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**PLAN DOCUMENT AND  
SUMMARY PLAN DESCRIPTION  
FOR**

**REDI SERVICES LLC  
Group #847248**

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**SPD Effective: August 1, 2015**

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## INTRODUCTION

This document is a description of Redi Services LLC (the Plan). No oral interpretations can change this Plan. The Plan described is designed to protect Plan Participants against certain catastrophic health expenses. One of the benefit plans within this document is designed to be used with Health Savings Accounts (HSA).

The Plan Administrator for the Plan is Redi Services LLC. The Plan Administrator's duties are more fully described in the Section of this document titled "Responsibilities for Plan Administration".

The Claims Administrator for the Plan is Aetna Life Insurance Company. The Claims Administrator performs administrative services only with respect to the Plan (such as adjudication of Claims for benefits under the Plan). The Claims Administrator does not underwrite or insure the Plan and has no financial responsibility for the cost of Covered Charges provided under the Plan.

Coverage under the Plan will take effect for an eligible Employee and designated Dependents when the Employee and such Dependents satisfy the Waiting Period and all the eligibility requirements of the Plan.

The Plan Administrator fully intends to maintain this Plan indefinitely. However, it reserves the right to terminate, suspend, discontinue or amend the Plan at any time and for any reason.

Changes in the Plan may occur in any or all parts of the Plan including benefit coverage, Deductibles, maximums, Copayments, exclusions, limitations, definitions, eligibility and the like.

For Plan Years that begin on or after August 1, 2015, to the extent that an item or service is a covered benefit under the Plan, the terms of the Plan shall be applied in a manner that does not discriminate against a health care Provider who is acting within the scope of the Provider's license or other required credentials under applicable State law. This provision does not preclude the Plan from setting limits on benefits, including cost sharing provisions, frequency limits, or restrictions on the methods or settings in which treatments are provided and does not require the Plan to accept all types of Providers as a Participating Provider.

Failure to follow the eligibility or enrollment requirements of this Plan may result in delay of coverage or no coverage at all. Reimbursement from the Plan can be reduced or denied because of certain provisions in the Plan, such as coordination of benefits, subrogation, exclusions, timeliness of COBRA elections, utilization review or other Utilization Management requirements, lack of Medical Necessity, lack of timely filing of Claims or lack of coverage. These provisions are explained in summary fashion in this document.

The Plan will pay benefits only for the expenses incurred while this coverage is in force. No benefits are payable for expenses incurred before coverage began or after coverage terminated. An expense for a service or supply is incurred on the date the service or supply is furnished.

No action at law or in equity shall be brought to recover under any Section of this Plan until the Appeal rights provided have been exercised and the Plan benefits requested in such Appeals have been denied in whole or in part.

If the Plan is terminated, amended, or benefits are eliminated, the rights of Covered Persons are limited to Covered Charges incurred before termination, amendment or elimination.

This document summarizes the Plan rights and benefits for covered Employees and their Dependents and is divided into the following parts:

**Schedule of Benefits.** Provides an outline of the Plan Reimbursement formulas as well as payment limits on certain services.

**Eligibility, Funding, Effective Date and Termination.** Explains eligibility for coverage under the Plan, funding of the Plan and when the coverage takes effect and terminates.

**Benefit Descriptions.** Explains when the benefit applies and the types of charges covered.

**Utilization Management Services.** Explains the methods used to curb unnecessary and excessive charges.

**This part should be read carefully since each Participant is required to take action to assure that the maximum payment levels under the Plan are paid.**

**Defined Terms.** Defines those Plan terms that have a specific meaning.

**Plan Exclusions.** Shows what charges are not covered.

**Claim Provisions.** Explains the rules for filing Claims and the Claim Appeal process.

**Coordination of Benefits.** Shows the Plan payment order when a person is covered under more than one plan.

**Third Party Recovery Provision.** Explains the Plan's rights to recover payment of charges when a Covered Person has a Claim against another person because of Injuries sustained.

**Continuation Coverage Rights Under COBRA.** Explains when a Covered Person's coverage under the Plan ceases and the continuation options which are available.

**ERISA Information.** Explains the Plan's structure and the Participants' rights under the Plan.

## LEGISLATIVE NOTICES

### IMPORTANT NOTICE FOR MASTECTOMY PATIENTS

If a Covered Person elects breast reconstruction in connection with a mastectomy, the Covered Person is entitled to coverage under this Plan for:

- Reconstruction of the breast on which the mastectomy was performed;
- Surgery and reconstruction of the other breast to produce a symmetrical appearance; and
- Prosthesis and treatment of physical complications at all stages of the mastectomy, including lymphedemas.

Such services will be performed in a manner determined in consultation with the attending Physician and the patient. See Medical Benefits Section for further detail regarding this coverage.

Prior Authorization is required.

### PATIENT PROTECTION NOTICE

For information on how to choose a PCP, and for a list of Participating Primary Care Physicians, contact the Claims Administrator at the Customer Service number printed on Your ID card or visit their website at [www.aetna.com](http://www.aetna.com).

## NOTICE FOR MEDICARE ELIGIBLE PARTICIPANTS

### *Important Notice About Your Prescription Drug Coverage and Medicare*

Please read this Section carefully and keep this document where You can find it. This Section has information about Your current Prescription Drug coverage and about Your options under Medicare's Prescription Drug coverage. This information can also help You decide whether or not You want to join a Medicare drug plan. If You are considering joining, You should compare Your current coverage, including which drugs are covered at what cost, with the coverage and costs of the plans offering Medicare Prescription Drug coverage in Your area. Information about where You can get help to make decisions about Your Prescription Drug coverage is at the end of this Section.

**There are two important things You need to know about Your current coverage and Medicare's Prescription Drug coverage:**

- 1. Medicare Prescription Drug coverage became available in 2006 to everyone with Medicare. You can get this coverage if You join a Medicare Prescription Drug Plan or join a Medicare Advantage Plan (like an HMO or PPO) that offers Prescription Drug coverage. All Medicare drug plans provide at least a standard level of coverage set by Medicare. Some plans may also offer more coverage for a higher monthly premium.**
- 2. The Plan has determined that the Prescription Drug coverage offered under this Plan is, on average for all Covered Persons, expected to pay out as much as the standard Medicare Prescription Drug coverage pays and is therefore considered Creditable Coverage. Because Your existing coverage is Creditable Coverage, You can keep this coverage and not pay a higher premium (a penalty) if You later decide to join a Medicare drug plan.**

### **When Can You Join A Medicare Drug Plan**

You can join a Medicare drug plan when You first become eligible for Medicare and each year from October 15<sup>th</sup> through December 7<sup>th</sup>.

However, if You lose Your current creditable Prescription Drug coverage, through no fault of Your own, You will also be eligible for a two (2) month Special Enrollment Period (SEP) to join a Medicare drug plan.

## **What Happens To Your Current Coverage If You Decide To Join A Medicare Drug Plan**

If You decide to join a Medicare drug plan, Your current Plan coverage will not be affected.

If You decide to join a Medicare drug plan and drop Your current Plan coverage, be aware that You and Your Dependents will be able to get this coverage back provided You and Your Dependents are still eligible under the Plan to pick up coverage at the next open enrollment period.

## **When Will You Pay a Higher Premium (Penalty) To Join a Medicare Drug Plan**

You should also know that if You drop or lose Your current coverage with the Plan and do not join a Medicare drug plan within sixty-three (63) continuous days after Your current coverage ends, You may pay a higher premium (a penalty) to join a Medicare drug plan later.

If you go sixty-three (63) days or longer without creditable Prescription Drug coverage, Your monthly premium may go up by at least 1% of the Medicare base Beneficiary premium per month for every month that You did not have that coverage. For example, if You go nineteen months without Creditable Coverage, Your premium may consistently be at least 19% higher than the Medicare base Beneficiary premium. You may have to pay this higher premium (a penalty) as long as You have Medicare Prescription Drug coverage. In addition, You may have to wait until the following October to join.

## **For More Information About This Section or Your Current Prescription Drug Coverage**

Contact the Plan Administrator for further information. You may receive this information at other times in the future such as before the next period You can enroll in Medicare Prescription Drug coverage, and if this coverage through the Plan changes. You also may request a copy of this document at any time.

## **For More Information About Your Options Under Medicare Prescription Drug Coverage**

More detailed information about Medicare plans that offer Prescription Drug coverage is in the “Medicare & You” handbook. You will get a copy of the handbook in the mail every year from Medicare. You may also be contacted directly by Medicare drug plans.

For more information about the Medicare Prescription Drug coverage:

- Visit [www.Medicare.gov](http://www.Medicare.gov),
- Call Your State Health Insurance Assistance Program (see the inside back cover of Your copy of the “Medicare & You” handbook for their telephone number) for personalized help,
- Call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

**Remember: Keep this document. If You decide to join one of the Medicare drug plans, You may be required to provide a copy of this Section when You join to show whether or not You have maintained Creditable Coverage and, therefore, whether or not You are required to pay a higher premium (a penalty).**

If You have limited income and resources, extra help paying for Medicare Prescription Drug coverage is available. For information about this extra help, visit Social Security Administration on the web at [www.socialsecurity.gov](http://www.socialsecurity.gov), or call them at 1-800-772-1213 (TTY 1-800-325-0778).

## SCHEDULE OF BENEFITS

**Verification of Eligibility:** 888-416-2277

Call this number to verify eligibility for Plan benefits **before** the charge is incurred.

### MEDICAL BENEFITS

All benefits described in this Schedule are subject to the exclusions and limitations described more fully herein including, but not limited to, the Plan Administrator's determination that: care and treatment is Medically Necessary; that charges are within the Eligible Medical Expenses; that services, supplies and care are not Experimental and/or Investigational. The meanings of these capitalized terms are in the Defined Terms Section of this document.

The Plan utilizes a Claims Administrator to administer many of the benefits described in this document. The Claims Administrator is:

Aetna  
PO Box 981106  
El Paso, TX 79998-1106  
(888) 416-2277  
[www.aetna.com](http://www.aetna.com)

**Certain services must be Prior Authorized. Please see the Utilization Management Section and the Prior Authorization Exhibit in this document for additional details.**

The Plan is a Point of Service (POS) Plan.

A Covered Person does not need Prior Authorization from the Plan, a primary care Provider, or any other person in order to obtain access to obstetrical or gynecological care from a health care professional who specializes in obstetrics or gynecology and who is a Participating Provider. However, the health care professional may be required to comply with certain Plan procedures, including obtaining Prior Authorization for certain services, following a pre-approved treatment plan, or procedures for making referrals.

A Point of Service Managed Care Organization is similar to a health maintenance organization but Covered Persons are not restricted to using the Participating Providers.

The Reimbursement from the Plan for medical services rendered or hospitalizations will be higher if the Covered Person uses Participating Providers, but a Covered Person can choose any Physician or Hospital and receive Reimbursement from the Plan. This is called "Point of Service" because the level of Reimbursement is determined at the point the services are provided.

Under the following circumstances, the higher Participating Provider payment will be made for certain Non-Participating services:

- If a Covered Person has no choice of Participating Providers in the specialty that the Covered Person is seeking within the Plan's service area and with prior approval from the Claims Administrator. If a Covered Person has no Participating Provider within forty (40) miles of their home zip code, the Employee must call Human Resources for Prior Authorization to see a Non-Participating Provider at the higher Participating Provider benefit level.
- If a Covered Person is out of the Plan's service area and has a Medical Emergency requiring immediate care. If a Covered Person has a Medical Emergency and needs immediate medical care, this care will be covered at the rate shown in the Schedule of Benefits.

