NGF INDIVIDUAL



BLUE Saver

HIGH DEDUCTIBLE INDIVIDUAL COMPREHENSIVE MAJOR MEDICAL BENEFIT PLAN

LOUISIANA BLUE

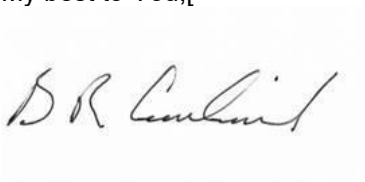
Blue Cross and Blue Shield of Louisiana is an independent licensee of the Blue Cross Blue Shield Association.

97176EX-035 R01/27

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 the ID card and We will do Our best to assist You.

My best to You,[



Bryan R. Camerlinck]
President and Chief Executive Officer

Blue Cross and Blue Shield of Louisiana is an independent licensee of the Blue Cross Blue Shield Association.

Louisiana HMO Louisiana

WOMEN'S HEALTH AND CANCER RIGHTS ACT (WHCRA) 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 mastectomy-related benefits, coverage will be provided in a manner determined in consultation with the attending Physician and the patient, for:

- All stages of reconstruction of the breast on which the mastectomy has been performed or reconstruction of both breasts if a bilateral mastectomy has been performed;
- Surgery and reconstruction of the other breast to produce a symmetrical appearance, including but not limited to contralateral prophylactic mastectomy, 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 Deductible Amount, Coinsurance, and Copayments applicable to other medical and surgical Benefits provided under this plan. Information on the plan's specific Deductible Amount, Coinsurance, or Copayment will be shown on the Schedule of Benefits.

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 the ID card.

Blue Cross and Blue Shield of Louisiana and its subsidiary, HMO Louisiana Inc., are independent licensees of the Blue Cross Blue Shield Association.

INDIVIDUAL BLUE SAVER® CONTRACT
HIGH DEDUCTIBLE HEALTH PLAN

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.

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

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 OUT-OF-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.LABLUE.COM** OR BY CALLING THE CUSTOMER SERVICE TELEPHONE NUMBER OF YOUR HEALTH PLAN.

YOUR SHARE OF THE PAYMENT FOR HEALTHCARE SERVICES MAY BE BASED ON THE AGREEMENT BETWEEN YOUR HEALTH PLAN 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.

We base Our payment of Benefits for Your Covered Services on an amount known as the Allowable Charge. The Allowable Charge depends on the specific Provider from whom You receive Covered Services.

Note that federal law prohibits a Non-Network Provider from balance billing You for non-Emergency Medical Services performed at a Network facility unless the Provider issued the required written notice to You and has obtained Your Informed Consent to provide such services.

Utilization Management decision-making is based only on appropriateness of care and service and existence of coverage. We do 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.

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 selected by You in consultation with Your attending Physician. Annual preventive cancer screenings under this Benefit will be subject to applicable cost share shown on the Schedule of Benefits.

Important information regarding this Contract will be sent to the mailing address You provided on the application for coverage. **You are responsible for keeping Us informed of any changes in 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.lablue.com/pharmacy**.

You may also call Us at the number on the 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 Contract and is medically appropriate for You.

TABLE OF CONTENTS

ARTICLE I. UNDERSTANDING THE BASICS OF YOUR COVERAGE 9

A. This Coverage and the Patient Protection and Affordable Care Act 9
B. Facts About this High Deductible Health Plan (HDHP) 9
C. Our Provider Network 10
D. United Concordia Dental Advantage Plus Network 10
E. Davis Vision Network 11
F. Obtaining Emergency and Non-Emergency Care Outside Louisiana and Around the World 11
G. Authorizations 12
H. How We Determine What We Pay for Covered Services 12
I. Sample Illustration of Member Costs When Care is Obtained at a Non-Participating Hospital 13
J. When a Member Purchases Covered Prescription Drugs 14
K. Mental Health and Substance Use Disorder Benefits 14
L. Member Incentives and Value-Added Services 14
M. Health Management and Wellness Tools and Resources 14
N. Customer Service Email Address 15
O. Identity Protection Services 15

ARTICLE II. DEFINITIONS 16

ARTICLE III. SCHEDULE OF ELIGIBILITY 29

A. Open Enrollment Period 29
B. Eligibility 29
C. Available Classes of Coverage 29
D. Effective Date 30
E. Special Enrollment 30

ARTICLE IV. BENEFITS 34

A. Benefit Categories 34
B. Deductible Amounts 34
C. Coinsurance 35
D. Out-of-Pocket Amounts 35
E. Accumulator Transfers 36
F. Medicare Coverage 36

ARTICLE V. HOSPITAL BENEFITS 37

A. Inpatient Bed, Board and General Nursing Services 37
B. Other Hospital Services (Inpatient and Outpatient) 37
C. Emergency Medical Services 37
D. Pre-Admission Testing 37

ARTICLE VI. YOUR MEDICAL AND SURGICAL BENEFITS 38

A. Surgical Services 38
B. Inpatient Medical Services 39
C. Outpatient Medical and Surgical Services 39

D. Classification of Benefits as Medical Surgical (MS) Benefits Versus Mental Health/Substance Use Disorder (MH/SUD) Benefits 40

ARTICLE VII. YOUR BENEFITS FOR PRESCRIPTION DRUGS 41

ARTICLE VIII. PREVENTIVE OR WELLNESS CARE 44

A. Well Woman Examinations and Counseling 44
B. Physical Examinations, Screenings and Testing 44
C. Preventive or Wellness Care Required by the Patient Protection and Affordable Care Act 45
D. New Recommended Preventive or Wellness Care Services 45

ARTICLE IX. MENTAL HEALTH BENEFITS 46

ARTICLE X. SUBSTANCE USE DISORDER BENEFITS 46

ARTICLE XI. ORAL SURGERY BENEFITS 47

A. Covered Services or Procedures 47
B. Coordination of this Contract with Non-Group Stand-Alone Dental Contracts 48

ARTICLE XII. ORGAN, TISSUE AND BONE MARROW TRANSPLANT BENEFITS 49

ARTICLE XIII. PREGNANCY CARE AND NEWBORN CARE BENEFITS 51

A. Pregnancy Care Benefits 51
B. Newborn Care for a Dependent Who is Covered at Birth 51
C. Statement of Rights Under the Newborns' and Mothers' Health Protection Act 52

ARTICLE XIV. REHABILITATIVE AND HABILITATIVE CARE BENEFITS 53

A. Occupational Therapy 53
B. Physical Therapy 53
C. Speech/Language Pathology Therapy 54
D. Chiropractic Services 54

ARTICLE XV. PEDIATRIC DENTAL CARE BENEFITS 55

A. Definitions *(Applicable only to this Pediatric Dental Care Benefits Article of this plan)* 55
B. Diagnostic and Preventive Services 57
C. Basic Services 58
D. Major Services 58
E. Medically Necessary Orthodontics 60
F. Pre-Determination 61
G. Alternate Benefits 61
H. Coordination of this Section with Stand-Alone Dental Contracts 61
I. Benefit Extension Period After Termination of Coverage 61
J. Exclusions 61

ARTICLE XVI. PEDIATRIC VISION CARE BENEFITS 64

A. Definitions *(Applicable only to this Pediatric Vision Care Benefits Article of this plan)* 64
B. Vision Benefits 66

C. Limitations to Network Benefits 67
D. Non-Network Benefits 68
E. Discounts 68
F. Sales Taxes on Covered Items 68
G. Exclusions 68

ARTICLE XVII. OTHER COVERED SERVICES, SUPPLIES OR EQUIPMENT 69

A. Acupuncture Benefits 69
B. Ambulance Service Benefits 69
C. Attention Deficit/Hyperactivity Disorder 70
D. Autism Spectrum Disorders 70
E. Breast Reconstructive Surgical Services and Breast Cancer Long-Term Survivorship Care 71
F. Cleft Lip and Cleft Palate Services 71
G. Clinical Trial Participation 72
H. Dental Treatment for Cancer Patients 73
I. Diabetes Benefits 74
J. Dietitian Visits for Nutritional Counseling 74
K. Disposable Medical Equipment and Supplies 74
L. Durable Medical Equipment, Orthotic Devices, Prosthetic Appliances and Devices 74
M. Emergency Medical Services 79
N. Fertility Preservation Services 79
O. Gene Therapy and Cellular Immunotherapy Benefits 80
P. Genetic or Molecular Testing for Cancer 80
Q. Hearing Benefits 80
R. High-Tech Imaging Services 81
S. Home Health Care 81
T. Home Visiting Services for Newborns and Young Children 81
U. Hospice Care 81
V. Integrative Cancer Treatments – Cryotherapy and Scalp Cooling 81
W. Interpreter Expenses for the Deaf or Hard of Hearing 82
X. Low-Protein Food Products for Treating Inherited Metabolic Diseases 82
Y. Lymphedema Benefit 82
Z. Out of Area Emergency Medical Services 82
AA. Permanent Sterilization Procedures 82
BB. Prescription Donor Human Breast Milk 82
CC. Prescription Drugs 83
DD. Private Duty Nursing Services 83
EE. Sleep Studies 83
FF. Telehealth Services and Remote Patient Therapy Services 83
GG. Treatment of the Foot 84
HH. Urinary Dysfunction or Sexual Dysfunction Resulting from Cancer or Cancer Treatment 84

ARTICLE XVIII. CARE MANAGEMENT 85

A. Authorization of Admissions, Services and Supplies, Selection of Provider, and Penalties 85
B. Disease Management 88

C. Case Management ... 88
D. Alternative Benefits ... 89

ARTICLE XIX. LIMITATIONS AND EXCLUSIONS ... 90

ARTICLE XX. GENERAL PROVISIONS ... 99

A. This Contract ... 99
B. Section 1557 Grievance Procedure ... 100
C. Contract Changes ... 101
D. We are not Responsible for Acts of Providers ... 101
E. Identification Cards ... 101
F. Due Date for Premium Payments ... 101
G. Change in Premium Amount ... 102
H. Our Right to Offer Premium Incentives ... 102
I. Subscriber's Right to Cancel this Contract ... 102
J. Our Right to Terminate this Contract for Nonpayment of Premium ... 103
K. Our Right to Terminate the Contract for Reasons Other Than Non-payment of Premium ... 104
L. Termination of Your Coverage ... 104
M. Filing of Claims ... 105
N. Time Limit for Legal Action ... 105
O. Extension of Time Limitations ... 105
P. Release of Information ... 105
Q. Assignment ... 105
R. Member and Provider Relationship ... 106
S. Applicable Law and Conforming Policy ... 106
T. Notice ... 106
U. Subrogation ... 106
V. Right of Recovery ... 107
W. Coverage in a Department of Veterans Affairs or Military Hospital ... 107
X. Liability of Plan Affiliates ... 107
Y. Out-of-Area Services ... 107
Z. HIPAA Certificates of Creditable Coverage ... 110
AA. Medicare Part D Certificates of Creditable or Non-Creditable Prescription Drug Coverage ... 110
BB. Proxy Votes ... 111

ARTICLE XXI. COORDINATION OF BENEFITS ... 112

A. Applicability ... 112
B. Definitions (Applicable only to this Coordination of Benefits Article of this plan) ... 112
C. Coordination of Benefits and Order of Benefit Determinations ... 114
D. Effects on the Benefits of this Contract ... 116
E. Summary ... 117
F. Right to Receive and Release Needed Information ... 118
G. Facility of Payment ... 118
H. Right of Recovery ... 118

ARTICLE XXII. COMPLAINT, GRIEVANCE AND APPEAL PROCEDURES ... 119

A. Complaint, Grievance, and Informal Reconsideration Procedures 119
B. Standard Appeal Process 120
C. Expedited Appeals 122
D. No Surprises Act (NSA) Internal Appeals and External Appeals 123

ARTICLE XXIII. MAKING POLICY CHANGES AND FILING CLAIMS 125

A. Changing Family Members on Your Contract 125
B. How to File Insurance Claims for Benefits 125
C. Prescription Drug Claims 126
D. Other Medical Claims 126
E. Claims for Nursing Services 126
F. Claims for Durable Medical Equipment (DME) 126
G. Claims for Mental Health and Substance Use Disorders 127
H. Claims Questions 127

ARTICLE I. UNDERSTANDING THE BASICS OF 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.

You should call Us if You have questions about Your coverage or any limits to the coverage available to You. Many of the sections of this Contract are related to other sections of this Contract. 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 the Definitions Article of this Contract. A word used in the masculine gender applies also in the feminine gender, except where otherwise stated. The terms cost share and/or cost sharing mean the Deductible Amount, Coinsurance, and Copayments, when applicable to the Contract.

A. 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:

1. the Exchange, with or without the assistance of an agent or producer; or
2. 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 Contract language applies to You.

B. Facts About this High Deductible Health Plan (HDHP)

This Contract is a high deductible health plan as long as the Deductible meets the minimum required by federal law. You may use this high deductible coverage with a Health Savings Account (HSA), which You set up through a financial institution.

HSAs are portable, tax-advantaged savings accounts that act like a medical IRA. Unused money is rolled over from year to year, grows through interest and investments, and can be used to pay for a wide variety of health and wellness related products and services. The IRS has established eligibility rules for HSAs. Most adults who are covered by a high deductible health plan, like this Blue Saver product, and who have no other no cost health coverage except for preventive care, may establish an HSA.

Members who choose to take advantage of the benefits of Health Savings Accounts should learn about the laws affecting HSAs. They may wish to consult a qualified tax or financial advisor to ensure that they are eligible to establish an HSA, that they understand what other types of health coverage they may have without violating the HSA rules, what expenses may be paid from an HSA, and the many tax benefits available to them if they properly comply with all IRS rules on HSAs.

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. You can also get care from Providers who are not in this Network, but Benefits will be paid at a lower level.

If You go to Providers in the 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.

Most Benefits are subject to Your payment of a Deductible Amount. After payment of Deductible Amounts, Benefits are subject to two (2) Coinsurances (for example: 80/20, 60/40). Your choice of a Provider determines what Coinsurance to the service provided. We will pay the highest Coinsurance for Medically Necessary services when You go to a Provider in the Preferred Care PPO Network. We will pay the lower Coinsurance when You obtain Medically Necessary services from a Provider who is not in the Preferred Care PPO Network. Deductible Amounts and Coinsurances are stated on the Schedule of Benefits.

C. Our Provider Network

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 Preferred Care PPO Provider Network and give services to Our Members. We call these Providers PPO Providers, Preferred Care PPO Providers, or Network Providers. Oral Surgery Benefits are also available when given by Providers in United Concordia Dental Advantage Plus Network 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 PPO Network Provider before the service is given. Visit Our website at **www.lablue.com** or call customer service at the number on the ID card to verify that a Provider is a current Network Provider or to request a paper Provider directory.

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. Always 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), Claims for those services will be adjudicated at the Non-Network Benefit level. Check Your Provider directory to verify that the services are In-Network when performed by the Provider or at the Provider's location.

We pay a lower level of Benefits when You go to a Provider outside the Network. Benefits may also be based on a lower Allowable Charge. If You go outside Our Network, You will have higher costs and will pay a higher Deductible Amount and Coinsurance than if You had stayed in the Network. **These additional costs may be significant**. In addition, We only pay a portion of those charges and You must pay the remainder. 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 Member Costs When Care is Obtained at a Non-Participating Hospital before receiving care outside the Network. To the extent required by applicable law, Your cost sharing for Emergency Medical Services will be at the Network level of even if the Hospital is not in Your Network.

D. United Concordia Dental Advantage Plus Network

This Contract covers Pediatric Dental Care Benefits for Members under age nineteen (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 dental Benefits and is in charge of managing the Advantage Plus Network, handling and paying Claims, and providing customer service to the Members eligible to receive these Benefits.

United Concordia Dental Advantage Plus Network 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 Network Participating Provider before any service is given. To find a Participating Provider and verify their continued participation in the Advantage Plus Network or to ask any questions about Benefits or Claims, visit **www.lablue.com** or call customer service at (866) 445-5338.

We, Us, and Our means 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 cost to You. We recommend that You ask the Non-Participating Provider about their billed charges before You receive care.

E. Davis Vision Network

Davis Vision, Inc. (Davis Vision) is Our network and claims administrator for the vision Benefits provided and in charge of managing the Davis Vision Network, handling and paying Claims, and providing customer service to the Members under age nineteen (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 costs. **All other Providers are considered Non-Participating Providers**.

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, visit **www.davisvision.com** or call customer service at 1-800-247-9368.

F. Obtaining Emergency and Non-Emergency Care Outside Louisiana and Around the World

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

In the United States:

Emergencies: Members receive Network Benefits when covered Emergency Medical Services are provided by PPO Providers. To the extent required by applicable law, Members receive Network Benefits when covered Emergency Medical Services are provided by Non-Network Providers. Covered Emergency Medical Services are subject to Network cost sharing.

Non-Emergencies: Members receive Network Benefits when covered Non-Emergency Medical Services are provided by PPO Providers in other states. If You do not go to a PPO Provider, Non-Network Benefits will apply.

Outside the United States:

Emergencies: Members receive Network Benefits when covered Emergency Medical Services are provided by PPO Providers. To the extent required by applicable law, Members receive Network Benefits when covered Emergency Medical Services are provided by Non-Network Providers. Covered Emergency Medical Services are subject to Network cost sharing.

Non-Emergencies: Members receive Non-Network Benefits when covered non-Emergency Medical Services are provided outside Our Service Area. If you obtain these services from a Blue Cross Blue Shield Global® Core Provider, You may only have to pay Your Network amount since Blue Cross Blue Shield Global® Core Providers

will generally accept the Allowable Charge as payment in full for the service. If You do not go to a Blue Cross Blue Shield Global® Core Provider, Non-Network Benefits will apply.

How to Get Care Outside the Service Area:

1. In an Emergency, go directly to the nearest Hospital.
2. Call BlueCard® Access at 1-800-810-BLUE (2583) for information on the nearest BlueCard® 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**.
3. Use a BlueCard® Provider or Blue Cross Blue Shield Global® Core Provider to receive the highest level of Benefits.
4. Present the ID card to the doctor or Hospital, who will verify coverage and file Claims for You.
5. You must obtain any required Authorizations from Blue Cross and Blue Shield of Louisiana.

G. Authorizations

Some services and supplies require Authorization from Us before services are obtained. The Schedule of Benefits lists the specific services, supplies, and Prescription Drugs that require Authorization. For more information on those items and services that require Authorization visit the website, **www.lablue.com/priorauth**. See the Care Management Article of this Contract for additional information regarding Authorization requirements.

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 the ID card.

H. How We Determine What We Pay for Covered Services

When the Member uses Network Providers

Network Providers have signed a contract with Us to participate in the Preferred Care PPO Network. These Providers have agreed to accept the lesser of billed charges or a negotiated amount as payment in full for Covered Services. This amount is the Network Provider's Allowable Charge and is used to determine the amount We pay for Medically Necessary Covered Services. Members who use Network Providers will receive Network Benefits and will pay the amounts shown in the Network column on the Schedule of Benefits for these Covered Services.

When the Member uses Participating Providers

Participating Providers have not signed a contract with Us to participate in our Preferred Care PPO Network and are not Network Providers, but have signed contracts with the HMOLA Network, Blue Cross and Blue Shield of Louisiana, or another independent Blue Cross and Blue Shield plan to participate in their Provider Networks. These Providers have agreed to accept the lesser of billed charges or a negotiated amount as payment in full for Covered Services. This amount is the Participating Provider's Allowable Charge and is used to determine the amount We pay for Medically Necessary Covered Services.

Members who use a Participating Provider will pay more for Medically Necessary Covered Services than if a Preferred Care PPO Network Provider was used. This will result in higher costs to the Member as shown in the Non-Network column on the Schedule of Benefits. However, the Member will be protected from paying the difference between the Allowable Charge and the Provider's billed charge.

The Member has the right to file an Appeal with Us for consideration of Network Benefits if the Member received Covered Services from a Participating Provider who was the only Provider available to deliver the Covered Service within a seventy-five (75) mile radius of the Member's home. To file an Appeal, the Member must follow the Appeal procedures in this Contract.

An Appeal for Network Benefits will not be approved for a Participating Provider outside the seventy-five (75) mile radius if there is a Network Provider who can perform the same or other appropriate Medically Necessary services

to diagnose or treat the Member within the distance the Member traveled to receive care from the Participating Provider, no matter how many miles that may be.

When the Member uses Non-Participating Providers

Non-Participating Providers do not have a contract with the Preferred Care PPO Network, the HMOLA Network, Blue Cross and Blue Shield of Louisiana, or another independent Blue Cross and Blue Shield plan. 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 one of the following as determined by Us:

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 Network Provider.

Members usually pay significant costs when using Non-Participating Providers. This is because the amount that some Providers charge for Covered Services may be higher than the established Allowable Charge. Also, Network Providers and Participating Providers waive the difference between the actual billed charge for Covered Services and the Allowable Charge, while Non-Participating Providers will not.

The Member has the right to file an Appeal with Us for consideration of Network Benefits if the Member received Covered Services from a Non-Participating Provider who was the only Provider available to deliver the Covered Service within a seventy-five (75) mile radius of the Member's home. To file an Appeal, the Member must follow the Appeal procedures in this Contract.

An Appeal for Network Benefits will not be approved for a Non-Participating Provider outside the seventy-five (75) mile radius if there is a Network Provider who can perform the same or other appropriate Medically Necessary services to diagnose or treat the Member within the distance the Member traveled to receive care from the Non-Participating Provider, no matter how many miles that may be.

Note that federal law prohibits a Non-Network Provider from balance billing a Member for non-Emergency Medical Services performed at a Network facility unless the Provider issued the required written notice to a Member and has obtained a Member's Informed Consent to provide such services.

I. Sample Illustration of Member Costs When Care is Obtained at a Non-Participating Hospital

NOTE: The following example is for illustration purposes only and is not a true reflection of the Member's actual Deductible Amounts and Coinsurances. Please refer to the Schedule of Benefits to determine Your Benefits.

Example: The Network Benefits are 80% - 20% Coinsurance with a Deductible Amount. The Non-Network Benefits are 60% - 40% Coinsurance with a Deductible Amount. Assume the Member goes to the Hospital, has already met the Deductible Amount and has obtained the necessary Authorization prior to receiving a non-Emergency service. The Hospital bills $12,000 for the Covered Service. We negotiated an Allowable Charge of $2,500 with the Network Hospital to render this service. The Allowable Charge of the Participating Hospital is $3,000 to render this service. There is no negotiated rate with the Non-Participating Hospital. The Member is responsible for all amounts not paid by the Company, up to the Hospital's billed charge. This example illustrates the Member's costs at three different Hospitals for the same service.

