automobile insurance policy. Benefits would be more than the third-party Benefits and therefore, We would have right of recovery for any Benefits paid in excess. Our right of Subrogation is secondary to the right of the covered insured to be fully compensated for his damages.
4. For prescription and non-prescription drugs, vitamins or dietary supplements.
5. Cosmetic in nature as determined by UCD (for example, bleaching, veneer facings, personalization or characterization of crowns, bridges or dentures).
6. Maxillofacial prosthetics.

7. Elective procedures (for example, the prophylactic extraction of third molars).
8. For congenital mouth malformations or skeletal imbalances (for example, treatment related to cleft lip or cleft palate, disharmony of facial bone, or required as the result of orthognathic surgery including orthodontic treatment). Coverage for Cleft Lip and Cleft Palate Services is provided in *Your Benefits for Other Covered Services, Supplies or Equipment* in this Contract.
9. For diagnostic services and treatment of jaw joint problems by any method unless specifically covered under this Contract. Examples of these jaw joint problems are temporomandibular joint disorders (TMD) and craniomandibular disorders or other conditions of the joint linking the jaw bone and the complex of muscles, nerves and other tissues related to the joint.
10. For treating fractures and dislocations of the jaw.
11. For treating malignancies or neoplasms.
12. For services and appliances that alter the vertical dimension (for example, full-mouth rehabilitation, splinting, fillings) to restore tooth structure lost from attrition, erosion or abrasion, appliances or any other method.
13. For replacement or repair of lost, stolen or damaged prosthetic or orthodontic appliances.
14. For periodontal splinting of teeth by any method.
15. For duplicate dentures, prosthetic devices or any other duplicative device.
16. For which in the absence of insurance the Member would incur no charge.
17. For plaque control programs, oral hygiene and dietary instructions.
18. For any condition caused by or resulting from declared or undeclared war or act of war, or resulting from service in the National Guard or in the Armed Forces of any country or international authority.
19. For treatment and appliances for bruxism (night grinding of teeth), with exception of an Occlusal Guard.
20. For any Claims submitted to Us or UCD later than 15 months after the date of service.
21. For incomplete treatment (for example, patient does not return to complete treatment) and temporary services (for example, temporary restorations).
22. For procedures that are:
 - a. part of a service but are reported as separate services; or
 - b. reported in a treatment sequence that is not appropriate; or
 - c. misreported or that represent a procedure other than the one reported.
23. For specialized procedures and techniques (for example, precision attachments, copings and intentional Root Canal treatment).
24. Fees for broken appointments.

25. Not Dentally Necessary or not deemed to be generally accepted standards of dental treatment. If no clear or generally accepted standards exist, or there are varying positions within the professional community, the opinion of UCD will apply.
26. Orthodontic treatment is not a Covered Service unless We deem it to be Medically Necessary and We approve a written treatment plan. Orthodontic services for the following are not included:
 - a. Treatments that are primarily for Cosmetic reasons.
 - b. Treatments for congenital mouth malformations or skeletal imbalances (for example, treatment related to cleft lip or cleft palate, disharmony of facial bone, or required as the result of orthognathic surgery including orthodontic treatment). Coverage for Cleft Lip and Cleft Palate Services is provided in *Your Benefits for Other Covered Services, Supplies or Equipment* in this Contract.
 - c. Diagnostic services and treatment of jaw joint problems by any method unless specifically covered under the *Schedule of Benefits*. Examples of these jaw joint problems are temporomandibular joint disorders (TMD) and craniomandibular disorders or other conditions of the joint linking the jaw bone and the complex of muscles, nerves and other tissues related to the joint.
27. Posterior resin fillings.
28. Administration of nitrous oxide.

Article 16. Your Benefits for Pediatric Vision Care

The vision Benefits described in this section are available for Members under the age of 19 only. Members who attain age 19 during a Policy Year will continue to have these Benefits until the end of that Policy Year. The *Schedule of Benefits* controls the Benefits covered, the frequency with which they are covered, and the cost sharing that applies to each Benefit. The Benefits offered are limited.



A. Definitions that Apply Only to Pediatric Vision Care Benefits

1. **Bifocal Lenses** – A lens containing 2 different powers: 1 for distance vision and 1 for near vision. Bifocal Lenses can be lined or unlined. Lined Bifocal Lenses are those in which both powers are easily distinguished by a line between them. Unlined Bifocal Lenses are those in which both powers are not easily distinguishable.
2. **Blended-Segment Lenses** – Lens containing 2 different posers, 1 for distance, and 1 for near. Segment with near prescription is invisible.
3. **Company** – Blue Cross and Blue Shield of Louisiana (incorporated as Louisiana Health Service & Indemnity Company), or Davis Vision, Inc. in regards to the services it renders on Blue Cross and Blue Shield of Louisiana’s behalf.
4. **Contact Lenses** – Devices that correct refractive errors in vision and comprised of a small shell-like lens that is worn externally resting directly on the eye. To include soft lens, daily wear, disposable or planned

replacement, extended wear, gas permeable, hard, Medically Necessary, monovision, scleral shell, and toric.

5. **Digital Surface Technology Progressive Lenses** – A lens that is designed to provide correction for more than 1 viewing range, in which the power changes continuously rather than discretely. The digital surfacing technology refers to a digital manufacturing technique that uses proprietary software to define a unique progressive lens fully customized to the wearer’s prescription, fitting geometry and frame information before cutting this design into the lens.
6. **Evaluation and Fitting** – Means the professional individualized fitting of contact lenses and the professional evaluation to check that the prescription is correct and that there is no irritation of the eyes.
7. **Eyeglass Frame** – Plastic or metal structure for holding Spectacle Lenses.
8. **Fashion Tinting** – Tints that are used primarily for cosmetic purposes.
9. **Glass-Grey #3 Prescription Sunglass Lenses** – Glass lenses that turn grey when exposed to the sun’s ultraviolet light.
10. **Gradient Tinting** – A spectacle lens coating that is darker at the top of the lens, fading to lighter at the bottom.
11. **High-Index Lenses** – Material that results in thinner (almost one-third) Spectacle Lenses than normal plastic. Does not contain the impact resistant qualities of polycarbonate.
12. **Intermediate-Vision Lens** – A trifocal lens or blank which has been designed to correct vision at ranges intermediate to distant and near objects. **Lenticular Lenses** - A lens, usually of strong refractive power, in which the prescribed power is applied over only a limited central region of the lens, called the lenticular portion.
13. **Medically Necessary Contact Lenses** – Contact lenses that are determined as Medically Necessary to treat the following conditions: Keratoconus, Anisometropia, Corneal Disorders, Pathological Myopia, Aniseikonia, Post-Traumatic Disorders, Aphakia, Aniridia and Irregular Astigmatism. In general, Medically Necessary Contact Lenses may be prescribed instead of eyeglasses, when it will result in significantly better visual acuity or improved binocular function, including avoiding diplopia or suppression.
14. **Monocular Patient** – Refers to only 1 eye of the patient or 1 side of a prism binocular.
15. **Oversize Lenses** – A larger than standard lens type that requires special frames and equipment to fabricate the eyeglasses.
16. **Pediatric Contact Lenses Selection or Selection Contact Lenses** – A selection of contact lenses offered to Members by Davis Vision through Participating Providers.
17. **Pediatric Eyeglass Frames Selection or Selection Frames** – A selection of Eyeglass Frames offered to Members by Davis Vision thorough Participating Providers.
18. **Plastic Photosensitive Lenses** – Lenses that darken when exposed to the sun’s ultraviolet rays.
19. **Polarized Lenses** – Spectacle Lenses that block light reflected from horizontal surfaces such as water, to reduce glare.

20. **Polycarbonate Lens** – A spectacle lens made of a high impact-resistant material used for safety in children’s eyewear, sports and other cosmetic purposes. Lenses are 20-25% thinner than “regular plastic.”
21. **Premium Anti-Reflective Coating** – Advanced forms of Anti-Reflective Coatings for Spectacle Lenses with improved durability.
22. **Premium Progressives** – Lenses are often called *free-form design* or *wave-front technology* to help minimize peripheral distortion.
23. **Photochromic Glass Lenses** – Glass Spectacle Lenses that darken when exposed to the ultraviolet rays of the sun.
24. **Premium Anti-Reflective Coating** – A non-glare, clear lens coating that limits light reflection, which allows the maximum amount of light to pass through the lens and provides anti-reflection protection with superior smudge resistance and optimum clean-ability, such as Crizal™ or equivalent.
25. **Premium Progressive Lenses** – Lenses with continuously variable power zones from far distance to near distance correction with a newer, branded progressive lens design or a proprietary, digitally manufactured design.
26. **Provider** – An ophthalmologist, optometrist, optician, Physician, or legally authorized eyeglass and contact lens retail store, licensed where required, performing within the scope of license, and approved by Us. If a Provider is not subject to state or federal licensure, We have the right to define all criteria under which a Provider’s services may be offered to Our Members for Benefits to apply to a Provider’s Claims. Claims submitted by Providers who fail to meet these criteria will be denied.
 - a. **Participating Provider** – A Provider that has a Provider Agreement with Davis Vision pertaining to payment for Covered Services rendered to a Member.
 - b. **Non-Participating Provider** – A Provider that does not have a Provider Agreement with Davis Vision pertaining to payment for Covered Services rendered to a Member.
27. **Routine Eye Health Examination** – A level of service in which a general evaluation of the complete visual system of the human body is made. This includes:
 - Case history (chief complaint, eye and vision history, medical history)
 - Entrance distance and near acuities, with and without current lenses
 - External ocular evaluation
 - Internal ocular examination
 - Tonometry
 - Refraction (objective and subjective)
 - Binocular coordination and ocular motility evaluation
 - Evaluation of pupillary function
 - Biomicroscopy
 - Gross visual fields
 - Assessment and plan
 - Advising the patient on matters pertaining to vision care

- Form completion (for example, school, motor vehicle)
 - A Dilated Fundus Examination (DFE) when professionally indicated (diagnostic procedure used in the detection and management of diabetes, glaucoma, hypertension and other ocular and systematic diseases)
28. **Scratch Protection Plan** – An optional plan that will replace scratched lenses with new lenses of the same material, style and prescription, at no charge for a period of 1 year from the original date of dispensing. A Scratch Protection Plan may be available for single vision lenses only, for multifocal vision lenses only, or for both.
 29. **Scratch-Resistant Coating** – Coating applied to spectacle lenses to increase the scratch resistance of the lens surface.
 30. **Select Progressive Lenses** – Lenses with continuously variable power zones from far distance to near distance correction with a newer, proprietary progressive lens design.
 31. **Specialty Type Contact Lenses** – Contact Lenses that are newer in the market than Standard Type Contact Lenses and require a specialty fitting. These lens types include toric, multifocal and gas permeable lenses.
 32. **Spectacle Lenses** – Devices that correct refractive errors in vision which are intended to be mounted on Eyeglass Frames to be worn externally, involving a transparent medium bounded by 2 geometrically describable surfaces 1 of which must be curved, that is, spherical, cylindrical, toroidal, or aspheric.
 33. **Standard Anti-Reflective Coating** – A non-glare, clear lens coating that limits light reflection, which allows the maximum amount of light to pass through the lens and provides anti-reflection protection, such as Aegis™ Anti-Reflective Treatment or equivalent.
 34. **Standard Progressive Lenses** – Lenses with variable power zones from far distance to near distance correction with an older, proven branded progressive lens design.
 35. **Standard Type Contact Lenses** – Commonly used contact lens types defined as spherical clear contact lenses. These include disposable contact lenses planned replacement lenses and others.
 36. **Trifocal Lenses** – A multifocal lens with 3 different powers in 3 different positions. Usually, the top (largest) portion is for distance vision, the middle portion is for intermediate distances and the bottom portion is for near vision. Trifocal Lenses can be lined or unlined. Lined Trifocal Lenses are those in which the different powers are easily distinguished by a line between them. Unlined Trifocal Lenses are those in which the different powers are not easily distinguishable.
 37. **Ultra Anti-Reflective Coating** – Non-glare, clear lens coating that limits light reflection, which allows the maximum amount of light to pass through the lens and provides anti-reflection protection. The ultra-coating uses the latest lens material technologies with all the Benefits of both standard and premium lenses.
 38. **Ultraviolet Coating** – A coating for Spectacle Lenses that blocks ultraviolet rays.
 39. **Ultra Progressive Lenses** – Lenses with continuously variable power zones from far distance to near distance correction with the newest branded progressive lens design technology, including a digitally manufactured design.

B. Vision Benefits

The *Schedule of Benefits* will control how the Benefits described in this Article are covered under the Member's plan, with what frequency, and what limitations apply to them. See the *Schedule of Benefits* for details.

1. Network Benefits

Subject to the specifications described on the *Schedule of Benefits*, each Member will have coverage for the following services, if received from Participating Providers:

a. 1 Routine Eye Health Examination

We will cover 1 Routine Eye Health Examination as stated on the *Schedule of Benefits*. Covered Routine Eye Health Examinations will include dilation of eye pupils when professionally indicated.

b. Prescription Spectacle Lenses for Each of the Member's Eyes

We will cover 1 prescription Spectacle Lens for each of Member's eyes, as stated on the *Schedule of Benefits*. The *Schedule of Benefits* will explain if the Member has additional coverage for some special types of lens materials and enhancements, and the Copayment that applies to each. Lens materials or enhancements not specifically mentioned on the *Schedule of Benefits* are not covered.

c. Pediatric Eyeglass Frame Selection

We will cover 1 Selection Frame as stated on the *Schedule of Benefits*. Participating Providers will show the Member the selection of frames covered by this Contract. If the Member does not select a Selection Frame, he will be responsible for the difference in cost between the Selection and Non-Selection frame. Any amount paid to the Provider for the difference in cost of a Non-Selection Frame is not covered and will not apply to any Deductible, Coinsurance, or Out-of-Pocket Amount. Any Frame purchased from a Non-Participating Provider will be considered a Non-Selection Frame, and will be subject to the Non-Network Benefit limitations.

d. Prescription Pediatric Contact Lenses Selection

We will cover Prescription Selection Contact Lenses, instead of eyeglasses, and up to the maximum of pairs or boxes for conventional or planned replacement Contact Lenses stated on the *Schedule of Benefits*.

Participating Providers will inform the Member of the Contact Lenses selection covered by this Contract. If the Member chooses Non-Selection Contact Lenses, he will be responsible the difference in cost between the Selection and Non-Selection Contact Lenses. Any amount paid to the Provider for the difference in cost of a Non-Selection Contact Lens is not covered and will not apply to any Deductible, Coinsurance, or Out-of-Pocket Amount. Any Contact Lens purchased from a Non-Participating Provider will be considered a Non-Selection Contact Lens, and coverage will be limited according to the Non-Network Benefit section.

e. Low Vision Benefits

Subject to prior Authorization, Members with Low Vision will receive the following:

- (1) 1 comprehensive evaluation every 5 years. This examination, sometimes called a functional vision assessment, can determine distance and clarity of vision, the size of

readable print, the existence of blind spots or tunnel vision, depth perception, eye-hand coordination, problems perceiving contrast and lighting requirements for optimum vision.

- (2) 1 device per year such as high-power spectacles, magnifiers and telescopes. These devices maximize use of available vision, reduce problems of glare or increase contrast perception, based on the person's visual goals and lifestyle needs.
- (3) 4 follow-up visits in any 5-year period.

C. Limitations to Network Benefits

1. Medically Necessary Contact Lenses

Medically Necessary Contact Lenses are subject to Authorization. Medically Necessary Contact Lenses that are not duly Authorized will not be covered.

2. Selection and Non-Selection Eyeglass Frames

Members may choose either 1 Selection or 1 non-Selection Eyeglass Frame within their frequency period, but not both.

3. Contact Lens Evaluation, Fitting and Follow-up Care

Evaluation and Fitting services for Selection Contact Lenses and Medically Necessary Contact Lenses that are provided by a Participating Provider are covered. Follow-Up services are covered up to 1 visit only. Evaluation, Fitting and Follow-up services for Non-Selection Contact Lenses are not covered.

D. Non-Network Benefits

This Contract does not provide coverage for services and materials rendered by Non-Participating Providers. Any charges billed by Non-Participating Providers for those services will not be covered and will be the responsibility of the Member.

By amendment, We may delete or revise any Benefit in this Contract that is not mandated by state or federal law.

E. Discounts

Members may have access to discounts on vision-related services and materials not covered under this Contract. Any discounts are administered and provided by Davis Vision in consideration of the Member being covered under this Contract. Discounts are not to be considered coverage under this Contract, unless stated otherwise in the materials describing the discount. Davis Vision may change or discontinue the discounts provided to their clients in the regular course of business. Members must consult with Davis Vision or a Davis Vision Provider to find out what discounts are available to them at any specific time.

F. Sales Taxes on Covered Items

Providers may be required in some areas to collect sales taxes over the value of covered items or services. In such cases, this coverage will not cover sales taxes. You must pay any sales taxes, in addition to non-covered amounts and discount priced items.

G. Exclusions

1. Implants, intacts or any kind of intraocular lenses.
2. Surgical treatments for vision correction, unless otherwise specifically covered under another part of this Contract.
3. Services or materials other than those specifically listed in the Schedule of Vision Services and described under this part of this Contract.
4. Non-prescription eyewear or Contact Lenses.
5. Any sales taxes or interest.

Article 17. Your Benefits for Other Covered Services, Supplies or Equipment

The following Benefits are available to You, subject to other limitations shown on the *Schedule of Benefits*.