If You utilize Non-Participating Providers, this Plan provides benefits only for Covered Charges that are equal to or less than the Eligible Medical Expense. **YOU ARE RESPONSIBLE FOR ANY AMOUNTS OVER THE ELIGIBLE MEDICAL EXPENSE.**

Additional information about this option will be given to Covered Persons, at no cost, and updated as needed. The most current listing of Participating Providers is available online at [www.aetna.com](http://www.aetna.com).

Please note: Coinsurance and other payments to Participating Providers may be based on an approved rate schedule, but a Participating Provider's compensation ultimately is determined on the basis of each particular Participating Provider's agreement with the Claims Administrator and may be an amount less than the approved rate. The Claims Administrator may receive a retrospective discount or rebate from a Participating Provider or vendor related to the volume of services, supplies, equipment or pharmaceuticals purchased by persons enrolled in health care plans offered or administered by the Claims Administrator and its affiliates. Neither the Plan nor the Covered Person shall share in such retrospective volume-based discounts or rebates, except as provided for under the context of the fees the Plan pays to the Claims Administrator for its services.

### **Health Plans Other Than Qualified High Deductible Health Plans Deductibles/Copayments payable by Plan Participants**

Deductibles/Copayments are dollar amounts that the Covered Person must pay before the Plan pays.

A Deductible is an amount of money that is paid once a Benefit Year per Covered Person. There is one Deductible amount per Plan and it must be paid before any money is paid by the Plan for most Covered Charges. Each Benefit Year, a new Deductible amount is required.

A Copayment is the amount of money that is paid each time a particular service is used. There are Copayments on some services and other services do not have any Copayments.

### **Qualified High Deductible Health Plans**

A Qualified High Deductible Health Plan (QHDHP) with a Health Savings Account provides comprehensive coverage for high cost medical events and a tax-advantaged way to help build savings for future medical expenses. The Plan gives You greater control over how health care benefits are used. A QHDHP satisfies certain statutory requirements with respect to minimum Deductibles and out-of-pocket expenses for both single and family coverage. These minimum Deductibles and limits for out-of-pocket expenses' are set forth by the U.S. Department of Treasury and will be indexed for inflation in the future.

### **Deductibles are payable by Plan Participants**

Deductibles are dollar amounts that the Covered Person must pay before the Plan pays. See the Schedule of Benefits for details.

A Deductible is an amount of money that is paid once a Benefit Year per Covered Person or Family Unit. Each Benefit Year, a new Deductible amount is required. For family coverage, the Deductible must be met as a Family Unit, without regard to which family member incurred the expenses. For single coverage, the Covered Person must meet the individual Deductible before any money is paid by the Plan for any Covered Charge. For family coverage, the entire family Deductible must be met before any money is paid by the Plan for any Covered Charge.



**REDISERVICES, LLC  
AETNA CHOICE POS II**

<b>DEDUCTIBLES, OUT-OF-POCKET LIMITS</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
<b>Calendar Year Deductible</b> Individual Family Cumulative across benefit levels.	\$1,000 \$2,000	\$2,000 \$4,000
<b>Out-of-Pocket Maximum</b> Individual Family Fixed dollar Copays and Deductibles does apply. Cumulative across benefit tiers.	\$2,000 \$4,000	\$4,000 \$8,000
<b>Lifetime Maximum</b>	Unlimited	
<b>OUTPATIENT SERVICES</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
<b>Preventive Care Services</b> -When provided in conjunction with a preventive diagnosis, as determine by Aetna, including annual adult physical examinations, well Child care, family planning, routine immunizations, minor diagnostic laboratory tests, and colonoscopies. Some services You receive during a preventive office visit may not qualify as Preventive Care Services and will be subject to applicable Deductibles, Copays, and/or Coinsurance.	You Pay Nothing	50%* AD
<b>Office Visits - Primary Care</b>	\$25+20%*	50%* AD
<b>Office Visits - Specialty Care</b>	\$25+20%*	50%* AD
<b>After-Hours Care/Urgent Care</b> - Care received in a Physician's office or Urgent Care facility.	\$25+20%*	50%* AD
<b>Chiropractic Office Visits</b> - Limited to a combined benefit of 15 visits per Member, per Calendar Year with any licensed chiropractor.	\$25+20%*	50%* AD
<b>Eye Exams - Optometrist</b>	\$25+20%*	50%* AD
<b>Major Diagnostic Services</b> - Sleep studies, laboratory tests and radiology, including, but no limited to CT scans and MRIs.	20%* AD	50%* AD
<b>Minor Diagnostic Laboratory Tests and X-Rays</b> - Including, but not limited to mammograms and chest X-rays.	You Pay Nothing	50%* AD
<b>Outpatient Hospital / Facility Services</b> - Including, but not limited to, Outpatient surgery, observation, chemotherapy, radiation therapy, dialysis, cardiovascular services, infusion therapy, endoscopy, and pulmonary services. Includes Physician charges. Cardiac rehabilitation and pulmonary rehabilitation limited to a combined benefit of 18 Outpatient facility visits per Member, per Calendar Year.	20%* AD	50%* AD
<b>Physiotherapy Services at a Provider's Office</b> - Physical, occupational and speech therapy provided on an Outpatient basis. Limited to a combined benefit of 20 Provider's office and/or Outpatient facility visits of each type per Member, per Calendar Year.	\$25+20%*	50%* AD
<b>Physiotherapy Services at an Outpatient Facility</b> - Physical, occupational and speech therapy provided on an Outpatient basis. Limited to a combined benefit of 20 Provider's office and/or Outpatient facility visits of each type per Member, per Calendar Year.	20%* AD	50%* AD

<b>EMERGENCY CARE</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
<b>Emergency Room Care</b> - When Medically Necessary, as determined by Aetna. Includes all services provided in an emergency room setting. Inpatient benefit applies when admitted. Outpatient Hospital benefit applies when transferred to an operating room.	\$100+20%*	Participating Benefit Applies
<b>Urgent Care</b> - When Medically Necessary, as determined by Aetna.	\$25+20%*	50%* AD
<b>Ambulance / Paramedics</b> - (including Air Ambulance) When Medically Necessary, as determined by Aetna.	20%* AD	Participating Benefit Applies
<b>INPATIENT SERVICES</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
<b>Inpatient Hospital / Facility Services</b>	20%* AD	50%* AD
<b>Inpatient Physiotherapy Services</b> - Physical, occupational and speech therapy provided on an Inpatient basis. Limited to 60 days per Member per Calendar Year for all therapy types combined.	20%* AD	50%* AD
<b>Physician, Surgeon, Assistant Surgeon, Anesthesiologist</b>	20%* AD	50%* AD
<b>Organ Transplant Services</b> - Organ and tissue transplant services, including but not limited to, cornea, kidney, heart, lung, heart-lung, liver, pancreas, and bone marrow transplant and related services. Office visits and other services related to organ transplant may have additional Copay.	20%* AD	Participating Providers Only
<b>MATERNITY SERVICES</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
<b>Pre-Natal and Post-Natal Care-Professional Services</b> - Routine pre-natal office visits, delivery (including surgeon and assistant surgeon), and post-natal care. Regular benefits apply for complications of Pregnancy.	20%* AD	50%* AD
<b>Inpatient Hospital / Facility Services</b>	20%* AD	50%* AD
<b>INJECTABLE OR IMPLANTABLE MEDICATIONS</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
<b>Injectable or Implantable Medications-Non-Facility</b> - Injectable or implantable medications received in a Physician's office or through a home health Provider. (Preferred/Non-Preferred)	20%* / 30%*	50%* AD / 50%* AD
<b>Injectable or Implantable Medications-Pharmacy</b> (Preferred/Non-Preferred)	20%* / 30%*	Participating Providers Only
<b>PRESCRIPTION DRUGS</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
If You receive a Brand Name Drug when a Preferred Generic equivalent can be substituted, You will pay the difference in cost between the Generic and the Brand Name Drug, any applicable Deductible, and/or the Generic Copay. Regular benefits apply if a Preferred Generic cannot be substituted.		
<b>Prescription Drugs</b> - Up to a 30-day supply. This benefit also includes the following injectable medications when provided by an Aetna Participating Pharmacy: Insulin, Imitrex, Symlin, Byetta, glucagon, Lovenox, and Epinephrine kits (such as Epi-Pen). (Preferred Generic, Preferred Brand, Non-Preferred)	\$10 \$30 \$60	Participating Providers Only
<b>Prescription Drugs Mail Order</b> - 90-day supply of maintenance medication. (Preferred Generic, Preferred Brand, Non-Preferred)	\$20 \$60 \$120	Participating Providers Only
<b>MENTAL HEALTH / SUBSTANCE ABUSE SERVICES</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
<b>Inpatient Services</b>	20%* AD	50%* AD

<b>Partial Hospitalization</b>	20%* AD	50%* AD
<b>Services at an Outpatient Facility</b> – Includes intensive Outpatient services.	20%* AD	50%* AD
<b>Office Visits</b>	\$25+20%*	50%* AD
<b>ALLERGY CONDITIONS</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
<b>Testing and Treatment</b>	\$25+20%*	50%* AD
<b>Serum</b>	20%* AD	50%* AD
<b>Injections</b>	You Pay Nothing	50%* AD
<b>OTHER BENEFITS</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
<b>Accident Related Dental Services</b> - Dental services required as the result of an accidental Injury. Services include, but are not limited to, crowns, caps, bridges, and root canals. Limited to a combined Lifetime maximum of \$1,000 cumulative across benefit levels per Member.	50% AD	Participating Benefit Applies
<b>Durable Medical Equipment (DME)</b> - Including corrective appliances and prosthetic devices.	50%	50%
<b>Home Health Care</b> - Limited to a benefit of 60 visits per Member, per Calendar Year.	20%* AD	50%* AD
<b>Hospice Care</b> - Care for a terminally ill Member through a licensed hospice agency.	20%* AD	50%* AD
<b>Implantable Contraceptives and Intra-Uterine Devices (IUDs)</b> -Includes charges for insertion and removal.	20%*	50%* AD
<b>Infertility Services</b> - Evaluation, testing, and diagnostic services. Includes services that are provided for the purpose of ruling out Infertility. Limited to \$750 per Member, per Calendar Year, up to a Lifetime maximum of \$5,000.	50% AD	Participating Providers Only
<b>Medical Supplies</b> - Disposable medical supplies and accessories as determined Medically Necessary by Aetna.	20%	50%
<b>Neuropsychological Testing</b>	50%* AD	50%* AD
<b>Skilled Nursing Facility</b> - Limited to a combined benefit of 60 days per Member, per Calendar Year.	20%* AD	50%* AD
<b>Sterilization Procedures</b> - Services received at a Physician's office.	\$25+20%*	50%* AD
<b>Sterilization Procedures</b> - Services received at an Outpatient facility.	20%* AD	50%* AD
<b>Temporomandibular Joint Dysfunction (TMJ)</b> - Evaluation, testing and diagnostic services. Limited to a combined Lifetime maximum of \$1,000.	50% AD	50% AD
<b>GENERAL INFORMATION</b>		
<b>Calendar Year Deductible</b> - You must satisfy an individual or family Deductible each Calendar Year before certain benefits will be provided under this benefit Plan. Deductibles do not apply to benefits with "fixed" Copays and Deductibles does count towards the Out-of-Pocket Maximum.		
<b>Out-of-Pocket Maximum</b> - Fixed dollar Copays does apply. When You or Your family fulfill Out-of-Pocket Maximums during a Calendar Year, then no further out-of-pocket expenses will be required for the remainder of that Calendar Year. This provision does not apply to any payments for benefits with fixed Copays, Prescription Drugs, dental services (even when necessitated by accidental Injury), Durable Medical Equipment, Infertility Services, TMJ services, charges that exceed eligible medical expenses or non-Covered Services. You are required to keep receipts for out-of-pocket expenses and furnish such proof to the Aetna Claims Department when You reach an Out-of-Pocket Maximum.		
<b>Securing Benefits and Payment for Services Through AETNA</b> - In order for a medical service to be eligible for coverage, it must be defined as a covered benefit and properly coordinated through Aetna. Prior Authorization is required for certain services (excluding emergency care) in order to verify that the services to be provided are covered by Your benefit Plan and are Medically Necessary and appropriate. It is Your responsibility to determine that Providers and facilities have obtained Prior Authorization from Aetna prior to receiving care. If Prior Authorization form Aetna is not obtained, coverage may be denied.		