The Member receives Covered Services from:	Network Hospital	Participating Hospital	Non-Participating Hospital
Hospital Bill: Allowable Charge:	$12,000 $2,500	$12,000 $3,000	$12,000 $2,500
We pay:	**$2,000** $2,500 Allowable Charge x 80% Coinsurance = $2,000	**$1,800** $3,000 Allowable Charge x 60% Coinsurance = $1,800	**$1,500** $2,500 Allowable Charge x 60% Coinsurance = $1,500
Member pays:	**$500** 20% Coinsurance x $2,500 Allowable Charge = $500	**$1,200** 40% Coinsurance x $3,000 Allowable Charge = $1,200	**$1,000** 40% Coinsurance x $2,500 Allowable Charge = $1,000
Is Member billed up to the Hospital's billed charge?	NO	NO	YES $9,500
TOTAL AMOUNT MEMBER PAYS:	**$500**	**$1,200**	**$10,500**

J. When a Member Purchases Covered Prescription Drugs

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 based on the amount We pay Our Pharmacy Benefit Manager. We use the amount We pay Our Pharmacy Benefit Manager to base Our payment for Your covered Prescription Drugs and the amount that You must pay for covered Prescription Drugs.

When You buy covered Prescription Drugs from a pharmacy that has not contracted with Us or with Our Pharmacy Benefit Manager or when You file a paper Claim with Us or with Our Pharmacy Benefit Manager, the Allowable Charge is the amount that We pay Our Pharmacy Benefit Manager for 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 the ID card.

K. Mental Health and Substance Use Disorder Benefits

For help with Mental Health and Substance Use Disorder Benefits, the Member should refer to the Schedule of Benefits, the ID card, or call Our customer service department.

L. 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 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.

M. 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 their 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.

N. 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@lablue.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 visit **www.lablue.com** and click on Need Help? to access Our Help Center which includes Our customer service contact information.

O. Identity Protection Services

Blue Cross and Blue Shield of Louisiana is committed to identity protection for its covered Members. Your identity. This includes protecting the safety and security of Members' information. To support the Company's efforts, Blue Cross and Blue Shield of Louisiana offers optional Identity Protection Services. If Identity Protection Services are elected, the services will include the following:

1. credit monitoring which monitors activity that may affect credit;
2. fraud detection which identifies potentially fraudulent use of identity or credit; and
3. fraud resolution support that assists Members in addressing issues that arise in relation to credit monitoring and fraud detection.

A Member ceases to be eligible for these services if health coverage is terminated during the Plan Year. If health coverage is terminated during the Plan Year, Identity Protection Services will be provided to the Member through the end of the Plan Year.

Information about Identity Protection Services can be found at **www.lablue.com** or by calling customer service at the number on the ID card.

ARTICLE II. DEFINITIONS

The inclusion of any definition in this Article does not denote that any particular benefit, condition, diagnosis, procedure, service, or treatment is covered under this Contract. Please review the Contract in its entirety to determine Your coverage.

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, biting, clenching, or grinding of teeth are not accidental injuries to teeth. If Benefits are available to treat a particular injury, Your Contract will cover an injury that results from an act of domestic violence.

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 one (1) day.

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

A. Medical Necessity, appropriateness, healthcare setting, level of care, effectiveness or treatment that is determined to be experimental or Investigational;
B. The Member's eligibility for coverage under the Contract;
C. Any prospective or retrospective review determination;
D. A Rescission; or
E. A decision involving items and services within the scope of the surprise billing and cost sharing protection requirements of the No Surprises Act.

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, and/or approved by Us to render Covered Services. For coverage purposes under this Contract, Allied Health Professional includes dentists, psychologists, Retail Health Clinics, certified midwives, registered Doulas, 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 mandated by state law for specified services, if approved by Us to render 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 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 services 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:

A. Anesthesia services as needed for medical operations and procedures performed;
B. Provisions for patients' physical and emotional well-being;

C. Provision for Emergency Medical Services;
D. Organized administrative structure; and
E. Administrative, statistical, and medical records.

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

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. Autism Spectrum Disorder include 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.

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.

Cardiac Rehabilitation – A structured program that provides coordinated, multi-faceted interventions including supervised exercise training, education, counseling and other secondary prevention interventions. It is designed to speed recovery from acute cardiovascular events such as myocardial infarction, myocardial revascularization, or hospitalization for heart failure and to improve functional and psychosocial capabilities.

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 they 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 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 Amount, 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.

Complication(s) – A medical condition, arising from an adverse event or consequence, which requires services, treatment or therapy and which is determined by Us, based on substantial medical literature and experience, to be a direct and consequential result of another medical condition, disease, service or treatment. Solely as an example, a pulmonary embolism after Surgery would be a Complication of the Surgery.

Concurrent Care – Hospital Inpatient medical and surgical care that a Physician who is not the attending Physician gives:
A. for a condition that is not related to the primary diagnosis, or
B. 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 existing at or from birth, which is a deviation from the common form or norm. Only deviations that impact bodily functions are covered. Examples of Congenital Anomalies that do not impact bodily function and are not covered include, but are not limited to, protruding ears, birthmarks, webbed fingers and toes, and asymmetrical breasts. Cleft lip and cleft palate are covered Congenital Anomalies, but other conditions relating to teeth or structures supporting the teeth are not covered. We will determine which conditions are covered as Congenital Anomalies.

Consultation – Another Physician's opinion or advice about Your evaluation or treatment which is given after the attending Physician asks for it. These services are not intended to include those consultations required by Hospital rules and regulations anesthesia consultations, routine consultations for clearance for Surgery or consultations between colleagues who exchange 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.

Contract 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.

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 under Pediatric Vision Care Benefits of this Contract. A Network Provider may collect the Copayment directly from You. Before You are eligible for a Copayment for Pediatric Vision Care Benefits, You must first pay Your Deductible in a Benefit Period. For the specific Copayment amount, see the Schedule of Benefits.

Cosmetic Surgery – Any operative procedure, treatment, or service, or any portion of an operative procedure, treatment, or service that is performed primarily to improve physical appearance. An operative procedure, treatment, or service is not considered Cosmetic Surgery if it restores bodily function or corrects deformity to restore function of a part of the body that an Accidental Injury, disease, 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 – Prior coverage under an individual or group health plan including, but not limited to, Medicare, Medicaid, government plan, church plan, COBRA, military plan or state children's health insurance program (e.g., LaCHIP). Creditable Coverage does not include specific disease policies (i.e., cancer policies), supplemental coverage (i.e., Medicare supplement) or limited Benefits (i.e., accident only, disability insurance, liability insurance, workers' compensation, automobile medical payment insurance, credit only insurance, coverage for on-site medical clinics or coverage as specified in federal regulations 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 rendered safely and reasonably by a person not medically skilled, or that are designed mainly to help the patient with daily living activities. These activities include, but are not limited to:

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

We determine which services are Custodial Care.

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

Deductible Amounts –

A. Individual Deductible Amount – The dollar amount, as shown on the Schedule of Benefits, of Allowable Charges for Covered Services, which a Member with Subscriber Only coverage must pay within a Benefit Period before the Plan starts paying Benefits.
B. Family Deductible Amount – The dollar amount, as shown on the Schedule of Benefits, of Allowable Charges for Covered Services, which must be paid by a family within a Benefit Period before the Plan starts paying Benefits. If this Contract includes more than one (1) Member, the Individual Deductible Amount is not applicable. The Family Deductible Amount and the Per Member within a Family Amount applies. After the Family Deductible Amount is met, the Plan starts paying Benefits for all covered members of the family for the remainder of the Benefit Period, whether each Member has met the Per Member within a Family Deductible Amount.
C. Per Member within a Family Deductible Amount – The dollar amount, as shown on the Schedule of Benefits, of Allowable Charges for Network Covered Services, which may be paid by one (1) family member within a Benefit Period before this Contract starts paying Benefits. After a family member has met the Per Member within a Family Deductible Amount, the Plan starts paying Network Benefits for that family member, for the remainder of the Benefit Period. No family member may contribute more than the Per Member within a Family Deductible Amount towards satisfaction of the Family 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:

A. represents themselves 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;
B. 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
C. 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, who has been accepted for coverage as shown in and determined by 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 a Diagnostic Service before delivering it.

Doula – An individual who has an approved registration through the Louisiana Doula Registry Board, has met Our credentialing standards, and who is trained to provide physical, emotional, and educational support, but not medical or midwifery care, to pregnant and birthing women and their families before, during, and after childbirth.

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

Emergency Medical Services – The following when related to an Emergency Medical Condition, unless not required by applicable law:
A. When within the capability of a Hospital or independent freestanding Emergency department, the following services and items:
    1. A medical screening examination, including ancillary services routinely available to the Emergency department to evaluate an Emergency Medical Condition.
    2. Further medical examination and such treatment as may be required to stabilize the medical condition, regardless of the department of the Hospital in which such further examination or treatment is furnished.
B. With respect to an Emergency Medical Condition and regardless of the department of the Hospital where furnished, additional services that are:
    1. Covered Services under the Contract;
    2. Furnished after the Member is stabilized; and
    3. Part of an Outpatient observation or an Inpatient or Outpatient stay with respect to the visit in which the Emergency Medical Services are furnished.

If certain conditions set forth in applicable law are met, the additional services listed above are not deemed to be Emergency Medical Services and are not required to be covered as Emergency Medical Services.

Essential Health Benefits – Benefits required to be covered by this plan under the Patient Protection and Affordable Care Act, which include at least the following:

A. Ambulatory patient services;
B. Emergency Medical Services;
C. Hospitalization;
D. Maternity and newborn care;
E. Mental Health and substance use disorder services, including behavioral health treatment;
F. Prescription Drugs;
G. Rehabilitative and Habilitative services and devices;
H. Laboratory services;
I. Preventive or Wellness Care services and chronic disease management;
J. 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. A medical condition for which the time frame for completion of a standard Appeal would seriously jeopardize the life or health of the Member or jeopardize the Member's ability to regain maximum function.
B. In the opinion of the treating Physician, the Member may experience pain that cannot be adequately controlled while awaiting a standard medical Appeal decision.
C. A decision to not Authorize an Admission, availability of care, continued Hospital stay, or healthcare services for a Member currently receiving Emergency Medical Services, under observation, or receiving Inpatient care.

Expedited External Appeal – A request for immediate review, by an Independent Review Organization (IRO),of an Adverse Benefit Determination which involves any of the following:

A. A medical condition for which the time frame for completion of a standard External Appeal would seriously jeopardize the life or health of the Member or jeopardize the Member's ability to regain maximum function.
B. A decision to not Authorize an Admission, availability of care, continued Hospital stay or healthcare services for a Member currently receiving Emergency Medical Services, under observation, or receiving Inpatient care.
C. A denial of coverage based on Our determination that 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 or the immediate and serious deterioration of the health of the Member.

External Appeal – A request for review by an Independent Review Organization, (IRO) to change an initial Adverse Benefit Determination made by the Company or to change a final Adverse Benefit Determination rendered on Appeal. An External Appeal is available upon request by the Member or the Member's authorized representative for Adverse Benefit Determinations involving Medical Necessity, appropriateness of care, healthcare setting, level of care, effectiveness, experimental or Investigational treatment, Rescission or for Claims for which external review is provided under the No Surprises Act.

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 pharmacies do.

Gestational Carrier – A woman not covered on the Contract, 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, Pulmonary Rehabilitation and other services for people with disabilities in a variety of inpatient or outpatient settings.

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.

Home Visiting Services – Home visiting services are evidence-based deliveries of services to families of newborns, or families expecting newborns, provided by trained professionals in the home that begin anywhere from before the twenty-eighth week of pregnancy and up to six weeks after the birth of a child and continuing from up to two to five years after childbirth.

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.

Iatrogenic Infertility – Impairment of fertility caused directly or indirectly by surgery, chemotherapy, radiation, or other Medically Necessary medical treatment affecting the reproductive organs or processes.

Imaging Services –

A. Low-Tech Imaging – Imaging Services which include, but are not limited to, x-rays, machine tests, diagnostic imaging, and radiation therapy.
B. High-Tech Imaging – Imaging Services which include, but are not limited to, MRIs, MRAs, CT Scans, PET Scans, and nuclear cardiology.

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 entity, not affiliated with Us, that conducts external reviews of Adverse Benefit Determinations, Rescission determinations and No Surprises Act-related decisions. The decision of the IRO is binding on both Members and Us, except to the extent that other remedies are available under state or federal law.

Infertility – The inability of a couple to conceive after one (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.

Informed Consent – A written document provided along with a written notice to a Member by a Non-Network Provider that must be executed by a Member in order for a Non-Network Provider to obtain the Member's consent to receive medical treatment and services from the Non-Network Provider without the protections provided by the No Surprises Act.

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 – An Outpatient treatment program that provides a planned and structured, intensive level of care of at least two (2) hours per day and three (3) days per week, although some patients may need to attend less often. These encounters are usually comprised of coordinated and integrated multidisciplinary services.

The range of services offered are designed to address a Mental Disorder and/or a substance use disorder 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 use 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 are offered by community volunteers 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:

A. 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
B. 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:
C. Consultation with the Blue Cross and Blue Shield Association technology assessment program (TEC) or other non-affiliated technology evaluation centers;
D. Credible scientific evidence published in peer-reviewed medical literature generally recognized by the relevant medical community; or
E. Reference to federal regulations.

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

Medically Necessary (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:

A. 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
B. 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.
C. 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. 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, but is not limited to:

A. Psychoses;
B. neurotic disorders;
C. personality disorders;
D. affective disorders;

The specific severe mental illnesses defined by La. R.S. 22:1043:

E. schizophrenia or schizoaffective disorder;
F. bipolar disorder;
G. panic disorder; obsessive-compulsive disorder;
H. major depressive disorder;
I. anorexia / bulimia;
J. intermittent explosive disorder; post-traumatic stress disorder;
K. psychosis NOS when diagnosed in a child under seventeen (17) years of age;

L. Rett's Disorder;
M. Tourette's Disorder; and
N. unless otherwise determined by Us, 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 as determined by the Company.

The definition of Mental Disorder (Mental Health) is 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. Network Pharmacies may also be referred to as Participating Pharmacies.

Network Provider – A Provider who has signed an agreement with Us or another independent Blue Cross and Blue Shield plan to participate as a member of the Preferred Care PPO 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 one (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.

No Surprises Act (NSA) – A portion of the Consolidated Appropriations Act, 2021 (Public Law 116-260) enacted on December 27, 2020, that establishes patient rights and protections from surprise billing and limits cost sharing under many of the circumstances in which surprise billing occurs most frequently.

Non-Network Benefits – Benefits for care You received from Non-Network Providers. Non-Network Benefits may also be referred to as Out-of-Network.

Non-Network Provider – A Provider who is not a member of Our Preferred Care PPO Provider Network or another independent Blue Cross and Blue Shield plan's 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, or other interventions that alleviate impairment or improve functional performance. These can include:
A. designing, fabricating, or applying Orthotic Devices;
B. training in using Orthotic Devices and Prosthetic Devices;
C. designing, developing, adapting or training in using assistive devices; and
D. 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 thirty (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 –
A. Individual Out-of-Pocket Amount – The maximum amount, as shown on the Schedule of Benefits, of non-reimbursable expenses for Covered Services (including any applicable Deductible Amount and Coinsurance), which may be paid by a Member with Subscriber Only coverage, within a Benefit Period. After the Individual Out-of-Pocket is met, the Plan will pay one hundred percent (100%) of the Allowable Charge for Covered Services.
B. Family Out-of-Pocket Amount – The maximum amount, as shown on the Schedule of Benefits, of non-reimbursable expenses for Covered Services (including any applicable Deductible Amount and Coinsurance), which may be paid by a family within a Benefit Period. If the Contract covers more than one (1) Member, the

Individual Out-of-Pocket Amount is not applicable. The Family Out-of-Pocket Amount and the Per Member within a Family Out-of-Pocket Amount applies. After the Family Out-of-Pocket Amount is met, the Plan will pay one hundred percent (100%) of the Allowable Charge for Covered Services, for all covered members of the family, for the remainder of the Benefit Period, whether each member has met the Per Member within a Family Out-of-Pocket Amount.

C. Per Member within a Family Out-of-Pocket Amount – The maximum dollar amount, as shown on the Schedule of Benefits, of non-reimbursable expenses for Network Covered Services, which may be paid by one (1) single family member within a Benefit Period. After the Per Member within a Family Out-of-Pocket Amount is met, the Plan will pay one hundred percent (100%) of the Allowable Charge for Network Covered Services, for that family member, for the remainder of the Benefit Period. No family member may contribute more than the Per Member within a Family Out-of-Pocket Amount towards satisfaction of the Family Out-of-Pocket Amount.

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

Over-Age Dependent – A Dependent child (or grandchild) who is age twenty- six (26) or older, reliant on the Subscriber for support, and is incapable of sustaining employment because of an intellectual or physical disability that began prior to age 26. Coverage of the Over-Age Dependent may continue after age 26 for the duration of incapacity if, prior to or within thirty-one (31) days of the Dependent child reaching age 26, an application for continued coverage with current medical information from the Dependent child's attending Physician is submitted to the Company. The Company may require additional or periodic medical documentation regarding the Dependent child's intellectual or physical disability as often as it deems necessary, but not more frequently than once per year after the two-year period following the child's 26th birthday. The Company may terminate coverage of the Over-Age Dependent if the Company determines the Dependent child is no longer reliant on the Subscriber for support or is no longer intellectually or physically disabled to the extent he or she is incapable of sustaining employment.

Partial Hospitalization Programs – Programs that provide structured and medically supervised day, evening and/or night treatment for at least four (4) hours per day and three (3) days per 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 patients are in the program less than twenty-four (24) hours per day. Patients are not considered residents at the program. The range of services addresses a Mental Health and/or a substance use disorder through an individualized treatment plan provided by a coordinated multidisciplinary treatment team.

Participating Pharmacy – See Network Pharmacy.

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 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 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.

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. These services must be ordered by the attending Physician and require the technical skills of an RN or LPN. We determine which services are Private Duty Nursing Services. Private Duty Nursing Services that are determined by Us to be Custodial Care are not covered.

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 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, licensed where required, and performing within the scope of that 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 the Provider's services may be offered to Our Members in order for Benefits to apply to a Provider's Claims. Claims submitted by Providers who fail to meet these criteria will be denied.

A. Preferred Provider – A Provider who has signed a contract with Us to participate in the Preferred Care PPO Network. This Provider is also referred to as a PPO Provider, Preferred Provider, or Network Provider.
B. Participating Provider – A Provider who has signed a contract with Us or another independent Blue Cross and Blue Shield plan for other than a Preferred Care PPO or PPO Network.
C. Non-Participating Provider – A Provider who does not have a signed contract with the Preferred Care PPO Network or another independent 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.

Pulmonary Rehabilitation – A comprehensive intervention based on a thorough patient assessment followed by patient-tailored therapies that include, but are not limited to, exercise training, education, and behavior change, designed to improve the physical and psychological condition of people with chronic respiratory disease and to promote the long-term adherence to health-enhancing behaviors.

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 Provider – Any Provider who has signed a contract to participate in the Quality Blue program. Currently, Quality Blue Providers include family practitioners, general practitioners, pediatricians, internists, geriatricians, nurse practitioners and physician assistants, but more Providers may contract to participate in the Quality Blue program. To verify if a Provider participates in the Quality Blue program, You may review a Provider directory on Our website at **www.lablue.com** or contact Our customer service department at the number on the ID card.

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, Pulmonary Rehabilitation, and psychiatric rehabilitation services in a variety of inpatient or outpatient settings.

Remote Patient Therapy Services – A mode of delivering healthcare services that involves the collection of and electronic transmission of biometric data that are analyzed and used to develop, manage, and update a treatment plan related to a chronic and/or acute health condition. Remote Patient Therapy Services must be ordered by a licensed Physician, physician assistant, advanced practice registered nurse, or other qualified healthcare Provider who has examined the patient and with whom the patient has an established, documented, and ongoing relationship.

Repatriation – The act of returning to the country of birth, citizenship or origin.

Rescission – Cancellation or discontinuance of coverage that has a retroactive effect. This includes a cancellation that treats a plan as void from the time of enrollment or a cancellation that voids Benefits paid up to one (1) year before the cancellation.

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 and Complex Condition – As used in the context of continuity of healthcare services, this term means:
A. For an acute illness, a condition that is serious enough to require specialized medical treatment to avoid the reasonable possibility of death or permanent harm; or
B. For a chronic illness or condition, a condition that is:
    1. life-threatening, degenerative, potentially disabling, or congenital; and
    2. requires specialized medical care over a prolonged period of time.

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:
A. 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;
B. Full-time supervision by at least one (1) Physician or registered nurse;
C. 24-hour nursing service by registered nurses or licensed practical nurses; and
D. Utilization review plans for all patients.

Sound Natural Tooth – A healthy natural tooth that is functioning in the mouth; is organically formed by natural development of the body (not artificial or manufactured); is not predisposed to injury due to extensive restoration, disease, or decay; and has at least fifty percent (50%) bony support. Examples of teeth that are not Sound Natural Teeth are teeth that are included in bridges, have received root canal treatment, have extensive restoration or restorative material, or have caps and/or crowns.

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 – A time period set forth in this Contract 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.

Specialty Drugs – Specialty Pharmaceuticals are typically high in cost and have one (1) or more of the following characteristics:
A. Required specialized patient training on administering the drug (including supplies and devices needed for administration);
B. Required coordination of care before drug therapy starts or during therapy;
C. Unique patient compliance and safety monitoring requirements;
D. Unique requirements for handling, shipping, and storing the drug; and
E. 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 – The treatment used to manage speech/language, speech/language development, cognitive communication and swallowing disorders. The therapy must be used to improve or restore function.

Spouse – The Subscriber's legal Spouse.

Subscriber – A person 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, 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.
A. The correction of fractures and dislocations.
B. Pregnancy Care, including vaginal deliveries and caesarean sections.
C. Usual and related pre-operative and post-operative care.
D. 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 approved by Us to render Telehealth Services. Telehealth Services give Providers the ability to render services when the Provider and patient are in separate locations.
A. Asynchronous Telehealth Services – the transmission of a patient's pre-recorded medical information from an originating site to the Provider at a distant site without the patient being present.
B. Synchronous Telehealth Services – the interaction between patient and Provider in different locations in real time, by means of two-way video and audio transmission, usually through an established patient portal.