A. Ambulance Service Benefits

1. Ground Ambulance Transport Services
 - a. Emergency Transport

Benefits are available for Ambulance Services for local transportation for Emergency Medical Conditions or Medically Necessary Inpatient Hospital services only as follows:

- (1) for Members, to or from the nearest Hospital that can provide services appropriate to the Member's condition for an illness or injury requiring Hospital care;
- (2) for a Newly Born Infant, to the nearest Hospital or neonatal Special Care Unit for treating illnesses, injuries, congenital birth defects and complications of premature birth which require that level of care; or
- (3) for the Temporarily Medically Disabled Mother of an ill Newly Born Infant when accompanying the ill Newly Born Infant to the nearest Hospital or neonatal Special Care Unit, upon recommendation by the mother's attending Physician of her need for professional Ambulance Service.

- b. Non-Emergency Transport

Benefits will be available for Ambulance Services for local transportation of Members for non-Emergency conditions to obtain Medically Necessary diagnostic or therapeutic Outpatient services (for example, MRI, CT scan, dialysis, wound care, etc.), when the Member is bed-confined or his condition is such that the use of any other method of transportation is contraindicated.

The Member must meet all of the following criteria for bed-confinement:

- (1) unable to get up from bed without assistance; and
- (2) unable to ambulate; and
- (3) unable to sit in a chair or wheelchair.

c. Transport by wheelchair van is not a covered Ambulance Service.

2. Ground Ambulance Without Transport

Benefits are available for ambulance response and treatment at the scene, without transporting the Member to a facility for further medical care.

3. Air Ambulance Transport Services

a. Emergency Transport

Your Plan covers air Ambulance Services for Emergency Medical Conditions or when You are in a location that a ground ambulance cannot reach. For Emergency Medical Conditions, onsite police or medical authorities must request the air Ambulance Services for Your Plan to cover them.

b. Non-Emergency Transport

We must Authorize Non-Emergency air Ambulance Services before the services are rendered. If We do not Authorize the services before You receive them, Your Plan will not pay for them. Once Authorized, You should verify that the air Ambulance Service Provider is in Network in the state or area based on the ZIP code where You are picked up. To find a Network Provider in the state or area, go to the Blue National Doctor & Hospital Finder at <http://provider.bcbs.com> or call 1-800-810-2583.

4. Ambulance Service Benefits will be provided as follows:

- a. If a Member pays a periodic fee to an ambulance membership organization with which We do not have a Provider agreement, Benefits for expenses incurred by the Member for its Ambulance Services will be based on any obligation the Member must pay that is not covered by the fee. If a Provider agreement is in effect between Us and the ambulance organization, Benefits will be based on the Allowable Charge.
- b. The medical transport services must comply with all local, state, and federal laws and must have all the appropriate, valid licenses and permits.
- c. No Benefits are available if transportation is provided for a Member's comfort or convenience, when a Hospital transports Members between parts of its own campus or between facilities owned or affiliated with the same entity.

B. Attention Deficit/Hyperactivity Disorder

The diagnosis of and treatment for Attention Deficit/Hyperactivity Disorder is covered when rendered or prescribed by a Physician or Allied Health Professional. You must pay the Copayment, Deductible, and Coinsurance that applies to the type of Provider rendering services for this condition.

C. Autism Spectrum Disorders (ASD)

ASD Benefits include the Medically Necessary assessment, evaluations, or tests performed for diagnosis, Rehabilitative or Habilitative Care, pharmacy care, psychiatric care, psychological care, and therapeutic care. Members who have not yet reached their 21st birthday are eligible for Applied Behavior Analysis, when We determine it is Medically Necessary. Applied Behavior Analysis is not covered for Members age 21 and older.

ASD Benefits are subject to the Copayments, Deductible, and Coinsurance that applies to the Benefits obtained. (Example: A Member obtains speech therapy to treat ASD. Member will pay the Copayment or Deductible and Coinsurance amounts shown on the *Schedule of Benefits* for speech therapy.)

D. Breast Reconstructive Surgery Services and Breast Cancer Long-Term Survivorship Care

1. Under the Women's Health and Cancer Rights Act, if You are receiving Benefits in connection with a mastectomy and elect breast reconstruction, You will also receive Benefits for the following Covered Services:
 - a. All stages of reconstruction of the breast on which the mastectomy has been performed;
 - b. Surgery and reconstruction of the other breast to produce a symmetrical appearance, including but not limited to liposuction performed for transfer to a reconstructed breast or to repair a donor site deformity, tattooing the areola of the breast, surgical adjustments of the non-mastectomized breast, unforeseen medical complications which may require additional reconstruction in the future;
 - c. prostheses; and
 - d. treatment of physical complications of all stages of the mastectomy, including lymphedemas.

These Covered Services must be delivered in a manner determined in consultation with You and Your attending Physician and, if applicable, will be subject to any Copayment Amount, Deductible Amount, and Coinsurance.

2. Certain breast cancer survivors are eligible to receive annual preventive cancer screenings as part of long-term survivorship care. You are eligible for these screenings if You:
 - a. were previously diagnosed with breast cancer;
 - b. completed treatment for breast cancer;
 - c. underwent bilateral mastectomy; and
 - d. were subsequently determined to be clear of cancer.

These Covered screenings include but are not limited to magnetic resonance imaging, ultrasound, or some combination of tests, as determined in consultation with You and Your attending Physician. Annual preventive cancer screenings under this Benefit will be subject to any Copayment Amount, Deductible Amount and Coinsurance.

E. Cleft Lip and Cleft Palate Services

The following services for treatment and correction of cleft lip and cleft palate are covered:

1. oral and facial Surgery, surgical management, and follow-up care;
2. prosthetic treatment, such as obturators, speech appliances, and feeding appliances;
3. orthodontic treatment and management;
4. preventive and restorative dentistry to ensure good health and adequate dental structures for orthodontic treatment or prosthetic management or therapy;
5. Speech/Language evaluation and therapy;
6. audiological assessments and amplification devices;
7. otolaryngology treatment and management;
8. psychological assessment and counseling; and
9. genetic assessment and counseling for patient and parents.

Coverage is also provided for secondary conditions and treatment attributable to the primary medical condition.

F. Clinical Trial Participation

1. This Contract covers any Qualified Individual for routine patient costs of items or services furnished in connection with participation in an Approved Clinical Trial for cancer or other Life-Threatening Illness. Coverage will be subject to any terms, conditions, and limitations that apply under this Contract, including Copayments, Deductible Amounts and Coinsurance percentages shown on the *Schedule of Benefits*.
2. A *Qualified Individual* under this section means a Member that:
 - a. Is eligible to participate in an Approved Clinical Trial according to the trial protocol for treating cancer or other Life-Threatening Illness;
 - b. And either,
 - (1) The referring healthcare professional is a Participating Provider and has concluded that the individual's participation in such trial would be appropriate based upon the individual meeting the requirements in paragraph a, above; or
 - (2) The Member provides medical and scientific information establishing that the Member's participation in such trial would be appropriate based upon the Member meeting the conditions described in paragraph a, above.

3. An *Approved Clinical Trial* for the purposes of this paragraph means a Phase I, II, III, or IV clinical trial conducted for preventing, detecting, or treating cancer or other Life-Threatening Illness that:
 - a. The study or investigation is approved or funded (which may include funding through in-kind contributions) by one or more of the following:
 - (1) The National Institutes of Health.
 - (2) The Centers for Disease Control and Prevention.
 - (3) The Agency for Health Care Research and Quality.
 - (4) The Centers for Medicare & Medicaid Services.
 - (5) Cooperative group or center of any of the entities described in paragraphs (i) through (iv) or the Department of Defense or the Department of Veterans Affairs.
 - (6) A qualified non-governmental research entity identified in the guidelines issued by the National Institutes of Health for center support grants.
 - b. The study or investigation is conducted under an investigational new drug application reviewed by the Food and Drug Administration.
 - c. The study or investigation is a drug trial that is exempt from having an investigational new drug application.
 - d. The study or investigation is conducted by any of the below Departments, which study or investigation has been reviewed and approved through a system of peer review that the United States Secretary of Health and Human Services determines (i) to be comparable to the system of peer review of studies and investigations used by the National Institutes of Health, and (ii) assures unbiased review of the highest scientific standards by qualified individuals who have no interest in the outcome of the review:
 - (1) The Department of Veterans Affairs.
 - (2) The Department of Defense.
 - (3) The Department of Energy.
4. The following services are not covered:
 - a. Non-healthcare services provided as part of the clinical trial;
 - b. Costs for managing research data associated with the clinical trial;
 - c. The investigational drugs, devices, items or services themselves; and
 - d. Services, treatment or supplies not otherwise covered under this Contract.

5. Treatments and associated protocol-related patient care not excluded in this paragraph will be covered if all of the following criteria are met:
 - a. The treatment is being provided with a therapeutic or palliative intent for patients with cancer or other Life-Threatening Illness or for the prevention or early detection of such diseases.
 - b. The treatment is being provided or the studies are being conducted in a Phase I, Phase II, Phase III, or Phase IV clinical trial.
 - c. The proposed protocol must have been reviewed and approved by a qualified institutional review board which operates in this state and which has a multiple project assurance contract approved by the office of protection from research risks.
 - d. The facility and personnel providing the protocol must provide the treatment within their scope of practice, experience, and training and are capable of doing so by virtue of their experience, training, and volume of patients treated to maintain expertise.
 - e. There must be no clearly superior, non-investigational approach.
 - f. The available clinical or pre-clinical data provide a reasonable expectation that the treatment will be at least as efficacious as the non-investigational alternative.
 - g. The patient has signed an institutional review board approved consent form.

G. Diabetes Education and Training for Self-Management

1. Members that have insulin-dependent diabetes, insulin-using diabetes, gestational diabetes or non-insulin diabetes may need to be educated on their condition and trained to manage their condition. Coverage is available for self-management training and education, dietitian visits and for the equipment and necessary supplies for the training, if prescribed by the Member's Physician.
2. Evaluation and training programs for diabetes self-management are covered, subject to the following:
 - a. The program must be determined to be Medically Necessary by a Physician and provided by a licensed healthcare professional who certifies that You have successfully completed the training program.
 - b. The program will comply with the National Standard for Diabetes Self-Management Education Program as developed by the American Diabetes Association.

H. Dietitian Visits

Benefits are available for Outpatient visits to registered dietitians. One (1) Dietitian visit is covered at no cost to Members when performed by a Network Provider. All other subsequent Dietitian visits are covered at contract Benefits. Diabetics that need the services of a Dietitian should receive those services as part of their Benefits for Diabetes Education and Training for Self-Management.

I. Disposable Medical Equipment and Supplies

Disposable medical equipment and supplies which have a primary medical purpose are covered and are subject to reasonable quantity limits as determined by Us. The equipment and supplies are subject to the Member's medical Deductible and Coinsurance.

J. Durable Medical Equipment; Orthotic Devices; Prosthetic Appliances, Devices and Services

Durable Medical Equipment, Orthotic Devices, and Prosthetic Appliances and Devices (Limb and Non-Limb) are covered at the Deductible and Coinsurance percentages shown on the *Schedule of Benefits*.

1. Durable Medical Equipment

- a. Durable Medical Equipment is covered when the equipment is prescribed by a Physician before obtaining the equipment. The equipment must not be provided mainly for comfort or convenience. In addition, the equipment must meet all of the following criteria:
 - (1) It must withstand repeated use;
 - (2) It is primarily and customarily used to serve a medical purpose;
 - (3) It is generally not useful to a person in the absence of illness or injury; and
 - (4) It is appropriate for use in the patient's home.
- b. Benefits for rental or purchase of Durable Medical Equipment
 - (1) Benefits for the rental of Durable Medical Equipment will be based on the rental Allowable Charge (but not more than the purchase Allowable Charge).
 - (2) At Our option, Benefits will be provided for the purchase of Durable Medical Equipment, appropriate supplies, and oxygen required for therapeutic use. The purchase of Durable Medical Equipment will be based on the purchase Allowable Charge.
 - (3) Benefits based on the Allowable Charge for standard equipment will be provided toward any deluxe equipment when You select deluxe equipment only for Your comfort or convenience.
 - (4) Benefits for deluxe equipment based on the Allowable Charge for deluxe equipment will only be provided when documented to be Medically Necessary.
 - (5) Accessories and medical supplies necessary for the effective functioning of covered Durable Medical Equipment are considered an integral part of the rental or purchase allowance and will not be covered separately.
 - (6) Repair or adjustment of purchased Durable Medical Equipment or for replacement of components is covered. Replacement of equipment lost or damaged due to neglect or misuse or for replacement of equipment within 5 years of purchase or rental will not be covered.

c. Limitations in connection with Durable Medical Equipment

- (1) There is no coverage during rental of Durable Medical Equipment for repair, adjustment, or replacement of components and accessories necessary for the effective functioning and maintenance of covered equipment as this is the responsibility of the Durable Medical Equipment supplier.
- (2) There is no coverage for equipment where a commonly available supply or appliance can substitute to effectively serve the same purpose.
- (3) There is no coverage for repair or replacement of equipment lost or damaged due to neglect or misuse.
- (4) Reasonable quantity limits on Durable Medical Equipment items and supplies will be determined by Us.

2. Orthotic Devices

Benefits as specified in this section will be available for the purchase of Orthotic Devices, subject to the following:

- a. There is no coverage for fitting or adjustments, as this is included in the Allowable Charge for the Orthotic Device.
- b. Repair or replacement of the Orthotic Device is covered only within a reasonable time period from the date of purchase subject to the expected lifetime of the device. We will determine this time period.
- c. Benefits based on the Allowable Charge for standard devices will be provided toward any deluxe device when You select a deluxe device only for Your comfort or convenience.
- d. Benefits for deluxe devices based on the Allowable Charge for deluxe devices will only be provided when documented to be Medically Necessary.
- e. No Benefits are available for supportive devices for the foot, except when used to treat diabetic foot disease.

3. Prosthetic Appliances and Devices (Non-Limb)

Benefits will be available for the purchase of Prosthetic Appliances and Devices (other than limb prosthetics and services), subject to the following:

- a. There is no coverage for fitting or adjustments, as these are included in the Allowable Charge for the Prosthetic Appliance or Device.
- b. Repair or replacement of the Prosthetic Appliance or Device is covered only after a reasonable time period from the date of purchase subject to the expected lifetime of the appliance. We will determine this time period.
- c. Benefits based on the Allowable Charge for standard appliances will be provided toward any deluxe appliance when a You select a deluxe appliance solely for Your comfort or convenience.

- d. Benefits for deluxe appliances based on the Allowable Charge for deluxe appliances will only be provided when documented to be Medically Necessary.

4. Prosthetic Appliances and Devices and Prosthetic Services of the Limbs

Benefits will be available for the purchase of Prosthetic Appliances and Devices and Prosthetic Services of the limbs, subject to the following:

- a. Repair or replacement of the Prosthetic Appliance or Device is covered only within a reasonable time period from the date of purchase subject to the expected lifetime of the appliance. We will determine this time period.
- b. Benefits based on the Allowable Charge for standard appliances will be provided toward any deluxe appliance when You select a deluxe appliance only for Your comfort or convenience. You may choose a Prosthetic Appliance or Device that is priced higher than the Benefit payable under this Contract and may pay the difference between the price of the device and the Benefit payable, without financial or contractual penalty to the provider of the device.
- c. Benefits for deluxe appliances based on the Allowable Charge for deluxe appliances will only be provided when documented to be Medically Necessary.
- d. Prosthetic Appliances and Devices of the limb must be prescribed by a licensed Physician and provided by a facility accredited by the American Board for Certification in Orthotics Prosthetics and Pedorthics (ABC) or by the Board for Orthotist/Prosthetist Certification (BOC).

K. Gene Therapy and Cellular Immunotherapy Benefits

Gene Therapy and Cellular Immunotherapy are high cost, specialized treatments administered by a limited number of trained and quality Providers. Benefits are available for these services only: (1) WHEN WRITTEN AUTHORIZATION OF MEDICAL NECESSITY IS GIVEN BY COMPANY PRIOR TO SERVICES BEING PERFORMED; AND (2) SERVICES ARE PERFORMED AT AN ADMINISTERING FACILITY THAT HAS RECEIVED PRIOR WRITTEN APPROVAL FROM COMPANY TO PERFORM YOUR PROCEDURE.

L. Hearing Aid Benefits

Benefits are available for hearing aids for Members age 17 and under when obtained from a Network Provider. This Benefit is limited to 1 hearing aid for each ear with hearing loss every 36 months. The hearing aid must be fitted and dispensed by a licensed audiologist, licensed hearing aid specialist or hearing aid dealer after the medical clearance of a Physician and an audiological evaluation medically appropriate to the age of the child.

We will pay up to Our Allowable Charge for this Benefit. We may increase Our Allowable Charge if the manufacturer's cost to the Provider is more than the Allowable Charge. Eligible implantable bone conduction hearing aids are covered for all eligible Members, regardless of age, the same as any other service or supply, subject to any Copayment, Deductible, and Coinsurance.

M. High-Tech Imaging

Your Contract covers Medically Necessary High-Tech Imaging, including, but not limited to MRIs, MRAs, CT scans, PET scans, and nuclear cardiology are covered. We must Authorize these services before You receive them.

N. Hospice and Home Health Care Benefits

1. Hospice Care is covered.
2. Home Health Care services provided to a Member instead of an Inpatient Hospital Admission are covered.

O. Interpreter Expenses for the Deaf or Hard of Hearing

Services performed by a qualified interpreter or transliterator are covered when You need such services in connection with medical treatment or diagnostic Consultations performed by a Physician or Allied Health Professional, if the services are required because of hearing loss or Your failure to understand or otherwise communicate in spoken language. Services rendered by a family member are not covered.

P. Low-Protein Food Products for Treating Inherited Metabolic Diseases

Low-Protein Food Products for treating certain Inherited Metabolic Diseases are covered. *Inherited Metabolic Diseases* are diseases caused by an inherited abnormality of body chemistry. *Low-Protein Food Products* are foods that are especially formulated to have less than 1 gram of protein per serving and are intended to be used under the direction of a Physician for the dietary treatment of an Inherited Metabolic Disease. Low-Protein Food Products do not include natural foods that are naturally low in protein.