Copays apply to each visit. Medical services with fixed Copays are not subject to Deductible. Deductibles do not apply to the Out-of-Pocket Maximum. Aetna pays Non-Participating Providers based on Eligible Medical Expenses. You are responsible for the difference between billed charges and Your Eligible Medical Expenses in addition to Your share of Coinsurance. This difference does not apply to the Out-of-Pocket Maximum.

Aetna Customer Service 1-888-416-2277 [www.Aetna.com](http://www.Aetna.com)

\*Applies to Out-of-Pocket Maximum (OOPM), AD=after Deductible, APD=after Pharmacy Deductible

**REDISERVICES, LLC**  
**AETNA PEAK PLUS QHDHP PLAN**

<b>DEDUCTIBLES, OUT-OF-POCKET LIMITS</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
<b>Calendar Year Deductible</b> Individual Family Deductible applies to Out-of-Pocket Maximum. Cumulative across benefit levels.	 \$2,500* \$5,000*	 \$5,000* \$10,000*
<b>Out-of-Pocket Maximum</b> Individual Family All Copays and Coinsurance apply. Cumulative across benefit levels.	 \$2,500 \$5,000	 \$10,000 \$20,000
<b>Lifetime Maximum</b>	Unlimited	
<b>OUTPATIENT SERVICES</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
<b>Designated Preventive Care Services</b> - Certain covered office visits, minor diagnostic tests and x-rays, and Outpatient Hospital/facility services received through Participating Providers are not subject to Deductible when provided in conjunction with a preventive diagnosis, as determined by Aetna and in accordance with Section 223 of the Internal Revenue Code.  Services include the following: Annual adult physical examinations, annual gynecological examinations, well Child care, preventive childhood and adult prostate cancer screening, and colorectal cancer screening. Some services You receive during a preventive office visit may not qualify as Designated Preventive Care Services and will be subject to Deductible.  Other preventive services that are covered by this benefit plan are subject to Deductible.	You Pay Nothing	50%* AD
<b>Office Visits - Primary Care</b>	You Pay Nothing AD	50%*AD
<b>Office Visits - Specialty Care</b>	You Pay Nothing AD	50%*AD
<b>After-Hours Care/ Urgent Care-</b> Care received in a Physician's office or Urgent Care facility.	You Pay Nothing AD	50%*AD
<b>Chiropractic Office Visits</b> - Limited to a combined benefit of 15 visits per Member, per Calendar Year with any licensed chiropractor.	You Pay Nothing AD	50%*AD
<b>Eye Exams - Optometrist</b>	You Pay Nothing AD	50%*AD
<b>Major Diagnostic Laboratory Tests and Radiology</b> - Including, but not limited to CT scans and MRIs.	You Pay Nothing AD	50%*AD
<b>Minor Diagnostic Laboratory Tests and X-Rays</b> - Including, but not limited to mammograms and chest X-rays.	You Pay Nothing AD	50%*AD
<b>Outpatient Hospital / Facility Services</b> - Including, but not limited to, Outpatient surgery, observation, chemotherapy, radiation therapy, dialysis, cardiovascular services, infusion therapy, endoscopy, and pulmonary services. Includes Physician charges. Cardiac rehabilitation and pulmonary rehabilitation limited to a combined benefit of 18 Outpatient facility visits per Member, per Calendar Year.	You Pay Nothing AD	50%*AD

<b>Physiotherapy Services at a Provider's Office</b> - Physical, occupational and speech therapy provided on an Outpatient basis. Limited to a combined benefit of 20 Provider's office and/or Outpatient facility visits of each type per Member, per Calendar Year.	You Pay Nothing AD	50%*AD
<b>Physiotherapy Services at an Outpatient Facility</b> - Physical, occupational and speech therapy provided on an Outpatient basis. Limited to a combined benefit of 20 Provider's office and/or Outpatient facility visits of each type per Member, per Calendar Year.	You Pay Nothing AD	50%*AD
<b>EMERGENCY CARE</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
<b>Emergency Room Care</b> - When Medically Necessary, as determined by Aetna. Includes all services provided in an emergency room setting. Inpatient benefit applies when admitted. Outpatient Hospital benefit applies when transferred to an operating room.	You Pay Nothing AD	Participating Benefit Applies
<b>Urgent Care</b> - When Medically Necessary, as determined by Aetna.	You Pay Nothing AD	50%* AD
<b>Ambulance / Paramedics</b> - (including Air Ambulance) When Medically Necessary, as determined by Aetna.	You Pay Nothing AD	Participating Benefit Applies
<b>INPATIENT SERVICES</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
<b>Inpatient Hospital / Facility Services</b>	You Pay Nothing AD	50%*AD
<b>Inpatient Physiotherapy Services</b> - Physical, occupational and speech therapy provided on an Inpatient basis. Limited to 60 days per Member per Calendar Year for all therapy types combined.	You Pay Nothing AD	50%*AD
<b>Physician, Surgeon, Assistant Surgeon, Anesthesiologist</b>	You Pay Nothing AD	50%*AD
<b>Organ Transplant Services</b> - Organ and tissue transplant services, including but not limited to, cornea, kidney, heart, lung, heart-lung, liver, pancreas, and bone marrow transplant and related services. Office visits and other services related to organ transplant may have additional Copay.	You Pay Nothing AD	Participating Providers Only
<b>MATERNITY SERVICES</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
<b>Pre-Natal and Post-Natal Care - Professional Services-</b> Routine pre-natal office visits, delivery (including surgeon and assistant surgeon), and post-natal care. Regular benefits apply for complications of Pregnancy.	You Pay Nothing AD	50%*AD
<b>Inpatient Hospital / Facility Services</b>	You Pay Nothing AD	50%*AD
<b>INJECTABLE OR IMPLANTABLE MEDICATIONS</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
<b>Injectable or Implantable Medications-Non-Facility</b> - Injectable or implantable medications received in a Physician's office or through a home health Provider. (Preferred/Non-Preferred)	You Pay Nothing AD	50%*AD/60%*AD
<b>Injectable or Implantable Medications - Pharmacy</b> (Preferred/Non-Preferred)	You Pay Nothing AD	Participating Providers Only
<b>PRESCRIPTION DRUGS</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
If You receive a Brand Name Drug when a Preferred Generic equivalent can be substituted, You will pay the difference in cost between the Generic and the Brand Name Drug, any applicable Deductible, and/or the Generic Copay. Regular benefits apply if a Preferred Generic cannot be substituted.		

<b>Prescription Drugs</b> - Up to a 30-day supply. This benefit also includes the following injectable medications when provided by an Aetna Participating Pharmacy: Insulin, Imitrex, Symlin, Byetta, glucagon, Lovenox, and Epinephrine kits (such as Epi-Pen). (Preferred Generic, Preferred Brand, Non-Preferred)	\$0 AD/\$0 AD/\$0 AD	Participating Providers Only
<b>Prescription Drugs Mail Order</b> - 90-day supply of maintenance medication. (Preferred Generic, Preferred Brand, Non-Preferred)	\$0 AD/\$0 AD/\$0 AD	Participating Providers Only
<b>MENTAL HEALTH / SUBSTANCE ABUSE SERVICES</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
<b>Inpatient Services</b>	You Pay Nothing AD	50%*AD
<b>Outpatient Services</b>	You Pay Nothing AD	50%*AD
<b>ALLERGY CONDITIONS</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
<b>Testing and Treatment</b>	You Pay Nothing AD	50%*AD
<b>Serum</b>	You Pay Nothing AD	50%*AD
<b>Injections</b>	You Pay Nothing AD	50%*AD
<b>OTHER BENEFITS</b>	<b>Participating Providers</b>	<b>Non-Participating Providers</b>
<b>Accident Related Dental Services</b> - Dental services required as the result of an accidental Injury. Services include, but are not limited to, crowns, caps, bridges, and root canals. Limited to a combined Lifetime maximum of \$1,000 cumulative across benefit levels per Member.	You Pay Nothing AD	Participating Benefit Applies
<b>Durable Medical Equipment (DME)</b> - Including corrective appliances and prosthetic devices.	You Pay Nothing AD	50%*AD
<b>Home Health Care</b> - Limited to a benefit of 60 visits per Member, per Calendar Year.	You Pay Nothing AD	50%*AD
<b>Hospice Care</b> - Care for a terminally ill Member through a licensed hospice agency.	You Pay Nothing AD	50%*AD
<b>Implantable Contraceptives and Intra-Uterine Devices (IUDs)</b> - Includes charges for insertion and removal.	You Pay Nothing AD	50%*AD
<b>Infertility Services</b> - Evaluation, testing, and diagnostic services. Includes services that are provided for the purpose of ruling out Infertility. Limited to \$750 per Member, per Calendar Year, up to a Lifetime maximum of \$5,000.	You Pay Nothing AD	Participating Providers Only
<b>Medical Supplies</b> - Disposable medical supplies and accessories as determined Medically Necessary by Aetna.	You Pay Nothing AD	50%*AD
<b>Neuropsychological Testing</b>	You Pay Nothing AD	50%*AD
<b>Skilled Nursing Facility</b> - Limited to a combined benefit of 60 days per Member, per Calendar Year.	You Pay Nothing AD	50%*AD
<b>Sterilization Procedures</b> - Services received at a Physician's office.	You Pay Nothing AD	50%*AD
<b>Sterilization Procedures</b> - Services received at an Outpatient facility.	You Pay Nothing AD	50%*AD
<b>Temporomandibular Joint Dysfunction (TMJ)</b> - Evaluation, testing and diagnostic services. Limited to a combined Lifetime maximum of \$1,000.	You Pay Nothing AD	50%*AD
<b>GENERAL INFORMATION</b>		
<b>Calendar Year Deductible</b> - You must satisfy Your Deductible each Calendar Year before most benefits will be provided under this benefit plan. The Deductible does not apply to designate Preventive Care Services received through Participating Providers. The single Deductible applies when only one Member is enrolled. The family Deductible applies when two or more Members are enrolled. When You have family coverage, the family Deductible must be met before benefits for any family Member will begin. All Deductibles, Copays and Coinsurance amounts count towards the Out-of-Pocket Maximum.		

**Out-of-Pocket Maximum** - All Deductibles, Copays and Coinsurance amounts apply to the Out-of-Pocket Maximum. When You or Your family fulfill Out-of-Pocket Maximums during a Calendar Year, then no further out-of-pocket expenses will be required for the remainder of that Calendar Year. This provision does not apply to non-covered services or charges that exceed Eligible Medical Expenses. The single Out-of-Pocket Maximum applies when only one Member is enrolled. The family Out-of-Pocket Maximum applies when two or more Members are enrolled. When You have family coverage, the maximum is fulfilled when the combined out-of-pocket expenses for one or more family Members reach the family Out-of-Pocket Maximum. You are required to keep receipts for out-of-pocket expenses and furnish such proof to the Aetna Claims Department when You reach Your maximum.

**Securing Benefits and Payment for Services Through Aetna** - In order for a medical service to be eligible for coverage, it must be defined as a covered benefit and properly coordinated through Aetna. Prior Authorization is required for certain services (excluding emergency care) in order to verify that the services to be provided are covered by Your benefit Plan and are Medically Necessary and appropriate. It is Your responsibility to determine that Providers and facilities have obtained Prior Authorization from Aetna prior to receiving care. If Prior Authorization from Aetna is not obtained, coverage may be denied.