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 Joint (TMJ) Disorders – Disorders resulting in pain or dysfunction of the temporomandibular joint which arise out of rheumatic disease, dental occlusive disorders, internal or external joint stress, or other causes. Temporomandibular Joint (TMJ) Disorders do not include pain or dysfunction of the temporomandibular joint caused by acute dental conditions (e.g., caries or periodontal disease), acute and chronic sinus disease, carotidynia, cervical spine pathology, disorders of the salivary glands, otologic (ear) disorders, neuralgias of the head and neck, and headache syndromes (migraine, cluster and/or tension). Note that the exclusion of the foregoing listed conditions from the definition of Temporomandibular Joint (TMJ) Disorders does not necessarily mean those listed conditions are Covered Services under this Contract.

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 of Urgent Care include, but are not limited to, colds and flu, sprains, stomach aches and nausea. Urgent Care may be accessed from an Urgent Care Center if a Member requires non-Emergency medical care or Urgent Care after a Physician's normal business hours.

Urgent Care Center – A clinic with extended office hours which provides Urgent Care to patients on an unscheduled basis without need for an appointment. The Urgent Care Center does not provide routine follow-up care or wellness examinations and refers patients back to their regular Physician for such routine follow-up and wellness care.

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 twenty-four (24) months old for whom no diagnosis is made.

ARTICLE III. SCHEDULE OF ELIGIBILITY

ANY ELIGIBILITY REQUIREMENT LISTED IN THIS CONTRACT THAT IS NOT MANDATED BY STATE OR FEDERAL LAW MAY BE DELETED OR REVISED ON THE SCHEDULE OF BENEFITS OR BY AMENDMENT.

A. Open Enrollment Period

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.

   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 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 twenty-six (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 Spouse has been granted legal custody or provisional custody by mandate, or a child for whom the Subscriber or 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 or grandchild who is in the legal custody of and residing with the Subscriber, who is covered on the Contract before turning age twenty-six (26), and is able to remain covered on the Contract once turning age 26 because the child or grandchild meets the definition and requirements of an Over-Age Dependent.

C. Available 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 one (1) child who is less than twenty-one (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 twenty-one (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 one (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 one (1) or more Dependent children.

5. Subscriber and children coverage for the Subscriber and one (1) or more Dependent children.

D. Effective Date

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 the 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.

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 sixty (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 sixty (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 sixty (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, for example:

(a) Medicare;

(b) Medicaid;

(c) Children's Health Insurance Program (CHIP);

(d) health coverage provided by the United States Armed Forces under Chapter 55 of Title 10 of the United States Code, including Tricare;

(e) 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;

(f) the health plan for Peace Corps volunteers under Section 2504(e) of Title 22 of the United States Code;

(g) 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;

(h) health plans bought in the individual health insurance market within a state of the United States;

(i) coverage under the health benefits risk pool of a State of the United States;

(j) 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

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

      (1) gaining access to new Qualified Health Plans because of a permanent move;

      (2) being an Indian, as defined in Section 4 of the Indian Health Care Improvement Act;

      (3) meeting other exceptional circumstances as determined by the Exchange;

      (4) gaining new status as a United States citizen, national, or other legal presence in the United States; and

      (5) 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.

   b. Your request to enroll Yourself or other eligible Dependents for the following special enrollment events must be received by Blue Cross and Blue Shield of Louisiana] within ninety (90) days after loss of other coverage, unless a longer period if permitted by the Exchange. 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 the required time period after the loss of other coverage. The following special enrollment events are only available if permitted by the Exchange.

      (1) loss of Medicaid coverage that is considered minimum essential coverage; and

      (2) loss of CHIP coverage that is considered minimum essential coverage.

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

   There is a one (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 one (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 one (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 the Subscriber's 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 one (1) month. The one (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 IV. BENEFITS

ANY BENEFIT LISTED IN THIS CONTRACT THAT IS NOT MANDATED BY STATE OR FEDERAL LAW MAY BE DELETED OR REVISED ON THE SCHEDULE OF BENEFITS OR BY AMENDMENT.

A. Benefit Categories

1. Network Benefits (In-Network) – Benefits for Covered Services received from a Preferred Care PPO Provider. When a Member receives care from a Network Provider, the Member will receive the highest level of Benefits on this Plan.

2. Non-Network Benefits (Out-of-Network) – Benefits for Covered Services received from a Provider who is not contracted with the Claims Administrator as a Preferred Care PPO 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, the Member will receive a lower level of Benefits on this Plan.

3. Network and Non-Network Benefit categories may each carry separate Deductible Amounts and Out-of-Pocket Amounts, as shown in the Schedule of Benefits. Amounts that apply to a Network Deductible Amount do not apply to a Non-Network Deductible Amount. Amounts that apply to a Non-Network Deductible Amount do not apply to a Network Deductible Amount.

B. Deductible Amounts

If this Contract includes more than one (1) Member, the Individual Deductible Amount is not applicable. The Family Deductible Amount and the Per Member within a Family Deductible Amount applies.

1. Individual Deductible Amount: The dollar amount, as shown on the Schedule of Benefits, of Allowable charges for Covered Services that You must pay within a Benefit Period before this Contract starts paying Benefits if its only You on the Plan.

2. Family Deductible Amount**:** The dollar amount, shown on the Schedule of Benefits, of charges for Covered Services that must be met by a family within a Benefit Period before this Contract starts paying Benefits. After the Family Deductible Amount is met, the Plan starts paying Benefits for all covered members of the family, for the remainder of the Benefit Period, whether each family member has met the Per Member within a Family Deductible Amount.

3. Per Member within a Family Deductible Amount: The dollar amount, as shown in the Schedule of Benefits, of Allowable charges for Network Covered Services, which may be paid by one (1) family member within a Benefit Period before the Plan starts paying Benefits. After a family member has met the Per Member within a Family Deductible Amount, the Plan starts paying Network Benefits, for that family member, for the remainder of the Benefit Period. No family member may contribute more than the Per Member within a Family Deductible Amount towards satisfaction of the Family Deductible Amount.

   When a child is born to a Member having Subscriber Only coverage, the child is granted 30 days of automatic coverage on the contract from the date of birth and the Deductible Amount will increase from an Individual Deductible Amount to a Family Deductible Amount. The Claim for the delivery charges may be applied to the new Family Deductible Amount.

4. This Contract does not provide a fourth-quarter Deductible carryover for charges incurred for Covered Services incurred during the months of October, November, and December.

5. 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 one 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 Claims are submitted and processed, showing that the Deductible Amount has been met. If the Member overpays the Deductible Amount, the Member is entitled to receive a refund from the Provider to whom the overpayment was made.

6. If We pay a healthcare Provider amounts that are Your responsibility, such as the Deductible Amount 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

Coinsurance is shown on the Schedule of Benefits for a Covered Service. The Member must first pay any applicable Deductible Amount before the Coinsurance. After any applicable Deductible Amount has been met, and subject to the maximum limitations and other terms and provisions of this Contract, the Plan will provide Benefits in the Coinsurance shown in the Schedule of Benefits toward Allowable charges for Covered Services.

D. Out-of-Pocket Amounts

If this Contract includes more than one (1) Member, the Individual Out-of-Pocket Amount is not applicable. The Family Out-of-Pocket Amount and the Per Member within a Family Out-of-Pocket Amount applies.

1. Individual Out-of-Pocket Amount: The maximum amount, as shown in the Schedule of Benefits, of non-reimbursable expenses for Covered Services (including any applicable Deductible Amount and Coinsurance), which may be paid by a Member with Subscriber Only coverage, within a Benefit Period. After the Individual Out-of-Pocket is met, the Plan will pay one hundred percent (100%) of the Allowable charge for Covered Services, for the remainder of the Benefit Period.

2. Family Out-of-Pocket Amount: The maximum amount, as shown in the Schedule of Benefits, of non-reimbursable expenses for Covered Services (including any applicable Deductible Amounts and Coinsurance), which may be paid by a family within a Benefit Period. If the Contract covers more than one (1) Member, the Individual Out-of-Pocket Amount is not applicable. The Family Out-of-Pocket Amount and the Per Member within a Family Out-of-Pocket Amount applies. After the Family Out-of-Pocket Amount is met, the Plan will pay one hundred percent (100%) of the Allowable charge for Covered Services, for all covered members of the family, for the remainder of the Benefit Period, whether each family member has met the Per Member within a Family Out-of-Pocket Amount.

3. Per Member within a Family Out-of-Pocket Amount: The maximum dollar amount, as shown in the Schedule of Benefits, of non-reimbursable expenses for Network Covered Services, which may be paid by one (1) family member within a Benefit Period. After the Per Member within a Family Out-of-Pocket Amount is met, the Plan will pay one hundred percent (100%) of the Allowable charge for Network Covered Services, for that family member, for the remainder of the Benefit Period. No family member may contribute more than the Per Member within a Family Out-of-Pocket Amount towards satisfaction of the Family Out-of-Pocket Amount.

4. The following accrue to the Out-of-Pocket Amount of this Contract:
   a. Deductible Amounts;
   b. Coinsurance; and
   c. Copayments.

5. 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.

6. 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 Providers when required by law.

E. Accumulator Transfers

Members' needs sometimes require that they transfer from one contract 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 plan to an individual contract, an individual contract to a group plan, or a Blue Cross and Blue Shield of Louisiana contract/plan to an HMO Louisiana, Inc. contract/plan. The type of transfer being made determines whether the Member's accumulators are carried from the old contract/plan to the new contract/plan. Accumulators include, but are not limited to, Deductible Amounts, Out-of-Pocket Amounts, and Benefit Period Maximums.

F. Medicare Coverage

If a Member becomes eligible for Medicare, the Member should apply for and enroll in Medicare Part A and Part B and use Providers who accept Medicare in order to receive full coverage of benefits under Medicare and full coverage of Benefits under this Contract. We will assume a Member that is eligible for Medicare has enrolled in Medicare and uses Providers who accept Medicare once eligible for benefits thereunder.

If a Member covered under this Contract is eligible for Medicare Part B, We may take into account the benefits that the Member is eligible for under Medicare Part B, regardless of whether the Member has actually enrolled for such coverage. In other words, even if a Member has not enrolled in Medicare Part B, We may reduce coverage of the Member’s Claims for any and/or all Covered Services by the benefits that the Member is eligible for under Medicare Part B, and then pay the remaining Claims amounts.

The reduction of coverage will occur as described herein. We will reduce Our Allowable Charge by eighty percent (80%). The Member will be responsible for payment of the eighty percent (80%) reduction. The remaining twenty (20%) of Our Allowable Charge will be paid by Us at one hundred (100%) after the Member has paid any applicable Deductible Amounts and the remaining twenty (20%) will not be subject to any additional Copayments or Coinsurance. None of the eighty (80%) of Our Allowable Charge the Member may be responsible for paying is deemed to be payment for a Covered Service and those amounts will not accrue to the Out-of-Pocket Amount or any Deductible Amounts.

As a result, if this reduction is applied, the Member will be responsible for eighty (80%) of Our Allowable Charge, plus any Deductible Amounts on the remaining twenty (20%), which will result in the Member paying significantly higher costs for the services than if the Member had enrolled in Medicare.

ARTICLE V. HOSPITAL BENEFITS

All Admissions (including, but not limited to, elective or non-Emergency, Emergency, Pregnancy Care, Mental Health and substance use disorder Admissions) must be Authorized as shown on the Schedule of Benefits and in the Care Management Article. 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 applicable cost share 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 or clinic as well as the facility.

The following services furnished to a Member 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 with a Mental Health and/or substance use disorder.

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. Emergency Medical Services

The Member must pay applicable cost share shown on the Schedule of Benefits for each visit the Member makes to a Hospital or facility for treatment of an Emergency Medical Condition.

D. Pre-Admission Testing

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

ARTICLE VI. 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 applicable cost share 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.

   b. The pre-operative and post-operative period are defined and determined by Us and is that period-of-time which is appropriate as routine care for the particular surgical procedure.

   c. 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 Medical or Surgical Services – When Medically Necessary multiple services (concurrent, successive, or other multiple medical or surgical services) are performed at the same encounter, Benefits will be paid as follows:

   a. Primary Service

      (1) The primary, or major service, will be determined by Us.

      (2) Benefits for the primary service will be based on the Allowable Charge.

   b. Secondary Service

      A secondary service is a service performed in addition to the primary service as determined by Us. The Allowable Charge for any secondary service will be based on a percentage of the Allowable Charge that would be applied had the secondary service been the primary service.

   c. Incidental Service

      (1) An incidental service is one carried out at the same time as a primary service as determined by Us.

      (2) Covered incidental services are not reimbursed separately. The Allowable Charge for the primary service includes coverage for any incidental service. If the primary service is not covered, any incidental service will not be covered.

   d. Unbundled Services

      (1) Unbundling occurs when two (2) or more service codes are used to describe a medical or surgical service performed when a single, more comprehensive service code exists that accurately describes the entire medical or surgical service performed. The unbundled services are considered included in the proper comprehensive service code as determined by Us.

      (2) The Allowable Charge of comprehensive service code includes the charge for the unbundled services. We will provide Benefits according to the proper comprehensive service code, as determined by Us.

   e. Mutually Exclusive Services

      (1) Mutually exclusive services are two (2) or more services that usually are not performed at the same operative session on the same patient, on the same date of service, and for which separate billings are made. Mutually exclusive services may also include different service codes and descriptions for

the same type of services in which the Physician should be submitting only one (1) of the codes. One (1) or more of the duplicative services is not reimbursable as it should be reimbursed only one time.

(2) The Allowable Charge includes all services performed at the same encounter. Any and all services, 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, an 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 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

Benefits are available for Consultation and directly related Diagnostic Services to confirm the need for elective Surgery. The Physician that provides a second or third opinion must not be the Physician who first recommended elective Surgery. A second or third opinion is 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.

D. Classification of Benefits as Medical Surgical (MS) Benefits Versus Mental Health/Substance Use Disorder (MH/SUD) Benefits

1. Benefits shall be categorized as either Medical/Surgical (MS Benefits) Benefits or Mental Health (MH) and Substance Use Disorder (SUD) Benefits (collectively termed MH/SUD Benefits) according to the 10th revision of the International Statistical Classification of Diseases and Related Health Problems (ICD-10).

2. Specific Benefits offered and services provided may be mapped to either category of MS Benefits or MH/SUD Benefits depending on the diagnosis.

3. For purposes of the classification, the following definitions are applicable:

   a. Medical/Surgical (MS) Benefits – Benefits with respect to items or services for medical conditions or surgical procedures, as defined under the terms of the Contract, and in accordance with applicable federal and state law, but not including MH/SUD Benefits.

   b. Mental Health/Substance Use Disorder (MH/SUD) Benefits – Mental Health (MH) Benefits with respect to items or services for mental health conditions, as defined under the terms of the Contract and in accordance with applicable federal and state law. Substance Use Disorder (SUD) Benefits mean benefits with respect to items or services for substance use disorders, as defined under the terms of the Contract and in accordance with applicable federal and state law. MH/SUD Benefits include conditions and diseases listed in the most recent edition of the International Statistical Classification of Diseases and Related Health Problems (ICD) as psychotic disorders, mood disorders, stress-related disorders, personality and mental retardation; other nonpsychotic mental disorders listed in the ICD, to be determined by Us; or disorders listed in the ICD requiring treatment for misuse or dependence upon substances such as alcohol, narcotics, or hallucinogens.

ARTICLE VII. YOUR BENEFITS FOR PRESCRIPTION DRUGS

Coverage is available for Prescription Drugs. After the Deductible Amount has been met, Prescription Drugs dispensed at retail or through the mail will be provided at the applicable Coinsurance shown on the Schedule of Benefits. Generic Drugs and Brand-Name Drugs may be subject to different Coinsurances.

A. 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 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 based on the amount We pay Our Pharmacy Benefit Manager. We use the amount We pay Our Pharmacy Benefit Manager to base Our payment for Your Covered Prescription Drugs and the amount that You must pay for 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 the ID card.

C. When buying covered Prescription Drugs at a Network Pharmacy, present a valid ID card. If the Member has not met the Deductible, the Network Pharmacy may collect 100% of the discounted costs of the drug at the point of sale. If the Member has met the Deductible, the Member will pay the Coinsurance 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 listed 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.lablue.com/pharmacy**, or request a copy by mail by calling Our Pharmacy Benefit Manager at the number on the ID card.

   You may also call Us at the number on the 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.

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 shown on the Schedule of Benefits. Generic Drugs and Brand-Name Drugs may be subject to different Coinsurances.

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.lablue.com/pharmacy** or by calling customer service at the number on the ID card. If the Prescription Drug requires prior Authorization, the Member's Physician must call medical Authorization at the number on the 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 seventy-five percent (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 and 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 one (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.

5. Step Therapy Overrides – Your healthcare Provider prescribing the Prescription Drug may request a Step Therapy override.
   a. Step Therapy overrides are provided for stage-four advanced, metastatic cancer or associated conditions when certain criteria exist; step therapy overrides are also provided for other conditions when certain criteria are met.
   b. When a Step Therapy Override request is submitted, We will respond to the request within seventy-two (72) hours unless exigent circumstances exist, in which case We will respond to the request within twenty-four (24) hours. If We do not make the determination timely, then the override request is considered approved.
   c. If a Step Therapy Override request is denied, an Appeal can be submitted.

F. This Contract Covers Select Diabetic Supplies, Including, but Not Limited to, Necessary Continuous Glucose Monitors and Associated Supplies, 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 or with Our Pharmacy Benefit Manager or when You file a paper Claim with Us or with Our Pharmacy Benefit Manager, the Allowable Charge is the amount that We pay Our Pharmacy Benefit Manager for covered Prescription Drugs.

H. 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, call Us or Our Pharmacy Benefit Manager at the number on the ID card.

I. 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. Any savings or rebates We receive on the cost of drugs purchased under this Contract from drug manufacturers are used to stabilize rates. You may be subject to an excess consumer cost burden when Covered Prescription Drugs are purchased under this Contract. (La. R.S. 22:976.)

ARTICLE VIII. PREVENTIVE OR WELLNESS CARE

The following Preventive or Wellness Care services are available to a Member. Unless otherwise stated below or shown on the Schedule of Benefits, if a Member receives Covered Services for Preventive or Wellness Care from a Network Provider, Benefits will be paid at one hundred percent (100%) of the Allowable Charge and if a Member receives Covered Services for Preventive or Wellness Care from a Non-Network Provider, Benefits will be subject to applicable cost sharing. The Deductible Amount will not apply to Covered Services received for Preventive or Wellness Care, unless otherwise stated below or shown on the Schedule of Benefits. Preventive or Wellness Care services may be subject to other limitations shown on the Schedule of Benefits.

A. Well Woman Examinations and Counseling

1. Routine annual visits to Network Providers for obstetrical or gynecological care. Additional visits to a Provider for Your obstetrical or gynecological care may be subject to the Deductible Amount or Coinsurance shown on the Schedule of Benefits, if not a preventive service.

2. One (1) routine Pap smear per Benefit Period.

3. All film mammograms, 3-D mammograms (digital breast tomosynthesis), contrast-enhanced mammograms, and breast ultrasounds 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 shown on the Schedule of Benefits.

4. When required by applicable law, Breast MRIs will be covered under this Preventive or Wellness Care Benefit, but not at one hundred percent (100%). The Deductible Amount will not apply for Breast MRIs. Benefits will be subject to Coinsurance shown on the Schedule of Benefits for High-Tech Imaging Services. Any MRIs that are not covered under this Preventive or Wellness Care Benefit may be covered under standard Benefits for High-Tech Imaging Services when Medically Necessary.

5. Breastfeeding Interventions and Lactation Counseling are covered at no cost when obtained from a Network Provider.

B. Physical Examinations, Screenings 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. Your Contract covers these High-Tech Imaging Services under standard Benefits when the tests are Medically Necessary.

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

3. Prostate Cancer Screening – One (1) prostate-specific antigen (PSA) test and digital rectal exam per Benefit Period, is covered for Members, ages 40 – 75, per applicable guidelines. A second visit shall be permitted for follow-up treatment within sixty (60) days after the visit if it is related to a condition that is diagnosed or treated during the visits.

4. Colorectal Cancer Screening – Fecal Immunochemical Test (FIT) for blood, Cologuard (FIT-fecal) DNA testing, Computed Tomographic (CT) colonography, flexible sigmoidoscopy, or routine colonoscopy provided according to the most recently published recommendations which are required to be covered by applicable federal and/or state law for the ages, family histories and frequencies referenced in such recommendations. Note, these services are only covered at one hundred percent (100%) of the Allowable Charge if received from a Network Provider when the Member is part of the recommended population for the screening, which are often limited to persons of average risk and not persons of increased risk. When a Member is not part of the recommended population for a screening that is a Covered Service, the screening may be subject to

applicable cost sharing. Routine colorectal cancer screening does not mean services otherwise excluded from Benefits because the services are deemed by Us to be Investigational.

Selected generic Physician prescribed colonoscopy preparation and supplies for routine colonoscopies covered under the Preventive or Wellness Care Benefit will be covered at no cost to the Member when obtained from a Network Pharmacy. Brand-name colonoscopy preparation and supplies will be covered at no cost to the Member only when the Physician prescribes brand-name colonoscopy preparation and supplies because the Member cannot tolerate selected generic colonoscopy preparation and supplies.

5. Bone Mass Measurement – scientifically proven tests to 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.

6. BRCA1 & BRCA2 Genetic Testing – Genetic testing of BRCA1 and BRCA2 genes will be covered at no cost to You to detect an increased risk of breast and ovarian cancer when recommended by a healthcare Provider in accordance with the United States Preventive Services Task Force recommendations.

7. Patient Navigation Services for Breast Cancer and Cervical Cancer Screenings and Follow-Up – Patient navigation services will be provided at no cost to females eligible for routine breast cancer screening or cervical cancer screening and experiencing barriers to breast cancer screening or cervical cancer screening and follow-up only when those services are obtained from Our care management department. Access these services by calling or emailing our care management department at 1-800-317-2299 or **CareManagementTeam@lablue.com**.

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 are covered. You may view a copy of Our Preventive Care Services brochure by visiting Our website at: **www.lablue.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 the ID card.

Members may obtain information on the exceptions process related to the coverage of contraceptive services on Our website **www.lablue.com/birthcontrol**. This exception process is only applicable to plans which cover contraceptive services.