Benefits for Low-Protein Food Products are limited to treating the following diseases:

- Phenylketonuria (PKU)
- Maple Syrup Urine Disease (MSUD)
- Methylmalonic Acidemia (MMA)
- Isovaleric Acidemia (IVA)
- Propionic Acidemia
- Glutaric Acidemia
- Urea Cycle Defects
- Tyrosinemia

Q. Lymphedema Benefit

Treatment of lymphedema is covered when rendered or prescribed by a licensed Physician or received in a Hospital or other public or private facility authorized to provide lymphedema treatment. Coverage includes multilayer compression bandaging systems and custom or standard-fit gradient compression garments.

R. Permanent Sterilization Procedures

Coverage is available for surgical procedures that result in permanent sterilization, including vasectomy, tubal ligation and hysteroscopic placement of micro-inserts into the fallopian tubes. Tubal ligation and hysteroscopic placement of micro-inserts into the fallopian tubes are available as a Preventive or Wellness Care Benefit when Covered Services are provided by a Network Provider.

S. Prescription Drugs

All Prescription Drugs approved for self-administration (for example, oral and self-injectable drugs) must be obtained through the Prescription Drug Benefits section of this Contract.

T. Private Duty Nursing Services

1. Coverage is available to You for Private Duty Nursing Services when performed on an Outpatient basis and when the RN or LPN is not related to You by blood, marriage or adoption.
2. Private Duty Nursing Services are covered at the Coinsurance level.
3. Inpatient Private Duty Nursing Services are not covered.

U. Sleep Studies

Medically Necessary home or laboratory sleep studies and associated professional Claims are eligible for coverage. Only sleep studies performed at a home sleep study or in a network-accredited sleep laboratory are eligible for coverage. Check Your provider directory or call customer service at the number on Your ID card to verify that a sleep laboratory is accredited.

V. Telehealth Services

Benefits are available to You for the diagnosis, consultation, treatment, education, care management, patient self-management, and caregiver support when You and your Provider are not physically located in the same place. Interaction between You and your Provider must be held by two-way video and audio transmissions simultaneously. Telehealth Services does not cover telephone calls, e-mail messages, or instant messages between You and your Provider, and must be medically appropriate for the setting in which the services are provided.

The amount You pay for a Telehealth Services visit may be different than the amount You would pay for the same Provider's service in a non-Telehealth setting. You will pay more for a Telehealth visit when your Provider is not in your Network.

W. X-rays, Lab Tests, Machine Tests, and High-Tech Imaging

The following applies when the Physician Office Visit Copayment Benefit is purchased. The Member will pay the Physician Office Visit Copayment only when he visits a Network Physician or other Provider listed in the Copayment Services section. Medically Necessary X-rays, lab tests, and machine tests are covered at 100% of the Allowable Charge, when performed within the office or clinic of a Network Provider that is subject to the Physician Office Visit Copayment. Lab tests are also covered at 100% of the Allowable Charge when performed by an independent laboratory (that is contracted with Us to be in Our PPO Network). X-rays, lab tests, and machine tests taken, performed or processed in an Outpatient Facility or other setting are subject to

Deductible and Coinsurance. Lab tests that are taken, performed, or processed by a Non-Network Provider are subject to Deductible and Coinsurance. High-Tech Imaging, including MRIs, MRAs, CT scans, PET scans, and nuclear cardiology, are always subject to Deductible and Coinsurance, even if taken in the office or clinic of a Network Provider and the Physician Office Visit Copayment Benefit is purchased.

The following applies when the Physician Office Visit Copayment benefit is not purchased. Medically Necessary X-rays, lab tests, machine tests, and High-Tech Imaging, including MRIs, MRAs, CT scans, PET scans, and nuclear cardiology, are subject to Deductible and Coinsurance.

Article 18. Care Management

A. Authorization of Admissions, Services and Supplies, Selection of Provider, and Penalties



1. Selection of Provider

A Member may generally obtain medical care from any Provider. Benefits will be paid at the highest Network level when care is received from a Network Provider. Participating and Non-Participating Providers are Non-Network Providers.

- a. If a Member wants to receive services from a Non-Network Provider and obtain the highest level of Benefits, he must notify Our Care Management Department before services are rendered. We will approve the use of a Non-Network Provider only if We determine that the services **cannot** be provided by a Network Provider within a 75-mile radius of the Member’s home.

We must approve the use of the Non-Network Provider and issue any required Authorization before services are rendered. If We do not approve use of the Non-Network Provider and issue an Authorization before services being rendered, Covered Services that are later determined to be Medically Necessary will be paid at the lower Non-Network Provider level shown on the *Schedule of Benefits*.

- b. If We do approve the use of a Non-Network Provider, that Provider may or may not accept the Member’s Copayment or Deductible when services are given. We will pay Benefits up to the Allowable Charge for Covered Services rendered by an approved Non-Network Provider who has obtained any required Authorizations before services being rendered. We will deduct from Our payment the amount of the Member’s Copayment or Deductible and Coinsurance percentage whether or not the Copayment or Deductible and Coinsurance percentage is accepted by the Non-Network Provider.

An Authorization of Medical Necessity is not an approval of the use of a Non-Network Provider. These are 2 separate functions.

2. Penalties for Failure to Obtain Authorization – Admissions, Outpatient Services and Other Covered Services and Supplies

If Authorization is not requested before Admission or receiving other Covered Services and supplies requiring an Authorization, We will have the right to determine if the Admission or other Covered Services and supplies were Medically Necessary. If the services were not Medically Necessary, the Admission or other Covered Services and supplies will not be covered and the Member must pay all charges incurred.

If the services were Medically Necessary, Benefits will be provided based on the participating status of the Provider rendering the services, as follows:

a. Admissions

- (1) If a Network Provider or a Participating Provider fails to obtain a required Authorization, We will reduce Allowable Charges by the penalty amount stipulated in the Provider's contract with Us or with another Blue Cross and Blue Shield plan. This penalty applies to all covered Inpatient charges.

The Network Provider or Participating Provider is responsible for all charges not covered. The Member remains responsible for any Copayment, Deductible, and Coinsurance shown on the *Schedule of Benefits*.

- (2) If a Non-Participating Provider fails to obtain a required Authorization, We will reduce Allowable Charges by the amount shown on the *Schedule of Benefits*. This penalty applies to all covered Inpatient charges. The Member is responsible for all charges not covered and for any Copayment, Deductible, and Coinsurance shown on the *Schedule of Benefits*.

b. Outpatient Services, Other Covered Services and Supplies

- (1) If a Network Provider fails to obtain a required Authorization, We may reduce the Allowable Charge by 30%. This penalty applies to all services and supplies requiring an Authorization, other than Inpatient charges. The Network Provider is responsible for all charges not covered. The Member remains responsible for any Copayment, Deductible, and Coinsurance shown on the *Schedule of Benefits*.

If a Non-Network Provider fails to obtain a required Authorization, Benefits will be paid at the lower Non-Network level shown on the *Schedule of Benefits*. The Member is responsible for all charges not covered and remains responsible for any Copayment, Deductible, and Coinsurance shown on the *Schedule of Benefits*.

3. Authorization of Admissions

a. Authorization of Elective Admissions

You must ensure that Your Provider notifies Our Care Management Department of any Elective or non-Emergency Inpatient Hospital Admission. We must be notified (by calling the number on Your *Schedule of Benefits* or Your ID card) before the Admission about the nature and purpose of any Elective Admission or non-Emergency Admission to a Hospital's Inpatient department. The most appropriate setting for the elective service and the appropriate length of stay will be determined by Us when the Hospital Inpatient setting is documented to be Medically Necessary.

- (1) If We deny a request for Authorization for an Admission to any facility, the Admission is not covered and You must pay all charges incurred during the Admission for which Authorization was denied.
- (2) If Authorization is not requested before an Admission, We will have the right to determine if the Admission was Medically Necessary. If an Admission was Medically Necessary, Benefits will be provided based on the participating status of the Provider.
- (3) Additional amounts for which the Member is responsible because Authorization of an Elective or non-Emergency Inpatient Hospital Admission was denied or not requested are considered non-covered and will not apply toward satisfying the Out-of-Pocket Amount.

b. Authorization of Emergency Admissions

You must ensure that Your Physician, Hospital, or a representative notifies Our Care Management Department of all Emergency Inpatient Hospital Admissions to guarantee coverage. Within 48 hours of the Emergency Admission, We must be notified (by calling the number on Your *Schedule of Benefits* or Your ID card) about the nature and purpose of the Emergency Admission. We may waive or extend this time limitation if it is determined that You are unable to timely notify or direct a representative to notify Us of the Emergency Admission. If the end of the notification period falls on a holiday or weekend, We must be notified on the next working day. We will determine the appropriate length of stay for the Emergency Admission when the Hospital Inpatient setting is documented to be Medically Necessary.

- (1) If We deny Authorization for an Admission to any facility, the Admission will not be covered and You must pay all charges incurred during the Admission for which Authorization was denied.
- (2) If Authorization is not requested, We will have the right to determine if the Admission was Medically Necessary. If an Admission was Medically Necessary, Benefits will be provided based on the participating status of the Provider.
- (3) Additional amounts for which the Member is responsible because Authorization of an Emergency Admission was denied or not requested are considered non-covered and will not apply toward the Out-of-Pocket Amount.

c. Concurrent Review

When We Authorize a Member's Inpatient stay, We will Authorize his stay in the Hospital for a certain number of days. If the Member has not been discharged on or before the last Authorized day, and the Member needs additional days to be Authorized, the Member must make sure his Physician or Hospital contacts Our Care Management Department to request Concurrent Review for Authorization of additional days. This request for continued hospitalization must be made on or before the Member's last Authorized day so We can review and respond to the request that day. If We Authorized the request, We will again Authorize a certain number of days, repeating this procedure until the Member is either discharged or the Member's continued stay request is denied.

- (1) If We do not receive a request for Authorization for continued stay on or before the Member's last Authorized day, no days are approved past the last Authorized day, and no additional Benefits will be paid unless We receive and Authorize another request. If at any point in this Concurrent Review procedure a request for Authorization for

continued stay is received and We determine that it is not Medically Necessary for the Member to receive continued hospitalization or hospitalization at the level of care requested, We will notify the Member and his Providers, in writing, that the request is denied and no additional days are Authorized.

- (2) If We deny a Concurrent Review request or level of care request for Hospital Services, We will notify the Member, his Physician and the Hospital of the denial. If the Member elects to remain in the Hospital as an Inpatient thereafter, or at the same level of care, the Member will not be responsible for any charges unless he is notified of his financial responsibility by the Physician or Hospital before incurring additional charges.
- (3) Charges for non-authorized days in the Hospital that the Member must pay are considered non-covered and will not apply toward satisfying the Out-of-Pocket Amount.

4. Authorization of Outpatient Services, Including Other Covered Services and Supplies

Certain services, supplies, and Prescription Drugs require Our Authorization before You receive the services, supplies, or Prescription Drugs. The Authorizations list is on Your *Schedule of Benefits*. You must make sure Your Provider obtains all required Authorizations for You before You receives the services, supplies, or Prescription Drugs. We may need Your Provider to submit medical or clinical information about Your condition. To obtain Authorizations, Your Provider should call Care Management at the number on Your ID card.

- a. If a request for Authorization is denied by Us, the Outpatient services and supplies are not covered.
- b. If Authorization is not requested before receiving Outpatient services and supplies requiring Authorization, We will have the right to determine if the services and supplies were Medically Necessary. If the services and supplies were Medically Necessary, Benefits will be provided based on the participating status of the Provider.
- c. Additional amounts for which the Member is responsible because Authorization of Outpatient services and supplies was denied or not requested are considered non-covered and will not apply toward satisfying the Out-of-Pocket Amount.

B. Disease Management

1. Qualification – You may qualify for disease management programs, at Our discretion, based on various criteria, including a diagnosis of chronic illness, severity, and proposed or rendered treatment. The program seeks to identify candidates as early as possible. Self-management techniques are reinforced and a personal nurse is assigned. You or Your Physicians and caregivers may be included in all phases of the disease management program. The disease management nurse may also refer You to community resources for further support and management.
2. Disease Management – Blue Cross and Blue Shield of Louisiana’s disease management programs are committed to improving the quality of care for You as well as decreasing healthcare costs in populations with a chronic disease. The nurse works with You to help You learn the self-care techniques You will need to manage Your chronic disease, establish realistic goals for lifestyle modification, and improve adherence to Your Physician's prescribed treatment plan. Blue Cross and Blue Shield of Louisiana is dedicated to supporting the Physician’s efforts in improving Your health status and well-being.

C. Case Management

1. You may qualify for Case Management services, at Our discretion, based on various criteria, including diagnosis, severity, length of illness, and proposed or rendered treatment. The program seeks to identify candidates as early as possible and to work with patients, their Physicians and families, and other community resources to assess treatment alternatives and available Benefits.
2. The role of Case Management is to service You by assessing, facilitating, planning and advocating for health needs on an individual basis. The client population who benefits from Case Management is broad and consists of several groups, including those in an acute phase of illness or those with a chronic condition.
3. Our determination that Your particular medical condition renders You a suitable candidate for Case Management services will not obligate Us to make the same or similar determination for any other covered person. The provision of Case Management services to one Member will not entitle any other Member to Case Management services or be construed as a waiver of Our right to administer and enforce this Contract according to its express terms.
4. Unless We expressly agree, all terms and conditions of this Contract, including maximum Benefit limitations and all other limitations and exclusions, will be and remain in full force and effect for a Member who is receiving Case Management services.
5. Your Case Management services will be terminated upon any of the following occurrences:
 - a. We determine in Our sole discretion that You are no longer a suitable candidate for the Case Management services or that the Case Management services are no longer necessary.
 - b. The short and long-term goals established in the Case Management plan have been achieved, or You elect not to participate in the Case Management plan.

D. Alternative Benefits

1. You may qualify for Alternative Benefits, at Our discretion, based on various criteria, including diagnosis, severity, length of illness, and proposed or rendered treatment. The program seeks to identify candidates as early as possible and to work with patients, their Physicians and families, and other community resources to assess treatment alternatives and available Benefits when it is determined to be beneficial to You and to Us.
2. Our determination that a particular Member's medical condition renders the Member a suitable candidate for Alternative Benefits will not obligate Us to make the same or similar determination for any other Member; nor will the provision of Alternative Benefits to a Member entitle any other Member to Alternative Benefits or be construed as a waiver of Our right to administer and enforce this Contract according to its express terms.
3. Unless expressly agreed upon by Us, all terms and conditions of this Contract, including maximum Benefit limitations and all other limitations and exclusions, will be and will remain in full force and effect if You are receiving Alternative Benefits.
4. Alternative Benefits provided under the Article are provided instead of the Benefits to which You are entitled under this Contract and accrue to the maximum Benefit limitations under this Contract.

5. The Member's Alternative Benefits will be terminated upon any of the following occurrences:
 - a. We determine, in Our sole discretion, that You are no longer a suitable candidate for the Alternative Benefits or that the Alternative Benefits are no longer necessary.
 - b. You receive care, treatment, services, or supplies for the medical condition that this Contract does not cover, and that are not specified as Alternative Benefits that We approve.

Article 19. When Won't the Plan Pay? Limitations and Exclusions

A. This Contract Does Not Cover Certain Services, Supplies, and Treatments

Services, supplies and treatment for services that are not covered under this Contract and complications from services, supplies and treatment for services that are not covered under this Contract are excluded.