Aetna pays Non-Participating Providers based on Eligible Medical Expenses. You are responsible for the difference between billed charges and Your Eligible Medical Expenses in addition to Your share of Coinsurance. This difference does not apply to the Out-of-Pocket Maximum.

Aetna Customer Service 888-416-2277 [www.Aetna.com](http://www.Aetna.com)

\*Applies to Out-of-Pocket Maximum (OOPM), AD=after Deductible, APD=after Pharmacy Deductible



## ELIGIBILITY, FUNDING, EFFECTIVE DATE AND TERMINATION PROVISIONS

A Plan Participant should contact the Plan Administrator to obtain additional information about Plan benefits or eligibility requirements.

### ELIGIBILITY

**Eligible Classes of Employees.** You are eligible to participate in this Plan if You are a regular, Full-Time Employee of Redi Services, LLC.

- (1) Exempt - Eligible first of the month following date of hire.
- (2) Non-Exempt - Eligible first of the month following ninety (60) day Waiting Period.

**Eligibility Requirements for Employee Coverage.** A person is eligible for Employee coverage from the first day that he or she:

- (1) is a Full-Time, Active Employee of the Employer. An Employee is considered to be Full-Time if he or she normally works at least thirty (30) hours per week and is on the regular payroll of the Employer for that work.

An Employee's status as a Full-Time Employee will be determined on the basis of the average number of hours worked during an initial or standard look back measurement period, as applicable, as established by the Plan in accordance with applicable law. The Employee's eligibility (or lack of eligibility) for Plan coverage on the basis of his or her Full-Time or Part-Time status will extend through the stability period established by the Plan in accordance with applicable law. In calculating the average hours worked, the Plan will count hours paid and hours for which the Employee is entitled to payment (such as paid holidays, vacation, pay, etc.). For Plan Years beginning before August 1, 2015, an Employee's status as a Full-Time or Part-Time Employee will be determined on the basis of the Employer's standard employment practices. For these purposes, a "look back measurement period" is defined as the period established by the Employer of at least three (3) but not more than twelve (12) consecutive months for purposes of determining an Employee's initial or ongoing eligibility for coverage. The initial look back measurement period and the standard look back measurement period for ongoing eligibility are not required to be of the same length. The "stability period" means the period chosen by the Employer for purposes of establishing the period of eligibility that follows an initial or standard look back measurement period (including any administrative period established by the Employer which may follow those look back periods).

- (2) is in a class eligible for coverage.
- (3) completes the employment Waiting Period.. A "Waiting Period" is the time between the first day of employment as an eligible Employee and the first day of coverage under the Plan.

**Eligible Classes of Dependents.** A Dependent is any one of the following persons:

- (1) A covered Employee's Spouse.

The term "Spouse" shall mean the person of same or opposite sex recognized as the covered Employee's husband or wife under the laws of the state where the covered Employee lives or was married, and shall include common law marriages. The Plan Administrator may require documentation proving a legal marital relationship.

- (2) A covered Employee's Child(ren).

An Employee's "Child" includes his natural Child, stepchild, adopted Child, a Child for whom the Employee is a Legal Guardian or a Child placed with the Employee for adoption. An Employee's Child will be an eligible Dependent until reaching the limiting age of twenty-six (26), without regard to student

status, marital status, financial dependency or residency status with the Employee or any other person. When the Child reaches the applicable limiting age, coverage will end on the day before the Child's birthday.

Stepchildren may be included as long as a natural parent remains married to the Employee.

The phrase "placed for adoption" refers to a Child whom a person intends to adopt, whether or not the adoption has become final, who has not attained the age of eighteen (18) as of the date of such placement for adoption. The term "placed" means the assumption and retention by such person of a legal obligation for total or partial support of the Child in anticipation of adoption of the Child. The Child must be available for adoption and the legal process must have commenced.

- (3) Any Child of a Plan Participant who is an alternate recipient under a Qualified Medical Child Support Order shall be considered as having a right to Dependent coverage under this Plan. A Participant of this Plan may obtain, without charge, a copy of the procedures governing Qualified Medical Child Support Order (QMCSO) determinations from the Plan Administrator.

When a Qualified Dependent reaches the applicable limiting age, coverage will end on the day before the Qualified Dependent's birthday.

- (4) A covered Dependent Child who reaches the limiting age and is Totally Disabled, incapable of self-sustaining employment by reason of mental or physical handicap, primarily dependent upon the covered Employee for support and maintenance and unmarried. The Plan Administrator may require, at reasonable intervals, continuing proof of the Total Disability and dependency.

The Plan Administrator reserves the right to have such Dependent examined by a Physician of the Plan Administrator's choice, at the Plan's expense, to determine the existence of such incapacity.

The Plan Administrator may require documentation proving eligibility for Dependent coverage, including birth certificates, tax records or initiation of legal proceedings severing parental rights.

These persons are excluded as Dependents: other individuals living in the covered Employee's home, but who are not eligible as defined; grandchildren; foster Children; the legally separated or divorced former Spouse of the Employee; any person who is on active duty in any military service of any country.

If a person covered under this Plan changes status from Employee to Dependent or Dependent to Employee, and the person is covered continuously under this Plan before, during and after the change in status, credit will be given for Deductibles and all amounts applied to maximums.

If both mother and father are Employees, their Children will be covered as Dependents of the mother or father, but not of both. If both husband and wife are Employees, each may enroll as an Employee or as an eligible Dependent of the other, but not as both.

**Eligibility Requirements for Dependent Coverage.** A family member of an Employee will become eligible for Dependent coverage on the first day that the Employee is eligible for Employee coverage and the family member satisfies the requirements for Dependent coverage.

At any time, the Plan may require proof that a Spouse or a Child qualifies or continues to qualify as a Dependent as defined by this Plan.

## **FUNDING**

**Cost of the Plan.** Redi Services LLC shares the cost of Employee and Dependent coverage under this Plan with the covered Employees. The enrollment application for coverage will include a payroll deduction authorization. This authorization must be completed in a manner set forth by the Plan Administrator.

The level of any Employee contributions is set by the Plan Administrator. The Plan Administrator reserves the right to change the level of Employee contributions.

## PRE-EXISTING CONDITIONS

There are no Pre-Existing Condition limitations.

## ENROLLMENT

**Enrollment Requirements.** An Employee must enroll for coverage by filling out and signing an enrollment application along with the appropriate payroll deduction authorization. The covered Employee is required to enroll for Dependent coverage also, if applicable.

**Enrollment Requirements for Newborn Children.** A newborn Child of a covered Employee, regardless of whether or not the Employee has family coverage, is NOT automatically covered under this Plan. The newborn must be enrolled in the Plan for nursery and Physician care to be covered by the Plan. If the newborn Child is not enrolled in this Plan on a timely basis, as defined in the Section "Timely Enrollment" following this Section, there will be no payment from the Plan and the parents will be responsible for all costs.

If the Child is required to be enrolled and is not enrolled within thirty-one (31) days of birth, the enrollment will be considered a Late Enrollment. The Plan has up to 90 days to provide the enrollment to the plan administrator.

## TIMELY OR LATE ENROLLMENT

- (1) **Timely Enrollment** - The enrollment will be "timely" if the completed form is received by the Plan Administrator no later than thirty-one (31) days after the person becomes eligible for the coverage, either initially or under a Special Enrollment Period.

If two Employees (husband and wife) are covered under the Plan and the Employee who is covering the Dependent Children terminates coverage, the Dependent coverage may be continued by the other covered Employee with no Waiting Period as long as coverage has been continuous.

The Plan has up to 120 days to provide the enrollment form to the plan administrator.

- (2) **Late Enrollment** - An enrollment is "late" if it is not made on a "timely basis" or during a Special Enrollment Period. Late Enrollees and their Dependents who are not eligible to join the Plan during a Special Enrollment Period may join only during open enrollment.

If an individual loses eligibility for coverage as a result of terminating employment, reduction of hours of employment or a general suspension of coverage under the Plan, then upon becoming eligible again due to resumption of employment or due to resumption of Plan coverage, only the most recent period of eligibility will be considered for purposes of determining whether the individual is a Late Enrollee.

The time between the date a Late Enrollee first becomes eligible for enrollment under the Plan and the first day of coverage is not treated as a Waiting Period. Coverage begins on August 1<sup>st</sup>.

## SPECIAL ENROLLMENT RIGHTS

Federal law provides Special Enrollment provisions under some circumstances. If an Employee is declining enrollment for himself or herself or his or her Dependents (including his or her Spouse) because of other health insurance or group health plan coverage, there may be a right to enroll in this Plan if there is a loss of eligibility for that other coverage (or if the Employer stops contributing towards the other coverage). However, a request for enrollment must be made to the Plan Administrator within thirty-one (31) days after the coverage ends (or after the Employer stops contributing towards the other coverage).

In addition, in the case of a birth, marriage, adoption or placement for adoption, there may be a right to enroll in this Plan. However, a request for enrollment must be made to the Plan Administrator within thirty-one (31) days of the birth, marriage, adoption or placement for adoption.

The Special Enrollment rules are described in more detail below. To request Special Enrollment or obtain more detailed information of these portability provisions, contact the Plan Administrator, Redi Services LLC.

## SPECIAL ENROLLMENT PERIODS

The Enrollment Date for anyone who enrolls under a Special Enrollment Period is the first date of coverage. Thus, the time between the date a special enrollee first becomes eligible for enrollment under the Plan and the first day of coverage is not treated as a Waiting Period.

- (1)** Individuals losing other coverage creating a Special Enrollment right. An Employee or Dependent who is eligible, but not enrolled in this Plan, may enroll if loss of eligibility for coverage meets all of the following conditions:

  - (a)** The Employee or Dependent was covered under a group health plan or had health insurance coverage at the time coverage under this Plan was previously offered to the individual.
  - (b)** If required by the Plan Administrator, the Employee stated in writing at the time that coverage was offered that the other health coverage was the reason for declining enrollment.
  - (c)** The coverage of the Employee or Dependent who had lost the coverage was under COBRA and the COBRA coverage was exhausted, or was not under COBRA and either the coverage was terminated as a result of loss of eligibility for the coverage or because employer contributions towards the coverage were terminated. Coverage will begin no later than the first day of the first calendar month following the date the completed enrollment form, or its equivalent, is received.
  - (d)** The Employee or Dependent requests enrollment in this Plan not later than thirty-one (31) days after the date of exhaustion of COBRA coverage or the termination of non-COBRA coverage due to loss of eligibility or termination of employer contributions, described above. Coverage will begin no later than the first day of the first calendar month following the date the completed enrollment form, or its equivalent, is received.
- (2)** For purposes of these rules, a loss of eligibility occurs if one of the following occurs:

  - (a)** The Employee or Dependent has a loss of eligibility due to the plan no longer offering any benefits to a class of similarly situated individuals (i.e.: part-time employees).
  - (b)** The Employee or Dependent has a loss of eligibility as a result of legal separation, divorce, cessation of Dependent status (such as attaining the maximum age to be eligible as a Dependent Child under the plan), death, termination of employment, or reduction in the number of hours of employment or contributions towards the coverage were terminated.
  - (c)** The Employee or Dependent has a loss of eligibility when coverage is offered through an HMO, or other arrangement, in the group market that does not provide benefits to individuals who no longer reside, live or work in a service area, (whether or not within the choice of the individual), and no other benefit package is available to the individual.

If the Employee or Dependent lost the other coverage as a result of the individual's failure to pay premiums or required contributions or for cause (such as making a fraudulent Claim or an intentional misrepresentation of a material fact in connection with the plan), that individual does not have a Special Enrollment right.