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 IX. MENTAL HEALTH BENEFITS

A. Benefits for the treatment of Mental Disorders are available. Covered Services will be only those which are for treatment rendered by a Doctor of Medicine, Doctor of Osteopathy, or an Allied Health Professional. Benefits for treatment of Mental Disorders do not include counseling services such as career counseling, marriage counseling, divorce counseling, parental counseling and employment counseling.

B. Coverage for Mental Health includes services delivered through the Psychiatric Collaborative Care Model when used to treat a behavioral health diagnosis as approved by Us.

C. **EFFECTIVE July 1, 2027 -** Coverage is also provided for mobile crisis services and/or behavioral health crisis services delivered by Providers authorized by Us to provide such services. These services are subject to Medical Necessity and the payment of any applicable cost share.

D. The first follow-up visit after discharge from an Inpatient facility for the treatment of a Mental Disorder is available at no cost to the Member when performed within seven (7) days of discharge by a Network Provider approved by Us as a behavioral health Provider. Additional visits will be paid subject to standard Benefits.

ARTICLE X. SUBSTANCE USE DISORDER BENEFITS

Benefits for the treatment of substance use disorders are available. Covered Services will be only those which are for treatment for abuse of alcohol, drugs or other chemicals, and the resultant physiological and/or psychological dependency which develops with continued use. Treatment must be rendered by a Doctor of Medicine, Doctor of Osteopathy, or an Allied Health Professional. Coverage for substance use disorders includes services delivered through the Psychiatric Collaborative Care Model when used to treat a behavioral health diagnosis as approved by Us.

ARTICLE XI. ORAL SURGERY BENEFITS

For Oral Surgery Benefits, Providers in the medical Network, the Blue Cross and Blue Shield of Louisiana dental network, or the United Concordia Dental Advantage Plus Network are considered Network Providers. Access these Networks at **www.lablue.com** or call the customer service telephone number on the ID card for copies of the directories.

A. Covered Services or Procedures

This Contract only covers the following services or procedures when determined by Us to be Medically Necessary:

1. Excision of tumors or cysts that do not originate from the teeth, gingiva (gums), and periodontal structures. Examples of covered tumors and cysts include salivary gland tumors or cysts and primary tumors of the mandible and maxilla, such as ameloblastoma and osteosarcoma. Cysts and tumors originating from the teeth, gingiva (gums), and periodontal structures, such as periapical cysts or abscesses and odontogenic cysts or keratocysts, are not covered. Excision of inflamed tissue related to periodontal disease is not covered.

2. Extraction of teeth when there is complete bony impaction of each tooth to be extracted.

3. Dental Care and Treatment required to correct Accidental Injuries of the jaws, cheeks, lips, tongue, roof or floor of mouth, and of Sound Natural Teeth when received within seventy-two (72) hours of the onset of the Accidental Injury. Treatment must be completed within twelve (12) months of the onset of the Accidental Injury to a Sound Natural Tooth to be covered. The damage must be the result of an Accidental Injury to a Sound Natural Tooth struck from outside the mouth as a result of major trauma, which does not include injury caused by chewing, biting, clenching, or grinding of teeth. Coverage is limited to extraction of teeth needed to avoid infection of teeth damaged in the Accidental Injury; suturing; reimplanting and stabilization of dislodged Sound Natural Teeth; repositioning and stabilization of partly dislodged Sound Natural Teeth; and appropriate plain film dental x-rays. If multiple treatment options exist, coverage will only be available for the least costly Medically Necessary treatment option.

   The definitions of Accidental Injury and Sound Natural Tooth are those set forth in Article II of this Contract.

4. Excision of exostoses or tori of the jaws and hard palate when required for the fitting of a covered denture.

5. Anesthesia in any non-Hospital setting (for example, an Allied Health Facility, Ambulatory Surgical Center, or Office), including general anesthesia (e.g., monitored anesthesia care) and conscious sedation, when used for Medically Necessary Covered Services or procedures and when rendered or supervised by a Provider with a dental degree and the requisite training. Local anesthesia is always considered incidental to the covered dental service or procedure and is not eligible for separate reimbursement. Anesthesia for dental services is only reimbursable under this Contract when performed in conjunction with a Medically Necessary dental service or procedure that is covered under this Contract. If treatments, services or procedures are covered under the Member's separate or standalone dental plan, if applicable, then anesthesia is not covered under this Contract for such treatments, services or procedures.

6. Anesthesia when rendered in a Hospital or Outpatient Surgical facility and for associated Hospital or facility charges when the Member's mental or physical condition requires dental treatment, services, or procedures to be rendered in a Hospital or Outpatient Surgical facility.

7. Coverage is not available for conditions not listed below. Coverage based solely on a Member's level of fear or anxiety about a procedure is not covered unless it is documented in the Member's medical history that all other forms of behavior guidance noted below have been tried and failed. Because Temporomandibular Joint (TMJ) Disorders are not covered under this Contract, anesthesia for Temporomandibular Joint (TMJ) Disorders is also not covered under this Contract.

   Covered conditions include:

   a. Member is less than six (6) years old.

b. Member has a severe disability including, but not limited to, epilepsy with a history of uncontrolled seizures; Mental Disorders or mental conditions such as autism or schizophrenia, Down syndrome, or severe cerebral palsy that have been documented in the Member's medical history by a Physician.

c. Member has a serious underlying medical condition including, but not limited to, severe asthma; congestive heart failure; bleeding disorders that could lead to immediate or severe airway compromise; or conditions with known or suspected airway compromise that have been documented in the Member's medical history by a Physician.

d. Requirement for immediate and comprehensive treatment that threatens the patency of the Member's airway.

e. Requirement for significant restorative or surgical procedures that have not been able to be successfully provided to the Member using behavior guidance in the dental office, including communication techniques, parental presence or absence, nitrous oxide and oxygen inhalation, protective stabilization or oral sedation.

f. Local anesthesia for the Member is contraindicated because of acute infection, anatomic variations that prevent adequate anesthesia or allergies to the medication.

g. Other conditions in which a Physician has certified that general anesthesia in a Hospital setting is Medically Necessary for the Member or when other methods of behavior guidance in the dental office have been tried and documented to be unsuccessful for the Member, including communication techniques, parental presence or absence, nitrous oxide and oxygen inhalation, protective stabilization or oral sedation.

8. Benefits are available for dental services not otherwise covered by this Contract, when specifically required to restore bodily function for head and neck cancer patients. Benefits are limited to preparation for or follow-up to radiation therapy involving the mouth. Benefits for head and neck cancer patients are only available when a comprehensive dental evaluation for treatment of decay and abscesses was performed on the Member prior to the initiation of chemotherapy and/or radiation therapy. Benefits are only available for dental services that are not more costly than alternative services, treatment, procedures, equipment, drugs, devices, items or supplies and those dental services are as likely to produce equivalent therapeutic or diagnostic results for diagnosing or treating patients' illness, injury or disease as the alternatives. To obtain more information on how to access these medical Benefits, call customer service at the number on the ID card and ask to speak to a Case Manager.

9. Dental implants are only eligible for coverage when they are not primarily for personal comfort or convenience of patients or Providers and when the dental implants are not more costly than alternative services, treatment, procedures, equipment, drugs, devices, items or supplies and are as likely to produce equivalent therapeutic results for restoring a patient to their baseline (i.e., pre-injury/pre-illness) status. Dental implants placed into previously radiated bone are excluded from coverage.

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

If a Member has non-group stand-alone dental coverage in addition to this medical Contract, the dental benefits under the non-group stand-alone coverage will be determined first. The Benefits under this medical Contract 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. This provision is applicable to all dental services and dental treatments provided under this Contract.

ARTICLE XII. ORGAN, TISSUE AND BONE MARROW TRANSPLANT BENEFITS

Authorization is required for the evaluation of Your 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 Transplants

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 Preferred Care PPO Provider approved facility, unless otherwise approved by Us in writing. No Benefits are available for solid organ and bone marrow transplants performed at other facilities. To locate an approved transplant facility, Members should contact Our customer service department at the number listed on the 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 the Care Management Article.

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 XIII. PREGNANCY CARE AND NEWBORN CARE BENEFITS

Benefits are available for Pregnancy Care furnished by a Hospital, Physician, or Allied Provider to a Member whose coverage is in effect at the time such services are furnished in connection with her pregnancy.

An Authorization is required for a Hospital stay for a newborn whose stay in the Hospital continues after the discharge of the mother. An Authorization is also required for a newborn that is admitted separately from the mother because of neonatal Complications.

We have several maternity programs available to help pregnant Members deliver healthy babies. Please call Our customer service department at the number on the ID card when You learn You are having a baby. When You call, We will let You know what programs are available to You.

A. Pregnancy Care Benefits

1. Medical and Surgical Services

   a. Initial office visit and visits during the term of the pregnancy
   b. Diagnostic Services
   c. Delivery, including necessary prenatal and postnatal care
   d. Medically Necessary abortions required to save the life of the mother

2. Doula Services

   Maternity support services are available when provided by a registered Doula to pregnant and birthing women and their families before, during, and after childbirth. Benefits are limited to $1500 per pregnancy when services are rendered by a Network Doula and are subject to applicable cost share shown on the Schedule of Benefits. Services rendered by a Non-Network Doula are not covered.

   Coverage for Doula services is excluded for Qualified Health Plans offered On-Exchange or Off-Exchange unless and until the Louisiana State Legislature appropriates funds to pay for the cost of coverage. To verify if you have a Qualified Health Plan, call customer service at the number on the ID card.

3. Hospital services required in connection with pregnancy and Medically Necessary abortions as described above are covered. 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. As determined by Us, well newborn charges may be covered if the Member under this Contract is the father.

4. The Family Deductible Amount, shown on the Schedule of Benefits, applies to all charges when a newborn is added to a policy of a Subscriber holding Subscriber Only coverage. This amount must be met prior to any Benefits being paid. In addition, coverage for the newborn will be pursuant to the provisions set forth in the Schedule of Eligibility Article of this Contract.

   When a child is born to a policy having Subscriber Only coverage, the child is granted thirty (30) days of automatic coverage on the policy from the date of birth and the Deductible Amount will increase from an Individual Deductible Amount to a Family Deductible Amount. The Claim for the delivery charges may be applied to the new Family Deductible Amount.

B. Newborn Care for a Dependent Who is Covered at Birth

1. Medical and Surgical services rendered by a Physician, for treating illness, prematurity, postmaturity, congenital condition and for circumcision of a newborn are covered. 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 treatment of treating illness, prematurity, postmaturity, and congenital condition of a newborn. Charges for services for a well newborn, including the Hospital (nursery) charge, should not be billed separately from the mother's Hospital bill. As determined by Us, well newborn charges may be covered if the Member under this Contract is the father.

3. The Family Deductible Amount, as shown on the Schedule of Benefits, applies to all charges when a newborn is added to a policy of a Subscriber holding Subscriber Only coverage. This amount must be met before any Benefits being paid. In addition, coverage for the newborn will be according to the provisions in the Schedule of Eligibility Article of this policy.

C. Statement of Rights Under the Newborns' and Mothers' Health Protection Act

Under federal law, health insurance issuers generally may not restrict benefits for any Hospital length of stay in connection with childbirth for the mother or newborn to less than 48 hours following a vaginal delivery, or less than 96 hours following a delivery by cesarean section. However, the issuer may pay for a shorter stay if the attending Provider (e.g., Your Physician, nurse midwife, or physician assistant), after consultation with the mother, discharges the mother or newborn earlier.

Also, under federal law, issuers may not set the level of benefits or out-of-pocket costs so that any later portion of the 48-hour (or 96-hour) stay is treated in a manner less favorable to the mother or newborn than any earlier portion of the stay.

In addition, an issuer may not, under federal law, require that a Physician or other healthcare Provider obtain Authorization for prescribing a length of stay of up to 48 hours (or 96 hours). However, to use certain Providers or facilities, or to reduce Your out-of-pocket costs, You may be required to obtain prior Authorization. For information on prior Authorization, contact Our customer service department at the number on the ID card.

ARTICLE XIV. 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, Cardiac Rehabilitation, Pulmonary Rehabilitation, and Chiropractic Services. Benefits are available when services are rendered by a Provider licensed and practicing within the scope of his or her license. In order for care to be considered at an Inpatient Rehabilitation facility, the Member must be able to tolerate a minimum of three (3) hours of active therapy per day.

An Inpatient Rehabilitation Admission must be Authorized prior to the Admission and must begin within seventy-two (72) hours following the discharge from an Inpatient Hospital Admission for the same or similar condition, unless otherwise approved by Us.

Day Rehabilitation Programs for Rehabilitative Care may be Authorized in place of Inpatient stays for rehabilitation. Day Rehabilitation Programs must be Authorized prior to beginning the program and must begin within seventy-two (72) hours following discharge from an Inpatient Admission for the same or similar condition, unless otherwise approved by Us.

A. Occupational Therapy

1. Occupational Therapy services are covered when performed by a Provider licensed and practicing within the scope of his or her 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 do 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 or her 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 ninety (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 fifteen (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 or her license, including, but not limited to, a speech pathologist or by an audiologist.

2. The therapy must be used to improve or restore speech/language deficits, speech/language development disorders, cognitive communication, 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 or her 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 XV. PEDIATRIC DENTAL CARE BENEFITS

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

Members who attain age nineteen (19) during a Contract Year will continue to have these Benefits until the end of that Contract 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.

Please contact a customer service representative 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.

In accordance with 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 *(Applicable only to this Pediatric Dental Care Benefits Article of this plan)*

1. Allowable Charge – The lesser of the billed charge or the amount established by UCD as the greatest amount this plan will allow for a specific service covered under the terms of this plan.

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 plan. Benefits are based on the Allowable Charge for Covered Services and the Schedule of Benefits.

5. 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 plan. 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.

6. Coinsurance – The sharing of Allowable Charges for Covered Services. The sharing is expressed as a percentage. Once the Member has met any applicable Deductible, Our percentage will be applied to the Allowable Charge for Covered Services to determine the Benefits provided.

7. 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.

8. Covered Service – A service or supply specified in this plan for which Benefits are available when rendered by a Provider.

9. 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.

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 plan. 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 themselves 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 practitioners 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 the patient bites against the plastic rather than wearing down the teeth.

22. Onlay – A custom-made solid substance that works like an Inlay but covers one (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 tissues that surround and support the teeth.

25. Prefabricated Stainless Steel Crown – A Crown made of stainless steel that is premanufactured 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 in order 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 the United Concordia Dental Advantage Plus Network to render Covered Services to a Member.
    b. Non-Participating Provider – A Provider that does not have a Provider Agreement with the United Concordia Dental Advantage Plus Network to render Covered Services 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. Resin-Based Composite – Material composed of plastic with small glass or ceramic particles, which resemble the appearance of natural teeth.

30. 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.

31. 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.

32. Temporomandibular Joint (TMJ) Disorders – Disorders resulting in pain and/or dysfunction of the temporomandibular joint which arise out of rheumatic disease, dental occlusive disorders, internal or external joint stress, or other causes. Temporomandibular Joint (TMJ) Disorders do not include pain or dysfunction of the temporomandibular joint caused by acute dental conditions (e.g., caries or periodontal disease), acute and chronic sinus disease, carotidynia, cervical spine pathology, disorders of the salivary glands, otologic (ear) disorders, neuralgias of the head and neck, and headache syndromes (migraine, cluster and/or tension).

33. UCD – United Concordia Companies, Inc. doing business as United Concordia Dental, the network and claims administrator of the Pediatric Dental Benefits in this Contract and oral Surgery provided by an Advantage Plus Network Participating Provider.

B. Diagnostic and Preventive Services

After the Member's payment of applicable cost share shown on 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 Contract 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
    a. 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
    a. 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.

5. 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
    a. Periodontal Scaling and Root Planing, limited to 1 every 24 months for each area of the mouth.

5. Periodontal Maintenance
    a. Limited to 4 every 12 months in addition to routine Prophylaxis.

6. Simple Extractions
    a. Extraction of erupted tooth or exposed root.

7. Surgical Extractions
    a. Surgical removal of erupted tooth with elevation of mucoperiosteal flap and removal of bone or section of tooth.

8. 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.

9. 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 Care Benefit.

10. Prosthetic Dentures
    a. Includes complete, fixed, removable or partial dentures.
    b. Limited to 1 every 60 months.

11. 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.

12. Adjustments, Repairs, and replacement of Prosthetic Dentures

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

14. 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.

15. Occlusal Guard
    a. Limited to 1 every 12 months; and
    b. Limited to patients that are 13 years of age and older.

16. 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 constitutes a hazard to the maintenance of 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. Lisping 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 costs would be.

Predetermination should not be requested unless total charges for a proposed treatment plan exceed $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 predeterminations are not designed to be used for Emergency Treatments or routine preventive services such as exams, x-rays or cleanings. A predetermination 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 thirty-one (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 prior to the Member's Effective Date or after the termination date of coverage under this Contract, including, but not limited to, 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 (e.g., facility-use fees).

3. The responsibility of any federal or state workers' compensation laws and/or related programs including, but not limited to, the Jones Act, Federal Employers Liability Act, Federal Employees Compensation Act, Longshore and Harbor Workers' Compensation Act, Black Lung Benefits Act, Energy Employees Occupational Illness Compensation Program, and Title 23 of the Louisiana Revised Statutes, whether or not coverage under such laws or programs is actually in force, the responsibility of 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 contingent on the right of the covered insured to be fully compensated as determined by settlement of the parties in any claim for recovery or legal action, a ruling in a legal action by a court of competent jurisdiction, or a judgment following a trial.

4. Cosmetic in nature as determined by UCD (for example, bleaching, veneer facings, personalization or characterization of Crowns, bridges or dentures).

5. Maxillofacial prosthetics.

6. Elective procedures (for example, but not limited to, the prophylactic extraction of third molars).

7. For congenital mouth malformations or skeletal imbalances (for example, but not limited to, 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 Other Covered Services, Supplies or Equipment Article of this Contract.

8. 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 (TMJ) Disorders or other conditions of the joint linking the jawbone and the complex of muscles, nerves and other tissues related to the joint.

9. For treating fractures and dislocations of the jaw.

10. For treating malignancies or neoplasms.

11. For services and appliances that alter the vertical dimension (for example, but not limited to, full-mouth rehabilitation, splinting, Fillings) to restore tooth structure lost from attrition, erosion or abrasion, appliances or any other method.

12. For replacement or repair of lost, stolen or damaged prosthetic or Orthodontic appliances.

13. For periodontal splinting of teeth by any method.

14. For duplicate dentures, prosthetic devices or any other duplicative device.

15. For which in the absence of insurance the Member would incur no charge.

16. For plaque control programs, oral hygiene and dietary instructions.

17. For any condition caused by or resulting from declared or undeclared war or act thereof, or resulting from service in the National Guard or in the Armed Forces of any country or international authority.

18. For treatment and appliances for bruxism (night grinding of teeth), with exception of an Occlusal Guard.

19. For any Claims submitted to Us or UCD later than fifteen (15) months after the date of service.

20. For incomplete treatment (for example, but not limited to, patient does not return to complete treatment) and temporary services (for example, but not limited to, temporary restorations).

21. 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.

22. For specialized procedures and techniques (for example, but not limited to, precision attachments, copings and intentional root canal treatment).

23. Fees for broken appointments.

24. 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.

25. 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 the Other Covered Services, Supplies or Equipment Article 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 (TMJ) Disorders or other conditions of the joint linking the jawbone and the complex oromandibular dystonia muscles, nerves and other tissues related to the joint.

26. Posterior resin Fillings.

27. Administration of nitrous oxide.

ARTICLE XVI. PEDIATRIC VISION CARE BENEFITS

The vision Benefits described in this section are available for Members under the age of nineteen (19) only.

Members who attain age nineteen (19) during a Benefit Period will continue to have these Benefits until the end of that Benefit Period. The Schedule of Benefits controls the Benefits covered, the frequency with which they are covered, and the cost sharing applicable to each Benefit. The Benefits offered are limited.

A. Definitions *(Applicable only to this Pediatric Vision Care Benefits Article of this plan)*

1. Bifocal Lenses – A lens containing two different powers: one for distance vision and one 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 – A lens containing two different powers, one for distance, and one 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 are 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 one 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.

13. 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.

14. Medically Necessary Contact Lenses – Contact Lenses that are determined as Medically Necessary in the treatment of 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 in lieu of eyeglasses, when it will result in significantly better visual acuity and/or improved binocular function, including avoidance of diplopia or suppression.

15. Monocular Patient – Refers to a patient who sees out of only one eye.

16. Oversize Lenses – A larger than standard lens type that requires special frames and equipment to fabricate the eyeglasses.

17. Pediatric Contact Lenses Selection or Selection Contact Lenses – A selection of Contact Lenses offered to Members by Davis Vision through Participating Providers.

18. Pediatric Eyeglass Frames Selection or Selection Frames – A selection of Eyeglass Frames offered to Members by Davis Vision thorough Participating Providers.

19. Photochromic Glass Lenses – Glass Spectacle Lenses that darken when exposed to the ultraviolet rays of the sun.

20. Plastic Photosensitive Lenses – Plastic lenses that darken when exposed to the sun's ultraviolet rays.

21. Polarized Lenses – Spectacle Lenses that block light reflected from horizontal surfaces such as water, in order to reduce glare.

22. 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.

23. 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. Advanced forms of Anti-Reflective Coatings for Spectacle Lenses with improved durability.

24. 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. Lenses are often referred to as free-form design or wave-front technology to help minimize peripheral distortion.

25. 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 in order 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.

26. 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:
    a. Case history (chief complaint, eye and vision history, medical history);
    b. Entrance distance and near acuities, with and without current lenses;
    c. External ocular evaluation;
    d. Internal ocular examination;
    e. Tonometry;
    f. Refraction (objective and subjective);
    g. Binocular coordination and ocular motility evaluation;
    h. Evaluation of pupillary function;
    i. Biomicroscopy;
    j. Gross visual fields;
    k. Assessment and plan;
    l. Advising the patient on matters pertaining to vision care;
    m. Form completion (for example, school, motor vehicle); and

n. A Dilated Fundus Examination (DFE) when professionally indicated (diagnostic procedure used in the detection and management of diabetes, glaucoma, hypertension and other ocular or systematic diseases).

27. 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 one (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.

28. Scratch-Resistant Coating – Coating applied to Spectacle Lenses to increase the scratch resistance of the lens surface.

29. Select Progressive Lenses – Lenses with continuously variable power zones from far distance to near distance correction with a newer, proprietary progressive lens design.

30. 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.