B. We May Delete or Revise Limitations or Exclusions in this Contract

Any of the limitations and exclusions listed in this Contract may be deleted or revised as shown on the *Schedule of Benefits*. Unless otherwise shown as covered on the *Schedule of Benefits*, the following are not covered, **regardless of claim of Medical Necessity**:

1. Services, treatments, procedures, equipment, drugs, devices, items or supplies that are not Medically Necessary. The fact that a Physician or other Provider prescribes, orders, recommends or approves a service or supply, or that a court orders a service or supply to be rendered, does not make it Medically Necessary.
2. Any charges more than the Allowable Charge.
3. Incremental nursing charges which are in addition to the Hospital's standard charge for Bed, Board and General Nursing Service; charges for luxury accommodations or any accommodations in any Hospital or Allied Health Facility provided primarily for the patient's convenience; or Bed, Board and General Nursing Service in any other room at the same time Benefits are provided for use of a Special Care Unit.
4. Services, Surgery, supplies, treatment, or expenses:
 - a. other than those specifically listed as covered by this Contract or for which a Member has no obligation to pay, or for which no charge or a lesser charge would be made if a Member had no health insurance coverage (Benefits are available when Covered Services are rendered at medical facilities owned and operated by the State of Louisiana or any of its political subdivisions);
 - b. rendered or furnished before the Member's Effective Date or after the Member's coverage terminates, except as follows: Medical Benefits in connection with an Inpatient Hospital Admission will be provided for an Admission in progress on the date a Member's coverage under this Contract ends, until the end of that Admission, or until a Member has reached any Benefit limitations set in this Contract, whichever occurs first;

- c. which are performed by or upon the direction of a Provider, Physician or Allied Health Professional acting outside the scope of his license;
 - d. to the extent payment has been made or is available under any other contract issued by Blue Cross and Blue Shield of Louisiana or any Blue Cross or Blue Shield Company, or to the extent provided for under any other contract, except as allowed by law, and except for limited Benefit policies;
 - e. which are Investigational in nature, except as specifically provided in this Contract. Investigational determinations are made according to Our policies and procedures;
 - f. rendered as a result of occupational or work-related disease or injury compensable under any federal or state workers' compensation law or similar type legislation;
 - g. received from a dental or medical department maintained by or on behalf of an employer, a mutual benefit association, labor union, trust, or similar person or Group; or
 - h. rendered by a Provider who is the Member's spouse, child, stepchild, parent, stepparent or grandparent.
5. Services in the following categories:
- a. those for diseases contracted or injuries sustained as a result of war, declared or undeclared, or any act of war;
 - b. those for injuries or illnesses found by the Secretary of Veterans' Affairs to have been incurred in or aggravated during the performance of service in the uniformed services;
 - c. those occurring as a result of taking part in a riot or acts of civil disobedience;
 - d. for treating any Member detained in a correctional facility who has been adjudicated or convicted of the criminal offense causing the detention; and
 - e. those occurring as a result of a Member's commission or attempted commission of a felony. This exclusion does not apply to the extent inconsistent with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as amended. Benefits are available to the Member for illness or bodily injury due to an act of domestic violence or a medical condition (including both physical and Mental Health conditions); or in case of Emergency care, the initial medical screening examination, treatment and stabilization of an Emergency Medical Condition.
6. Services, surgery, supplies, treatment, or expenses in connection with or related to, or complications from the following **regardless of claim of Medical Necessity**:
- a. rhinoplasty;
 - b. blepharoplasty services identified by CPT codes 15820, 15821, 15822, 15823; brow ptosis identified by CPT code 67900; or any revised or equivalent codes;
 - c. gynecomastia;
 - d. breast enlargement or reduction, except for breast reconstructive services as specifically provided in this Contract;

- e. implantation, removal and re-implantation of breast implants and services, illnesses, conditions, complications and treatment in relation to or as a result of breast implants, except for breast reconstructive services as specifically provided in this Contract;
 - f. implantation, removal and re-implantation of penile prosthesis and services, illnesses, conditions, complications and treatment in relation to or as a result of penile prosthesis;
 - g. diastasis recti;
 - h. biofeedback;
 - i. lifestyle/habit changing clinics and/or programs, except those the law requires Us to cover or those We offer, endorse, approve, or promote as part of Your healthcare coverage under this Benefit Plan. We may also offer services as a Value-Added program subject to minimal additional cost to you. If clinically eligible to participate, You voluntarily choose whether to participate in the program. Wilderness camp/programs are excluded except when provided by a qualified Residential Treatment Center and approved by Us as Medically Necessary for the treatment of Mental Health conditions or substance use disorders;
 - j. treatment related to erectile or sexual dysfunctions, low sexual desire disorder or other sexual inadequacies;
 - k. industrial testing or self-help programs including stress management programs, work-hardening programs and functional-capacity evaluations; driving evaluations, etc., except services required to be covered by law;
 - l. recreational therapy;
 - m. Inpatient pain rehabilitation or Inpatient pain control programs; and
 - n. primarily to enhance athletic abilities.
7. Services, Surgery, supplies, treatment, or expenses related to:
- a. routine eye exams, eyeglasses or contact lenses (except for the initial pair and fitting of eyeglasses or contact lenses required after cataract Surgery), unless shown as covered in this policy or on the *Schedule of Benefits*;
 - b. eye exercises, visual training, or orthoptics;
 - c. hearing aids or for examinations for the prescribing or fitting of hearing aids, except as specified in this Contract;
 - d. hair pieces, wigs, hair growth and hair implants;
 - e. the correction of refractive errors of the eye, including radial keratotomy and laser surgery; or
 - f. visual therapy.

8. Services, Surgery, supplies, treatment or expenses related to:
 - a. any costs of donating an organ or tissue for transplant when a Member is a donor except as provided in this Contract;
 - b. transplant procedures for any human organ or tissue transplant not specifically listed as covered.
 - c. Related services or supplies include administration of high-dose chemotherapy to support transplant procedures;
 - d. the transplant of any non-human organ or tissue; or
 - e. bone marrow transplants and stem cell rescue (autologous and allogeneic) are not covered, except as provided in this Contract.
 - f. Gene Therapy or Cellular Immunotherapy if prior Authorization is not obtained or if the services are performed at an administering Facility that has not been approved in writing by Company prior to services being rendered.
9. Regardless of Medical Necessity, Benefits are not available for any of the following, except as specifically provided for in this Contract:
 - a. weight reduction programs;
 - b. removal of excess fat or skin, or services at a health spa or similar facility; or
 - c. obesity or morbid obesity, except as required by law.
10. Food or food supplements, formulas and medical foods, including those used for gastric tube feedings. This exclusion does not apply to Low Protein Food Products as described in this Contract.
11. Prescription Drugs that We determine are not Medically Necessary to treat illness or injury. The following are also not covered unless shown as covered on the *Schedule of Benefits*:
 - a. lifestyle-enhancing drugs including medications used for cosmetic purposes (for example, Botox®, Renova®, Tri-Luma®), hair loss or restoration (for example, Propecia®, Rogaine®), effects of aging on the skin, medications for weight loss (for example, Xenical®), or medications used to enhance athletic performance;
 - b. any medication not proven effective in general medical practice;
 - c. Investigational drugs and drugs used other than for the FDA approved indication along with all Medically Necessary services associated with the administration of the drug, except drugs that are not FDA approved for a particular indication but that are recognized for treating the covered indication in a standard reference compendia or as shown in the results of controlled clinical studies published in at least 2 peer reviewed national professional medical journals or the drug is expected to provide a similar clinical outcome for the covered indication as those included in nationally accepted standards of medical practice as determined by Us;
 - d. fertility drugs;

- e. nutritional or dietary supplements; or herbal supplements and treatments, except those required to be covered by the United States Preventive Services Task Force preventive services recommendations;
- f. prescription vitamins not listed as covered in the Prescription Drug Formulary (including but not limited to Enlyte);
- g. drugs that can be lawfully obtained without a Physician's order, including over-the-counter (OTC) drugs, except those required to be covered by law;
- h. selected Prescription Drugs for which there is an OTC-equivalent or for which a similar alternative exists as an OTC medication;
- i. refills that are more than the number specified by the Physician or the dispensing limitation described in this Contract, or a refill before 75% of day supply used, or any refills dispensed more than 1 year after the date of the Physician's original prescription;
- j. compounded drugs that exhibit any of the following characteristics:
 - (1) are similar to a commercially available product;
 - (2) whose principal ingredients are being used for an indication for which no FDA approval exists;
 - (3) whose principal ingredients are being mixed together for administration in a manner inconsistent with FDA approved labeling (for example, a drug approved for oral use being administered topically);
 - (4) compounded drugs that contain drug products or components of such drug products that have been withdrawn or removed from the market for reasons of safety; or
 - (5) compounded prescriptions whose only ingredients do not require a prescription;
- k. selected Prescription Drug products that contain more than 1 active ingredient (sometimes called *combination drugs*);
- l. Prescription Drug products that include or are packaged with a non-Prescription Drug product are excluded;
- m. Prescription Drug compounding kits are excluded;
- n. selected Prescription Drug products that are packaged in a way that contains more than one Prescription Drug;
- o. Prescription Drug products that contain marijuana, including medical marijuana;
- p. Prescription Drugs filled before the Member's Effective Date or after a Member's coverage ends;
- q. replacement of lost or stolen Prescription Drugs, or those rendered useless by mishandling, damage or breakage;
- r. Prescription Drugs, equipment or substances to treat sexual or erectile dysfunction (for example, Viagra®, Cialis®, Levitra®), low sexual desire disorder (Addyi®) or other sexual inadequacies;

- s. medication, drugs or substances that are illegal to dispense, possess, consume or use under the laws of the United States or any state, or that are dispensed or used in an illegal manner;
- t. growth hormone therapy, except for treating chronic renal insufficiency, AIDS wasting, Turner's Syndrome, Prader-Willi syndrome, Noonan Syndrome, wound healing in burn patients, growth delay in patients with severe burns, short bowel syndrome, short stature homeobox-containing gene (SHOX) deficiency, or growth hormone deficiency when a Physician confirms the growth hormone deficiency with abnormal provocative stimulation testing;
- u. Prescription Drugs for and treating idiopathic short stature;
- v. Prescription Drug coverage for Controlled Dangerous Substances may be limited or excluded when Controlled Dangerous Substances have been prescribed by multiple prescribers on a concurrent basis, where a prescriber agrees prescriptions were obtained through Member misrepresentation to that prescriber. Limitation may include requiring future Controlled Dangerous Substances to be obtained from only 1 prescriber and 1 pharmacy;
- w. topically applied prescription drug preparations that are approved by the FDA as medical devices;

Prescription Drugs subject to the Step Therapy program when the Step Therapy program was not used or the drug was not approved Us or Our Pharmacy Benefit Manager.

- x. Prescription Drugs approved for self-administration (for example, oral or self-injectable drugs) are not covered when obtained from a Physician or other Provider unless the Provider is contracted with Our Pharmacy Benefit Manager.
 - y. covered antihemophilic drugs, immune globulins, drugs recommended by the Food and Drug Administration (FDA) prescribing information to be administered by a healthcare professional, or drugs whose routes of administration include intravenous bolus and infusion, intramuscular, implantable, intrathecal, intraperitoneal, intrauterine, pellets, pumps, and other routes of administration as We determine are covered under the Medical Benefit and not covered under the Pharmacy Benefit.
 - z. sales tax or interest, including sales tax on Prescription Drugs. Any sales tax imposed on Prescription Drugs will be included in the cost of the Prescription Drugs in determining the Member's Coinsurance and Our financial responsibility. We will cover the cost of sales tax imposed on eligible Prescription Drugs, unless the total Prescription Drug Cost is less than the Member's Copayment, in which case, the Member must pay the Prescription Drug cost and sales tax.
12. Personal comfort, personal hygiene and convenience items including air conditioners, humidifiers, personal fitness equipment, or alterations to a Member's home or vehicle.
 13. Telephone calls, e-mail messages, or instant messages between You and your Provider. Services billed with Telehealth codes not medically appropriate for the setting in which the services are provided.
 14. Charges for failure to keep a scheduled visit, completion of a Claim form, to obtain medical records or information required to adjudicate a Claim, or for access to or enrollment in or with any Provider.
 15. Routine foot care; palliative or cosmetic care or treatment; treatment of flat feet. Except for people who have been diagnosed with diabetes: cutting or removal of corns and calluses, nail trimming or debriding, or supportive devices of the foot.
 16. Any abortion other than to save the life of the mother.

17. Services or supplies related to diagnosing and treating Infertility including in vitro fertilization, uterine embryo lavage, embryo transfer, artificial insemination, gamete intrafallopian tube transfer, zygote intrafallopian tube transfer, low tubal ovum transfer, and drug or hormonal therapy administered as part of the treatment. Even if fertile, these procedures are not available for Benefits.
18. Services, supplies or treatment related to artificial means of Pregnancy including in vitro fertilization, uterine embryo lavage, embryo transfer, artificial insemination, gamete intrafallopian tube transfer, zygote intrafallopian tube transfer, low tubal ovum transfer, and drug or hormonal therapy administered as part of the treatment.
19. Prenatal and postnatal services or supplies of a Gestational Carrier including, but not limited to, Hospital, Surgical, Mental Health, pharmacy or medical services.
20. Services, Surgery, supplies, treatment, or expenses of a Member related to:
 - a. genetic testing, unless the results are specifically required for a medical treatment decision on the Member or as required by law;
 - b. pre-implantation genetic diagnosis;
 - c. preconception carrier screening; and
 - d. prenatal carrier screening except screenings for cystic fibrosis.
21. Services performed in the home unless the services meet the definition of Home Health, are covered specifically in this policy, or are approved by Us.
22. Acupuncture, anesthesia by hypnosis, or charges for anesthesia for non-Covered Services.
23. Services, supplies or treatment for cosmetic purposes, Cosmetic Surgery and any complications of Cosmetic Surgery, unless required for a Congenital Anomaly or Mastectomy.
24. Dental Care and Treatment and dental appliances except as specifically provided in this Contract under Oral Surgery Benefits and Pediatric Dental Care Benefits. This exclusion does not apply to Cleft Lip and Cleft Palate Services.
25. Diagnosis, treatment, or surgery of dentofacial anomalies including malocclusion, Temporomandibular/Craniomandibular Joint Disorder, hyperplasia or hypoplasia of the mandible and maxilla, and any orthognathic condition. This exclusion does not apply to Cleft Lip and Cleft Palate Services.
26. Medical exams and diagnostic tests for routine or periodic physical examinations, screening examinations and immunizations, including occupational, recreational, camp or school required examinations, except as specifically provided in this Contract.
27. Travel, whether or not recommended by a Physician, and Ambulance Services, except as specifically provided in this Contract, or as approved by Us.
28. Educational services and supplies, training or re-training for a vocation, or the diagnosis, testing, or treatment for remedial reading, dyslexia and other learning disabilities. This includes Applied Behavior Analysis (ABA) services that are not habilitative treatment and specifically target academic and/or educational goals; and para-professional or shadowing services utilized as maintenance and/or Custodial Care to support academic learning opportunities in a classroom setting. This exclusion for educational

services and supplies does not apply to training and education for diabetes or any United States Preventive Services Task Force recommendations that are required to be covered by law .

29. Admission to a Hospital primarily for Diagnostic Services, which could have been provided safely and adequately in some other setting, for example, Outpatient department of a Hospital or Physician's office.
30. Custodial Care, nursing home or custodial home care, regardless of the level of care required or provided. This exclusion for Custodial Care does not apply to Habilitative Care services that are required to be covered by law .
31. Services or supplies for Preventive or Wellness Care and Well Baby Care, except as specifically provided in this Contract.
32. Hospital charges for a well newborn.
33. Counseling services such as career counseling, marriage counseling, divorce counseling, parental counseling and job counseling. This exclusion does not apply to counseling services required to be covered for Preventive or Wellness Care or when required by law .
34. Any incidental procedure, unbundled procedure, or mutually exclusive procedure, except as described in this Contract.
35. Surgical and medical treatment for snoring in the absence of obstructive sleep apnea, including laser-assisted uvulopalatoplasty (LAUP).
36. Paternity tests and tests performed for legal purposes.
37. Reversal of a voluntary sterilization procedure.
38. Any Durable Medical Equipment, disposable medical equipment, items and supplies over reasonable quantity limits as determined by Us. Portable defibrillators are not covered. Implantable defibrillators and wearable defibrillators are covered when Authorized by Us.
39. Sleep studies, unless performed as a home sleep study or in a network-accredited sleep laboratory. If a sleep study is not performed by a network-accredited sleep laboratory, as a home sleep study or a sleep study is denied, then neither the sleep study nor any professional Claims associated with the sleep study are eligible for coverage.
40. Applied Behavior Analysis (ABA) that We have determined is not Medically Necessary. ABA rendered to Members age 21 and older. ABA rendered by a Provider that has not been certified as an assistant behavior analyst or licensed as a behavior analyst by the Louisiana Behavior Analyst Board or the appropriate licensing agency, if within another state. Applied Behavior Analysis is not covered for conditions other than Autism Spectrum Disorders.
41. Services or supplies for the prophylactic storage of cord blood.

Article 20. What Else Applies to Your Plan? General Provisions

A. This Contract



1. This Contract, the *Application for Individual Health Coverage* expressing the entire money and other consideration for coverage, the *Schedule of Benefits*, and any amendments or endorsements make up the entire Contract between the parties.
2. This Contract is guaranteed renewable at the Subscriber's option, subject to eligibility determinations and redeterminations by Us or Exchange. By paying Your premiums when they are due, You show that You want to continue coverage. We will renew or continue coverage under this Contract on a month-to-month basis, at Your option.
3. We reserve the right to enter into any contractual agreements with subcontractors, healthcare providers, or other third parties relative to this Contract. Any function to be performed by Us under this Contract may be performed by Us or any of Our subsidiaries, affiliates, subcontractors, or designees.
4. Our liability is limited to the Benefits specified in this Contract. Benefits for Covered Services specified in this Contract will be provided only for services and supplies rendered on and after Your Effective Date by a Provider specified in this Contract and regularly included in such Provider's charges.
5. Continuity of healthcare services.
 - a. When We end a contractual agreement with a Provider, if You have begun a course of treatment with that Provider, We will notify You that We have removed the Provider from Our Preferred Provider Network. Any denial for continuity of healthcare services will be subject to Our grievance and Appeal process. You can continue receiving Covered Services until the course of treatment is completed, not more than ninety (90) days from the effective date of termination of the Provider's contractual agreement.
 - b. You have the right to continuity of care that applies to the following provisions and subject to consent of the treating Provider:
 - (1) If You have been diagnosed with a Life-Threatening Illness.
 - (2) If You have been diagnosed with a Serious Acute Condition.
 - (3) If You have been diagnosed as being in a high-risk pregnancy or are past the 24th week of pregnancy, You can continue receiving Covered Services through delivery and postpartum care related to the pregnancy and delivery.
 - (4) If You are currently within an ongoing course of treatment for a health condition for which a treating Provider attests that discontinuing care by that Provider would worsen the condition or interfere with anticipated outcomes.

- c. The provisions of continuity of care do not apply if any one of the following occurs:
- (1) The reason for termination of a Provider's contractual agreement is a result of documented reasons relative to quality of care, or the suspension, revocation or applicable restriction of the license to practice in Louisiana by the Louisiana State Board of Medical Examiners.
 - (2) You voluntarily choose to change Providers.
 - (3) You move outside of the geographic Service Area of the Provider or the HMOLA Provider Network.
 - (4) Your chronic condition only requires routine monitoring and is not an acute phase of the condition. Your chronic condition only requires routine monitoring and is not in an acute phase of the condition.