- (3)** Dependent beneficiaries. If:

  - (a)** The Employee is a Participant under this Plan (or has met the Waiting Period applicable to becoming a Participant under this Plan and is eligible to be enrolled under this Plan but for a failure to enroll during a previous enrollment period), and
  - (b)** A person becomes a Dependent of the Employee through marriage, birth, adoption or placement for adoption,

Then the Dependent (and if not otherwise enrolled, the Employee) may be enrolled under this Plan. In the case of the birth or adoption of a Child, the Spouse of the covered Employee may be enrolled as a

Dependent of the covered Employee if the Spouse is otherwise eligible for coverage. If the Employee is not enrolled at the time of the event, the Employee must enroll under this Special Enrollment Period in order for his eligible Dependents to enroll.

The Dependent Special Enrollment Period is a period of thirty-one (31) days and begins on the date of the marriage, birth, adoption or placement for adoption. To be eligible for this Special Enrollment, the Dependent and/or Employee must request enrollment during this 31-day period.

The coverage of the Dependent and/or Employee enrolled in the Special Enrollment Period will be effective:

- (a) in the case of marriage, the first of the month following or coinciding with the date of marriage when a completed request for enrollment is received;
- (b) in the case of a Dependent's birth, as of the date of birth; or
- (c) in the case of a Dependent's adoption or placement for adoption, the date of the adoption or placement for adoption.

(4) **Special Enrollment Pursuant to Termination of Medicaid or SCHIP Coverage.** Subject to the conditions set forth below, an Employee who is eligible but not enrolled, or the Dependents of such eligible Employee, if eligible but not enrolled, may enroll in this Plan if either of the following two conditions are satisfied:

- (a) **Termination of Medicaid or SCHIP Coverage.** The eligible Employee or Dependent may enroll if the eligible Employee or Dependent is covered under a Medicaid plan under Title XIX of the Social Security Act, or under the State Children's Health Insurance Program ("SCHIP") under Title XXI of the Social Security Act, and coverage of the eligible Employee or Dependent under either the Medicaid or SCHIP plan is terminated as a result of loss of eligibility under such plan.
- (b) **Eligibility for Premium Assistance Under Medicaid or SCHIP.** The eligible Employee or Dependent may enroll if the eligible Employee or Dependent becomes eligible for premium or other assistance with respect to coverage under this Plan, pursuant to a Medicaid plan or SCHIP plan (including any waiver or demonstration product conducted under or related to such Medicaid or SCHIP plan).

Required Length of Special Enrollment Notification. An eligible Employee and/or his or her Dependents must request Special Enrollment in writing no later than sixty (60) days from the date of termination of the Medicaid/SCHIP eligibility or the date the eligible Employee or Dependent is determined to be eligible for the premium assistance.

Coverage will become effective as of the first day of the first calendar month following the date the completed enrollment form is received unless an earlier date is established by the Employer or by regulation.

## **ENROLLMENT OF DEPENDENT PURSUANT TO A QUALIFIED MEDICAL CHILD SUPPORT ORDER**

If the Plan Administrator receives a Qualified Medical Child Support Order (QMCSO), as determined by the Plan Administrator, for an eligible Dependent, the effective date shall be the later of (a) the date of the QMCSO, or (b) thirty-one (31) days prior to the date the QMCSO was received by the Plan Administrator. If the Employee is not enrolled in the Plan, the Plan Administrator shall enroll the Employee as of the same effective date as the eligible Dependent and the Employee shall be responsible for any required Employee contributions.

## **EFFECTIVE DATE**

**Effective Date of Employee Coverage.** An Employee will be covered under this Plan on the first day of the calendar month following the date that the Employee satisfies all of the following:

- (1) The Eligibility Requirement.

- (2) The Active Employee Requirement.
- (3) The Enrollment Requirements of the Plan.

**Active Employee Requirement.** An Employee must be an Active Employee (as defined by this Plan) for this coverage to take effect.

**Effective Date of Dependent Coverage.** A Dependent's coverage will take effect on the day that the Eligibility Requirements are met; the Employee is covered under the Plan; and all Enrollment Requirements are met.

## TERMINATION OF COVERAGE

**The Employer or Plan has the right to rescind any coverage of the Employee and/or Dependents for cause, making a fraudulent Claim or an intentional material misrepresentation in applying for or obtaining coverage, or obtaining benefits under the Plan. The Employer or Plan may either void coverage for the Employee and/or covered Dependents for the period of time coverage was in effect, may terminate coverage as of a date to be determined at the Plan's discretion, or may immediately terminate coverage. If coverage is to be terminated or voided retroactively for fraud or misrepresentation, the Plan will provide at least thirty (30) days' advance written notice of such action. The Employer will refund all contributions paid for any coverage rescinded; however, Claims paid will be offset from this amount. The Employer reserves the right to collect additional monies if Claims are paid in excess of the Employee's and/or Dependent's paid contributions.**

**When Employee Coverage Terminates.** Employee coverage will terminate on the earliest of these dates (except in certain circumstances, a covered Employee may be eligible for COBRA continuation coverage. For a complete explanation of when COBRA continuation coverage is available, what conditions apply and how to select it, see the Section entitled Continuation Coverage Rights Under COBRA):

- (1) The date the Plan is terminated.
- (2) The date in which the covered Employee ceases to be in one of the Eligible Classes. This includes death or termination of Active Employment of the covered Employee. (See the Section entitled Continuation Coverage Rights Under COBRA.) It also includes an Employee on disability, leave of absence or other leave of absence, unless the Plan specifically provides for continuation during these periods.
- (3) The end of the period for which the required contribution has been paid if the charge for the next period is not paid when due.
- (4) If an Employee commits fraud, makes an intentional misrepresentation of material fact in applying for or obtaining coverage, or obtaining benefits under the Plan, or fails to notify the Plan Administrator that he or she has become ineligible for coverage, then the Employer or Plan may either void coverage for the Employee and covered Dependents for the period of time coverage was in effect, may terminate coverage as of a date to be determined at the Plan's discretion, or may immediately terminate coverage. If coverage is to be terminated or voided retroactively for fraud or misrepresentation, the Plan will provide at least thirty (30) days' advance written notice of such action.
- (5) If an Employee misuses the Plan Identification Card or allows persons other than the one specifically named on the ID card to attempt to obtain benefits, then coverage will be terminated for the Employee and covered Dependents upon thirty (30) days written notice from the Plan.
- (6) If a Participating Provider, after Plan's reasonable efforts to provide this opportunity to the Employee, is unable to establish and maintain a satisfactory Provider-patient relationship with an Employee, Plan may terminate the coverage of the Employee and all other family members covered on that same policy. This can be done with thirty (30) days written notice to the Employee. Repeatedly seeking and receiving services that are not Medically Necessary as determined by the Plan and the Provider in question shall also be considered the inability to establish and maintain a satisfactory Provider-patient relationship.

**Continuation During Periods of Employer-Certified Disability, Layoff or Leave of Absence.** A person may remain eligible for a limited time if Active, Full-Time work ceases due to disability or leave of absence. This continuance will end as follows:

**For disability leave only:** If Your Active Full-Time service ends due to an Injury or Sickness, Your insurance will be continued while You remain totally and continuously disabled as a result of the Injury or Sickness. However, Your insurance will not continue past the date Your Employer cancels Your insurance.

**For layoff or leave of absence:** If Your Active Full-Time service ends due to temporary layoff or leave of absence, Your insurance will be continued until the date as determined by Your Employer.

While continued, coverage will be that which was in force on the last day worked as an Active Employee. However, if benefits reduce for others in the class, they will also reduce for the continued person.

**Continuation During Family and Medical Leave.** This Plan shall at all times comply with the Family and Medical Leave Act of 1993 as promulgated in regulations issued by the Department of Labor.

During any leave taken under the Family and Medical Leave Act, the Employer will maintain coverage under this Plan on the same conditions as coverage would have been provided if the covered Employee had been continuously employed during the entire leave period.

If Plan coverage terminates during the FMLA leave, coverage will be reinstated for the Employee and his or her covered Dependents if the Employee returns to work in accordance with the terms of the FMLA leave. Coverage will be reinstated only if the person(s) had coverage under this Plan when the FMLA leave started, and will be reinstated to the same extent that it was in force when that coverage terminated.

**Rehiring a Terminated Employee.** A terminated Employee who is rehired will be treated as a new hire and be required to satisfy all Eligibility and Enrollment requirements. However, if the Employee is returning to work directly from COBRA coverage, this Employee does not have to satisfy any employment Waiting Period.

**Employees on Military Leave.** Employees going into or returning from military service may elect to continue Plan coverage as mandated by the Uniformed Services Employment and Reemployment Rights Act (USERRA) under the following circumstances. These rights apply only to Employees and their Dependents covered under the Plan immediately before leaving for military service.

- (1) The maximum period of coverage of a person and the person's Dependents under such an election shall be the lesser of:
  - (a) The twenty-four (24) month period beginning on the date on which the person's absence begins; or
  - (b) The day after the date on which the person was required to apply for or return to a position of employment and fails to do so.
- (2) A person who elects to continue health Plan coverage must pay up to 102% of the full contribution under the Plan, except a person on active duty for thirty (30) days or less cannot be required to pay more than the Employee's share, if any, for the coverage.
- (3) An exclusion or Waiting Period may not be imposed in connection with the reinstatement of coverage upon reemployment if one would not have been imposed had coverage not been terminated because of service. However, an exclusion or Waiting Period may be imposed for coverage of any Illness or Injury determined by the Secretary of Veterans Affairs to have been incurred in, or aggravated during, the performance of uniformed service.

If the Employee wishes to elect this coverage or obtain more detailed information, contact the Plan Administrator, Redi Services LLC, The Employee may also have continuation rights under COBRA. In general, the Employee must meet the same requirements for electing USERRA coverage as are required under COBRA continuation coverage requirements.

Coverage elected under these circumstances is concurrent not cumulative. The Employee may elect USERRA continuation coverage for the Employee and their Dependents. Only the Employee has election rights. Dependents do not have any independent right to elect USERRA health plan continuation.

**When Dependent Coverage Terminates.** A Dependent's coverage will terminate on the earliest of these dates (except in certain circumstances, a covered Dependent may be eligible for COBRA continuation coverage. For a complete explanation of when COBRA continuation coverage is available, what conditions apply and how to select it, see the Section entitled Continuation Coverage Rights Under COBRA):

- (1) The date the Plan or Dependent coverage under the Plan is terminated.
- (2) The date that the Employee's coverage under the Plan terminates for any reason including death. (See the Section entitled Continuation Coverage Rights Under COBRA.)
- (3) The date in which a covered Spouse loses coverage due to loss of eligibility status. (See the Section entitled Continuation Coverage Rights Under COBRA.)
- (4) Coverage on the day before the day of the month in which the Qualified Dependent ceases to meet the applicable eligibility requirements. (See the Section entitled Continuation Coverage Rights Under COBRA.)
- (5) Coverage will end on the day before the day of the month in which the Child ceases to meet the applicable eligibility requirements. (See the Section entitled Continuation Coverage Rights Under COBRA.)
- (6) The end of the period for which the required contribution has been paid if the charge for the next period is not paid when due.
- (7) If a Dependent commits fraud or makes an intentional misrepresentation of material fact in applying for or obtaining coverage, or obtaining benefits under the Plan, or fails to notify the Plan Administrator that he or she has become ineligible for coverage, then the Employer or Plan may either void coverage for the Dependent for the period of time coverage was in effect, may terminate coverage as of a date to be determined at the Plan's discretion, or may immediately terminate coverage. If coverage is to be terminated or voided retroactively for fraud or misrepresentation, the Plan will provide at least thirty (30) days' advance written notice of such action.
- (8) If a Dependent misuses the Plan Identification Card or allows persons other than the one specifically named on the ID card to attempt to obtain benefits, then coverage will be terminated for the Dependent upon thirty (30) days written notice from the Plan.
- (9) If a Participating Provider, after Plan's reasonable efforts to provide this opportunity to the Dependent, is unable to establish and maintain a satisfactory Provider-patient relationship with a Dependent, Plan may terminate the coverage of Dependent. This can be done with thirty (30) days written notice to the Dependent. Repeatedly seeking and receiving services that are not Medically Necessary as determined by the Plan and the Provider in question shall also be considered the inability to establish and maintain a satisfactory Provider-patient relationship.