31. 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 two geometrically describable surfaces one of which must be curved, that is, spherical, cylindrical, toroidal, or aspheric.

32. 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.

33. Standard Progressive Lenses – Lenses with variable power zones from far distance to near distance correction with an older, proven branded progressive lens design.

34. 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.

35. Trifocal Lenses – A multifocal lens with three different powers in three 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.

36. 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.

37. 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.

38. Ultraviolet Coating – A coating for Spectacle Lenses that blocks ultraviolet rays.

B. Vision Benefits

The Schedule of Benefits control how the Benefits described in this Article are covered under the Member's Contract, with what frequency, and what limitations apply to them. Any vision benefit listed in this Contract, that is not mandated by state or federal law may be deleted or revised on the Schedule of Benefits. Please refer to 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. One (1) Routine Eye Health Examination

We will cover one (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 one (1) prescription Spectacle Lens for each of the 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 one (1) Selection Frame as stated on the Schedule of Benefits. Participating Providers will show the Member the selection of frames covered by this plan. If the Member does not select a Selection Frame, the Member 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 Amount, 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, in lieu 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 plan. If the Member chooses Non-Selection Contact Lenses, the Member will be responsible for 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 Amount, 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) One (1) comprehensive evaluation every five (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) One (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) Four (4) follow-up visits in any five 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 one (1) Selection or one (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 one (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.

E. Discounts

Members may have access to discounts on vision-related services and materials not covered under this plan. Any discounts are administered and provided by Davis Vision in consideration of the Member being covered under this plan. Discounts are not to be considered coverage under this plan, 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 plan.

3. Services or materials other than those specifically listed on the Schedule of Benefits for Vision Care and described under this part of this plan.

4. Non-prescription eyewear or Contact Lenses.

5. Any sales taxes or interest.

ARTICLE XVII. OTHER COVERED SERVICES, SUPPLIES OR EQUIPMENT

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

A. Acupuncture Benefits

Benefits are available for acupuncture used in connection with medical treatment for cancer when services are Medically Necessary and provided in an Outpatient setting. Benefits are limited to fifteen (15) visits per Benefit Period received from In-Network or Out-of-Network Providers combined. All other subsequent acupuncture visits are not covered unless additional treatments used in connection with medical treatment for cancer are recommended by nationally recognized cancer guidelines and the treating Physician. Any additional acupuncture visits may be requested by use of the appeals process upon denial of an acupuncture benefit.

Coverage for acupuncture used in connection with medical treatment for cancer is excluded for Qualified Health Plans offered On-Exchange or Off-Exchange unless and until the Louisiana State Legislature appropriates funds to pay for the cost of coverage. To verify if you have a Qualified Health Plan, call customer service at the number on the ID card.

B. Ambulance Service Benefits

1. Ground Ambulance Transport Services

   a. Emergency Transport

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

      (1) for Members, to the nearest Hospital capable of providing 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 for Ambulance Services are available for local transportation of Members for non-Emergency medical conditions to obtain Medically Necessary Inpatient or Outpatient services when the Member is bed-confined or the Member's condition does not allow the use of any other method of transportation. The term bed-confined is not synonymous with bed rest or non-ambulatory. Benefits for non-Emergency transport are only available for transport to or from the nearest facility or Hospital capable of providing the Medically Necessary services.

      To be considered bed-confined and to qualify for non-Emergency transport, the Member must be unable to do all of the following:

      (1) get up from bed without assistance;

      (2) walk or move about freely; and

      (3) 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

      Benefits for air Ambulance Services are available for Members with an Emergency Medical Condition. For Emergency Medical Conditions, the air Ambulance Services must be specifically requested by police or medical authorities present at the site with You in order for air Ambulance Services to be covered. Benefits for air Ambulance Services are also available for Emergency transport when the Member is in a location that cannot be reached by ground ambulance.

      The air Ambulance transport is to the nearest facility or Hospital capable of providing services appropriate to the Member's condition for an illness or injury requiring Hospital care.

   b. Non-Emergency Transport

      Benefits for non-Emergency air Ambulance Services must be Authorized by Us before services are rendered or no Benefits are available for the services. If Authorized by Us before services are rendered, Benefits for non-Emergency air Ambulance Services are available for Members, to the nearest facility or Hospital capable of providing services appropriate to the Member's condition for an illness or injury requiring Hospital care. Once Authorized, You should verify the Network participation status of the air Ambulance Service Provider in the state or area where the pick-up is to occur, based on the ZIP code. To locate a Network Provider in the state or area, where You will be receiving services, please 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.

   d. No Benefits are available when a Hospital transports Members between parts of its own campus or between facilities owned or affiliated with the same entity.

C. 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 applicable cost share shown on the Schedule of Benefits that applies to the type of Provider rendering services for this condition.

D. Autism Spectrum Disorders

Autism Spectrum Disorder Benefits include, but are not limited to, the Medically Necessary assessment, evaluations, or tests performed for diagnosis, Habilitative and Rehabilitative Care, pharmacy care, psychiatric care, psychological care, and therapeutic care. Applied Behavior Analysis is available for coverage for the treatment of Autism Spectrum Disorders when it is determined to be Medically Necessary.

Autism Spectrum Disorder Benefits are subject to the applicable cost share shown on the Schedule of Benefits that apply to the Benefits obtained. Example: A Member obtains speech therapy for treatment of Autism Spectrum Disorders. The Member will pay applicable cost share shown on the Schedule of Benefits.

E. Breast Reconstructive Surgical Services and Breast Cancer Long-Term Survivorship Care

1. Under the Women's Health and Cancer Rights Act, a Member who is receiving Benefits in connection with a mastectomy and elects breast reconstruction, the Member will also receive Benefits for the following Covered Services:

   a. All stages of reconstruction of the breast on which a partial or full unilateral mastectomy has been performed or reconstruction of both breasts if a bilateral mastectomy has been performed;

   b. Surgery and reconstruction of the other breast to produce a symmetrical appearance, including but not limited to contralateral prophylactic mastectomy, 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, if applicable, and will be subject to applicable cost share shown on the Schedule of Benefits.

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 applicable cost share shown on the Schedule of Benefits.

F. Cleft Lip and Cleft Palate Services

Covered Services include the following:

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. The preventive and restorative dentistry services must not be more costly than alternative services, treatment, procedures, equipment, drugs, devices, items or supplies and must be as likely to produce equivalent therapeutic or diagnostic results for diagnosing or treating the patient's condition;

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.

G. Clinical Trial Participation

1. This Contract covers any Qualified Individual for routine patient costs of items or services furnished to participate 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 applicable cost share 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 in relation to prevent, detect, or treat 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.

H. Dental Treatment for Cancer Patients

Benefits are available for dental treatments for Members diagnosed with cancer and scheduled to undergo cancer treatment. These treatments include evaluation, imaging, clinical examination, and dental extractions. These treatments must be Medically Necessary to reduce the risk of infection, eliminate infection, or treat tooth loss or decay as part of a pre-cancer treatment screening for a person who has been diagnosed with cancer. Routine preventive dental care, including, but not limited to, cleaning and sealants, are not covered as part of the Dental Services for Cancer Patients Benefits. These covered dental services are distinct from and do not include services for head and neck cancer patients provided under the Oral Surgery Benefits Article.

Coverage for Dental Treatment for Cancer Patients Benefits is excluded for Qualified Health Plans offered On-Exchange or Off-Exchange unless and until the Louisiana State Legislature appropriates funds to pay

for the cost of coverage. To verify if you have a Qualified Health Plan, call customer service at the number on the ID card.

I. Diabetes Benefits

1. Diabetes Education and Training for Self-Management

   a. 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 treating Provider.

   b. Evaluation and training programs for diabetes self-management are covered subject, to the following:

      (1) The program must be prescribed by Member's treating Provider and provided by a licensed healthcare professional who certifies that You have successfully completed the training program.

      (2) The program will comply with the National Standard for Diabetes Self-Management Education Program as developed by the American Diabetes Association.

2. Diabetic Retinal Screening

   Diabetic Members are eligible to receive retinal eye screenings to detect and prevent diabetic retinopathy and other eye Complications, once per calendar year, at no cost to the Member when services are rendered by a Network Provider. Additional screenings or screenings by a Non-Network Provider are covered subject to standard Benefits.

J. Dietitian Visits for Nutritional Counseling

Benefits are available for Outpatient visits to registered dietitians for nutritional counseling. One (1) dietitian visit for nutritional counseling is covered at no cost to Members when the dietitian is a Network Provider. All other subsequent dietitian visits for nutritional counseling are covered at standard Benefits. Dietitian visits for diabetics are available under a separate Benefit for diabetes education and training for self-management.

K. 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 applicable medical cost share shown on the Schedule of Benefits.

L. Durable Medical Equipment, Orthotic Devices, Prosthetic Appliances and Devices

Durable Medical Equipment, Orthotic Devices, Prosthetic Appliances and Devices (Non-Limb), and Prosthetic Appliances, and Devices (Limb) are covered at the applicable cost share shown on the Schedule of Benefits.

Durable Medical Equipment, Orthotic Devices and Non-Limb Prosthetic Appliances and Devices and Prosthetic Services are subject to an aggregate Benefit Period maximum, if shown on the Schedule of Benefits. Prosthetic Appliances and Devices of the limbs and Prosthetic Services of the limbs accrue to the Benefit Period maximum for each limb, shown on the Schedule of Benefits.

1. Durable Medical Equipment

   a. Durable Medical Equipment is covered when the equipment is prescribed by a Physician prior to obtaining the equipment. The equipment must not be provided mainly for the comfort or convenience of the Member or others. 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 to exceed the purchase Allowable Charge).

(2) At the Company's 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) When Durable Medical Equipment is approved by Us, Benefits for standard equipment will be provided toward any deluxe equipment when a Member selects deluxe equipment.

Deluxe equipment or deluxe features and functionalities of equipment are those:

(a) that do not serve a medical purpose;

(b) that are not required to complete daily living activities;

(c) that are solely for the Member's comfort or convenience; or

(d) that are not determined by Us to be Medically Necessary.

(4) 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.

(5) Repair or adjustment of purchased Durable Medical Equipment or for replacement of components is covered. Replacement due to loss, theft, negligent care, avoidable damage, intentional damage, abuse, neglect, or destruction is not covered. We also will not cover replacement in cases where the Member sells or gives away the equipment. Replacement of equipment within five (5) years of purchase or rental that is not Medically Necessary, as defined in this Contract, will not be covered.

c. Limitations in connection with Durable Medical Equipment.

(1) Regardless of Medical Necessity, 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) Regardless of Medical Necessity, there is no coverage for replacement of equipment due to loss, theft, negligent care, avoidable damage, intentional damage, abuse, neglect, or destruction.

(4) Regardless of Medical Necessity, there is no coverage for replacement of equipment in cases where the Member sells or gives away the equipment.

(5) Reasonable quantity limits on Durable Medical Equipment items and supplies will be determined by Us.

(6) Regardless of Medical Necessity, deluxe equipment or deluxe features and functionalities of equipment that are not approved by Us are not covered.

(7) Regardless of Medical Necessity, repair, adjustment, or replacement of equipment subject to a recall within five (5) years after purchase or rental will not be covered.

(8) Regardless of Medical Necessity, repair, adjustment, or replacement of equipment will not be covered when provided under warranty.

2. Orthotic Devices

Orthotic Devices are covered when Authorized by Us, subject to the following.

a. Primary Orthotic Devices

(1) A primary Orthotic Device is covered.

(2) When a primary Orthotic Device is approved by Us, Benefits for a standard device will be provided toward any deluxe device.

(a) Deluxe devices or deluxe features and functionalities of devices are those:

(i) that do not serve a medical purpose;

(ii) that are not required to complete daily living activities;

(iii) that are solely for Your comfort or convenience; or

(iv) that are not determined by Us to be Medically Necessary.

(b) Regardless of Claims of Medical Necessity, Deluxe primary Orthotic Devices or deluxe features and functionalities of primary Orthotic Devices that are not approved by Us are not covered.

b. Additional Orthotic Devices for Upper or Lower Limbs

(1) A second Orthotic Device for upper or low limbs only is covered as set forth below.

(a) In addition to a primary Orthotic Device for upper or lower limbs, a second Orthotic Device for upper or lower limbs is provided when the additional Orthotic Device permits the Member to engage in physical activities, such as running, biking, swimming, or strength training.

(b) This coverage is subject to Our determination that it is the most appropriate device to meet the Member's medical needs for purposes of performing physical activities and to maximize the Member's whole-body health and/or lower and upper limb function.

(2) A third Orthotic Device for upper or low limbs is covered in addition to the primary and secondary Orthotic Devices for upper and lower limbs when the third Orthotic Device enables the Member to safely engage in bathing and showering.

(3) Coverage for additional second or third Orthotic Devices for upper or lower limbs are subject to the following limitations.

(a) When two or more devices can serve the same purpose of the second or third Orthotic Device for upper or lower limbs, coverage is limited to the least costly device.

(b) If the Member elects a more expensive additional Orthotic Device, the Member will be responsible for any difference in cost.

(c) This coverage is subject to Our determination that it is the most appropriate additional Orthotic Device to meet the Member's medical needs for purposes of performing physical activities and to maximize the Member's whole-body health and/or lower and upper limb function.

(d) Orthotic Devices of the Limbs 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) or they are not covered.

(e) Coverage for any second or third Orthotic Devices of the Limbs may be subject to any limitations on the number of Orthotic Devices of the Limbs covered during a Member's lifetime or within a specified period or any other quantity or frequency limits permitted by applicable law. This limit is in addition to any other limitations set forth above.

c. Limitations applicable to all Orthotic Devices:

(1) Regardless of Medical Necessity, there is no coverage for fitting or adjustments for any Orthotic Device as this is included in the Allowable Charge for the Orthotic Device.

(2) Repair or replacement of any Orthotic Device is covered only within a reasonable time-period from the date of purchase subject to the expected lifetime of the Orthotic Device. We will determine this time-period.

(3) Regardless of Medical Necessity, repair or replacement of any Orthotic Device will not be covered when provided under warranty or when the Orthotic Device is subject to a recall.

(4) Regardless of Medical Necessity, there is no coverage for repair or replacement of an Orthotic Device due to loss, theft, negligent care, avoidable damage, intentional damage, abuse, neglect, or destruction.

(5) Regardless of Medical Necessity, there is no coverage for replacement of an Orthotic Device in cases where the Member sells or gives away the Orthotic Device.

(6) Reasonable quantity limits on Orthotic Devices will be determined by Us.

(7) 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) when Authorized by Us, subject to the following.

a. Regardless of Medical Necessity, there is no coverage for fitting or adjustments, as this is included in the Allowable Charge for the Prosthetic Appliance or Device.

b. 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 or device. We will determine this time-period.

c. Regardless of Medical Necessity, repair or replacement of appliances or devices will not be covered when provided under warranty or when the appliances or devices are subject to a recall.

d. Regardless of Medical Necessity, repair or replacement of appliances or devices will not be covered when due to loss, theft, negligent care, avoidable damage, intentional damage, abuse, neglect, or destruction. We also will not cover replacement in cases where the Member sells or gives away the appliance or device.

e. When Prosthetic Appliances or Devices are approved by Us, Benefits for standard appliances or devices will be provided toward any deluxe appliance or device.

(1) Deluxe appliances or devices or deluxe features and functionalities of appliances or devices are those:

(a) that do not serve a medical purpose;

(b) that are not required to complete daily living activities;

(c) that are solely for the Member's comfort or convenience; or

(d) that are not determined by Us to be Medically Necessary.

(2) Regardless of Medical Necessity, deluxe appliances or devices and deluxe features and functionalities of appliances or devices that are not approved by Us are not covered.

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

Prosthetic Appliances and Devices of the Limbs and Prosthetic Services of the Limbs are covered when Authorized by Us, subject to the following.

a. Primary Prosthetic Appliances and Devices of the Limbs

(1) A primary Prosthetic Appliances and Devices of the Limbs is covered.

(2) When a Prosthetic Appliance or Device of the Limbs is approved by Us, Benefits for a standard appliance or device will be provided toward any deluxe appliance or device.

(a) Deluxe appliances or devices or deluxe features and functionalities of appliances or devices are those:

(i) that do not serve a medical purpose;

(ii) that are not required to complete daily living activities;

(iii) that are solely for Your comfort or convenience; or

(iv) that are not determined by Us to be Medically Necessary**.**

(b) Regardless of Claims of Medical Necessity, deluxe primary Prosthetic Appliances or Devices of the Limbs or deluxe features and functionalities of primary Prosthetic Appliances or Devices of the Limbs that are not approved by Us are not covered.

b. Additional Prosthetic Appliances or Devices of the Upper or Lower Limbs

(1) A second Prosthetic Appliances or Devices of the Upper or Lower Limbs is covered as set forth below.

(a) In addition to a primary Prosthetic Appliance or Device for upper or lower limbs, a second Prosthetic Appliance or Devices for upper or lower limbs is provided when the additional Prosthetic Appliances or Devices of the Limbs permits the Member to engage in physical activities, such as running, biking, swimming, or strength training.

(b) This coverage is subject to Our determination that it is the most appropriate appliance or device to meet the Member's medical needs for purposes of performing physical activities and to maximize the Member's whole-body health and/or lower and upper limb function.

(2) A third Prosthetic Appliances or Devices for upper or lower limbs is covered in addition to the primary and secondary Prosthetic Appliances or Devices for upper and lower limbs when the third Prosthetic Appliance or Device of the Limbs enables the Member to safely engage in bathing and showering.

(3) Coverage for additional Prosthetic Appliances or Devices for upper or lower limbs are subject to the following limitations.

(a) When two or more appliances or devices can serve the same purpose of the second or third Prosthetic Appliances or Devices of the Limbs, coverage is limited to the least costly appliance or device.

(b) If the Member elects a more expensive additional Prosthetic Appliances or Devices of the Limbs, the Member will be responsible for any difference in cost.

(c) This coverage is subject to Our determination that it is the most appropriate additional Prosthetic Appliance or Device of the Limbs to meet the Member's medical needs for purposes of performing physical activities and to maximize the Member's whole-body health and/or lower and upper limb function.

(d) Coverage for any second or third Prosthetic Appliances or Devices of the Limbs may be subject to any limitations on the number of prosthetic devices covered during a member's lifetime or within a specified period or any other quantity or frequency limits permitted by applicable law. This limit is in addition to any other limitations set forth above.

c. Limitations applicable to all Prosthetic Appliances or Devices of the Limbs:

(1) Regardless of Medical Necessity, there is no coverage for fitting or adjustments for any Prosthetic Appliances or Devices of the Limbs as this is included in the Allowable Charge for the Prosthetic Appliances or Devices of the Limbs.

(2) Repair or replacement of any Prosthetic Appliances or Devices of the Limbs is covered only within a reasonable time-period from the date of purchase subject to the expected lifetime of the Prosthetic Appliances or Devices of the Limbs. We will determine this time-period.

(3) Regardless of Medical Necessity, repair or replacement of any Prosthetic Appliance or Device of the Limbs will not be covered when provided under warranty or when the Prosthetic Appliances or Devices of the Limbs is subject to a recall.

(4) Regardless of Medical Necessity, there is no coverage for repair or replacement of any Prosthetic Appliance or Device of the Limbs due to loss, theft, negligent care, avoidable damage, intentional damage, abuse, neglect, or destruction.

(5) Regardless of Medical Necessity, there is no coverage for replacement of any Prosthetic Appliance or Device of the Limbs in cases where the Member sells or gives away the Prosthetic Appliance or Device of the Limbs.

(6) Reasonable quantity limits on Prosthetic Appliances or Devices of the Limbs items and supplies will be determined by Us.

(7) Prosthetic Appliances and Devices of the Limbs 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) or they are not covered.

M. Emergency Medical Services

Emergency Medical Services rendered to a Member for an Emergency Medical Condition are covered and subject to applicable cost share shown on the Schedule of Benefits.

N. Fertility Preservation Services

Medically Necessary standard fertility preservation services are covered for a Member receiving Medically Necessary treatment that will result in Iatrogenic Infertility.

Standard fertility preservation services cover extraction (including drugs for extraction obtained under the medical Benefit), cryopreservation, and up to three (3) years of storage of oocytes and sperm.

Benefits for fertility preservation services are subject to a lifetime maximum of $10,000. If storage costs have been covered for three (3) years, no additional benefits will be provided, even if the $10,000 lifetime maximum has not been met. This Benefit is subject to payment of applicable cost share shown on the Schedule of Benefits and that cost share will apply to the $10,000 lifetime maximum.

Coverage for fertility preservation services is excluded for Qualified Health Plans offered On-Exchange or Off-Exchange unless and until the Louisiana State Legislature appropriates funds to pay for the cost of coverage. To verify if you have a Qualified Health Plan, call customer service at the number on the ID card.

O. 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 THE COMPANY PRIOR TO SERVICES BEING PERFORMED; AND

2. SERVICES ARE PERFORMED AT AN ADMINISTERING FACILITY THAT HAS RECEIVED PRIOR WRITTEN APPROVAL FROM THE COMPANY TO PERFORM YOUR PROCEDURE.

P. Genetic or Molecular Testing for Cancer

Genetic or molecular testing for cancer are covered under this Contract as required by law and when Medically Necessary.

Q. Hearing Benefits

1. Hearing Benefits for Members age seventeen (17) and under

   Benefits are available for hearing aids for covered Members age seventeen (17) and under when obtained from a Network Provider. This Benefit is limited to one (1) hearing aid, for each ear with hearing loss every thirty-six (36) months. The hearing aid must be fitted and dispensed by a licensed audiologist, licensed hearing aid specialist or licensed hearing aid dealer after the medical clearance of a Physician and an audiological evaluation medically appropriate to the age of the child. This Benefit is subject to payment of applicable cost share shown on the Schedule of Benefits.

2. Hearing Benefits for Members age eighteen (18) and older

   Benefits are available for hearing aids for covered Members age eighteen (18) and older for severe hearing loss or profound hearing loss and when obtained from a Network Provider. Severe hearing loss or profound hearing loss is defined as a pure tone average air conduction threshold of 71dB or higher measured at 0.5, 1, 2, and 3 kilohertz (kHz). This Benefit is limited to one (1) hearing aid for each ear with severe hearing loss or profound hearing loss every thirty-six (36) months. The hearing aid must be fitted and dispensed by a licensed audiologist, licensed hearing aid specialist or licensed hearing aid dealer following the medical clearance of a Physician and an audiological evaluation medically appropriate for the Member.