B. Section 1557 Grievance Procedure

Blue Cross and Blue Shield of Louisiana does not discriminate on the basis of race, color, national origin, sex, age or disability. Blue Cross and Blue Shield of Louisiana has adopted an internal grievance procedure providing for prompt resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of the Section 1557 Coordinator, who has been designated to coordinate the efforts of Blue Cross and Blue Shield of Louisiana to comply with Section 1557 at the following address:

Section 1557 Coordinator
P. O. Box 98012
Baton Rouge, LA 70898-9012
225-298-7238
800-711-5519 (TTY 711)
Fax: 225-298-7240
Email: Section1557Coordinator@bcbsla.com

If You believe You have been subjected to discrimination on the basis of race, color, national origin, sex, age or disability, You may file a grievance under this procedure. It is against the law for Blue Cross and Blue Shield of Louisiana to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

- Grievances must be submitted to the Section 1557 Coordinator within 60 days of the date You become aware of the alleged discriminatory action.
- A complaint must be in writing, containing Your name and address. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 1557 Coordinator will investigate the complaint. This investigation may be informal, but it will be thorough. You are encouraged to submit evidence related to Your complaint. The Section 1557 Coordinator will maintain the files and records of Blue Cross and Blue Shield of Louisiana relating to such grievances. To the extent possible, the Section 1557 Coordinator will take appropriate steps to preserve the

confidentiality of files and records relating to grievances and will share them only with those who have a need to know.

- The Section 1557 Coordinator will issue a written decision on the grievance no later than 30 days after it is received.
- You may appeal the decision of the Section 1557 Coordinator by writing to the Section 1557 Grievance Administrator within 15 days of receiving the Section 1557 Coordinator's decision. The Section 1557 Grievance Administrator shall issue a written decision in response to the appeal no later than 30 days after it is received.

The availability and use of this grievance procedure does not prevent You from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the United States Department of Health and Human Services, Office for Civil Rights. You can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

United States Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>. Such complaints must be filed within 180 days of the date of the alleged discrimination.

Blue Cross and Blue Shield of Louisiana will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.

C. Contract Changes

Subject to all laws that apply, We reserve the unlimited right to modify the terms of this Contract in any way. Changes will be effective upon renewal of the Contract and preceded by not less than 60 days' notice to You. We will issue to You an amendment to this Contract specifying the modification of the terms of this Contract as well as the Effective Date of the amendment. No change or waiver of any Contract provision will be effective until approved by Our chief executive officer or his delegate.

D. We Are Not Responsible for Acts of Providers

We will not be liable for or on account of any fault, act, omission, negligence, misfeasance, malfeasance or malpractice on the part of any Hospital or other institution, or any agent or employee, or on the part of any Physician, Allied Provider, nurse, technician or other person participating in or having to do with Your care or treatment.

E. Identification Cards

We will issue an identification (ID) card to You. You must present Your ID card whenever You receive Covered Services. ID cards are not transferable. Unauthorized use of the ID card by anyone can result in termination of Your coverage. The ID card serves only to identify the Member and confers no right to Covered Services or Benefits. To be entitled to Covered Services or Benefits an ID cardholder must be a Member on whose behalf all premiums have actually been paid. You must carry the ID card at all times to assure prompt receipt of Covered Services. If a card is lost or stolen, notify Us immediately.

F. Due Date for Premium Payments

1. Premiums are due and payable from Subscriber in advance, before the coverage is rendered. Premiums are due and payable beginning on the Effective Date of the first Policy Year of this Contract and on the same date each month thereafter. This is the premium due date. This policy is renewable on a monthly basis by the timely payment of each premium as it becomes due.
2. Premiums are owed by Subscriber. Premiums may not be paid by third parties unless related to the Subscriber by blood or marriage. Premiums may not be paid by Hospitals, Pharmacies, Physicians, automobile insurance carriers, or other insurance carriers. We will not accept premium payments by third parties unless required by law to do so. The fact that We may have previously accepted a premium from an unrelated third party does not mean that We will accept premiums from these parties in the future. We will accept advance payment of premium tax credits from the federal government.
3. If a premium is not paid when due, We may agree to accept a late premium. We are not required to accept a late premium. The fact that We may have previously accepted a late premium does not mean We will accept a late premium in the future. You may not rely on the fact that We may have previously accepted a late premium as indication that We will do so in the future.
4. Premiums must be paid in U.S. dollars. Policyholder will be assessed a \$25.00 NSF fee should its premium be paid with a check that is returned by the bank due to insufficient funds. If multiple payments are returned by the bank, We may at its sole discretion refuse to reinstate coverage.

G. Change in Premium Amount

1. This Contract will expire December 31, 2019. This Contract is renewable at Your option for the Policy Year beginning January 1, 2020. Any renewal of this Contract for the Policy Year that begins on January 1, 2020 will be subject to premium changes based on the rates that apply.
2. Except as provided in the following paragraph, We will give You 45 days' written notice of a premium change, at Your last address shown in Our records. Any change in premium will become effective on the date specified in the notice. If You continue to pay Your premium, You show that You accept the change.
3. Premiums are guaranteed for the Policy Year. However, We reserve the right to change premiums more often due to a change in the extent or nature of the risk that was not previously considered in the rate determination process at any time during the life of the Contract. This risk includes the addition of a newly covered person. Additionally, We reserve the right to change the premium if You request a change in Contract Benefits from that which was in force at the time of the last rate determination.

4. If Your age was misstated, any amount payable or any indemnity accruing under this Contract will be such as the premium paid would have purchased at the correct age. A clerical error will not void insurance which should be in force nor will it continue insurance which should have ended.
5. If non-tobacco premiums are charged when tobacco premiums should have been charged, We may retroactively adjust the premium and collect the appropriate premium.

H. Subscriber's Right to Cancel this Contract

1. As the Subscriber, You may cancel this Contract by writing to Us or the Exchange, as applicable, at least 14 days before the date of cancellation.

If You write to Us, send Your notice to Us at the home office:

Individual Membership and Billing
Blue Cross and Blue Shield of Louisiana
Attention: Individual Membership and Billing
P. O. Box 98029
Baton Rouge, LA 70898-9029

2. **You may not verbally cancel this Contract. Return this Contract with Your written notice of cancellation.** If You do not include Your Contract when You write to Us to cancel, We will deem Your cancellation notice to include Your declaration that You made a good faith attempt to find Your policy and the policy is not being returned because it was lost or destroyed.
3. If You give a cancellation notice to Us, the Contract will be canceled effective on the date that is 14 days from the date of Your cancellation notice or any later date You request in a written notice to Us, or on a date required by law. If Your cancellation request is given to the Exchange, the Exchange will determine the effective date of cancellation.

I. Our Right to Terminate this Contract for Nonpayment of Premium

1. Premiums are to be prepaid before coverage is rendered. The Subscriber is considered delinquent if premiums are not paid on the due date.
2. Subscribers that are receiving advance payments of the premium tax credit by the federal government, and have made at least 1 full first month premium payment during the Benefit Period, will have a 3-month delinquency period (*grace period*) to pay their share of the premiums due under this Contract. Claims will be paid during the first month of the delinquency period. If We do not receive the full premium due during the delinquency period, We will mail a delinquency or lapse notice to the Subscriber's address of record. If by the second month of the delinquency period We have not received all the premium payments that are due from Subscriber, Prescription Drug Benefits may immediately be denied. All other Claims for Covered Services received during that period will be pended, and Providers will be notified that if the Subscriber's share of the premiums due are not paid in full by the end of the delinquency period, his Claims will be denied. If We have not been paid in full for all the premiums owed by the end of the third month of the delinquency period, this Contract will be cancelled effective on the last day of the first month of the delinquency period, and any advance payments of the premium tax credits received for months 2 and 3 of the delinquency will be returned to the federal government. We will be under no obligation to

guarantee later coverage to Subscriber or his Dependents. If Subscriber pays premium in full, he may submit a paper Prescription Drug Claim form and the Claim will be processed. Medical Claims will be automatically processed if payment in full is made.

3. Subscribers that are not receiving advance payments of the premium tax credit have a 30-day delinquency period (*grace period*) from the due date of the premium. If We receive the premium during the delinquency period, coverage remains in effect according to the provisions of the Contract. If We do not receive the premium due during the delinquency period, We will mail a delinquency or lapse notice to the Subscriber's address of record. We may also mail a termination notice to the Subscriber's address of record, We may automatically terminate the Contract without further notice to the Subscriber if We do not receive Subscriber's premium at Our home office within 30 days of the due date (during the delinquency period). If We terminate this Contract for nonpayment of premium, termination will be effective midnight of the last day for which premiums have been paid. We will not be liable to pay Benefits for services rendered after the last date through which premiums have been paid. We will be under no obligation to guarantee later coverage to Subscriber or his Dependents during the Policy Year.
4. If this coverage is terminated for non-payment of premium or other amounts, We may require payment of all past due amounts before agreeing to reinstate this coverage or accepting you for coverage on a future policy of insurance.

J. Our Right to Rescind Coverage, Terminate or Non-Renew the Contract for Reasons Other Than Nonpayment of Premium

1. Causes for Rescission of Coverage (retroactive termination) of this Contract:

Subscriber or a Member commits fraud or intentionally misrepresents material fact under the terms of this Contract. The issuance of this Contract depends on the representations and statements on the *Application for Individual Health Coverage*. All representations made on it are material to the issuance of this Contract. Any information intentionally omitted from the application about any proposed Subscriber or Member will be an intentional misrepresentation of material fact. If You enroll someone who is not eligible for coverage, We will consider it to be an act of fraud or intentional misrepresentation of material fact. In such event, We will give You 30 days' advance written notice by certified mail and will include the reason for Rescission of Coverage. Rescission of Coverage could be retroactive to the Effective Date of coverage.

2. Causes for termination of coverage or non-renewal of this Contract:

- a. Subscriber fails to comply with a material plan provision or obligation under this Contract. In such event, We will give Subscriber 60 days' advance written notice by certified mail and will include the reason for termination or non-renewal. The effective date of the termination or non-renewal will be provided in the notice.
- b. A Member no longer lives or resides in the service area where We are authorized to do business. In such event, We will give Subscriber 60 days' advance written notice by certified mail and will include the reason for termination or non-renewal. The effective date of the termination or non-renewal will be provided in the notice.
- c. We cease to offer this product or coverage in the market. In such event, We will give Subscriber written notice by regular mail 90 days before the termination or non-renewal. The effective date of the termination or non-renewal will be provided in the notice.

- d. A Member enrolls in another Exchange Qualified Health Plan during an Open Enrollment Period or Special Enrollment Period. In such event, coverage will be terminated effective on the day before coverage in the other Qualified Health Plan begins.
- e. A Member is determined ineligible for this Contract at any point in time by the Exchange. In such event, coverage will be terminated effective on the last day of the month after the month in which the Exchange notifies Us of such determination, unless the Member requests an earlier termination date according to prior Contract provisions about cancellation.

K. Termination of a Member's Coverage

1. All coverage will end at the end of the period for which premiums have been paid. No Benefits are available for Covered Services rendered after the date of termination of coverage. However, if You or Your Dependent is an Inpatient in a Hospital on the date of termination, medical Benefits in connection with the Admission for that patient will terminate at the end of that Admission or upon reaching any Benefit limitations set in this Contract, whichever occurs first.
2. You have an obligation to notify Us, within 15 days, when Dependents die or need to be taken off this Contract for any reason. We will re-calculate premiums so You pay the proper amount. No refunds will be made to You if You fail to give timely notice when a Dependent ceases to be eligible to keep coverage or when a Dependent's coverage should have been terminated.
3. Coverage for Subscriber's spouse terminates automatically, without notice, at the end of the period for which premiums have been paid, when a final decree of divorce or other legal termination of marriage is rendered. You have an obligation to notify Us, within 15 days, after a final divorce or other legal termination of marriage is rendered.
4. Coverage for Dependents terminates automatically, without notice, at the end of the year the Dependent ceases to be an eligible Dependent unless it is specifically otherwise stated in this Contract or as provided by law. Premiums are required to be paid to retain coverage until the Dependent ceases to be eligible.
5. When the Subscriber dies, all coverage on this Contract ends for all people covered by the Contract. Termination is automatic and without notice. Termination is effective at the end of the billing period in which the Subscriber's death occurred, if premiums have been paid through that billing cycle.
6. If the spouse or other covered Dependents wish to continue coverage, he must notify Us or the Exchange, as appropriate, of the desire to continue coverage. Notification must be received by a Blue Cross and Blue Shield of Louisiana office within 30 days after the date of termination or by the Exchange in the timeframe established by the Exchange, to establish new coverage on a new policy.
7. If You move outside Our service area with the intent to move or establish a new residence outside Our service area, Your coverage will be terminated.
8. We reserve the right to automatically change the class of coverage and charge appropriate premium on this Contract to reflect the membership on the Contract.

L. Filing of Claims

1. You must file all Claims within ninety (90) days from the date services were rendered, unless it is not reasonably possible to do so. In no event may any Claim be filed later than fifteen (15) months from the date services were rendered.
2. Most Members that have Prescription Drug coverage will not be required to file Claims to obtain Prescription Drug Benefits as this is done automatically for You. However, if You must file a Claim to access Your Prescription Drug Benefit, You must use the Prescription Drug Claim form. The Prescription Drug Claim form, or an attachment acceptable to Us, may require the signature of the dispensing pharmacist. The Claim form should then be sent to Our Pharmacy Benefit Manager, whose number is on Your ID card.

M. Time Limit for Legal Action

1. No lawsuit related to a Claim may be filed any later than twelve (12) months after the Claims are required to be filed.
2. Any and all lawsuits, other than those related to Claims as stated above, must be brought within one (1) year of the end of the Benefit Period.

N. Release of Information

We may request that the Member or the Provider furnish certain information relating to the Member's Claim for Benefits. We will hold such information, records, or copies of records as confidential except where in Our discretion the same should be disclosed.

O. Assignment

1. Your rights and Benefits payable under this Contract are Yours; You may not assign them in whole or in part to someone else. We will recognize assignments of Benefits to Hospitals if both this Contract and the Provider are subject to La. R.S. 40:2010. If both this Contract and the Provider are not subject to La. R.S. 40:2010, We will not recognize assignments or attempted assignments of Benefits. Nothing in the written description of health coverage will be construed to make the health plan or Us liable to any third party to whom You may be liable for the cost of medical care, treatment, or services.
2. We reserve the right to pay PPO Providers and Hospitals, and Providers and Hospitals in Our Participating Provider Network directly instead of paying You.

P. Member and Provider Relationship

1. The choice of a Provider is Yours only.
2. We and all Network Providers are to each other independent contractors, and will not be considered to be agents, representatives, or employees of each other for any purpose whatsoever. Blue Cross and Blue Shield of Louisiana does not render Covered Services, but only makes payment for Covered Services You receive. We are not liable for any act or omission of any Provider, or for any Claim or demand on account of damages arising out of, or in any manner connected with, any injuries suffered by You while receiving care from any Network Provider or in any Network Provider's facilities. We have no responsibility for a Provider's failure or refusal to render Covered Services to You.

3. The use or non-use of an adjective such as Preferred Network, Participating, and Non-Participating in referring to any Provider is not a statement about the ability of the Provider.

Q. Applicable Law and Conforming Policy

This Contract will be governed and construed according to the laws and regulations of the State of Louisiana except when preempted by federal law. This Contract is not subject to regulation by any state other than the State of Louisiana. This Contract will conform to the Essential Health Benefits package and requirements. If any provision of this Contract conflicts with any law of the State of Louisiana or the United States of America that applies, the Contract will be automatically amended to meet the minimum requirements of the law. Any legal action filed against the Plan must be filed in the appropriate court in the State of Louisiana.

R. Subrogation

1. To the extent that Benefits for Covered Services are provided or paid under this Contract, We will be subrogated and will succeed to Your right for the recovery of the amount paid under this Contract against any person, organization or other carrier even where such carrier provides Benefits directly to You who are its insured. The acceptance of such Benefits hereunder will constitute such subrogation. Our right to recover will be subordinate to Your right to be “made whole.” We will be responsible for Our proportionate share of the reasonable attorney fees and costs actually incurred by You in pursuing recovery.
2. You will reimburse Us all amounts recovered by suit, settlement, or otherwise from any person, organization or other carrier, even where such carrier provides Benefits directly to a Member who is its insured, to the extent of the Benefits provided or paid under this Contract. Our right to reimbursement will be subordinate to Your right to be “made whole.” We agree that We will be responsible for Our proportionate share of the reasonable attorney fees and costs actually paid by You in pursuing recovery.
3. You will take such action, furnish such information and assistance, and execute such papers as We may require to facilitate enforcement of Our rights, and will take no action prejudicing Our rights and interests under this Contract. We and Our designees have the right to obtain and review Your medical and billing records, if We determine, in Our sole discretion, that such records would be helpful in pursuing Our right of subrogation and reimbursement.
4. You are required to notify Us of any Accidental Injury.

S. Right of Recovery

Whenever any payment for Covered Services has been made by Us in an amount that is more than the maximum Benefits available for such services under this Contract or is more than the Allowable Charge, or whenever payment has been made in error by Us for non-Covered Services, We will have the right to recover such payment from You or, if it applies, the Provider. As an alternative, We reserve the right to deduct from any pending Claim for payment under this Contract any amounts that We are owed by You or the Provider.

T. Coverage in a Department of Veterans Affairs or Military Hospital

In any case in which a veteran is furnished care or services by the Department of Veterans Affairs for a non-service-connected disability, the United States will have the right to recover or collect the reasonable cost of such care or services from Us to the extent the veteran would be eligible for Benefits for such care or services from Us if the care

or services had not been furnished by a department or agency of the United States. The amount that the United States may recover will be reduced by the appropriate Deductible Amount and Coinsurance amount.