**The Plan has up to 120 days from the effective date of coverage, change or termination to submit forms to the claims administrator. Otherwise an appeal will be required.**



## **OPEN ENROLLMENT**

### **OPEN ENROLLMENT**

During the annual Open Enrollment Period, covered Employees and their covered Dependents will be able to change some of their benefit decisions based on which benefits and coverages are right for them.

During the annual Open Enrollment Period, Employees and their Dependents who are Late Enrollees will be able to enroll in the Plan.

Benefit choices made during the Open Enrollment Period will become effective August 1<sup>st</sup> and remain in effect until the next August 1<sup>st</sup> unless there is a Special Enrollment event or a change in family status during the year (birth, death, marriage, divorce, adoption) or loss of coverage due to loss of a Spouse's employment. To the extent previously satisfied coverage Waiting Periods will be considered satisfied when changing from one benefit option under the Plan to another benefit option under the Plan.

Plan Participants will receive detailed information regarding open enrollment from their Employer.

The Plan has up to 120 days to submit enrollment, change and termination requests to the claims administrator.

## MEDICAL BENEFITS

Medical Benefits apply when Covered Charges are incurred by a Covered Person for care of an Injury or Sickness and while the person is covered for these benefits under the Plan.

### DEDUCTIBLE

#### **Health Plans Other Than Qualified High Deductible Health Plans**

**Deductible Amount.** This is an amount of Covered Charges for which no benefits will be paid. Before benefits can be paid in a Benefit Year a Covered Person must meet the Deductible shown in the Schedule of Benefits.

**Family Unit Limit.** When the maximum amount shown in the Schedule of Benefits has been incurred by members of a Family Unit toward their Benefit Year Deductibles, the Deductibles of all members of that Family Unit will be considered satisfied for that year.

#### **Qualified High Deductible Health Plan**

**Deductible Amount.** This is an amount of Covered Charges for which no benefits will be paid. Before benefits can be paid in a Benefit Year a Covered Person under single coverage must meet the individual Deductible shown in the Schedule of Benefits. For family coverage, the entire family Deductible must be met before benefits will be paid.

**Family Unit Limit.** When the maximum amount shown in the Schedule of Benefits has been incurred by members of a Family Unit toward their Benefit Year Deductibles, the Deductibles of all members of that Family Unit will be considered satisfied for that year. In the case of family coverage, the entire family Deductible must be met before benefits from this Plan will be paid.

### COPAYMENT

**Copayment** means the flat dollar amount as specified in the Schedule of Benefits that will be charged to the Covered Person by the Provider.

### COINSURANCE

**Coinsurance** means the percentage stated in the Schedule of Benefits, if any, that You must pay to a Participating or Non-Participating Provider. The Plan calculates Coinsurance based on either the Maximum Allowed Amount or the billed amount, as determined by the Plan and stated in the Schedule of Benefits.

### BENEFIT PAYMENT

#### **Health Plans Other Than Qualified High Deductible Health Plans**

Each Benefit Year, benefits will be paid for the Covered Charges of a Covered Person that are in excess of the Deductible and any Copayments. Payment will be made at the rate shown under Reimbursement rate in the Schedule of Benefits. No benefits will be paid in excess of the Maximum Benefit Amount or any listed limit of the Plan. Benefit payable is calculated after subtracting from the Eligible Medical Expenses any applicable Deductible, Copayment, Coinsurance or non-Covered Charge owed by the Covered Person.

#### **Qualified High Deductible Health Plan**

Each Benefit Year, benefits will be paid for the Covered Charges of a Covered Person that are in excess of the Deductible. Payment will be made at the rate shown under Reimbursement rate in the Schedule of Benefits. No benefits will be paid in excess of the Maximum Benefit Amount or any listed limit of the Plan.

### OUT-OF-POCKET LIMIT/MAXIMUM

Covered Charges are payable at the percentages shown each Benefit Year until the Out-of-Pocket Maximum shown in the Schedule of Benefits is reached. Then, Covered Charges incurred by a Covered Person will be payable at 100% (except for the charges excluded) for the rest of the Benefit Year.

When a Family Unit reaches the Out-of-Pocket Maximum, Covered Charges for that Family Unit will be payable at 100% of the Eligible Medical Expenses without any Coinsurance for the remainder of the Benefit Year. The amount of the Out-of-Pocket Maximum is listed in the Schedule of Benefits. Even if You reach the Out-of-

Pocket Maximum, a Non-Participating Provider may require You to pay amounts in excess of the Eligible Medical Expenses. Amounts above the Eligible Medical Expenses which You pay to Non-Participating Providers do not count toward Your Out-of-Pocket Maximum.

The following expenses do not apply toward the Out-of-Pocket Maximum: charges in excess of the Plan limitations; non-Covered Services; and charges in excess of the Eligible Medical Expenses.

## MAXIMUM BENEFIT AMOUNT

Any Maximum Benefit Amount is shown in the Schedule of Benefits, when applicable. It is the total amount of benefits that will be paid under the Plan for certain Covered Charges incurred by a Covered Person during the Plan Year. The Maximum Benefit applies to all Plans and benefit options offered under the Redi Services LLC, including the ones described in this document.

## COVERED CHARGES

Covered Charges are the Eligible Medical Expenses that are incurred for the following items of service and supply. These charges are subject to the benefit limits, exclusions and other provisions of this Plan. A charge is incurred on the date that the service or supply is performed or furnished.

- (1) **Hospital Care.** The medical services and supplies furnished by a Hospital or Outpatient Surgical Center or a Birthing Center. Covered Charges for room and board will be payable as shown in the Schedule of Benefits. After twenty-three (23) observation hours, a confinement will be considered an Inpatient confinement.

A semi-private room and general nursing care when part of a covered Inpatient stay are covered. A private room is only covered if Medically Necessary or if a semi-private room is not available.

Specialized care units such as intensive care or cardiac care units are covered when Medically Necessary.

- (2) **Coverage of Pregnancy.** The charges for the care and treatment of Pregnancy are covered the same as any other Sickness.

Group health plans generally may not, under Federal law, restrict benefits for any Hospital length of stay in connection with childbirth for the mother or newborn Child to less than forty-eight (48) hours following a vaginal delivery, or less than ninety-six (96) hours following a cesarean section. However, Federal law generally does not prohibit the mother's or newborn's attending Provider, after consulting with the mother, from discharging the mother or her newborn earlier than forty-eight (48) hours (or ninety-six (96) hours as applicable). In any case, plans and issuers may not, under Federal law, require that a Provider obtain authorization from the Plan or the issuer for prescribing a length of stay not in excess of forty-eight (48) hours (or ninety-six (96) hours).

The Covered Person has the option, with her Physician's authorization, to leave the Hospital earlier than stated above and receive a home health visit within seventy-two (72) hours of leaving the Hospital. Deductibles, Copayments and Coinsurance shall not apply to such home health visit.

- (3) **Skilled Nursing Facility Care.** The room and board and nursing care furnished by a Skilled Nursing Facility will be payable if and when:
  - (a) the patient is confined as a bed patient in the facility; and
  - (b) the attending Physician certifies that the confinement is needed for further care of the condition that caused the Hospital confinement; and
  - (c) the attending Physician completes a treatment plan which includes a diagnosis, the proposed course of treatment and the projected date of discharge from the Skilled Nursing Facility.
- (4) **Physician Care.** The professional services of a Physician for surgical or medical services.

Charges for multiple surgical procedures will be a Covered Charge subject to the following provisions:

- (a) If bilateral or multiple surgical procedures are performed by one (1) surgeon, benefits will be determined based on the charge that is allowed for the primary procedure; 50% of the charge will be allowed for each additional procedure performed through the same incision. Any procedure that would not be an integral part of the primary procedure or is unrelated to the diagnosis will be considered "incidental" and no benefits will be provided for such procedures;
- (b) If multiple unrelated surgical procedures are performed by two (2) or more surgeons on separate operative fields, benefits will be based on the charge for each surgeon's primary procedure. If two (2) or more surgeons perform a procedure that is normally performed by one (1) surgeon, benefits for all surgeons will not exceed the percentage allowed for that procedure; and
- (c) If an assistant surgeon is required, the assistant surgeon's Covered Charge will not exceed 20% of the surgeon's allowance.

- (5) **Home Health Care Services and Supplies.** Charges for Home Health Care Services and Supplies are covered only for care and treatment of an Injury or Sickness when Hospital or Skilled Nursing Facility confinement would otherwise be required and the Covered Person is homebound. The diagnosis, care and treatment must be certified by the attending Physician and be contained in a Home Health Care Plan.

A home health care visit will be considered a periodic visit by either a nurse or therapist, as the case may be, or four hours of home health aide services.

- (6) **Hospice Care Services and Supplies.** Charges for Hospice Care Services and Supplies are covered only when the attending Physician has diagnosed the Covered Person's condition as being terminal, determined that the person is not expected to live more than six months and placed the person under a Hospice Care Plan.

Covered Charges for Hospice Care Services and Supplies are payable as described in the Schedule of Benefits.

- (7) **Other Medical Services and Supplies.** These services and supplies not otherwise included in the items above are covered as follows:

- (a) **Abortion**, elective abortions are covered.
- (b) Local Medically Necessary professional land or air **ambulance** service. A charge for this item will be a Covered Charge only if the service is to the nearest Hospital or Skilled Nursing Facility where necessary treatment can be provided unless a longer trip was Medically Necessary.
- (c) **Anesthetic; oxygen; blood and blood derivatives** that are not donated or replaced; intravenous injections and solutions. Administration of these items is included.

Blood, when Medically Necessary, including;

- (i) Blood and plasma processing fees.
- (ii) Costs associated with drawing, preparation, and storage of the Covered Person's blood, blood plasma, or blood derivatives for use by the Covered Person.
- (iii) Charges incurred in connection with the treatment of routine bleeding episodes associated with hemophilia and other congenital bleeding disorders. Covered charges include the purchase of blood products and blood infusion equipment required for home treatment of routine bleeding episodes associated with hemophilia and other congenital bleeding disorders when the home treatment program is under the supervision of the state-approved hemophilia treatment center.

- (d) **Breast pumps** are covered as follows:

Purchase of a manual breast pump, covered at no cost when purchased from a Participating

Durable Medical Equipment Provider per Federal legislation, or a standard dual electric breast pump (E0603) is covered under the Durable Medical Equipment for all women who choose to breast feed. An electric breast pump must be purchased from a Durable Medical Equipment Provider and the Covered Person must have a prescription from her treating Physician. Coverage includes lactation support and counseling by a trained Provider during Pregnancy and/or in the postpartum period.

Supplies necessary for the use of a breast pump, such as tubing (A4281) and an adapter (A4282) are covered, as needed.

- (e) **Cardiac rehabilitation** is covered according to the coverage guidelines used by the Claims Administrator. Coverage includes Phase I and Phase II. Phase III cardiac rehabilitation services are not covered.
- (f) Radiation or **chemotherapy** and treatment with radioactive substances. The materials and services of technicians are included.
- (g) **Cochlear implants** may be covered under the Plan based on the guidelines of the Claims Administrator. Products and services covered under this provision are subject to applicable Deductibles, Coinsurance and Copayments.

The cost of any warranty, beyond what the manufacturer warrants against defects and materials, is not covered by the Plan. Equipment lost, damaged or stolen is the responsibility of the Covered Person.