   If more than one type of hearing aid can meet the Member's functional needs, Benefits are available only for the hearing aid that meets the minimum specifications for the Member's needs. If the Member purchases a hearing aid that exceeds these minimum specifications, We will only pay the amount that We would have paid for the hearing aid that meets the minimum specifications, and the Member will be responsible for paying any difference in cost, without financial or contractual penalty to the Provider of the hearing aid.

   Authorization must be obtained prior to receiving a hearing aid for Members who are age eighteen (18) and older. This Benefit is subject to Medical Necessity and payment of applicable cost share shown on the Schedule of Benefits.

3. Cochlear Implants and Bone Anchored Hearing Aids (BAHA)

   Benefits are available for Medically Necessary cochlear implants and bone anchored hearing aids (BAHA) for all eligible Members regardless of age, the same as any other service or supply.

   This Benefit is subject to Medical Necessity and payment of applicable cost share shown on the Schedule of Benefits.

4. Limitations in Connection with Hearing Aids or Other Hearing Devices

   Benefits for hearing aids, assistive listening devices or other devices available over-the-counter (OTC) are not covered.

   Benefits for hearing aids or other hearing devices are not covered if We determine that a hearing aid, assistive listening device or other hearing device that is available over-the-counter is a clinically appropriate or suitable treatment for a Member's hearing loss.

   Replacement of hearing aids and other hearing devices that are lost or damaged due to neglect or misuse are not covered.

   Repair, adjustment, or replacement of hearing aids or other hearing devices are not covered when provided under warranty or when the hearing aid or other hearing devices are subject to a recall.

   Hearing aid repairs and supplies are not covered when provided by a Non-Network Provider. This limitation does not apply to Cochlear Implants or BAHA.

R. High-Tech Imaging Services

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

S. Home Health Care

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

T. Home Visiting Services for Newborns and Young Children

Benefits are available for voluntary Home Visiting Services rendered by Providers approved by Us to deliver Home Visiting Services. Coverage for Home Visiting Services is limited to services for Members under age three (3) and services are limited to a maximum of five (5) visits total per lifetime per child.

U. Hospice Care

Hospice Care is covered and includes, but is not limited to, palliative care.

V. Integrative Cancer Treatments – Cryotherapy and Scalp Cooling

Benefits are available for cryotherapy and scalp cooling prescribed by the treating Physician for cancer when such treatments are Medically Necessary and recommended by nationally recognized cancer treatment guidelines.

Cryotherapy is limited to reimbursement for one (1) set of booties and one (1) set of mittens up to a lifetime maximum of forty dollars ($40) when obtained from an In-Network Provider or an Out-of-Network Provider and rendered in an Outpatient setting.

Scalp cooling system services are limited to reimbursement up to one thousand seven hundred fifty dollars ($1,750) per lifetime for services obtained from an In-Network Provider or Out-of-Network Provider and rendered in an Outpatient setting. Currently, scalp cooling services are only recommended for patients with breast cancer or ovarian cancer.

Coverage for integrative cancer treatments, cryotherapy and scalp cooling is excluded for Qualified Health Plans offered On-Exchange or Off-Exchange unless and until the Louisiana State Legislature appropriates funds to pay for the cost of coverage. To verify if you have a Qualified Health Plan, call customer service at the number on the ID card.

W. Interpreter Expenses for the Deaf or Hard of Hearing

Services performed by a qualified interpreter or transliterator are covered when the Member needs 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 the failure to understand or otherwise communicate in spoken language. These services are not covered if rendered by a family member, or if the medical treatment or diagnostic consultation is not covered.

X. 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 one (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:

1. Phenylketonuria (PKU)
2. Maple Syrup Urine Disease (MSUD)
3. Methylmalonic Acidemia (MMA)
4. Isovaleric Acidemia (IVA)
5. Propionic Acidemia
6. Glutaric Acidemia
7. Urea Cycle Defects
8. Tyrosinemia

Y. 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.

Z. Out of Area Emergency Medical Services

The Member must pay applicable cost share shown on the Schedule of Benefits for each visit the Member makes to a Hospital or facility for treatment of an Emergency Medical Condition.

AA. Permanent Sterilization Procedures

The following Surgical procedures that result in permanent sterilization are covered as stated herein:

1. Vasectomy is covered and subject to standard Benefits. A vasectomy is not a Preventive or Wellness Care Benefit.

2. Tubal ligation and hysteroscopic placement of micro-inserts into the fallopian tubes are covered as a Preventive or Wellness Care Benefit at no cost to Members when Covered Services are provided by a Network Provider.

BB. Prescription Donor Human Breast Milk

Benefits are available for Medically Necessary pasteurized donor human breast milk prescribed for a Dependent infant, until one (1) year of age, undergoing Inpatient care or Outpatient care who is medically or physically unable to receive maternal human milk or participate in breastfeeding or whose mother is medically or physically unable

to produce maternal human milk in sufficient quantities. This coverage is limited to a two-month supply per infant per lifetime and is limited to prescribed donor human breast milk obtained from a member bank of the Human Milk Banking Association of North America or other source approved by Us.

Coverage for prescription donor human breast milk is excluded for Qualified Health Plans offered On-Exchange or Off-Exchange unless and until the Louisiana State Legislature appropriates funds to pay for the cost of coverage. To verify if you have a Qualified Health Plan, call customer service at the number on the ID card.

CC. Prescription Drugs

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

DD. Private Duty Nursing Services

1. Coverage is available to a Member for Private Duty Nursing Services when performed on an Outpatient basis and when the RN or LPN is not related to the Member by blood, marriage or adoption.

2. Private Duty Nursing Services are subject to applicable cost share shown on the Schedule of Benefits.

3. Inpatient Private Duty Nursing Services are not covered.

4. This Contract limits coverage for Private Duty Nursing Services to three hundred (300) hours per Benefit Period.

EE. Sleep Studies

Medically Necessary home or laboratory sleep studies and associated professional Claims are eligible for coverage.

FF. Telehealth Services and Remote Patient Therapy 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 Member and Provider may take place in different ways, depending on the circumstances, but this interaction must always be suitable for the setting in which the Telehealth Services and Remote Patient Therapy Services are provided. Telehealth Services generally must be held in real time by two-way video and audio transmissions simultaneously (Synchronous). Telehealth Services does not cover telephone calls, and only when approved by Us is it allowed by methods other than simultaneous audio and video transmission.

Store Forward or Asynchronous Telehealth Services between an established patient and their Provider may take place when an established patient sends pre-recorded video or images to a Provider via HIPAA-compliant communication, at the Provider's request, or when the data is transferred between two Providers on the patient's behalf. This method of Telehealth Services is limited to services approved by Us.

Store Forward or Asynchronous Remote Patient Therapy Services between an established patient and a Provider who has an established, documented, and ongoing relationship with the patient may take place when an established patient uses an FDA-approved or FDA-authorized device to collect and electronically transmit biometric data to a Provider to be analyzed and used to develop, manage, and update a treatment plan related to a chronic and/or acute health condition. This method of Remote Patient Therapy Services is limited to services and devices approved by Us.

In order to be covered, Remote Patient Therapy Services must specifically be required for medical treatment decisions for the Member or as otherwise required by law and must collect and electronically transmit biometric data to an established Provider on at least sixteen (16) days of a thirty-day (30) period.

Unless prohibited by applicable law, the amount You pay for a Telehealth Services visit or Remote Patient Therapy Services visit may be different than the amount You would pay for the same Provider's service in a non-Telehealth or non-Remote Patient Therapy setting. You will pay more for a Telehealth visit or a Remote Patient Therapy visit when the Provider is not in the Network.

We have the right to determine if billing was appropriate and contains the required elements for Us to process the Claim.

In general, there is no coverage for Telehealth Services or Remote Patient Therapy Services that are not within the scope of the Provider's license or fail to meet any standard of care compared to an in-person visit. Coverage does not exist for non-HIPAA compliant encounters which do not provide a system of secure communication to safeguard protected health information.

Telehealth Services, Remote Patient Therapy Services, and the Providers who can render those services are determined by Us.

GG. Treatment of the Foot

Benefits for a total of six (6) services, treatments, or procedures for cutting or removal of corns and calluses are covered. Benefits for a total of six (6) services, treatments, or procedures for nail trimming and/or debridement are also covered. Benefits are limited for these services, treatments, or procedures per Benefit Period whether such services, treatments, or procedures are provided by Network Providers or Non-Network Providers. All other services, treatments, or procedures in excess of the limits are not covered. The Member must pay applicable cost share shown on the Schedule of Benefits.

HH. Urinary Dysfunction or Sexual Dysfunction Resulting from Cancer or Cancer Treatment

1. Coverage to correct urinary dysfunction resulting from cancer or cancer treatments is available.

2. Coverage for the following treatments, procedures, and services to correct sexual dysfunction resulting from cancer or cancer treatments is available:

    a. Surgical treatment (including penile implants).

        (1) These Surgical treatments require prior Authorization, as shown on the Schedule of Benefits.

        (2) Coverage for penile implants is limited to one (1) per lifetime.

        (3) Coverage for treatment (i.e., removal, repair, re-implantation) resulting from Complications of the one (1) covered penile implant is subject to Medical Necessity.

    b. Coverage is available for provision of vacuum assisted devices (male vacuum erection system) as specified in the Durable Medical Equipment section of this Contract and is subject to the limitations included therein, including the five (5) year replacement limitation.

    c. Coverage is available for penile injections.

3. Sex therapy for treatment of sexual dysfunction is not covered.

Coverage for urinary dysfunction and sexual dysfunction resulting from cancer and cancer treatment services is excluded for Qualified Health Plans offered On-Exchange or Off-Exchange unless and until the Louisiana State Legislature appropriates funds to pay for the cost of coverage. To verify if you have a Qualified Health Plan, call customer service at the number on the ID card.

ARTICLE XVIII. CARE MANAGEMENT

For a list of items and services that require Authorization, visit the website, www.lablue.com/priorauth.

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

1. Authorization and Selection of 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 Network Benefits, the Member 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 seventy-five (75) mile radius of the Member's home. The Non-Network Provider should contact Our care management department at the telephone number shown on the Schedule of Benefits, Our customer service department at the telephone number shown on the ID card, or follow the instructions in the Provider Manual, if available to the Non-Network Provider.

   b. A request will not be approved for a Non-Network Provider outside the seventy-five (75) mile radius if there is a Network Provider who can perform the same or other appropriate Medically Necessary services to diagnose or treat the Member within the distance the Member is willing to travel to receive care from the proposed Non-Network Provider, no matter how many miles that may be. For example, if the proposed Non-Network Provider is located one hundred (100) miles away and there is a Network Provider capable of providing the same or other appropriate Medically Necessary services to diagnose or treat the individual one hundred (100) miles away or less, the approval will not be granted for the Non-Network Provider.

   c. 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 prior to 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.

   d. If We do approve the use of a Non-Network Provider, that Provider may or may not accept the Member's applicable cost share at the time services are rendered. We will pay Benefits up to the Allowable Charge for Covered Services rendered by an approved Non-Network Provider who has obtained any required Authorization prior to services being rendered. We will deduct from Our payment the amount of the Member's applicable cost share shown on the Schedule of Benefits whether or not the cost share 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 two separate functions.

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

   If a required Authorization is not requested prior to 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 Admission or other Covered Services and supplies 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 Admission or other Covered 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 stipulated in the Provider's contract with Us or with another Blue Cross and Blue Shield plan. The Network Provider or Participating Provider is responsible for all charges not covered. The Member remains responsible for applicable cost share 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 penalty if shown on the Schedule of Benefits. The Member is responsible for all charges not covered and for applicable cost share shown on the Schedule of Benefits.

b. Outpatient Services, Including Other Covered Services and Supplies

(1) If a Network Provider fails to obtain a required Authorization, We may reduce the Allowable Charge by the penalty stipulated in the Provider's contract. This penalty applies to all Outpatient services and supplies requiring an Authorization. The Network Provider is responsible for all charges not covered. The Member remains responsible for applicable cost share shown on the Schedule of Benefits.

(2) 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 for applicable cost share shown on the Schedule of Benefits.

(3) If a service or supply was not Medically Necessary, the service or supply is not covered.

(4) If a Provider fails to obtain a required Authorization for the Outpatient services and supplies which indicate no Benefit without prior Authorization on the prior Authorization list, the Outpatient services and supplies are not covered.

3. Authorization of Admissions

a. Authorization of Elective Admissions

The Member is responsible for ensuring that the Provider notifies Our care management department of any Elective or non-Emergency Inpatient Hospital Admission. We must be notified prior to the Admission regarding the nature and purpose of any Elective Admission or non-Emergency Admission to a Hospital's Inpatient department. To notify Us prior to the Admission, the Provider should contact Our care management department at the telephone number shown on the Schedule of Benefits, Our customer service department at the telephone number on the ID card, or follow the instructions in the Provider Manual, if available to the Provider or facility. The most appropriate setting for the elective service and the appropriate length of stay will be determined by the Company when the Hospital Inpatient setting is documented to be Medically Necessary.

(1) If a request for prior Authorization is denied, the Admission is not covered and the Member must pay all charges incurred during the Admission for which Authorization was denied.

(2) If Authorization is not requested prior to an Admission, We 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 accrue to the Deductible Amount or Out-of-Pocket Amount.

b. Authorization of Emergency Admissions

It is the Member's responsibility to ensure that the Physician or Hospital, or a representative thereof, notifies Our care management department of all Emergency Admissions. Within forty-eight (48) hours of the Emergency Admission, We must be notified regarding the nature and purpose of the Emergency

Admission. The facility or Provider should contact Our care management department at the telephone number shown on the Schedule of Benefits, Our customer service department at the telephone number on the ID card or follow the instructions in the Provider Manual, if available to the Provider or facility. We may waive or extend this time limitation if We determine that the Member is unable to timely notify or direct the representative to notify Us of the Emergency Admission. In the event the end of the notification period falls on a holiday or weekend, We must be notified on the next working day. The appropriate length of stay for the Emergency Admission will be determined by Us when the Hospital Inpatient setting is documented to be Medically Necessary.

(1) If Authorization is denied, the Admission will not be covered and the Member must pay all charges incurred during the Admission.

(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 accrue to the Out-of-Pocket Amount.

c. Concurrent Review

When We Authorize a Member's Inpatient stay, We will Authorize the 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 the Physician or Hospital contacts Us 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 Authorize 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. To request Concurrent Review for Authorization of additional days, the Provider should contact Our care management department at the telephone number shown on the Schedule of Benefits, Our customer service department at the telephone number on the ID card, or follow the instructions in the Provider Manual, if available to the Provider or facility.

(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 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, the 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 the Member is notified of the financial responsibility by the Physician or Hospital in advance of incurring additional charges.

(3) Charges for non-Authorized days in the Hospital that the Member must pay are considered non-covered and will not accrue to the Deductible Amount or 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 a Member receives the services, supplies, or Prescription Drugs. The Authorizations list is shown on the Member's Schedule of Benefits. The Member is responsible for making sure the Provider obtains all required prior Authorizations before the services, supplies, or Prescription Drugs. We may need the Member's Provider to submit medical or clinical information about the Member's condition. To obtain prior Authorizations, the Member's Provider should contact Our care management department at the telephone number shown on the Schedule of

Benefits, Our customer service department at the telephone number on the ID card, or follow the instructions in the Provider Manual, if available to the Provider or facility.

a. If a request for Authorization is denied by Us, the Outpatient services and supplies are not covered.

b. If a Provider fails to obtain Authorization for the Outpatient services and supplies which indicate no Benefit without prior Authorization on the prior Authorization list, the Outpatient services and supplies are not covered.

c. If Authorization is not requested prior to 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.

d. 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 accrue to the Deductible Amount or Out-of-Pocket Amount.

5. Cancer Patient's Right to Prompt Coverage Act

   The requirements set forth in La. R.S. 22:1016.12 through La. R.S. 22:1016.16, the Cancer Patient's Right to Prompt Coverage Act related to prior authorization (as defined therein) and coverage of services for the diagnoses and treatment of cancer will be followed.

6. Utilization Review Standards Required by Louisiana Law

   The requirements set forth in La. R.S. 22:1260.41 through La. R.S. 22:1260.48 related to utilization review, including to prior authorization (as defined therein), will be followed.

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 Programs – Our 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 prescribed treatment plan. We are 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 this section are provided in lieu 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 medical conditions that this Contract does not cover, and that are not specified as Alternative Benefits that We approve.

ARTICLE XIX. LIMITATIONS AND EXCLUSIONS

A. Benefits for conditions, services, Surgery, supplies and treatment for services that are not covered under this Contract are excluded.

B. If a Member has Complications from excluded conditions, Surgery, or treatments, Benefits for such conditions, services, Surgery, supplies and treatment are excluded.

C. **ANY LIMITATION OR EXCLUSION LISTED IN THIS CONTRACT MAY BE DELETED OR REVISED ON THE SCHEDULE OF BENEFITS OR BY AMENDMENT.**

D. Unless otherwise shown as covered on the Schedule of Benefits, the following are excluded**:**

1. Services, treatments, procedures, equipment, drugs, devices, items or supplies that are not Medically Necessary, as defined in this contract. 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 or her 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 disease or injury compensable under any federal or state workers' compensation laws and/or any related programs, including, but not limited to, the Jones Act, Federal Employers Liability Act, Federal Employees Compensation Act, Longshore and Harbor Workers' Compensation Act, Black Lung Benefits Act, Energy Employees Occupational Illness Compensation Program, and Title 23 of the Louisiana Revised Statutes whether or not coverage under such laws or programs is actually in force;

   g. received from a dental, vision, or medical department or clinic maintained by or on behalf of an employer, a mutual benefit association, labor union, trust, or similar person or group;

h. rendered, prescribed, or otherwise provided by a Provider who is the Member, the Member's Spouse, child, stepchild, parent, stepparent or grandparent;

i. for telephone calls, video communication, text messaging, e-mail messaging, instant messaging, or patient portal communications between You and Your Provider unless specifically stated as covered under the Telehealth Services Benefit; for services billed with Telehealth codes not suitable for the setting in which the services are provided; for Telehealth Services not permitted by Us; and for Telehealth Services rendered by Providers not permitted by Us;

j. for Remote Patient Therapy Services and devices unless the results are specifically required for a medical treatment decision for a Member or as required by law;

k. for failure to keep a scheduled visit, completion of a Claim form, to obtain medical records of information required to adjudicate a Claim, or for access to Our enrollment in or with any Provider;

l. for services performed in the home unless the services meet the definition of Home Health Care, are covered Home Visiting Services, are otherwise covered specifically in this Contract, or are approved by Us;

m. for any incidental procedure, unbundled procedure, or mutually exclusive procedure, except as described in this Contract; or

n. for paternity tests and tests performed for legal purposes.

5. Benefits are excluded for 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 otherwise covered under this Contract when the illness or bodily injury arises out of an act of domestic violence or a medical condition, including both physical and mental health conditions; or for Emergency Medical Services.;

6. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for services, Surgery, supplies, treatment, or expenses in connection with or related to, or Complications from the following:

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. breast reconstruction services (of either breast) when the underlying mastectomy is not covered, including prophylactic mastectomy procedures that do not satisfy the coverage criteria;

f. implantation, removal or re-implantation of breast implants and services, illnesses, conditions, Complications or treatment in relation to or as a result of breast implants, except for breast reconstructive services as specifically provided in this Contract. When a medically necessary mastectomy is otherwise covered under this Contract, removal of breast implants that were originally implanted during a Cosmetic Surgery and/or for cosmetic purposes is only covered when removal constitutes an incidental service under the Medical and Surgical Benefits Article of this Contract. As an incidental service, the removal of breast implants, capsulectomy, and other services, treatments, or procedures determined by Us to be an incidental service may not be billed separately;

g. implantation, removal or re-implantation of penile prosthesis and services, illnesses, conditions, Complications or treatment in relation to or as a result of penile prosthesis (except for treatment provided under the Urinary Dysfunction or Sexual Dysfunction Resulting from Cancer or Cancer Treatment Benefit);

h. diastasis recti;

i. biofeedback, except that this exclusion shall not apply to neurofeedback services for the treatment of persons with acquired brain injuries that are deemed by Us to be Covered Services:

(Note that coverage for neurofeedback services for the treatment of persons with acquired brain injuries is excluded for Qualified Health Plans offered On-Exchange or Off-Exchange unless and until the Louisiana State Legislature appropriates funds to pay for the cost of coverage. To verify if you have a Qualified Health Plan, call customer service at the number on the ID card.)

j. 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 in this Contract. Some of these programs may be offered as value-added services and may be subject to minimal additional cost. If clinically eligible to participate, You voluntarily choose whether to participate in the programs;

k. wilderness camp/programs 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;

l. treatment related to erectile dysfunction, sexual dysfunction (except for treatment provided under the Urinary Dysfunction or Sexual Dysfunction Resulting from Cancer or Cancer Treatment Benefit), low sexual desire disorder, or other sexual inadequacies;

m. 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;

n. recreational therapy, including, but not limited to, providing treatment, services and recreation activities using a variety of techniques including arts and crafts, animals, sports, games, dance and movement, drama, music, and community outings;

o. Inpatient pain rehabilitation or Inpatient pain control programs; and

p. primarily to enhance athletic abilities.

7. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for services, Surgery, supplies, treatment, or expenses related to:

a. routine eye exams (except for those for diabetics shown in the Other Covered Services, Supplies or Equipment Article), 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 contract 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. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for 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.

9. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for services, Surgery, supplies, treatment or expenses related to 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 the Company prior to services being rendered.

10. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for any of the following, except as specifically provided for in this Contract or on the Schedule of Benefits:

    a. weight reduction programs;

    b. bariatric Surgery procedures including, but not limited to:

       (1) Roux-en-Y gastric bypass

       (2) Laparoscopic adjustable gastric banding

       (3) Sleeve gastrectomy

       (4) Duodenal switch with biliopancreatic diversion;

    c. removal of excess fat or skin, or services at a health spa or similar facility; or

    d. obesity or morbid obesity, except as required by law.

11. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for 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 or prescription donor human breast milk as described in this Contract.