The United States will have the right to collect from Us the reasonable cost of healthcare services incurred by the United States on behalf of a military retiree or a military Dependent through a facility of the United States military to the extent that the retiree or Dependent would be eligible to receive reimbursement or indemnification from Us if the retiree or Dependent were to incur such cost on his own behalf. The amount that the United States may recover will be reduced by the appropriate Deductible Amount and Coinsurance amount.

U. Liability of Plan Affiliates

You expressly acknowledge Your understanding that this agreement is a Contract only between You and Blue Cross and Blue Shield of Louisiana (the *Contract*), which is an independent corporation operating under a license from the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans (the *Association*), permitting the Contract to use the Blue Cross and Blue Shield service marks in the State of Louisiana, and that the Contract is not contracting as the agent of the Association. You also acknowledge and agree that You have not entered into this Contract based on representations by anyone other than the Contract and that no person, entity, or organization other than the Contract will be held accountable or liable to You for any of the Contract's obligations to You created under this Contract. This paragraph does not create any additional obligations on the part of the Contract other than those obligations created under other provisions of this Contract.

V. Out-of-Area Services

Blue Cross and Blue Shield of Louisiana has a variety of relationships with other Blue Cross and/or Blue Shield Plans and their Licensed Controlled Affiliates ("Licensees"). Generally, these relationships are called "Inter-Plan Arrangements." These Inter-Plan Arrangements work based on rules and procedures issued by the Blue Cross and Blue Shield Association. Whenever You obtain healthcare services outside the geographic area We serve, the Claim for those services may be processed through one of these Inter-Plan Arrangements. The Inter-Plan Arrangements are described below.

When You receive care outside of Our service area, You will receive it from one of two kinds of Providers. Most Providers ("Participating Providers") contract with the local Blue Cross and/or Blue Shield Licensee in that geographic area ("Host Blue"). Some Providers ("Non-Participating Providers") don't contract with the Host Blue. We explain below how We pay both kinds of Providers.

Inter-Plan Arrangements Eligibility – Claim Types

All Claim types are eligible to be processed through Inter-Plan Arrangements, as described above, except for all Dental Care Benefits when paid as medical Benefits, and those Prescription Drug Benefits or vision care Benefits that may be administered by a third party contracted by Us to provide the specific service or services.

1. BlueCard® Program

Under the BlueCard® Program, when You receive Covered Services within the geographic area served by a Host Blue, We will remain responsible for doing what We agreed to in the contract. However, the Host Blue is responsible for contracting with and generally handling all interactions with its Participating Providers.

When You receive Covered Services outside Our service area and the Claim is processed through the BlueCard® Program, the amount You pay for the Covered Services is calculated based on the lower of:

- the billed charges for Your Covered Services; or
- the negotiated price that the Host Blue makes available to Us.

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

Estimated pricing and average pricing also take into account adjustments to correct for over- or underestimation of past pricing of Claims, as noted above. However, such adjustments will not affect the price We have used for Your Claim because they will not be applied after a Claim has already been paid.

2. Special Case: Value-Based Programs

a. BlueCard® Program

If You receive Covered Services under a Value-Based Program inside a Host Blue’s service area, You will not be responsible for paying any of the Provider Incentives, risk-sharing, and/or Care Coordinator Fees that are a part of such an arrangement, except when a Host Blue passes these fees to Us through average pricing or fee schedule adjustments.

b. Negotiated (non-BlueCard® Program) Arrangements

If We have entered into a Negotiated Arrangement with a Host Blue to provide Value-Based Programs to Our Members, We will follow the same procedures for Value-Based Programs administration and Care Coordinator Fees as noted above for the BlueCard® Program.

3. Inter-Plan Programs: Federal/State Taxes/Surcharges/Fees

Federal or state laws or regulations may require a surcharge, tax or other fee that applies to insured accounts. If applicable, We will include any such surcharge, tax or other fee as part of the Claim charge passed on to You.

4. Non-Participating Providers Outside Our Service Area

a. Member Liability Calculation

When Covered Services are provided outside of Our service area by Non-Participating Providers, the amount You pay for such services will normally be based on either the Host Blue’s Non-Participating Provider local payment or the pricing arrangements required by applicable state law. In these situations, You may be responsible for the difference between the amount that the Non-Participating Provider bills and the payment We will make for the Covered Services as set forth in this paragraph. Federal or state law, as applicable, may govern payments for out-of-network Emergency Medical Services.

b. Exceptions

In certain situations, We may use other payment methods, such as billed charges for Covered Services, the payment We would make if the healthcare services had been obtained within Our service area, or a special negotiated payment to determine the amount We will pay for services provided by Non-Participating Providers. In these situations, You may be liable for the difference between the amount that the Non-Participating Provider bills and the payment We will make for the Covered Services as set forth in this paragraph.

5. Blue Cross Blue Shield Global® Core

If You are outside the United States, the Commonwealth of Puerto Rico, and the U.S. Virgin Islands (hereinafter “BlueCard® service area”), You may be able to take advantage of the Blue Cross Blue Shield Global® Core when accessing Covered Services. The Blue Cross Blue Shield Global® Core is unlike the BlueCard® Program available in the BlueCard® service area in certain ways. For instance, although the Blue Cross Blue Shield Global® Core assists You with accessing a network of Inpatient, Outpatient and professional Providers, the network is not served by a Host Blue. As such, when You receive care from Providers outside the BlueCard® service area, You will typically have to pay the Providers and submit the Claims Yourself to obtain reimbursement for these services.

If You need medical assistance services (including locating a doctor or Hospital) outside the BlueCard® service area, You should call the Blue Cross Blue Shield Global® Core service center at 1.800.810.BLUE (2583) or call collect at 1.804.673.1177, 24 hours a day, seven days a week. An assistance coordinator, working with a medical professional, will arrange a Physician appointment or hospitalization, if necessary.

a. Inpatient Services

In most cases, if You contact the Blue Cross Blue Shield Global® Core service center for assistance, Hospitals will not require You to pay for covered Inpatient services, except for Your Deductible and Coinsurance. In such cases, the Hospital will submit Your Claims to the Blue Cross Blue Shield Global® Core service center to begin Claims processing. However, if You paid in full at the time of service, You must submit a Claim to receive reimbursement for Covered Services. You must contact Us to obtain Authorization for non-Emergency Inpatient services, as explained in the Care Management Article of this Contract.

b. Outpatient Services

Physicians, Urgent Care Centers and other Outpatient Providers located outside the BlueCard® service area will typically require You to pay in full at the time of service. You must submit a Claim to obtain reimbursement for Covered Services.

c. Submitting a Blue Cross Blue Shield Global® Core Claim

When You pay for Covered Services outside the BlueCard® service area, You must submit a Claim to obtain reimbursement. For institutional and professional Claims, You should complete a Blue Cross Blue Shield Global® Core claim form and send the claim form with the Provider’s itemized bill(s) to the Blue Cross Blue Shield Global® Core service center at the address on the form to initiate Claims processing. Following the instructions on the claim form will help ensure timely processing of Your Claim. The claim form is available from Us, the Blue Cross Blue Shield Global® Core service center, or online at www.bcbsglobalcore.com. If You need assistance with Your Claim submission, You should call the Blue Cross Blue Shield Global® Core service center at 1.800.810.BLUE (2583) or call collect at 1.804.673.1177, 24 hours a day, seven days a week.

W. HIPAA Certificates of Creditable Coverage

We will issue a certificate of Creditable Coverage or similar document to an individual, if requested within 24 months after coverage under this Contract ceases.

X. Medicare Part D Certificates of Creditable or Non-Creditable Prescription Drug Coverage

We will provide to certain individuals who have Prescription Drug coverage under this Contract, without charge, a written certification that their Prescription Drug coverage under this Contract is either creditable or non-creditable. Coverage is *creditable* if it is at least as good as the standard Medicare Part D prescription drug benefit. We will give these certificates to Covered individuals who are eligible for Medicare Part D based on enrollment data You provided to Us.

We will provide Medicare Part D Certificates of Creditable or Non-Creditable Prescription Drug Coverage to You at the following times, or as designated by law:

1. before the Medicare Part D Annual Coordinated Election Period;
2. before an individual's Initial Enrollment Period (IEP) for Medicare Part D;
3. whenever Prescription Drug coverage under this Contract ends;
4. whenever Prescription Drug coverage under this Contract changes so that it is no longer creditable or becomes creditable; and
5. upon a Medicare beneficiary's request.

Y. Proxy Votes

Election of the Board of Directors for Us and certain significant corporate transactions are determined by majority vote of its policyholders, unless the law or Our Articles of Incorporation or Bylaws require a different vote. A policyholder designates, by means of the *Application for Individual Health Coverage*, the members of the Board of Directors as his proxy to vote on these important matters. Payment of each premium extends the proxy's effectiveness unless revoked by the policyholder. This proxy may be revoked by the policyholder by giving written notice of the revocation. This revocation may be in any form of writing either revoking the proxy or designating a different proxy and must be sent to Us at:

Blue Cross and Blue Shield of Louisiana
P.O. Box 98029
Baton Rouge, Louisiana 70898-9029

Instead of giving his proxy in the *Application for Individual Health Coverage*, the policyholder may designate any other policyholder as his proxy by any form of writing which includes the policyholder's name and policy number, sent to Us as indicated above. Notice of meetings to the proxy constitutes notice to the policyholders giving their proxies. Further, notice is given that the annual meeting is held on the third Tuesday in February or on the next business day following, if a legal holiday. However, additional notice of meetings will be sent to any policyholder or his proxy upon his written request for such notice directed to Our secretary.

Article 21. Coordination of Benefits

A. Applicability

1. This Coordination of Benefits (“COB”) section applies to This Plan when a Member has healthcare coverage under more than one Plan. “Plan” is defined below.
2. This Section is intended to describe the order of benefit determination rules govern the order in which each Plan will pay a claim for benefits. The Plan that pays first is called the Primary plan. The Primary plan must pay benefits in accordance with its policy terms without regard to the possibility that another Plan may cover some expenses. The Plan that pays after the Primary plan is the Secondary plan. The Secondary plan may reduce the benefits it pays so that payments from all Plans do not exceed 100% of the total Allowable expense.

B. Definitions (Applicable only to this Article of this Contract)

1. “Allowable Expense” means any healthcare service or expense, including deductibles, coinsurance or copayments, that is covered in full or at least in part by any Plan covering the person.
 - a. When a Plan provides benefits in the form of services, the reasonable cash value of each service will be considered an Allowable expense and a benefit paid.
 - b. An expense or a portion of an expense that is not covered by any of the Plans is not an allowable expense.
 - c. The following are examples of expenses that are not Allowable Expenses.
 - (1) If a person is confined in a private hospital room, the difference between the cost of a semi-private room in the hospital and the private room is not an Allowable Expense, unless one of the Plans provides coverage for private hospital room expenses.
 - (2) If a person is covered by two or more Plans that compute their benefit payments on the basis of usual and customary fees or relative value schedule reimbursement or other similar reimbursement methodology, any amount charged by the Provider in excess of the highest reimbursement amount for a specified benefit is not an Allowable Expense.
 - (3) If a person is covered by two or more Plans that provide benefits or services on the basis of negotiated fees, any amount in excess of the highest of the negotiated fees is not an Allowable Expense.
 - d. The following are examples of expenses that are Allowable Expenses.

If a person is covered by one plan that 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 that provides its benefits or services on the basis of negotiated fees, the primary Plan’s payment arrangement shall be the allowable expense for all plans.

The amount of any benefit reduction by the Primary plan because a covered 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 admissions, and preferred provider arrangements.

2. “Closed Panel Plan” a plan that provides health benefits to covered persons primarily in the form of services through a panel of Providers that have contracted with or are employed by the plan, and that excludes benefits for services provided by other Providers, except in cases of emergency or referral by a panel member.
3. “Coordination of Benefits or COB Provision” the part of the contract providing the health care benefits to which the COB provision applies and which may be reduced because of the benefits of other plans. Any other part of the contract providing health care benefits is separate from this plan. A contract may apply one COB provision to certain benefits, such as dental benefits, coordinating only with similar benefits, and may apply another COB provision to coordinate other benefits.
4. “Custodial Parent”
 - a. the parent awarded custody of a child by a court decree; or
 - b. in the absence of a court decree, the parent with whom the child resides more than one half of the calendar year without regard to any temporary visitation.
5. “Order of Benefit Determination Rules” determine whether This plan is a Primary plan or Secondary plan when the person has health care coverage under more than one Plan. When This plan is primary, it determines payment for its benefits first before those of any other Plan without considering any other Plan’s benefits. When This plan is secondary, it determines its benefits after those of another Plan and may reduce the benefits it pays so that all Plan benefits do not exceed 100% of the total Allowable expense.
6. “Plan” is any of the following that provides benefits or services for medical or dental care or treatment. If separate contracts are used to provide coordinated coverage for members of a group, the separate contracts are considered parts of the same plan and there is no COB among those separate contracts.
 - a. Plan includes:
 - (1) Group and non-group Insurance Contracts;
 - (2) Health maintenance organization (HMO);
 - (3) group and non-group coverage through closed panel plans;
 - (4) Group-Type Contracts (whether insured or uninsured);
 - (5) the medical care components of long-term care contracts, such as skilled nursing care;
 - (6) the medical benefits under group or individual automobile contracts;
 - (7) Medicare or other governmental benefits, as permitted by law .

- b. Plan does not include:
 - (1) hospital indemnity coverage benefits or other fixed indemnity coverage;
 - (2) accident only coverage;
 - (3) specified disease or specified accident coverage;
 - (4) limited benefit health coverage as defined by state law;
 - (5) school accident-type coverage except those enumerated in LSA-R.S. 22:1000 A.3C;
 - (6) benefits provided in long-term care insurance policies for non-medical services;
 - (7) Medicare supplement policies;
 - (8) a state plan under Medicaid; or
 - (9) coverage under other federal government plans, unless permitted by law.

Each contract for coverage under a or b, listed above, is a separate Plan. If a Plan has two parts and COB rules apply only to one of the two, each of the parts is treated as a separate Plan.

C. Order of Benefit Determination Rules

- 1. When a person is covered by two or more Plans, the rules for determining the order of benefit payments are as follows:
 - a. The Primary plan pays or provides its benefits according to its terms of coverage and without regard to the benefits of under any other Plan.
 - (1) Except as provided in Paragraph (2) below, a Plan that does not contain a coordination of benefits provision that is consistent with this Section is always primary unless the provisions of both Plans state that the complying plan is primary.
 - (2) 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 the supplementary coverage shall be excess to any other parts of the Plan provided by the Policyholder. 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.
 - b. 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.
- 2. Each Plan determines its order of benefits using the first of the following rules that apply:

- a. **Non-Dependent or Dependent Rule.** The Plan that covers the person other than as a dependent, for example as an employee, member, policyholder, Subscriber or retiree is the Primary plan and the Plan that covers the person as a dependent is the Secondary plan. However, if the person is a Medicare beneficiary and, as a result of federal law, Medicare is secondary to the Plan covering the person as a dependent; and primary to the Plan covering the person as other than a dependent (e.g. a retired employee); then the order of benefits between the two Plans is reversed so that the Plan covering the person as an employee, member, policyholder, subscriber or retiree is the Secondary plan and the other Plan is the Primary plan.
- b. **Dependent Child Covered Under More Than One Plan Rules.** Unless there is a court decree stating otherwise, when a dependent child is covered by more than one Plan the order of benefits is determined as follows:
 - (1) For a dependent child whose parents are married or are living together, whether or not they have ever been married:
 - (a) The Plan of the parent whose Birthday falls earlier in the calendar year is the Primary plan; or
 - (b) If both parents have the same Birthday, the Plan that has covered the parent the longest is the Primary plan.
 - (2) For a dependent child whose parents are divorced or separated or not living together, whether or not they have ever been married:
 - (a) If a court decree states that one of the parents is responsible for the dependent child's healthcare expenses or healthcare coverage and the Plan of that parent has actual knowledge of those terms, that Plan is primary. This rule applies to plan years commencing after the Plan is given notice of the court decree;
 - (b) If a court decree states that both parents are responsible for the dependent child's healthcare expenses or healthcare coverage, the provisions of Subparagraph (1) above shall determine the order of benefits;
 - (c) If a court decree states that the parents have joint custody without specifying that one parent has responsibility for the healthcare expenses or healthcare coverage of the dependent child, the provisions of Subparagraph (1) above shall determine the order of benefits; or
 - (d) If there is no court decree allocating responsibility for the dependent child's healthcare expenses or healthcare coverage, the order of benefits for the child are as follows:
 - (a) The Plan covering the Custodial parent;
 - (b) The Plan covering the spouse of the Custodial parent;
 - (c) The Plan covering the non-custodial parent; and then
 - (d) The Plan covering the spouse of the non-custodial parent.