- (h) **Dermatological services**, when Medically Necessary.
- (i) **Diabetes supplies** including insulin pumps and insulin pump supplies for the treatment of Insulin-dependent diabetes, insulin-using diabetes, gestational diabetes, and non-insulin using diabetes are provided if prescribed by a Provider legally authorized to prescribe such items under law.

Diabetes equipment, supplies, and self-management training and education must comply with the Claims Administrator's Utilization Management policies and procedures.

- (j) **Diabetes treatment** and counseling is covered for in-person Outpatient self-management training and education, including medical nutritional therapy required for the treatment of insulin-dependent diabetes, insulin-using diabetes, gestational diabetes, and non-insulin using diabetes. This coverage is provided if: (i) prescribed by a Provider legally authorized to prescribe such services under law and (ii) provided by a Provider who is a certified, registered, or licensed health care professional.
- (k) Peritoneal **dialysis** and hemodialysis. Hemodialysis is covered if deemed Medically Necessary and when provided at: (i) an Outpatient or Inpatient facility in an acute general Hospital; (ii) an Outpatient dialysis unit; or (iii) at home.
- (l) Rental of **durable medical or surgical equipment** if deemed Medically Necessary. These items may be bought rather than rented, with the cost not to exceed the fair market value of the equipment at the time of purchase, but only if Prior Authorized in advance.

Benefit includes ostomy supplies, oxygen and respiratory equipment. Equipment rental for negative pressure wound therapy is covered under the Durable Medical Equipment benefit.

- (m) **Epidural sympathetic nerve blocks and facet**. Covered Charges for joint block for intractable pain is payable when deemed to be Medically Necessary and Prior Authorized by the Claims Administrator.
- (n) Diagnosis and Medically Necessary treatment of diseases and Injuries of the **eye** to include the first pair of contact lenses or glasses following cataract removal surgery or lenses for the treatment of Keratoconus.

- (o) **Family health planning.** Covered Services includes counseling, treatment, follow-up exams and information on birth control, including insertion and removal of intrauterine devices, implantable time-released contraceptives and measurement for contraceptive diaphragms.
- (p) Benefits are payable under the Plan for **habilitative services** and devices defined by the National Association of Insurance Commissioners as “health care services that help a person keep, learn or improve skills and functioning for daily living.”
- (q) **Health education.** Covered Services includes instructions on achieving and maintaining physical and Mental Health, and preventing Illness and Injury.
- (r) Care, supplies and services for the diagnosis of **Infertility.** Infertility is the inability to conceive after one year of intercourse without contraception. The Plan does not cover the treatment of Infertility.
- (s) **Inhalation therapy.**
- (t) Evaluation, testing and diagnostic services for **jaw joint conditions, including Temporomandibular Joint syndrome (TMJ).**
- (u) **Laboratory tests** are covered when obtained at the office of a Physician or through a laboratory. Certain laboratory tests (for example genetic tests) may require Prior Authorization.
- (v) **Maternity** including obstetrical care, prenatal, delivery and postpartum care in an Inpatient setting and/or a home visit or visits in accordance with the medical criteria prepared by the America Academy of Pediatrics and the American College of Obstetricians and Gynecologists is covered. A nurse midwife may provide obstetrical care. Obstetrical care does not include services for elective childbirth performed in a home setting.

If You think You are pregnant, or when You know You are pregnant, call Your Physician for an appointment. Prenatal care is important to the health of You and Your baby. Your Physician can confirm Your Pregnancy and may, in some cases, be able to provide Your obstetrical care. If You prefer, You can choose to go directly to Your Participating obstetrician.

- (w) A **Medical Emergency** is a sudden onset of a medical condition that manifests itself by symptoms of sufficient severity, including severe pain, that the absence of immediate medical attention could reasonably be expected by a prudent layperson to result in (i) serious jeopardy to the mental or physical health of the Covered Person; (ii) danger of serious impairment of the Covered Person’s bodily functions; (iii) serious dysfunction of any of the Covered Person’s bodily organs; or (iv) in the case of a pregnant woman, serious jeopardy to the health of the fetus. Screening and stabilization services provided in a Hospital emergency room for a Medical Emergency may be received from either Participating or Non-Participating Providers.

A prudent layperson is someone without medical training who draws on his or her practical experience when making a decision regarding whether emergency medical treatment is needed. A prudent layperson will be considered to have acted “reasonably” if other similarly situated laypersons would have believed, on the basis of observation of the medical symptoms at hand, that emergency medical treatment was necessary.

The Claims Administrator reviews all information and documentation with respect to these Claims in accordance with established medical criteria and guidelines. If this review results in the determination that the Covered Person did not experience a Medical Emergency, the Covered Person may be responsible for the entire bill. If a Claim is denied when You believe a Medical Emergency existed, contact the Customer Service Department.

- (x) Treatment of **Mental Disorders and Substance Abuse.** For Plan Years beginning on or after October 3, 2009, regardless of any limitations on benefits for Mental Disorders and Substance Abuse Treatment otherwise specified in the Plan, any aggregate annual limit, financial requirement, Non-Participating exclusion or treatment limitation on Mental Disorders and

Substance Abuse benefits imposed by the Plan shall comply with federal parity requirements, if applicable.

- (y) Injury to or care of **mouth, teeth and gums**. Charges for Injury to or care of the mouth, teeth, gums and alveolar processes will be Covered Charges under Medical Benefits only if that care is for the following oral surgical procedures:
- (i) Excision of tumors and cysts of the jaws, cheeks, lips, tongue, roof and floor of the mouth;
  - (ii) Emergency repair due to Injury to sound natural teeth;
  - (iii) Surgery needed to correct accidental Injuries to the jaws, cheeks, lips, tongue, floor and roof of the mouth.
  - (iv) Excision of benign bony growths of the jaw and hard palate;
  - (v) Removal of partially or completely impacted teeth;
  - (i) External incision and drainage of cellulitis; and
  - (ii) Incision of sensory sinuses, salivary glands or ducts.

No charge will be covered under Medical Benefits for dental and oral surgical procedures involving orthodontic care of the teeth, periodontal disease and preparing the mouth for the fitting of or continued use of dentures.

- (z) **Nutritional supplements** (formulas) deemed Medically Necessary for the therapeutic treatment of phenylketonuria, branched-chain ketonuria, galactosemia, and homocystinuria as administered under the direction of a Physician.

Other nutritional supplements for diagnoses other than those specifically named are not covered.

- (aa) **Occupational therapy** by a licensed occupational therapist. Therapy must be ordered by a Physician, result from an Injury or Sickness and improve a body function. Covered Charges do not include recreational programs, maintenance therapy or supplies used in occupational therapy.

- (bb) Services related to Medically Necessary **organ and bone marrow transplants** are covered when approved by the Claims Administrator and performed within the Aetna Life Insurance Company Transplant Network. Charges otherwise covered under the Plan that are incurred for the care and treatment due to an organ or tissue (including bone marrow) transplant are subject to these limits:

The transplant must be performed to replace an organ or tissue.

Charges for obtaining donor organs or tissues are Covered Charges under the Plan when the recipient is a Covered Person. When the donor has medical coverage, his or her plan will pay first. The benefits under this Plan will be reduced by those payable under the donor's plan.

Donor charges include those for:

- (i) evaluating the organ or tissue;
- (ii) removing the organ or tissue from the donor; and
- (iii) transportation of the organ or tissue from within the United States and Canada to the place where the transplant is to take place.

The cost of any care, including complications, arising from an organ donation by a Covered Person when the recipient is not a Covered Person is excluded.

Bone marrow transplants are covered when the particular use of the bone marrow transplant procedure is determined to be accepted within the appropriate oncological specialty and not Experimental in accordance with applicable law. As used in this document, the term "bone marrow transplant" means human blood precursor cells administered to a patient to restore

normal hematological and immunological functions following ablative or nonablative therapy with curative or life-prolonging intent. Human blood precursor cells may be obtained from the Covered Person in an autologous transplant or from a medically acceptable related or unrelated donor and may be derived from bone marrow, circulating blood or a combination of bone marrow and circulating blood. If chemotherapy is an integral part of the treatment involving bone marrow transplantation, the term "bone marrow transplant" includes both the transplantation and the chemotherapy.

**Travel for transplant services.** Charges made for reasonable travel expenses incurred by You in connection with a preapproved organ/tissue transplant are covered subject to the following conditions and limitations. Transplant travel benefits are not available for cornea transplants. Benefits for transportation, lodging and food are available to You only if You are the recipient of a preapproved organ/tissue transplant from a designated Aetna Life Insurance Company Transplant Network facility. The term recipient is defined to include a person receiving authorized transplant related services during any of the following: evaluation, candidacy, transplant event, or post-transplant care. Travel expenses for the person receiving the transplant will include charges for: transportation to and from the transplant site (including charges for a rental car used during a period of care at the transplant facility); lodging while at, or traveling to and from the transplant site; and food while at, or traveling to and from the transplant site.

In addition to Your coverage for charges associated with the items above, such charges will also be considered covered travel expenses for one companion to accompany You. The term companion includes Your Spouse, a member of Your family, Your legal guardian, or any person not related to You, but actively involved as Your caregiver. The following are specifically excluded travel expenses: travel costs incurred due to travel within sixty (60) miles of Your home; laundry bills; telephone bills; alcohol or tobacco products; and charges for transportation that exceed coach class rates.

These benefits are only available when the Covered Person is the recipient of an organ transplant. No benefits are available when the Covered Person is a donor.

**Transplant services rendered by a Provider not in the applicable Aetna Life Insurance Company Transplant Network.** The Plan uses a transplant Network. Facilities in this Network are contracted to perform specific transplant services. Transplant services rendered by a Provider not in the Aetna Life Insurance Company Transplant Network are not covered. Specifically, even if the transplant services are rendered by a Participating Provider, unless such Participating Provider is also an Aetna Life Insurance Company Transplant Network Participating Facility, there is no coverage for such services. The Plan reserves the right to require a Covered Person to obtain services from a contracted Provider who may be outside of the Network service area if the services are to be covered by the Plan at the Participating Provider benefit level.

- (cc) **Orthotic appliances** are covered. Covered orthotic devices must:
- (i) be a device added to the body to stabilize or immobilize a body part, prevent deformity or assist with function; and
  - (ii) be semi-rigid and correct a diagnosed musculoskeletal malalignment of a weakened or diseased body part; or
  - (iii) be rigid or semi-rigid and stop or limit motion of a weak or diseased body part.

Foot orthotics are covered.

Replacement coverage is limited to once every two (2) years due to irreparable damage and/or normal wear or a significant change in medical condition, unless otherwise required by law, and must be Prior Authorized as Medically Necessary by the Claims Administrator. Replacement costs necessitated as a result of malicious damage, culpable neglect, or wrongful disposition of the equipment or device on the part of the Covered Person are not covered.

- (dd) **Ostomy supplies.**



- (ee) **Oxygen** when Medically Necessary and prescribed by a Physician.
- (ff) **Physical therapy** by a licensed physical therapist. The therapy must be in accord with a Physician's exact orders as to type, frequency and duration and for conditions which are subject to significant improvement through short-term therapy.
- (gg) **Prescription Drugs** approved by the Food and Drug Administration for a specific use, which can, under federal or state law, be dispensed only pursuant to a Prescription Order (i.e. a Legend Medication) and has not been excluded from coverage by the Claims Administrator.
- (hh) **Routine preventive care.** Covered Charges under Medical Benefits are payable for routine preventive care as described in the Schedule of Benefits. Additional preventive care shall be provided as required by applicable law. Standard preventive care shall be provided as required by applicable law if provided by a Participating Provider. Standard preventive care for adults includes services with an "A" or "B" rating from the United States Preventive Services Task Force. Examples of standard preventive care include:
  - Screenings for: breast cancer, cervical cancer, colorectal cancer, high blood pressure, Type 2 Diabetes Mellitus, cholesterol, and obesity.
  - Immunizations for adults recommended by the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention; and
  - Additional preventive care and screening for women provided for in the guidelines supported by the Health Resources and Services Administration, including the following:
    - Women's Contraceptives, sterilization procedures, and counseling.
    - Breastfeeding support, supplies, and counseling.
    - Gestational diabetes screening.