12. Benefits are excluded for Prescription Drugs that We determine are not Medically Necessary for the treatment of illness or injury. The following are also excluded unless shown as covered on the Schedule of Benefits:

    a. lifestyle-enhancing drugs including, but not limited to, medications used for cosmetic purposes (e.g., Botox®, Renova®, Tri-Luma®), medications used to enhance athletic performance, medications used

for effects of aging on the skin, and medications used for hair loss or restoration (e.g., Propecia®, Rogaine®), except for Prescription Drugs approved by Us to treat alopecia areata or alopecia universalis;

b. medications for obesity, weight loss, weight management, or weight maintenance (e.g., Contrave®, Qsymia®, Saxenda®, Zepbound®);

c. any medication not proven effective in general medical practice;

d. 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 to treat 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;

e. fertility drugs are excluded, unless covered under the Fertility Preservation Services Section of this Contract;

f. 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. Low Protein Food Products and prescription donor human breast milk are covered as described in this Contract;

g. prescription vitamins not listed as covered in the Prescription Drug Formulary (including but not limited to Enlyte);

h. drugs that can be lawfully obtained without a Physician's order or that do not require a prescription, including over-the-counter (OTC) drugs, except those required to be covered by law;

i. selected Prescription Drugs for which there is an OTC-equivalent or for which a similar alternative exists as an OTC medication;

j. refills that are more than the number specified by the Physician or the dispensing limitation described in this Contract, or a refill before seventy-five (75%) of day supply used, or any refills dispensed more than one (1) year after the date of the Physician's original prescription;

k. 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;

l. Selected Prescription Drug products that contain more than one active ingredient (sometimes called combination drugs);

m. Prescription Drug products that include or are packaged with a non-Prescription Drug product;

n. Prescription Drug compounding kits;

o. Selected Prescription Drug products that are packaged in a way that contains more than one (1) Prescription Drug;

n. Selected Prescription Drug products with multiple therapeutic alternatives, which may be available in a greater or lesser strength or different dosage form (e.g., tablet, capsule, liquid, suspension, extended release, tamper resistant);

p. Prescription Drug products that contain marijuana, including medical marijuana;

q. Prescription Drugs filled before the Member's Effective Date or after a Member's coverage ends;

r. replacement of lost or stolen Prescription Drugs, or those rendered useless by mishandling, damage or breakage;

s. Prescription Drugs, or substances to treat sexual dysfunction, Erectile Dysfunction (e.g., Viagra®, Cialis®, Levitra®), low sexual desire disorder (Addyi®), or other sexual inadequacies;

t. Equipment to treat sexual dysfunction (except for equipment provided under the Urinary Dysfunction or Sexual Dysfunction Resulting from Cancer or Cancer Treatment Benefit), erectile dysfunction, low sexual desire disorder, or other sexual inadequacies;

u. 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;

v. 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;

w. Prescription Drugs for and/or treatment of idiopathic short stature;

x. 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 one prescriber and one pharmacy;

y. topically applied prescription drug preparations that are approved by the FDA as medical devices;

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

aa. Prescription Drugs approved for self-administration (e.g., oral or self-injectable drugs) are excluded when obtained from a Physician or other Provider unless the Provider is contracted with Our Pharmacy Benefit Manager;

bb. 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, but are not limited to, intravenous bolus and infusion, intramuscular, implantable, intrathecal, intraperitoneal, intrauterine, pellets, pumps, and other routes of administration as determined by the Company are covered under the medical Benefit and excluded under the pharmacy Benefit; and

cc. sales tax or interest including sales tax on Prescription Drugs. Any applicable 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 cost share, in which case, the Member must pay the Prescription Drug cost and sales tax.

13. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Acthar® (the Brand-Name Drug and any generic equivalent) is excluded under Pharmacy Benefits and medical Benefits, except when the drug is Medically Necessary to treat children less than age two (2) for infantile spasms.

14. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for personal comfort, personal hygiene and convenience items including air conditioners, humidifiers, exercise equipment, personal fitness equipment, or alterations to a Member's home or vehicle.

15. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for comfort or cosmetic care or treatment of the foot; supportive devices of the foot; and treatment of flat feet, except for Medically Necessary Surgery.

16. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for routine foot care, except as specifically provided in this Contract.

17. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for any abortions other than to save the life of the mother.

18. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for 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. This exclusion shall not apply to services covered under the Fertility Preservation Services section of this Contract;

19. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for 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. This exclusion shall not apply to services covered under the Fertility Preservation Services section of this Contract;

20. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for prenatal and postnatal services or supplies of a Gestational Carrier including, but not limited to, Hospital, Surgical, Mental Health, pharmacy or medical services.

21. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for 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.

22. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for acupuncture, anesthesia by hypnosis, or charges for anesthesia for non-Covered Services.

23. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for Cosmetic Surgery, piercings, procedures, services, supplies or treatment for cosmetic purposes, unless required for Congenital Anomaly or Mastectomy. Complications resulting from any of these items or any other non-covered items are excluded.

24. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for Dental Care and Treatment except as specifically provided in this Contract under Dental Treatment for Cancer Patients, Oral Surgery Benefits, Pediatric Dental Care Benefits, and Cleft Lip and Cleft Palate Services.

25. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for dental implants and dental appliances except as specifically provided in this Contract under Oral Surgery Benefits, Pediatric Dental Care Benefits, and Cleft Lip and Cleft Palate Services.

26. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for diagnosis, treatment, or Surgery of dentofacial anomalies including, but not limited to, malocclusion, Temporomandibular Joint (TMJ) Disorders, hyperplasia or hypoplasia of the mandible and/or maxilla, and any orthognathic condition. This exclusion does not apply to Cleft Lip and Cleft Palate Services.

27. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for medical exams and/or diagnostic tests for routine or periodic physical examinations, screening examinations and immunizations, including occupational, recreational, sports, travel, and/or camp or school required examinations and immunizations, except as specifically provided in this Contract or to the extent the examination or immunization is Preventive or Wellness Care required by the Patient Protection and Affordable Care Act.

28. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for travel expenses of any kind or type other than covered Ambulance Services to the closest Hospital equipped to adequately treat the Subscriber's condition, except as specifically provided in this Contract, or as approved by Us.

29. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for Repatriation of persons or remains from an international location back to the United States or from the United States to an international location. Private or commercial air or sea transportation is not covered. Members traveling overseas should consider purchasing a travel insurance policy that covers Repatriation to Your home country and air or sea travel when ambulance is not required.

30. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for 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 services that are solely educational in nature or otherwise paid under state or federal law for purely educational purposes. This includes Applied Behavior Analysis 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. Coverage is provided only if the services are provided in the most medically appropriate setting. Coverage will only be available for the least costly Medically Necessary service option. This exclusion for educational services and supplies does not apply to training and education for diabetes or for any Preventive or Wellness Care required by the Patient Protection and Affordable Care Act when the recommendation includes training and education.

31. Benefits are excluded for Applied Behavior Analysis that We have determined is not Medically Necessary. The following is also excluded: Applied Behavior Analysis 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.

32. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for 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.

33. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for Custodial Care, nursing home care, assisted living facility care 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 the law requires Us to cover. This exclusion for Custodial Care applies to Claims for Private Duty Nursing Services that are determined by Us to be Custodial Care.

34. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for Hospital charges for a well newborn, except as specifically provided in this Contract.

35. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for counseling services including, but not limited to, career counseling, marriage counseling, divorce counseling, parental counseling

and employment counseling. This exclusion does not apply to counseling services required to be covered for Preventive or Wellness Care or when required by law.

36. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for medical and surgical treatment for snoring in the absence of obstructive sleep apnea, including laser-assisted uvulopalatoplasty (LAUP).

37. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for reversal of a voluntary sterilization procedure.

38. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for 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. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for services or supplies for the prophylactic storage of cord blood.

40. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for Mental Health services or substance use disorder services delivered through the Psychiatric Collaborative Care Model when used to treat a condition other than an approved behavioral health diagnosis.

41. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Virtual reality services, supplies, technologies, treatment, devices, or expenses related thereto no matter the setting in which virtual reality is used, including, but not limited to, Surgery.

42. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for any complementary or alternative medicine treatments, therapies, practices, or supplements, including, but not limited to, aromatherapy; art therapy; ear candling; hypnosis; magnet therapy; rolfing; and other forms of complementary and alternative medicine as defined by the National Center for Complementary and Integrative Health (NCCIH), unless specifically required by state law to be covered as integrative cancer treatments in the Other Covered Services, Supplies or Equipment Article (when, and if, such coverage is required to be provided for Qualified Health Plans).

43. **REGARDLESS OF CLAIM OF MEDICAL NECESSITY**, Benefits are excluded for all services or treatment related to gender affirmation, sex transformations, or sex-trait modifications.

    The exclusion of Benefits for all services or treatment related to gender affirmation, sex transformations, or sex-trait modifications applies to Qualified Health Plans. To verify if you have a Qualified Health Plan, call customer service at the number on the ID card.

ARTICLE XX. 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 the Preferred Care PPO Network.

    b. If You are a continuing care patient, You can continue receiving Covered Services until the earlier of the completion of the course of treatment or ninety (90) days after We notify You that the Provider has left the Preferred Care PPO Network

    c. A continuing care patient is one who is:

        (1) Undergoing a course of treatment for a Serious and Complex Condition;

        (2) Undergoing a course of institutional or Inpatient care;

        (3) Scheduled to undergo non-elective Surgery from the Provider, including receipt of postoperative care;

        (4) Pregnant and undergoing a course of treatment for the pregnancy; or

        (5) Terminally ill, which means the medical prognosis is a life expectancy of six (6) months or less, and receiving treatment for the terminal illness from the Provider.

    d. The provisions of continuity of care do not apply if any 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) The reason for termination of a Provider's contractual agreement is as a result of fraud.

        (3) You voluntarily choose to change Providers.

        (4) You move outside of the geographic service area of the Provider or the Preferred Care PPO Network.

(5) Your condition does not meet the requirements to be deemed a Serious and Complex Condition.

B. Section 1557 Grievance Procedure

Blue Cross and Blue Shield of Louisiana does not to 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@lablue.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.

1. Grievances must be submitted to the Section 1557 Coordinator within sixty (60) days of the date You become aware of the alleged discriminatory action.

2. 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.

3. 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.

4. The Section 1557 Coordinator will issue a written decision on the grievance no later than thirty (30) days after it is received.

5. You may appeal the decision of the Section 1557 Coordinator by writing to the Section 1557 Grievance Administrator within fifteen (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 thirty (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
1-877-696-6775

Complaint forms are available at: **http://www.hhs.gov/ocr/office/file/index.html**. Such complaints must be filed within one hundred eighty (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 applicable laws, We reserve the unlimited right to modify the terms of this Contract in any way permitted. Changes will be preceded by not less than sixty (60) days' notice to You. If required, We will issue to You an amendment or endorsement to this Contract specifying the modification of the terms of this Contract as well as the effective date of the amendment or endorsement. Changes will be effective upon the effective date denoted in an amendment or endorsement to the Contract. As permitted by applicable law, notice of changes to the Contract may be made by mail or electronic means. No change or waiver of any Contract provision will be effective until approved by Our chief executive officer or a 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 the 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 Members 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 ensure 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 being rendered. Premiums are due and payable beginning on the Effective Date of the first Contract Year of this Contract and on the same date each month thereafter. This is the premium due date. This contract 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 US dollars. The Subscriber will be assessed a twenty-five dollar ($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 Our sole discretion refuse to reinstate coverage.

G. Change in Premium Amount

1. This Contract will expire December 31, 2027. This Contract is renewable at Your option for the Contract Year beginning January 1, 2028. Any renewal of this Contract for the Contract Year that begins on January 1, 2028 will be subject to premium changes based on the rates that apply.

2. Except as provided in the following paragraph, We will give You forty-five (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 Contract 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 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. Our Right to Offer Premium Incentives

We may, at Our discretion, offer rebates, refunds, reductions of premium, or other items of value, in amounts or types determined by Us, for business purposes and healthcare quality and improvement purposes, including but not limited to the following purposes:

1. Encouraging Members to participate in quality programs;

2. Ensuring Members are better able to afford benefits packages;

3. Reducing and alleviating social determinants of health;

4. Reducing transition costs for Members who have changed insurers;

5. Rewarding Members for choosing lower cost, quality healthcare providers;

6. Rewarding Members for selecting lower cost, quality healthcare goods and products;

7. Rewarding Members for utilizing digital and other paperless forms of communication of information, including but not limited to Contract documents and materials; and

8. Reducing enrollment, technology, or administration costs of Members, when such costs are related to effectuating and/or maintaining coverage.

I. 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 fourteen (14) days before the date of cancellation.

2. If written notice is given to Us, it should be sent to Us at the home office:

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

3. **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 contract and the contract is not being returned because it was lost or destroyed.

4. If You give Us a cancellation notice, the Contract will be canceled effective on the date that is fourteen (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.

J. 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 one (1) full first month premium payment during the Benefit Period, will have a three (3) month grace period (delinquency period) to pay their share of the premiums due under this Contract. Claims will be paid during the first month of the grace period. If We do not receive the full premium due during the grace period, We will mail a delinquency or lapse notice to the Subscriber's address of record. If by the second month of the grace period We have not received all the premium payments that are due from the 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 grace period, 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 grace period, this Contract will be cancelled effective on the last day of the first month of the grace period, and any advance payments of the premium tax credits received for months two and three of the grace period will be returned to the federal government. We will be under no obligation to guarantee later coverage to the Subscriber or Dependents. If the Subscriber pays the premium in full, the Subscriber 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 thirty (30) day grace period from the due date of the premium. If We receive the premium during the grace period, coverage remains in effect according to the provisions of the Contract. If We do not receive the premium due during the grace 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 the Subscriber's premium at Our home office within thirty (30) days of the due date (during the grace period). If We terminate this Contract for non-payment 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 the Subscriber or Dependents during the Contract Year.

4. The Subscriber agrees to pay reasonable costs and fees to Us, including reasonable attorney's fees, for Our attempt to collect any amounts owed under this Contract, including, but not limited to, unpaid premium.

K. Our Right to Terminate the Contract for Reasons Other Than Non-payment of Premium

1. Causes for Rescission (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 thirty (30) days advance written notice by certified mail and will include the reason for Rescission. Rescission 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 Contract provision or obligation under this Contract. In such event, We will give the Subscriber sixty (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 the Subscriber sixty (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 ninety (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.

L. Termination of Your 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 fifteen (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 the 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 fifteen (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, they 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 thirty (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 contract.

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.

M. 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 the ID card.

N. 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.

O. Extension of Time Limitations

If any limitation for giving notice of Claim or bringing any action on this Contract is less than that allowed by the state, district or territory where You reside when this Contract is issued, the limitation is extended to comply with the law.

P. 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.

Q. 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.

R. Member and Provider Relationship

1. The choice of a Provider is solely the Member's.

2. The Company and all Network Providers are to each other independent contractors, and will not be considered agents, representatives, or employees of each other for any purpose whatsoever. The Company does not render Covered Services, but only makes payment for Covered Services that the Member receives. The Company will not be held liable for any act or omission of any Provider, or for any Claim or demand because of damages arising out of, or in any manner connected with, any injuries suffered by the Member while receiving care from any Provider or in any Provider's facilities. The Company has no responsibility for a Provider's failure or refusal to render Covered Services to the Member.

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

S. 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.

T. Notice

Any notice required to be provided by a Member to Us under this Contract must be in writing unless this Contract specifies other methods of delivery for a particular notice. Notice given to Us will be sent to Our address stated in this Contract or as specified in this Contract for other methods of delivery for a particular notice. We may, by written notice, indicate a new address or method of delivery for giving notice.

Notice given to You will be sent to Your address stated in the Application for Individual Coverage or, as permitted by La. R.S. 22:2462, by delivery via electronic means to You. Any notice required to be given will be considered delivered when deposited in the United States Mail, postage prepaid, addressed to You at Your address as the same appears on Our records or by delivery via electronic means to You. You may, by written notice, indicate a new address for receiving notice and You may establish a new email address for receiving notice via electronic means.

U. 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, insurer or other carrier even where such insurer or carrier provides Benefits directly to You who are its insured. The acceptance of such Benefits under this Contract will constitute subrogation. Our right to recover will be contingent on Your right to be fully compensated as determined by settlement of the parties in any claim for recovery or legal action, a ruling in a legal action by a court of competent jurisdiction, or a judgment following a trial. We will be responsible for Our proportionate share of the reasonable attorney fees and costs actually paid by You in pursuing recovery.

2. You will reimburse Us all amounts recovered by suit, settlement, or otherwise from any person, organization, insurer or other carrier, even where such insurer or carrier provides Benefits directly to You who are its insured, to the extent of the Benefits provided or paid under this Contract. Our right to recover will be contingent on Your right to be fully compensated as determined by settlement of the parties in any claim for recovery or legal action, a ruling in a legal action by a court of competent jurisdiction, or judgment following a trial. 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 must notify Us of any Accidental Injury.

V. 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.

W. 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.

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. The amount that the United States may recover will be reduced by the appropriate Deductible Amount and Coinsurance.

X. Liability of Plan Affiliates

You expressly acknowledge Your understanding that the 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.

Y. Out-of-Area Services

We have 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) do not 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, except for all dental care Benefits (except 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 out-of-area Covered Services in 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.

   The BlueCard® Program enables You to obtain out-of-area Covered Services from a healthcare Provider participating with a Host Blue, where available. The Participating Provider will automatically file a Claim for the out-of-area Covered Services provided to You, so there are no Claim forms for You to fill out. You will be responsible for obtaining any required Authorizations and payment of applicable cost share shown on the Schedule of Benefits.

   Emergency Medical Services: If You experience a medical Emergency while traveling outside the Blue Cross and Blue Shield of Louisiana service area, go to the nearest Emergency facility.

   When You receive Covered Services outside Our service area and the Claim is processed through the BlueCard® Program, the amount You pay for Covered Services, is calculated based on one of the following as determined by Us:

   a. the billed charges for Your Covered Services; or

   b. the negotiated price that the Host Blue makes available to Us; or

   c. an amount determined by applicable law.

   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 overestimation or underestimation of past pricing of Claims, as noted above. However, such adjustments will not affect the price We used for Your Claim because We will not apply them 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 out-of-area Covered Services as set forth in this Contract. Federal or state law, as applicable, may govern payments for Non-Network Emergency Medical Services.

   b. Exceptions

      In certain situations, We may use other payment methods, such as billed charges for out-of-area 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 responsible for the difference between the amount that the Non-Participating Provider bills and the payment We will make for the out-of-area Covered Services as set forth in this Contract.

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 (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.

   For medical assistance services (including locating a doctor or Hospital) outside the BlueCard® service area, call:

   Blue Cross Blue Shield Global® Core Service Center
   24 hours a day, 7 days a week
   1.800.810.BLUE (2583)

   or call collect:

   1-804-673-1177

   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 and the Provider agrees to accept a guaranteed payment, Hospitals will not require You to pay for covered Inpatient services, except for applicable cost share shown on the Schedule of Benefits. The Hospital will submit Your Claims to the Blue Cross Blue Shield Global® Core service center. However, if the Provider does not agree to a guaranteed payment or You otherwise 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 and meet other requirements in Your Contract for services to be provided, including, but not limited to, receiving only Medically Necessary services.

   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. Exceptions

In situations where the Blue Cross Blue Shield Global® Core service center is unable to obtain a guaranteed payment for a Global® Core claim, We may use other payment methods to figure the payment We will make for the healthcare services that were delivered outside Our service area. Those other payment methods include, but are not limited to, 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 from Non-Participating Providers. In these situations, You need to comply with the requirements of Your Contract and You may have to pay the difference between the amount that the Provider bills and the payment We will make for the Covered Services.

d. 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, fill out a Blue Cross Blue Shield Global® Core Claim Form. Send the form with the Provider's itemized bill(s) to the Blue Cross Blue Shield Global® Core service center at the address on the form.

Following instructions on the Claim form will help ensure timely processing of the Claim. For a copy of the form, contact Us or the Blue Cross Blue Shield Global® Core service center, or visit **www.bcbsglobalcore.com**.

For assistance with Claim submission, call:

Blue Cross Blue Shield Global® Core Service Center
24 hours a day, 7 days a week
1.800.810.BLUE (2583)

or call collect:

1-804-673-1177

Z. HIPAA Certificates of Creditable Coverage

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

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

We will provide to certain Medicare-eligible 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 (age-in);

3. prior to the Effective Date of enrollment in the Prescription Drug coverage under this Contract;

4. whenever Prescription Drug coverage under this Contract ends or changes so that it is no longer creditable or becomes creditable; and

5. upon a Medicare beneficiary's request.

BB. Proxy Votes

Election of the Board of Directors for Us and certain significant corporate transactions are determined by majority vote of its contract holders, unless the law or Our Articles of Incorporation or Bylaws require different vote. A contract holder designates, by means of the Application for Individual Health Coverage, the members of the Board of Directors as his or her proxy to vote on these important matters. Payment of each premium extends the proxy's effectiveness unless revoked by the contract holder. This proxy may be revoked by the contract holder 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 or her proxy in the Application for Individual Health Coverage, the contract holder may designate any other contract holder as his or her proxy by any form of writing which includes the contract holder's name and Member ID number, sent to Us as indicated above. Notice of meetings to the proxy constitutes notice to the contract holders giving their proxies. Further, notice is given that the annual meeting is held in the month of February with notice of the date of that meeting being given as required by law and the articles and bylaws of the Louisiana Health and Service Indemnity Company. However, additional notice of meetings will be sent to any contract holder or his or her proxy upon his or her written request for such notice directed to Our secretary.

ARTICLE XXI. COORDINATION OF BENEFITS

A. Applicability

This section applies when a Member has healthcare coverage under more than one Plan. Plan is defined below.

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 terms of coverage without concern of 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 one hundred percent (100%) of the total Allowable Expense.

B. Definitions (Applicable only to this Coordination of Benefits Article of this plan)

1. Allowable Expense – Healthcare services or expenses, including deductibles, coinsurance or copayments, that are covered in full or in part by any Plan covering a Member. The following are examples of services or expenses that are and are not Allowable Expenses.

    a. A healthcare service or expense or a portion of a service or expense that is not covered by any of the Plans covering a Member is not an Allowable Expense.

    b. 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.

    c. 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.

    d. 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 in excess of the highest reimbursement amount for a specified benefit is not an Allowable Expense.

    e. 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.

    f. 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 will be the Allowable Expense for all Plans.

    g. 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, prior authorization of admissions and preferred provider arrangements.

    h. The amount of any expense or portion of an expense for prescription drugs may be an Allowable Expense if authorized by law. A Secondary Plan shall calculate the benefits it would have paid on the claim 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. A Secondary Plan shall credit to its plan deductible any amounts it would have credited to its deductible in the absence of any other health care coverage for the prescription drugs and the Secondary Plan may 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 one hundred percent (100%) of the total Allowable Expense.