- (3) For a dependent child covered under more than one Plan of individuals who are not the parents of the child, the provisions of Subparagraphs (1) or (2) above shall determine the order of benefits as if those individuals were the parents of the child.
- (4) For a dependent child covered under the spouse's plan:
 - (a) For a dependent child who has coverage under either or both parents' plans and also has his or her own coverage as a dependent under a spouse's plan, the Longer or Shorter Length in Coverage Rule applies.
 - (b) In the event the dependent child's coverage under the spouse's plan began on the same date as the dependent child's coverage under either or both parents' plans, the order of benefits shall be determined by applying the birthday rule above in Subparagraph (1) to the dependent child's parent(s) and the dependent's spouse.
- c. **Active Employee or Retired or Laid-off Employee Rule.** The Plan that covers a person as an active employee, that is, an employee who is neither laid off nor retired, is the Primary plan. The Plan covering that same person as a retired or laid-off employee is the Secondary plan. The same would hold true if a person is a dependent of an active employee and that same person is a dependent of a retired or laid-off employee. If the other Plan does not have this rule, and as a result, the Plans do not agree on the order of benefits, this rule is ignored. This rule does not apply if the rule of Subparagraph (2) can determine the order of benefits.
- d. **COBRA or State Continuation Coverage Rule.** If a person whose coverage is provided pursuant to COBRA or under a right of continuation provided by state or other federal law is covered under another Plan, the Plan covering the person as an employee, member, subscriber or retiree or covering the person as a dependent of an employee, member, subscriber or retiree is the Primary plan and the COBRA or state or other federal continuation coverage is the Secondary plan. If the other Plan does not have this rule, and as a result, the Plans do not agree on the order of benefits, this rule is ignored. This rule does not apply if the rule of Subparagraph (2) determine the order of benefits.
- e. **Longer or Shorter Length of Coverage Rule.** The Plan that covered the person as an employee, member, policyholder, Subscriber or retiree longer is the Primary plan and the Plan that covered the person the shorter period of time is the Secondary plan.
- f. **Fall-Back Rule.** If none of the preceding rules determine the order of benefits, the Allowable Expenses shall be shared equally between the Plans meeting the definition of Plan. In any event, This Plan will never pay more than it would have paid had it been the Primary plan.

D. Effects on the Benefits of This Plan

1. When this plan is secondary, it may reduce its 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 any 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, coinsurance, copayments and any amounts it would have credited to its deductible in the absence of other health care coverage.

2. The difference between the benefit payments that this plan would have paid had it been the primary plan, and the benefit payments that it actually paid or provided shall be recorded as a benefit reserve for the covered person and used by this plan to pay any allowable expenses, not otherwise paid during the claim determination period. As each claim is submitted, this plan will:
3. If there is a benefit reserve, the secondary plan will use the covered person's benefit reserve to pay up to 100 percent of total allowable expenses incurred during the claim determination period. At the end of the claims determination period, the benefit reserve returns to zero. A new benefit reserve must be created for each new claim determination period.
 - a. determine its obligation to pay or provide benefits under its contract;
 - b. determine whether a benefit reserve has been recorded for the covered person; and
 - c. determine whether there are any unpaid allowable expenses during that claims determination period.
4. If a covered person is enrolled in two or more Closed panel plans and if, for any reason, including the provision of service by a non-panel provider, benefits are not payable by one Closed panel plan, COB shall not apply between that Plan and other Closed panel plans.

You may request a copy in either paper form or electronic form of Appendix C, which provides an explanation for secondary plans on the purpose and use of the benefit reserve and how secondary plans calculate claims. A copy of Appendix C is also available on the Louisiana Department of Insurance's website at https://www.ldi.la.gov/docs/default-source/documents/legaldocs/regulations/reg32-appendixc.pdf?sfvrsn=24e14b52_0.

E. Summary

This is a summary of only a few of the provisions of your health plan to help you understand coordination of benefits, which can be very complicated. This is not a complete description of all of the coordination rules and procedures, and does not change or replace the language above, which determines your benefits.

1. Double Coverage

It is common for family members to be covered by more than one health care plan. This happens, for example, when a husband and wife both work and choose to have family coverage through both employers. When you are covered by more than one health plan, state law permits your insurers to follow a procedure called "coordination of benefits" to determine how much each should pay when you have a claim. The goal is to make sure that the combined payments of all plans do not add up to more than your covered health care expenses. Coordination of benefits (COB) is complicated, and covers a wide variety of circumstances. This is only an outline of some of the most common ones.

2. Primary or Secondary

You will be asked to identify all the plans that cover members of your family. We need this information to determine whether we are the “primary” or “secondary” benefit payer. The primary plan always pays first when you have a claim. Any plan that does not contain your state’s COB rules will always be primary.

3. When This Plan is Primary

If you or a family member are covered under another plan in addition to this one, we will be primary when:

- a. The claim is for your own health care expenses, unless you are covered by Medicare and both you and your spouse are retired;
- b. The claim is for your spouse, who is covered by Medicare, and you are not both retired;
- c. The claim is for the healthcare expenses of your child who is covered by This Plan and:
 - (1) You are married and your birthday is earlier in the year than your spouse’s or you are living with another individual, regardless of whether or not you have ever been married to that individual, and your birthday is earlier than that other individual’s birthday. This is known as the birthday rule.;
 - (2) You are separated or divorced and you have informed us of a court decree that makes you responsible for the child’s health care expenses; or
 - (3) There is no court decree, but you have custody of the child.

4. Other Situations

- a. We will be primary when any other provisions of state or federal law require us to be. When we are the primary plan, we will pay the benefits in accordance with the terms of your contract, just as if you had no other health care coverage under any other plan
- b. We will be secondary whenever the rules do not require us to be primary. When we are the secondary plan, we do not pay until after the primary plan has paid its benefits. We will then pay part or all of the allowable expenses left unpaid, as explained below. An “allowable expense” is a health care service or expense covered by one of the plans, including copayments, coinsurance and deductibles.

If there is a difference between the amount the plans allow, we will base our payment on the higher amount. However, if the primary plan has a contract with the provider, our combined payments will not be more than the contract calls for. Health maintenance organizations (HMOs) and preferred provider organizations (PPOs) usually have contracts with their providers.

We will determine our payment by subtracting the amount the primary plan paid from the amount we would have paid if we had been primary. We will use any savings to pay the balance of any unpaid allowable expenses covered by either plan.

If the primary plan covers similar kinds of health care expenses, but allows expenses that we do not cover, we will pay for those items as long as there is a balance in your benefit reserve, as explained below.

We will not pay an amount the primary plan did not cover because you did not follow its rules and procedures. For example, if your plan has reduced its benefit because you did not obtain pre-certification, as required by that plan, we will not pay the amount of the reduction, because it is not an allowable expense.

c. **Benefit Reserve**

When we are secondary we often will pay less than we would have paid if we had been primary. Each time we "save" by paying less, we will put that savings into a benefit reserve. Each family member covered by this plan has a separate benefit reserve. We use the benefit reserve to pay allowable expenses that are covered only partially by both plans. To obtain a reimbursement, you must show us what the primary plan has paid so we can calculate the savings. To make sure you receive the full benefit or coordination, you should submit all claims to each of your plans. Savings can build up in your reserve for one year. At the end of the year any balance is erased, and a fresh benefit reserve begins for each person the next year as soon as there are savings on their claims.

F. Right to Receive and Release Needed Information

Certain facts are needed to apply these COB rules. We have the right to decide which facts We need. We may get needed facts from or give them to any other organization or person. We need not tell, or get the consent of, any person to do this. Each person claiming Benefits under This Plan must give Us any facts We need to pay the Claim.

G. Facility of Payment

A payment made under another Plan may include an amount that should have been paid under This Plan. We may pay that amount to the organization that made that payment. That amount will then be treated as though it were a Benefit paid under This Plan. To the extent, such payments are made; they discharge Us from further liability. The term "payment made" includes providing benefits in the form of services, in which case the payment made will be deemed to be the reasonable cash value of any benefits provided in the form of services.

H. Right of Recovery

If the amount of the payments that We made is more than it should have paid under this COB section, We may recover the excess. We may get such recovery or payment from one or more of:

1. the persons We have paid or for whom We have paid;
2. insurance companies; or
3. other organizations.

The "amount of the payments made" includes the reasonable cash value of any benefits provided in the form of services.

Article 22. How Can You File a Complaint, Grievance, or Appeal

We want to know when a Member is dissatisfied about the care or services he receives from Blue Cross and Blue Shield of Louisiana or one of Our Providers. If a Member wants to register a Complaint or file a formal written Grievance about Us or a Provider, please refer to the procedures below.



A Member may be dissatisfied about decisions We make regarding Covered Services. We consider a written Appeal as the Member's request to change an Adverse Benefit Determination made by the Company.

Your Appeal rights are outlined below, after the Complaint and Grievance procedures. In addition to the Appeals rights, the Member's Provider is given an opportunity to speak with a Medical Director for an Informal Reconsideration of Our coverage decision when they concern Medical Necessity determinations.

We have expedited Appeals processes for situations where the time frame of the standard medical Appeal would seriously jeopardize the life or health of a covered person or would jeopardize the covered person's ability to regain maximum function.

A. Complaint, Grievance, and Informal Reconsideration Procedures

A quality of service concern addresses Our services, access, availability or attitude and those of Our Network Providers. A quality of care concern addresses the appropriateness of care given to a Member.

1. To Register a Complaint

A Complaint is an oral expression of dissatisfaction with Us or with Provider services. Members may call Customer Service to register a Complaint. We will attempt to resolve a Member's Complaint at the time of their call.

Medical Benefits: call Us at 1-800-599-2583 or 1-225-291-5370

Pediatric Dental Care Benefits: call UCD at 1-866-445-5338

Pediatric Vision Care Benefits: call Davis Vision at 1-888-343-3470

2. To File a Formal Grievance

A Grievance is a written expression of dissatisfaction with Us or with Provider services. If the Member does not feel their Complaint was adequately resolved or they wish to file a formal Grievance, a written request must be submitted within one hundred eighty (180) days of the event that led to the dissatisfaction. For assistance, the Member may call Our Customer Service Department.

Send written Grievances to the applicable address listed below:

Medical Benefits
Blue Cross and Blue Shield of Louisiana
Appeals and Grievance Unit
PO Box 98045
Baton Rouge, LA 70898-9045

Pediatric Dental Care Benefits
Blue Cross and Blue Shield of Louisiana
c/o United Concordia Dental
PO Box 69420
Harrisburg, PA 17106-9420

Pediatric Vision Care Benefits
Blue Cross and Blue Shield of Louisiana
c/o Davis Vision
PO Box 791
Latham, NY 12110

A response will be mailed to the Member within thirty (30) business days of receipt of the Member's written Grievance.

3. Informal Reconsideration

An Informal Reconsideration is a request by telephone, made by an authorized Provider on the Member's behalf, to speak to Our medical director or a peer reviewer about a Utilization Management decision that We have made. An Informal Reconsideration is typically based on submission of additional information or a peer-to-peer discussion.

An Informal Reconsideration is available only for initial determinations that are requested within ten (10) days of the denial or Concurrent Review determination. We will conduct an Informal Reconsideration within one (1) working day of Our receipt of the request.

B. Standard Appeals

If a Member is not satisfied with Our decision, a written request to Appeal must be submitted within one hundred eighty (180) days of Our initial Adverse Benefit Determination for administrative Appeals and internal medical Appeals. Requests submitted to Us after one hundred eighty (180) days of Our initial Adverse Benefit Determination will not be considered.

Multiple requests to Appeal the same Claim, service, issue or date of service will not be considered.

If the Member has questions or needs assistance, the Member may call Our Customer Service Department.

The Member has the right to appoint an authorized representative to speak on their behalf in his Appeals. An authorized representative is a person to whom the Member has given written consent to represent him in an internal or external review of an Adverse Benefit Determination. The authorized representative may be the Member's treating Provider, if the Member appoints the Provider in writing.

We will determine if a Member's Appeal is an administrative Appeal or a medical Appeal.

The Member is encouraged to provide Us with all available information to help Us completely evaluate the Appeal such as written comments, documents, records, and other information relating to the Adverse Benefit Determination.

We will provide the Member, upon request and free of charge, reasonable access to, and copies of, all documents, records, and other information relevant to the Adverse Benefit Determination.

1. Administrative Appeals

Administrative Appeals involve contractual issues, Rescissions of Coverage, and Adverse Benefit Determinations which are not related to Medical Necessity, appropriateness, healthcare setting, level of care, effectiveness or treatment is determined to be experimental or investigational.

Administrative Appeals should be submitted in writing to:

Blue Cross and Blue Shield of Louisiana
Appeals and Grievance Unit
P.O. Box 98045
Baton Rouge, LA 70898-9045

Persons not involved in previous decisions regarding the initial Adverse Benefit Determination will review the administrative Appeal. If the administrative Appeal is overturned, We will reprocess the Member's Claim, if any. If the administrative Appeal is upheld, this decision will be considered final and binding.

The administrative Appeal decision will be mailed to the Member, his authorized representative, or a Provider authorized to act on the Member's behalf, within thirty (30) days of receipt of the Member's request; unless it is mutually agreed that an extension of time is warranted.

Administrative Appeals have only one internal level of review and are not eligible for the External Appeal process with the exception of a Rescission of Coverage.

2. Medical Appeals

Medical Appeals involve Adverse Benefit Determinations for Medical Necessity, appropriateness, healthcare setting, level of care, or effectiveness or is determined to be experimental or Investigational and any related prospective or retrospective review determination.

We offer the Member two (2) standard levels of Medical Appeals, including an internal review of the initial Adverse Benefit Determination, then an external review.

Medical Appeals should be submitted in writing to:

Blue Cross and Blue Shield of Louisiana
Medical Appeals
P. O. Box 98022
Baton Rouge, LA 70898-9022

a. Internal Medical Appeals

A Physician or other healthcare professional; in the same or an appropriate specialty that typically manages the medical condition, procedure, or treatment under review and who is not subordinate to any previous decision-maker on the initial Adverse Benefit Determination, will review the internal Medical Necessity Appeal.

If the internal medical Appeal is overturned, We will reprocess the Member's Claim, if any. If the internal medical Appeal is upheld, We will inform the Member of their right to begin the External Appeal process if the Adverse Benefit Determination meets the criteria.

The internal medical Appeal decision will be mailed to the Member, his authorized representative, or a Provider authorized to act on the Member's behalf, within thirty (30) days of receipt of the Member's request; unless it is mutually agrees that an extension of time is warranted.

b. External Medical Appeal and Rescission of Coverage

For medical Appeals and Rescission of Coverage, the second level will be handled by an external Independent Review Organization (IRO) that is not affiliated with Us and randomly assigned by the Louisiana Department of Insurance.

A Member must exhaust all internal Appeal opportunities prior to requesting an External Appeal conducted by an Independent Review Organization.

If the Member disagrees with the internal medical Appeal decision or Rescission of Coverage, a written request for an External Appeal must be submitted within one hundred twenty (120) days of receipt of the internal medical Appeal decision or Rescission of Coverage to:

Blue Cross and Blue Shield of Louisiana
Medical Appeals
P. O. Box 98022
Baton Rouge, LA 70898-9022

Requests submitted to Us after one hundred twenty (120) days of receipt of the internal medical Appeal decision or Rescission of Coverage will not be considered. You are required to sign the form included in the internal medical Appeal denial notice which authorizes release of medical records for review by the IRO. **Appeals submitted by your Provider will not be accepted without this form completed with Your signature.**

We will provide the IRO all pertinent information necessary to conduct the Appeal. The external review will be completed within forty-five (45) days of Our receipt of the External Appeal. The IRO will notify the Member, his authorized representative, or a Provider authorized to act on the Member's behalf of its decision.

The IRO decision will be considered a final and binding decision on both the Member and Us for purposes of determining coverage under a health Contract. This Appeals process shall constitute your sole recourse in disputes concerning determinations of whether a health service or item is or was Medically Necessary or Investigational, except to the extent that other remedies are available under State or Federal law.

You may contact the Commissioner of Insurance directly for assistance.

Commissioner of Insurance
P. O. Box 94214
Baton Rouge, LA 70804-9214
1-225-342-5900 or 1-800-259-5300

C. Expedited Appeals

The expedited Appeal process is available for review of the Adverse Benefit Determination involving a situation where the time frame of the standard medical Appeal would seriously jeopardize the Member's life, health or ability to regain maximum function. It includes a situation where, in the opinion of the treating physician, the Member may experience pain that cannot be adequately controlled while awaiting a standard medical Appeal decision. An expedited Appeal also includes requests concerning an Admission, availability of care, continued stay, or healthcare service for a Member currently in the emergency room, under observation, or receiving Inpatient care.

An Expedited External Appeal is also available if the Adverse Benefit Determination involves a denial of coverage based on a determination that the recommended or requested healthcare service or treatment is deemed experimental or Investigational; and the covered person's treating Physician certifies in writing that the recommended or requested healthcare service or treatment that is the subject of the Adverse Benefit Determination would be significantly less effective if not promptly initiated.

Expedited Appeals are not provided for review of services previously rendered.

An Expedited Appeal shall be made available to, and may be initiated by the Member, his authorized representative, or a Provider authorized to act on the Member's behalf. Requests for an Expedited Appeal may be verbal or written.

For verbal Expedited Appeals, call 1-800-376-7741 or 1-225-293-0625.

For written Expedited Appeals, fax 225-298-1835 or mail to:

Blue Cross and Blue Shield of Louisiana
Expedited Appeal – Medical Appeals
P.O. Box 98022
Baton Rouge, LA 70898-9022

1. Expedited Internal Medical Appeals

In these cases, We will make a decision no later than seventy-two (72) hours of our receipt of an internal Expedited Appeal request that meets the criteria for Expedited Appeal.

In any case where the internal Expedited Appeal process does not resolve a difference of opinion between Us and the Member or the Provider acting on behalf of the Member, the Appeal may be elevated to an Expedited External Appeal.

If an Expedited internal medical Appeal does not meet the Expedited Appeal criteria or does not include the physician attestation signature, the Appeal will follow the standard Appeal process timeframe.

2. Expedited External Medical Appeal

An Expedited External Appeal is a request for immediate review, by an Independent Review Organization (IRO). The request may be simultaneously filed with a request for an internal Expedited Appeal, since the Independent Review Organization assigned to conduct the expedited external review will determine whether the request is eligible for an external review at the time of receipt. We will forward all pertinent information for Expedited External Appeal requests to the IRO so the review may be completed within seventy-two (72) hours of receipt.

Article 23. How to Make Policy Changes and File Claims

Blue Cross and Blue Shield of Louisiana is continuing to update its online access for You. You may now be able to perform many of the functions described below without contacting Our Customer Service Department. Log on to www.bcbsla.com to access these services.



You can find all of the forms mentioned in this section at one of Our local service offices* or from the home office of Blue Cross and Blue Shield of Louisiana. To submit documentation to Us, send it to Our home office at:

Blue Cross and Blue Shield of Louisiana
P. O. Box 98029
Baton Rouge, LA 70898-9029

or to

5525 Reitz Avenue
Baton Rouge, LA 70809

If You have any questions about any of the information in this section, You may call Your insurance agent or customer service at the number on Your ID card.

A. Changing Family Members on Your Policy

Article 3: *Schedule of Eligibility* lets You know when You may add additional family members to Your policy. Read the *Schedule of Eligibility* and this section as they contain important information for You.

- If Your coverage was purchased On-Exchange: You will need to make all policy changes directly through the Exchange.
- If Your coverage was purchased Off-Exchange through an agent or through Blue Cross and Blue Shield of Louisiana: You will need to make all policy changes through the agent or through Blue Cross and Blue Shield of Louisiana. A Change of Status Card is the document that We must receive to enroll family members not listed on Your original application or enrollment form. The Change of Status Card is used to add newborn children, newborn adopted children, a spouse, or other Dependents. It is extremely important that You follow the timing rules in the *Schedule of Eligibility*. Completing and returning a Change of Status Card is especially important when Your first Dependent becomes eligible for coverage or when You no longer have any eligible Dependents. A Change of Status Card is also required to remove existing family Members listed on Your original application or enrollment form, or shown as covered in Our records.
- **If you do not complete and return a required *Change of Status Card* to Us within the timeframes set out in the *Schedule of Eligibility*, it is possible that your insurance coverage will not be expanded to include the additional family members or family members may not be removed from coverage.**

B. How to File Insurance Claims for Benefits

We and most Providers have entered into agreements that eliminate the need for a Member to personally file a Claim for Benefits. Preferred and Participating Providers will file Claims for Members either by mail or electronically. In certain situations, the Provider may request the Member to file the Claim. If Your Provider does request You to file directly with Us, the following information will help You in correctly completing the Claim form. If You need to file a paper Claim, send it to:

Blue Cross and Blue Shield of Louisiana
Claims Processing
P. O. Box 98029
Baton Rouge, La 70898-9029

Your Blue Cross and Blue Shield of Louisiana ID card shows the way Your name appears on Our records. If You have Dependent coverage, the names are recorded as You wrote them on Your application card. The ID card also lists Your Contract number. This number is the identification to Your membership records and should be provided to Us each time a Claim is filed.

To help in prompt handling of Your Claims, be sure that:

- an appropriate Claim form is used;
- the Contract number on the form is the same as the number on Your ID card;
- the patient's date of birth is listed;
- the patient's relationship to the Subscriber is correctly stated;
- all charges are itemized on a statement from the Provider;
- the itemized statement from the Provider contains the Provider's name, address, and tax ID number and is attached to the Claim form;
- the date of service (date of Admission to a Hospital or other Provider) or date of treatment is correct;
- the Provider includes a diagnosis code and a procedure code for each service and treatment rendered (the diagnosis code pointers must be consistent with the Claim form); and
- the Claim is completed and signed by the Member.

C. Prescription Drug Claims

Most Members with Prescription Drug coverage will not be required to file Claims to obtain Prescription Drug Benefits as this is done automatically when You present Your ID card to a Participating Pharmacy. However, if You must file a Claim to access Your Prescription Drug Benefit, You must use the Prescription Drug Claim form. The Prescription Drug Claim form, or an attachment acceptable to Us, may require the signature of the dispensing pharmacist. The Claim form should then be sent to Our Pharmacy Benefit Manager, whose number is on Your ID card.

Benefits will be paid to the Member based on the Allowable Charge for the Prescription Drug.

D. Other Medical Claims

When You receive other medical services (clinics, Provider offices, etc.) You should ask if the Provider is a Preferred or Participating Provider. If yes, this Provider will file Your Claim with Us. In some situations, the Providers may request payment and ask You to file. If this occurs, be sure the Claim form is complete before forwarding to Blue Cross and Blue Shield of Louisiana. If You are filing the Claim, the Claim must contain the itemized charges for each procedure or service. Statements, canceled checks, payment receipts and balance forward bills may not be used in place of itemized bills.

Important Note: Itemized bills submitted with claim forms must include the following:

- full name of patient;
- dates of service;
- description of and procedure code for service;
- diagnosis code;
- charge for service; and
- name and address of Provider of service.

E. Claims for Nursing Services

A receipt must be obtained for nursing services from each nurse indicating the name of the patient and the number of days covered by each receipt. Each receipt must also be signed by the nurse with the initials RN or LPN and registry number. A statement from the attending Physician or Allied Health Provider that services were Medically Necessary may also need to be filed with the receipts for nursing services.

F. Claims for Durable Medical Equipment (DME)

Charges for rental or purchase of wheelchairs, braces, crutches, etc. must be on the bill of the supplying firm, giving a description of the item rented or purchased, the date, the charge, and the patient's name. A statement from the attending Physician or Allied Health Provider that services were Medically Necessary may also need to be filed with these bills.

G. Mental Health and Substance Use Disorders Claims

For help with filing a Claim for Mental Health or substance use disorders, see Your ID card or call customer service.

H. Claims Questions

You can view information about a Claim online at www.bcbsla.com. You can also write Us at the address below or call Our Customer Service Department at the number on Your ID card or go to any local service office.* If You call for information about a Claim, We can help You better if You have the information at hand; particularly the Contract number, patient's name and date of service.

Remember, ALWAYS refer to Your Contract number in all correspondence and recheck it against the Contract number on Your ID card to be sure it is correct.

Blue Cross and Blue Shield of Louisiana
P. O. Box 98029
Baton Rouge, La 70898-9029

* Blue Cross and Blue Shield of Louisiana has local service offices in Baton Rouge, New Orleans, Lake Charles, Lafayette, Alexandria, Houma, Monroe and Shreveport.

LLHIGA NOTICE

SUMMARY OF THE LOUISIANA LIFE AND HEALTH INSURANCE GUARANTY ASSOCIATION ACT AND NOTICE CONCERNING COVERAGE LIMITATIONS AND EXCLUSIONS

- A. Residents of Louisiana who purchase life insurance, annuities or health insurance should know that the insurance companies licensed in this state to write these types of insurance are members of the Louisiana Life and Health Insurance Guaranty Association, or LLHIGA. The purpose of LLHIGA is to assure that policyholders will be protected, within limits, in the unlikely event that a member insurer becomes financially unable to meet its obligations. If this happens, LLHIGA will assess its other member insurance companies for the money to pay the claims of insured persons who live in this state, and in some cases, to keep coverage in force. However, the valuable extra protection provided by these insurers through LLHIGA is limited. As noted in the disclaimer below, this protection is not a substitute for consumers' care in selecting companies that are well-managed and financially stable.

DISCLAIMER

The Louisiana Life and Health Insurance Guaranty Association provides coverage of certain claims under some types of policies if the insurer becomes impaired or insolvent. **COVERAGE MAY NOT BE AVAILABLE FOR YOUR POLICY.** Even if coverage is provided, there are significant limits and exclusions. Coverage is generally conditioned upon residence in this state. Other conditions may also preclude coverage. Insurance companies and insurance agents are prohibited by law from using the existence of the association or its coverage to sell you an insurance policy. You should not rely on the availability of coverage under the Louisiana Life and Health Insurance Guaranty Association when selecting an insurer. The Louisiana Life and Health Insurance Guaranty Association or the Department of Insurance will respond to any questions you may have which are not answered by this document.

LLHIGA

P.O. Drawer 44126
Baton Rouge, Louisiana 70804

Department of Insurance

P.O. Box 94214
Baton Rouge, Louisiana 70804-9214

- B. The state law that provides for this safety-net coverage is called the Louisiana Life and Health Insurance Guaranty Association Law (the law), and is set forth at R.S.22:2081 et seq. The following is a brief summary of this law's coverage, exclusions and limits. This summary does not cover all provisions of the law; nor does it in any way change any person's rights or obligations under the law or the rights or obligations of LLHIGA.
- C. Generally, individuals will be protected by the Louisiana Life and Health Insurance Guaranty Association if they live in this state and hold a direct non-group life, health, health maintenance organization, or annuity policy or contract, a certificate under a direct group policy or contract for a supplemental contract to any of these, or an unallocated annuity contract, issued by an insurer authorized to conduct business in Louisiana. The beneficiaries, payees or assignees of insured persons may also be protected as well, even if they live in another state; unless they are afforded coverage by the guaranty association of another state, or other circumstances described under the law are applicable.
- D. Exclusion from Coverage
1. A person who holds a direct non-group life, health, health maintenance organization, or annuity policy or contract, a certificate under a direct group policy or contract for a supplemental contract to any of these, or an unallocated annuity contract is not protected by LLHIGA if:
 - a. he is eligible for protection under the laws of another state;
 - b. the insurer was not authorized to do business in this state;
 - c. his policy was issued by a profit or nonprofit hospital or medical service organization, a fraternal benefit society, a mandatory state pooling plan, a mutual assessment company or similar plan in which the policyholder is subject to future assessments, an insurance exchange, an organization that issues charitable gift annuities as is defined by law, or any entity similar to any of these.

2. LLHIGA also does not provide coverage for:

- a. any policy or portion of a policy which is not guaranteed by the insurer or for which the individual has assumed the risk, such as a variable contract sold by prospectus;
- b. any policy of reinsurance (unless an assumption certificate was issued);
- c. interest rate or crediting rate yields, or similar factors employed in calculating changes in value, that exceed an average rate;
- d. dividends, premium refunds, or similar fees or allowances described under the law;
- e. credits given in connection with the administration of a policy by a group contract holder;
- f. employers', associations' or similar entities' plans to the extent they are self-funded (that is, not insured by an insurance company, even if an insurance company administers them) or uninsured;
- g. unallocated annuity contracts (which give rights to group contract holders, not individuals), except if qualified by law
- h. an obligation that does not arise under the express written terms of the policy or contract issued by the insurer to the policy owner or contract owner, including but not limited to, claims described under the law;
- i. a policy or contract providing any hospital, medical, prescription drug or other health care benefits pursuant to "Medicare Part A coverage", "Medicare Part B coverage", "Medicare Part C coverage", or "Medicare Part D coverage" and any regulations issued pursuant to those parts;
- j. interest or other changes in value to be determined by the use of an index or other external references but which have not been credited to the policy or contract or as to which the policy or contract owner's rights are subject to forfeiture, as of the date the member insurer becomes an impaired or insolvent insurer, whichever is earlier.

E. Limits on Amounts of Coverage

1. The Louisiana Life and Health Insurance Guaranty Association Law also limits the amount that LLHIGA is obligated to pay out.
2. The benefits for which LLHIGA may become liable shall in no event exceed the lesser of the following:
 - a. LLHIGA cannot pay more than what the insurance company would owe under a policy or contract if it were not an impaired or an insolvent insurer.
 - b. For any one insured life, regardless of the number of policies or contracts there are with the same company, LLHIGA will pay a maximum of \$300,000 in life insurance death benefits, but not more than \$100,000 in net cash surrender and net cash withdrawal values for life insurance.
 - c. For any one insured life, regardless of the number of policies or contracts there are with the same company, LLHIGA will pay a maximum of \$500,000 in health insurance benefits, and LLHIGA will pay a maximum of \$250,000 in present value of annuities, including net cash surrender and net cash withdrawal values.
3. In no event, regardless of the number of policies and contracts there were with the same company, and no matter how many different types of coverages, LLHIGA shall not be liable to expend more than \$500,000 in the aggregate with respect to any one individual.



Blue Cross and Blue Shield of Louisiana
HMO Louisiana
Southern National Life

Nondiscrimination Notice

Discrimination is Against the Law

Blue Cross and Blue Shield of Louisiana and its subsidiaries, HMO Louisiana, Inc. and Southern National Life Insurance Company, Inc., does not exclude people or treat them differently on the basis of race, color, national origin, age, disability or sex in its health programs or activities.

Blue Cross and Blue Shield of Louisiana and its subsidiaries:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (audio, accessible electronic formats)
- Provide free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, you can call the Customer Service number on the back of your ID card or email **MeaningfulAccessLanguageTranslation@bcbsla.com**. If you are hearing impaired call 1-800-711-5519 (TTY 711).

If you believe that Blue Cross, one of its subsidiaries or your employer-insured health plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you have the right to take the following steps;

1. If you are fully insured through Blue Cross, file a grievance with Blue Cross by mail, fax, or email.

Section 1557 Coordinator
P. O. Box 98012
Baton Rouge, LA 70898-9012
225-298-7238 or 1-800-711-5519 (TTY 711)
Fax: 225-298-7240
Email: Section1557Coordinator@bcbsla.com

2. If your employer owns your health plan and Blue Cross administers the plan, contact your employer or your company's Human Resources Department. To determine if your plan is fully insured by Blue Cross or owned by your employer, go to www.bcbsla.com/checkmyplan.

Whether Blue Cross or your employer owns your plan, you can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Or

Electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

NOTICE

Free language services are available. If needed, please call the Customer Service number on the back of your ID card. Hearing-impaired customers call 1-800-711-5519 (TTY 711).

Tiene a su disposición servicios lingüísticos gratuitos. De necesitarlos, por favor, llame al número del Servicio de Atención al Cliente que aparece en el reverso de su tarjeta de identificación. Clientes con dificultades auditivas, llamen al 1-800-711-5519 (TTY 711).

Des services linguistiques gratuits sont disponibles. Si nécessaire, veuillez appeler le numéro du Service clientèle figurant au verso de votre carte d'identification. Si vous souffrez d'une déficience auditive, veuillez appeler le 1-800-711-5519 (TTY 711).

Có dịch vụ thông dịch miễn phí. Nếu cần, xin vui lòng gọi cho Phục Vụ Khách Hàng theo số ở mặt sau thẻ ID của quý vị. Khách hàng nào bị suy giảm thính lực hãy gọi số 1-800-711-5519 (TTY 711).

我们为您提供免费的语言服务。如有需要，请致电您 ID 卡背面的客户服务号码。听障客户请拨打 1-800-711-5519 (TTY 711)。

الخدمات اللغوية متاحة مجاناً. يرجى، إذا اقتضى الأمر، الاتصال برقم خدمة العملاء المدون على ظهر بطاقة التعريف الخاصة بك. إذا كنت تعاني من إعاقة في السمع، فيرجى الاتصال بالرقم 1-800-711-5519 (TTY 711).

Magagamit ang mga libreng serbisyo sa wika. Kung kinakailangan, pakitawagan ang numero ng Customer Service sa likod ng iyong ID kard. Para sa mga may kapansanan sa pandinig tumawag sa 1-800-711-5519 (TTY 711).

무료 언어 서비스를 이용하실 수 있습니다. 필요한 경우 귀하의 ID 카드 뒤에 기재되어 있는 고객 서비스 번호로 연락하시기 바랍니다. 청각 장애가 있는 분은 1-800-711-5519 (TTY 711)로 연락하십시오.

Oferecemos serviços linguísticos grátis. Caso necessário, ligue para o número de Atendimento ao Cliente indicado no verso de seu cartão de identificação. Caso tenha uma deficiência auditiva, ligue para 1-800-711-5519 (TTY 711).

ພວກເຮົາມີບໍລິການແປພາສາໃຫ້ທ່ານພຣີ. ຖ້າທ່ານຕ້ອງການບໍລິການນັ້ນ, ກະລຸນາໂທຫາພະແນກບໍລິການລູກຄ້າຕາມເບີໂທທີ່ຢູ່ທາງຫຼັງຂອງບັດປະຈຳຕົວຂອງທ່ານ. ຖ້າທ່ານຫຼຸບໍ່ດີ, ຂໍໃຫ້ໂທເບີ 1-800-711-5519 (TTY 711).

無料の言語サービスをご利用頂けます。あなたのIDカードの裏面に記載されているサポートセンターの電話番号までご連絡ください。聴覚障害がある場合は、1-800-711-5519 (TTY 711)までご連絡ください。

زبان سے متعلق مفت خدمات دستیاب ہیں۔ اگر ضرورت ہو تو، براہ کرم اپنے آئی ڈی کارڈ کی پشت پر موجود کسٹمر سروس نمبر پر کال کریں۔
سمعی نقص والے کسٹمرز 1-800-711-5519 (TTY 711) پر کال کریں۔

Kostenlose Sprachdienste stehen zur Verfügung. Falls Sie diese benötigen, rufen Sie bitte die Kundendienstnummer auf der Rückseite Ihrer ID-Karte an. Hörbehinderte Kunden rufen bitte unter der Nummer 1-800-711-5519 (TTY 711) an.

خدمات رایگان زبان در دسترس است. در صورت نیاز، لطفاً با شماره خدمات مشتریان که در پشت کارت شناسایی تان درج شده است تماس بگیرید.
مشتریانی که مشکل شنوایی دارند با شماره 1-800-711-5519 (TTY 711) تماس بگیرند.

Предлагаются бесплатные переводческие услуги. При необходимости, пожалуйста, позвоните по номеру Отдела обслуживания клиентов, указанному на оборотной стороне Вашей идентификационной карты. Клиенты с нарушениями слуха могут позвонить по номеру 1-800-711-5519 (Телефон с текстовым выходом: 711).

มีบริการด้านภาษาให้ใช้ได้ฟรี หากต้องการ โปรดโทรศัพท์ติดต่อฝ่ายการบริการลูกค้าตามหมายเลขที่อยู่ด้านหลังบัตรประจำตัวประชาชนของท่าน
สำหรับลูกค้าที่มีปัญหาทางการได้ยิน โปรดโทรศัพท์ไปที่หมายเลข 1-800-711-5519 (TTY 711)