2. Closed Panel Plan – A Plan that provides healthcare 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 – A provision establishing an order in which Plans pay their claims and permitting Secondary Plans to reduce their benefits so that the combined benefits of all Plans do not exceed one hundred percent (100%) of the total Allowable Expenses. The COB provision applies to the part of the Contract providing healthcare Benefits which may be reduced because of the benefits of other Plans. Any other part of the Contract providing healthcare Benefits is separate from this Contract. This 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 covered child by a court decree; or

   b. in the absence of a court decree, the parent with whom the covered child resides more than one half of the calendar year without regard to any temporary visitation.

5. Order of Benefit Determination Rules – Rules that determine whether this Contract is a Primary Plan or Secondary Plan when a Member has healthcare coverage under more than one Plan. When this Contract is Primary, We determine payment for Benefits first before those of any other Plan and without considering any other Plan's benefits. When this Contract is Secondary, We determine Benefits after those of another Plan and may reduce the Benefits We pay so that all Plan benefits do not exceed one hundred percent (100%) of the total Allowable Expense.

6. Plan – Any of the following that provide benefits or services for medical or dental care or treatment. If separate Plans or contracts are used to provide coordinated coverage for members of a group, the separate Plans or contracts are considered parts of the same Plan and there is no COB among those separate Plans or contracts.

   a. Plan includes:

      (1) group and non-group insurance contracts;

      (2) health maintenance organization (HMO) contracts;

      (3) group or group-type coverage through Closed Panel Plans or other forms of group or group-type coverage (whether insured or uninsured);

      (4) the medical care components of long-term care contracts, such as skilled nursing care;

      (5) the medical benefits in group or individual automobile no fault and traditional automobile or fault contracts; and

      (6) Medicare or any 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 La. R.S. 22:1000(A)(3)(C);

      (6) benefits for non-medical components of long-term care contracts;

      (7) Medicare supplement policies;

      (8) Medicaid plans; or

(9) coverage under other government Plans, unless permitted by law.

Each contract for coverage under (6)(a) or (b), 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.

7. Primary Plan – A Plan whose benefits for a covered person's healthcare coverage must be determined without taking the existence of any other Plan into consideration.

8. Secondary Plan – A Plan that is not a Primary Plan and determines its benefits after the Primary Plan pays benefits.

C. Coordination of Benefits and Order of Benefit Determinations

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 concern of the benefits under any other Plan.

   b. If the Primary Plan is a Closed Panel Plan and the Secondary Plan is not a Closed Panel Plan, the Secondary Plan will pay or provide benefits as if it were the Primary Plan when a covered person uses a non-panel provider, except for emergency services or authorized referrals that are paid or provided by the Closed Panel Plan.

   c. When multiple contracts providing coordinated coverage are treated as a single Plan under the Louisiana Department of Insurance (LDI) Regulation 32, then this section applies only to the Plan as a whole, and coordination among the component contracts is governed by the terms of the contracts. If more than one issuer pays or provides benefits under the Plan, the issuer designated as Primary within the Plan will be responsible for the Plan's compliance with LDI Regulation 32.

   d. If a person is covered by more than one Secondary Plan, the Order of Benefit Determination Rules of LDI Regulation 32 decide the order in which Secondary Plans benefits are determined in relation to each other. Each Secondary Plan must take into consideration the benefits of the Primary Plan or Plans and the benefits of any other Plan, which, under LDI Regulation 32, has benefits determined before those of that Secondary Plan.

   e. Except as provided in (f) below, a Plan that does not contain a Coordination of Benefits provision that is consistent with LDI Regulation 32 is always Primary unless the provisions of both Plans state that the complying Plan is Primary.

   f. 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 may provide that the supplementary coverage shall be excess to any other parts of the Plan provided by the contract holder. Examples of these types of situations are major medical coverages that are superimposed over base plan hospital and surgical benefits and insurance type coverages that are written in connection with a Closed Panel Plan to provide out-of-network benefits.

2. A Plan may consider the benefits paid or provided by another Plan in calculating payment of its benefits only when it is the Secondary Plan.

3. Order of Benefit Determination

   Each Plan determines its order of benefits using the first of the following provisions that apply.

   a. Non-Dependent or Dependent Provision

      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. The Plan covering the person as an employee, member, policyholder, subscriber or retiree is the Secondary Plan and the other Plan covering the person as a dependent is the Primary Plan.

b. Dependent Child Covered Under More Than One Plan Provision

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 provision 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 (3)(b)(1) above will 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 (3)(b)(1) above will 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:

(i) The Plan covering the Custodial Parent;

(ii) The Plan covering the spouse of the Custodial Parent;

(iii) The Plan covering the non-Custodial Parent; and then

(iv) 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 (3)(b)(1) or (3)(b)(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:

(e) 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 of Coverage Provision, below, applies.

(f) 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 will be determined by applying the birthday provision above in subparagraph (3)(b)(1) to the child's parent(s) and the spouse.

c. Active Employee or Retired or Laid-off Employee Provision

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 provision, and as a result, the Plans do not agree on the order of benefits, this provision is ignored. This provision does not apply if the Non-Dependent or Dependent Provision, above, can determine the order of benefits.

d. COBRA or State Continuation Coverage Provision

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 provision, and as a result, the Plans do not agree on the order of benefits, this provision is ignored. This provision does not apply if the Non-Dependent or Dependent Provision, above, can determine the order of benefits.

e. Longer or Shorter Length of Coverage Provision

The Plan that covered the person as an employee, member, policyholder, subscriber or retiree for a longer period of time is the Primary Plan and the Plan that covered the person for the shorter period of time is the Secondary Plan.

f. Fall-Back Provision

If none of the preceding provisions determine the order of benefits, the Allowable Expenses shall be shared equally between the Plans meeting the definition of Plan. In any event, this Contract will never pay more than We would have paid had We been the Primary Plan.

D. Effects on the Benefits of this Contract

1. When this Contract is Secondary, We may reduce Benefits so that the total Benefits paid or provided by all Plans during a plan year are not more than one hundred percent (100%) of the total Allowable Expenses. In determining the amount to be paid for any Claim, as the Secondary Plan, We will calculate the Benefits We would have paid in the absence of other healthcare coverage and apply that calculated amount to any Allowable Expense under Our Contract that is unpaid by the Primary Plan. As the Secondary Plan, We may then reduce Our 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, as the Secondary Plan, We will credit to the Contract Deductible Amount any amounts We would have credited to the Deductible Amount in the absence of other healthcare coverage. In any event, this Contract will never pay more than We would have paid had We been the Primary Plan.

2. The difference between the Benefit payments that We would have paid had We been the Primary Plan, and the Benefit payments that We actually paid or provided shall be recorded as a benefit reserve for You or a covered family member and used by Us to pay any Allowable Expenses, not otherwise paid during the plan year. As each Claim is submitted, We will:

   a. determine Our obligation to pay or provide Benefits under the Contract;

   b. determine whether a benefit reserve has been recorded for You or Your covered family member; and

   c. determine whether there are any unpaid Allowable Expenses during the plan year.

3. If there is a benefit reserve, as the Secondary plan, We will use Your or Your covered family member's benefit reserve to pay up to one hundred percent (100%) of total Allowable Expenses incurred during the plan year. At the end of the plan year, the benefit reserve returns to zero. A new benefit reserve must be created for each new plan year.

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 will not apply between that Plan and other Closed Panel Plans.

You may request a copy in either paper form or electronic form of LDI Regulation 32 - 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 Contract 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 healthcare 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 healthcare 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 healthcare expenses. Coordination of Benefits 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 Contract 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 healthcare expenses, unless You are covered by Medicare and both You and Your Spouse are retired;

   b. The Claim is for Your Spouse's healthcare expenses, who is covered by Medicare, and You are not both retired;

   c. The Claim is for the healthcare expenses of Your Dependent child who is covered by this Contract 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 provision;

      (2) You are separated or divorced and You have informed Us of a court decree that makes You responsible for Your Dependent child's healthcare expenses; or

      (3) There is no court decree, but You have custody of Your Dependent 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 healthcare 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 healthcare service or expense covered by one of the Plans, including Copayments, Coinsurance and Deductible Amounts.

(1) 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 provider contract calls for. Health maintenance organizations and preferred provider organizations usually have contracts with their providers.

(2) 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.

(3) If the Primary Plan covers similar kinds of healthcare 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.

(4) We will not pay an amount the Primary Plan did not cover because You did not follow its rules and procedures. For example, if the Plan has reduced its benefit because You did not obtain prior authorization, 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 Contract 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 plan year. At the end of the plan year any balance is erased. A new benefit reserve begins for each covered person the next year as soon as there are savings on 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 for the purpose of determining COB. We need not tell, or get the consent of, any person to do this. Each person claiming Benefits under this Contract 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 Contract. We may pay that amount to the organization that made the payment. That amount will then be treated as though it were a Benefit paid under this Contract. 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 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 We should have paid under this COB section, We may recover the excess 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 XXII. COMPLAINT, GRIEVANCE AND APPEAL PROCEDURES

We want to know when a Member is dissatisfied about the care or services received 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, 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 Appeals would seriously jeopardize the life or health of a covered person or would jeopardize the covered person's ability to regain maximum function.

A Member is entitled to exhaust applicable appeal rights as described herein. However, submission of claims for or other requests for consideration of coverage for the same benefits that have already been the subject of an appeal and have been decided will be closed without review. Also, multiple requests to Appeal the same Claim, service, issue or date of service will not be considered.

A. Complaint, Grievance, and Informal Reconsideration Procedures

A quality of service concern addresses Our services, access, availability or attitude and those of 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 a Provider's services. Members may call customer service to register a Complaint. We will attempt to resolve the 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 a Provider's service. 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 eight (180) days of the event that led to the dissatisfaction. For assistance, the Member may call Our customer service department.

   Send Your written Grievances to the applicable address listed below:

   Medical Benefits:
   Blue Cross and Blue Shield of Louisiana
   Appeals/Grievances Department
   P. O. Box 98045
   Baton Rouge, LA 70898-9045

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

Pediatric Vision Care Benefits:
Blue Cross and Blue Shield of Louisiana
c/o Davis Vision
P. O. 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 Appeal Process

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

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 their Appeals. An authorized representative is a person to whom the Member has given written consent to represent them 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 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/Grievances Department
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, the 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.

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, the 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.

b. External Medical Appeal and Rescissions

For medical Appeals and Rescissions, 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, a written request for an External Appeal must be submitted within four (4) months of receipt of the internal medical Appeal decision or Rescission to:

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

Requests submitted to Us after four (4) months of receipt of the internal medical Appeal decision or Rescission 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, the 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 the Member's 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.

C. Expedited Appeals

The Expedited Appeal process is available for review of an 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 for a Member currently receiving Emergency Medical Services, under observation, or receiving Inpatient care.

An Expedited External Appeal is a request for immediate review, by an Independent Review Organization (IRO), of an initial Adverse Benefit Determination not to Authorize continued services for Members currently in the Emergency room, under observation in a facility 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 Member'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 is available to, and may be initiated by the Member, the Member's 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 225-298-1837 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 Expedited internal medical Appeal request that meets the criteria for an Expedited Appeal.

   In any case where the Expedited internal medical 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 and timeframe.

2. Expedited External Medical Appeal

   An Expedited External medical Appeal is a request for immediate review, by an Independent Review Organization (IRO). The request may be simultaneously filed with a request for an Expedited internal medical Appeal, since the Independent Review Organization assigned to conduct the Expedited External medical 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 medical Appeal requests to the IRO so the review may be completed within seventy-two (72) hours of receipt.

   For all medical Appeals, the Office of Consumer Advocacy of the Department of Insurance is available to assist with the Appeals process. You may contact the Commissioner of Insurance directly for assistance at:

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

D. No Surprises Act (NSA) Internal Appeals and External Appeals

The NSA added certain Member rights and protections that are eligible for internal Appeals and External Appeals. If a Member is dissatisfied about decisions We make regarding the Member's rights and protections added by the NSA, the Member may file an Appeal. Examples of the NSA Member rights and protections include the following:

1. Member cost sharing and surprise billing protections for Emergency Medical Services;

2. Member cost sharing and surprise billing protections related to care provided by Non-Network Providers at Network facilities;

3. Whether Members are in a condition to receive notice and provide Informed Consent to waive the NSA protections;

4. Whether a Claim for care received is coded correctly and accurately reflects the treatments received, and the associated NSA protections related to Member cost sharing and surprise billing; and

5. Continuity of care.

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

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 determination that is the subject of the NSA Appeal.

The Member has the right to appoint an authorized representative for NSA Appeals. An authorized representative is a person to whom the Member has given written consent to represent the Member in an internal Appeal or External Appeal. The authorized representative may be the Member's treating Provider if the Member appoints the Provider in writing.

1. NSA Internal Appeals

   If a Member believes that We have not complied with the surprise billing and cost sharing protections or with continuity of care of the NSA, a written request for review must be submitted within one hundred eighty (180) days of the NSA-related Adverse Benefit Determination. Requests submitted to Us after one hundred eighty (180) days of the NSA-related Adverse Benefit Determination will not be considered.

   The NSA internal Appeals request should be submitted in writing to:

Blue Cross and Blue Shield of Louisiana, Inc.
Appeals/Grievances Department
P. O. Box 98045
Baton Rouge, LA 70898-9045

If a Member has questions or needs assistance, the Member may call Our customer service department at the number on the ID card.

We will investigate the Member's concerns. If the NSA internal Appeal is overturned, We will reprocess the Member's Claim, if applicable. If the NSA internal Appeal is upheld, We will inform the Member of the right to begin the NSA External Appeal process.

The NSA internal Appeal decision will be mailed to the Member, the Member's 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.

2. NSA External Appeals

If the Member disagrees with the NSA internal Appeal decision, a written request for an NSA External Appeal must be submitted within four (4) months of receipt of the NSA internal Appeal decision. Requests submitted to Us after four (4) months of receipt of the NSA internal Appeal decision will not be considered.

You are required to sign and return the form included in the NSA internal 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.

The NSA External Appeals request should be submitted in writing to:

Blue Cross and Blue Shield of Louisiana, Inc.
Appeals/Grievances Department
P. O. Box 98045
Baton Rouge, LA 70898-9045

If the Member has questions or needs assistance, the Member may call Our customer service department at the number on the ID card.

A Member must exhaust all NSA internal Appeal opportunities prior to requesting an NSA External Appeal conducted by an IRO.

We will provide the IRO all pertinent information necessary to conduct the NSA External Appeal. The external review will be completed within forty-five (45) days of Our receipt of the request for an NSA External Appeal. The IRO will notify the Member, the Member's 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 this Contract. This NSA External Appeal process shall constitute Your sole recourse in disputes concerning whether the Company complied with the surprise billing and cost sharing protections of the NSA, except to the extent that other remedies are available under state or federal law.

The Member may contact 1-800-985-3059 or visit **www.cms.gov/nosurprises** for more information about Member rights under the NSA.

ARTICLE XXIII. MAKING POLICY CHANGES AND FILING 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.lablue.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 questions about any of the information in this section, You may call Your insurance agent or Our customer service department at the telephone number on the ID card.

A. Changing Family Members on Your Contract

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

1. If Your coverage was purchased On-Exchange: You will need to make all contract changes directly through the Exchange.

2. 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 contract 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.

3. If You do not complete and return a required Change of Status Card to us within the timeframes explained in the Schedule of Eligibility, Your insurance coverage may not 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. The ID card also lists Your Member ID 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:

1. an appropriate Claim form is used;
2. the Member ID number on the form is the same as the number on the ID card;
3. the patient's date of birth is listed;
4. the patient's relationship to the Subscriber is correctly stated;
5. all charges are itemized on a statement from the Provider;
6. the itemized statement from the Provider contains the Provider's name, address, and tax ID number and is attached to the Claim form;
7. the date of service (date of Admission to a Hospital or other Provider) or date of treatment is correct;
8. 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
9. 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 the 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 the 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:

1. full name of patient;
2. dates of service;
3. description of and procedure code for service;
4. diagnosis code;
5. 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. Claims for Mental Health and Substance Use Disorders

For help with filing a Claim for the treatment of Mental Health or substance use disorders, the Member should refer to the ID card or call Our customer service department.

H. Claims Questions

You can view information about a Claim online at **www.lablue.com**. You can also write Us at the address below or call Our customer service at the number on the 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 Member ID number, patient's name and date of service.

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

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

*Our local service offices are located 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, comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. Louisiana Blue does not exclude people or treat them less favorably because of race, color, national origin, age, disability or sex.

Louisiana Blue and its subsidiaries:

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

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, you can call the Customer Service number on the back of your ID card or email MeaningfulAccessLanguageTranslation@lablue.com. If you are hearing impaired call 1-800-711-5519 (TTY 711).

If you believe that Louisiana Blue or one of its subsidiaries 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 Louisiana Blue or one of its subsidiaries, file a grievance in person or by mail, fax or email.

   Section 1557 Coordinator
   In Person: 5525 Reitz Ave. Baton Rouge, LA 70809
   Mail: P. O. Box 98012, Baton Rouge, LA 70898-9012
   Phone: (225) 298-7238 or 1-800-711-5519 (TTY 711)
   Fax: (225) 298-7240
   Email: Section1557Coordinator@lablue.com

2. If your employer sponsors a self-funded health plan and Louisiana Blue only serves as the Claims Administrator, contact your employer or your company's Human Resources Department. To determine if your plan is fully insured by Louisiana Blue or self-funded and sponsored by your employer, go to **www.lablue.com/checkmyplan**.

Whether you are fully insured or covered by a self-funded health plan, you can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

Mail: 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201
Phone: 1-800-368-1019, 1-800-537-7697 (TDD)

This notice is available at www.lablue.com.

Blue Cross and Blue Shield of Louisiana and its subsidiaries, HMO Louisiana Inc. and Southern National Life Insurance Company Inc., are independent licensees of the Blue Cross Blue Shield Association.

NOTICE

Free language assistance services and auxiliary aids are available. If needed, please call the Customer Service number at 1-800-495-2583. Hearing-impaired customers call 1-800-711-5519 (TTY 711).

Tiene a su disposición servicios de asistencia lingüística y ayudas auxiliares gratuitas. Si necesita ayuda, llame al Servicio de Atención al Cliente al 1-800-495-2583. Los clientes con discapacidad auditiva pueden llamar al 1-800-711-5519 (TTY 711).

Des services d'assistance linguistique gratuits et des aides auxiliaires sont disponibles. Si nécessaire, veuillez appeler le numéro du service client au 1-800-495-2583. Les clients malentendants peuvent appeler le 1-800-711-5519 (ATS 711).

Có sẵn dịch vụ hỗ trợ ngôn ngữ miễn phí và các phương tiện hỗ trợ. Nếu cần, vui lòng gọi Dịch vụ khách hàng theo số 1-800-495-2583. Khách hàng khiếm thính vui lòng gọi 1-800-711-5519 (TTY 711).

免费提供语言协助服务和辅助工具。如有需要，请拨打客户服务电话 1-800-495-2583。听障客户请拨打 1-800-711-5519 (TTY 711)。

تتوفر خدمات مساعدة لغوية ووسائل مساعدة إضافية مجانية. وفي حال الحاجة إلى هذه الخدمات، يُرجى الاتصال بخدمة العملاء على الرقم 1-800-495-2583. يُرجى من العملاء ذوي الإعاقة السمعية الاتصال على الرقم 1-800-711-5519 (خدمة الهاتف النصي 711).

Mayroong mga libreng serbisyo sa tulong sa wika at karagdagang tulong. Kung kailangan ito, mangyaring tawagan ang numero ng Serbisyo sa Customer sa 1-800-495-2583. Para sa mga customer na may kapansanan sa pandinig, tumawag sa 1-800-711-5519 (TTY 711).

무료 언어 지원 서비스와 보조 도구를 이용하실 수 있습니다. 필요한 경우 고객 서비스 번호 1-800-495-2583으로 전화해 주시기 바랍니다. 청각 장애가 있는 고객은 1-800-711-5519(TTY 711)로 전화하십시오.

Serviços de assistência de idioma e demais auxílios disponíveis gratuitamente. Se necessário, ligue para o Atendimento ao Cliente no telefone 1-800-495-2583. Clientes com deficiência auditiva devem ligar para 1-800-711-5519 (TTY 711).

ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ແລະ ເຄື່ອງຊ່ວຍເສີມຟຣີ. ຖ້າຕ້ອງການ, ກະລຸນາໂທຫາບໍລິການລູກຄ້າ ທີ່ເບີ 1-800-495-2583. ລູກຄ້າທີ່ພິການຫູ ໃຫ້ໂທຫາ 1-800-711-5519 (TTY 711).

無料の言語アシスタンスサービスと介助用補助具をご利用いただけます。必要な場合は、カスタマーサービス番号1-800-495-2583までお電話ください。聴覚に障害のあるお客様は、1-800-711-5519 (TTY 711)までお電話ください。

زبان کے سلسلے میں مفت معاونت کی سہولیات اور اضافی معاونتیں دستیاب ہیں. ضرورت پڑنے پر کسٹمر سروس سے ان نمبر پر رابطہ کریں: 1-800-495-2583. سماعت کی کمی کے شکار افراد اس نمبر پر کال کریں: 1-800-711-5519 (TTY 711)

Bei Bedarf stehen Ihnen kostenlose Sprachhilfen und andere unterstützende Dienste zur Verfügung. Bitte wenden Sie sich dazu telefonisch an den Kundenservice unter 1-800-495-2583. Sollten Sie schwerhörig sein, wählen Sie bitte die 1-800-711-5519 (TTY 711).

خدمات کمک زبانی رایگان و ابزارهای کمکی جانبی در دسترس هستند. در صورت نیاز، لطفاً با «خدمات مشتریان» به شماره 1-800-495-2583 تماس بگیرید. مشتریان کم‌شنوا با 1-800-711-5519 (TTY 711) بگیرند.

Мы предоставляем бесплатные услуги языковой поддержки и вспомогательное оборудование. При необходимости позвоните в службу поддержки клиентов по номеру 1-800-495-2583. Телефон для клиентов с нарушениями слуха — 1-800-711-5519 (TTY 711).

มีบริการช่วยเหลือด้านภาษาและเครื่องสนับสนุนฟรี หากจำเป็น โปรดโทรติดต่อฝ่ายบริการลูกค้าได้ที่หมายเลข 1-800-495-2583 ลูกค้าที่มีความบกพร่องทางการได้ยิน โปรดโทรไปที่หมายเลข 1-800-711-5519 (TTY 711)