The list of services included as standard preventive care may change from time to time depending upon government guidelines. A current listing of required preventive care can be accessed at:

- [www.HealthCare.gov/center/regulations/prevention.html](http://www.HealthCare.gov/center/regulations/prevention.html). and
- [www.cdc.gov/vaccines/recs/acip/](http://www.cdc.gov/vaccines/recs/acip/)

Preventive care services does not include any service or benefit intended to treat an existing illness, injury, or condition.

**Charges for routine well adult care.** Routine well adult care is care by a Physician that is not for an Injury or Sickness.

**Charges for routine well Child care.** Routine well Child care is routine care by a Physician that is not for an Injury or Sickness. Standard preventive care shall be provided as required by applicable law if provided by a Participating Provider. Standard preventive care for Children includes services with an "A" or "B" rating from the United States Preventive Services Task Force. Examples of standard preventive care include:

- Immunizations for Children and adolescents recommended by the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention. These may include:
  - Diphtheria,
  - Pertussis,
  - Tetanus,
  - Polio,
  - Measles,
  - Mumps,
  - Rubella,
  - Hemophilus influenza b (Hib),
  - Hepatitis B, and
  - Varicella.
- Preventive care and screenings for infants, Children and adolescents as provided for in the comprehensive guidelines supported by the Health Resources and Services Administration.

The list of services included as standard preventive care may change from time to time depending upon government guidelines. A current listing of required preventive care can be accessed at:

- [www.HealthCare.gov/center/regulations/prevention.html](http://www.HealthCare.gov/center/regulations/prevention.html). and
- [www.cdc.gov/vaccines/recs/acip/](http://www.cdc.gov/vaccines/recs/acip/)

- (ii) The initial purchase, fitting and repair of fitted **prosthetic devices** which (i) replace all or part of a missing body organ and its adjoining tissue or all or part of the function of a permanently useless or malfunctioning body organ; and (ii) be an implantable prosthetic appliance or equivalent external device.

Replacement coverage is limited to once every two (2) years due to irreparable damage and/or normal wear or a significant change in medical condition, unless otherwise required by law, and must be Prior Authorized as Medically Necessary by the Claims Administrator. Replacement costs necessitated as a result of malicious damage, culpable neglect, or wrongful disposition of the equipment or device on the part of the Covered Person are not covered.

- (jj) **Reconstructive surgery.** Reconstructive surgery or procedures when performed to correct deformity caused by disease, trauma, or a previous therapeutic process that is considered a Covered Service. In the event a Covered Person is undergoing a multi-stage reconstruction or fulfilling a specific Waiting Period that is medically indicated, then the Provider must submit a treatment plan for approval.

Pursuant to the Women's Health and Cancer Rights Act, if a Covered Person elects reconstructive surgery in connection with a mastectomy, the Plan will provide benefits for:

- (i) Reconstruction of the breast on which the mastectomy has been performed;
- (ii) Surgery and reconstruction of the other breast to produce a symmetrical appearance; and
- (iii) Protheses and physical complications at all stages of mastectomy, including lymphedemas.

Such services shall be performed in a manner determined in consultation with the attending Physician and the patient.

Additionally, the Plan provides benefits in connection with reconstructive breast surgery for:

- (i) Nipple and areola reconstruction.
- (ii) Medical complications resulting from the rupture of the protheses/implant, and appropriate treatment, including removal of the protheses/implant, upon Prior Authorization.

- (kk) **Speech therapy** by a licensed speech therapist. Therapy must be ordered by a Physician and follow either: (i) surgery for correction of a congenital condition of the oral cavity, throat or nasal complex (other than a frenectomy) of a person; (ii) an Injury; or (iii) a Sickness that is other than a learning or Mental Disorder.

- (ll) **Spinal Manipulation/Chiropractic services** by a health care Provider acting within the scope of his or her license.

- (mm) **Sterilization procedures.** Reversal of sterilization is not covered.

- (nn) **Surgery.** Any surgical operations (major or minor) which are Medically Necessary and Prior Authorized for payment by the Claims Administrator (unless Emergency Services), not otherwise excluded or limited under the Medical Benefits.

- (oo) **Surgical dressings,** casts and other devices used in the reduction of fractures and dislocations, or as prescribed and determined to be Medically Necessary.

- (pp) **Surgical hose, stump socks, and mastectomy bras.** Covered Services for surgical hose, stump socks and mastectomy bras as determined to be Medically Necessary and as approved

by the Claims Administrator.

- (qq) Therapeutic injections and IV infusions** are covered when FDA-approved and Medically Necessary. Therapeutic injections and IV infusions are covered when administered in an Inpatient setting, an Outpatient facility, or Provider's office.

Certain self-administered injectable medications may be covered under the Prescription Drug benefit and are excluded from the medical benefit. Self-administered injections are subject to the Claims Administrator's preferred drug list and substitution by therapeutically interchangeable drugs according to clinical guidelines used by the Claims Administrator and may require Prior Authorization.

- (rr) Urgent Care** services. Care for an unforeseen Illness, Injury or condition that requires immediate attention to prevent serious deterioration is covered when services are provided in an Urgent Care center or in a Physician's office.

- (ss) Coverage of well newborn nursery/Physician care.**

**Charges for routine nursery care.** Routine well newborn nursery care is care while the newborn is Hospital-confined after birth and includes room, board and other normal care for which a Hospital makes a charge.

This coverage is only provided if the newborn Child is an eligible Dependent and a parent (1) is a Covered Person who was covered under the Plan at the time of the birth, or (2) enrolls himself or herself (as well as the newborn Child if required) in accordance with the Special Enrollment provisions with coverage effective as of the date of birth.

The benefit is limited to charges for nursery care for the newborn Child while Hospital confined as a result of the Child's birth.

Group health plans generally may not, under Federal law, restrict benefits for any Hospital length of stay in connection with childbirth for the mother or newborn Child to less than forty-eight (48) hours following a vaginal delivery, or less than ninety-six (96) hours following a cesarean section. However, Federal law generally does not prohibit the mother's or newborn's attending Provider, after consulting with the mother, from discharging the mother or her newborn earlier than forty-eight (48) hours (or ninety-six (96) hours as applicable). In any case, plans and issuers may not, under Federal law, require that a Provider obtain authorization from the Plan or the issuer for prescribing a length of stay not in excess of forty-eight (48) hours (or ninety-six (96) hours).

**Charges for routine Physician care.** The benefit is limited to the charges made by a Physician for the newborn Child while Hospital confined as a result of the Child's birth.

Benefits are available for a circumcision performed within the first (1<sup>st</sup>) month in either a Hospital setting or in a Physician's office.

- (tt)** Charges associated with the initial purchase of one **wig** after chemotherapy, covered up to \$500 per Calendar Year.

- (uu) X-rays, laboratory and diagnostic tests.** The Plan will cover the services and materials associated with x-ray and laboratory tests (including, but not limited to: diagnostic and therapeutic x-rays and isotopes, electrocardiograms, and electroencephalograms) when these services are administered in connection with other Covered Services. Coverage may require Prior Authorization. Please contact the Claims Administrator for more information.

## UTILIZATION MANAGEMENT SERVICES

### Prior Authorization

Please refer to the Member ID card for the Prior Authorization and Customer Service phone numbers.

**When a Covered Person receives care from a Participating Provider, the Provider is responsible for following the Utilization Management policies and procedures. If a Covered Person receives care from a Non-Participating Provider, the Covered Person must comply with all of the policies and procedures of the Utilization Management Program.**

When a Covered Person receives care or intends to receive care from a Non-Participating Provider, the Covered Person or family member must call the number on the Member ID card to receive Prior Authorization of certain services in order for those services to be covered under this Plan. This call must be made at least ten (10) days in advance of services being rendered. If there is an **emergency** admission to a Medical Care Facility, the Covered Person or someone on the Covered Person's behalf, such as a family member, the Medical Care Facility or attending Physician, must contact the Claims Administrator **within forty-eight (48) hours** or the first business day after the admission.

If the Covered Person does not receive Prior Authorization for Non-Participating admissions, the benefit will be denied. Note if the services are determined not to be Medically Necessary or otherwise not covered, there will be no benefit payment under the Plan.

### General Policies

Under all circumstances, the attending Physician bears the ultimate responsibility for the medical decisions regarding treatment of Covered Persons.

Benefits may be denied when using a Non-Participating Provider if the Covered Person fails to call the Claims Administrator at least seven (7) days prior to an elective admission or Outpatient surgery or procedure or, in the event of a Medical Emergency, within forty-eight (48) hours after the date of the Medical Emergency or as soon as reasonably possible.

Prior Authorization is required when a Covered Person needs a medical or surgical procedure, diagnostic test, supply or medication that requires Prior Authorization and is a Covered Service, regardless of whether services are provided In or Out-of-Network. The Physician ordering the services should notify the Claims Administrator to get Prior Authorization. Payment for Prior Authorized services will be subject to the applicable limitations, exclusions, and conditions of Plan coverage. **The appropriate Prior Authorization must be obtained even when the Plan is the secondary carrier; otherwise, the Claim may be denied.** For a complete listing of the services that require Prior Authorization, including those with coverage implications, please see the Prior Authorization Exhibit at the end of this Summary Plan Description/Plan Document.

Prior Authorization requirements are updated periodically. To verify Prior Authorization requirements, contact Customer Service at the number printed on the back of the Member ID card. The Plan reserves the right to require documentation of Medical Necessity and/or second opinions prior to its Prior Authorization of Covered Services. Notwithstanding any review conducted by the Plan before the provision of a health care service, all benefits are subject to the terms and conditions of this Summary Plan Description/Plan Document.

### How Prior Authorization Works

You are responsible to confirm that Prior Authorization has been obtained for all services requiring Prior Authorization before receiving services. Generally, Your Provider will take care of this for You by calling Aetna/Coventry. Your Provider should offer the following: medical history, previous treatment and medications, current symptoms, abnormal lab/x-rays, and an estimated length of stay for hospitalization.

Once the completed Prior Authorization request has been received, the Plan will call Your Provider with authorization or denial within seventy-two (72) hours for urgent services, and within fifteen (15) days for routine services. Once a determination for approval or denial is made, the Plan will send a letter to You and Your Provider. A denial is a benefit determination only. It is not a recommendation that You decline or accept a medical service that Your Provider has recommended. You and Your Provider are solely responsible for any

decisions regarding the medical services You receive.

Prior Authorization is not required for services required to treat an emergency condition. However, if You are admitted to the Hospital in an emergency, the Plan must be notified the first working day after You enter the Hospital, or as soon as it is reasonably possible.

### **OBTAINING PRIOR AUTHORIZATION FOR VISITS TO NON-PARTICIPATING PROVIDERS**

If a Physician feels that there is a need for a Covered Person to be seen by a Physician or other medical Provider who does not participate in the Network and that the services may be eligible for coverage under the Plan, then the Physician must submit medical information to the Plan Administrator or its designee prior to the Covered Person receiving services. **Retroactive requests for consideration of coverage will not be considered.** Covered Services from a Non-Participating Provider are Prior Authorized by the Plan for Participating benefits only when the Plan does not have a Participating Provider who can provide the service. The Physician must submit evidence that Participating Plan Providers are unable to perform the requested services. The Plan Administrator or its designee has the right to determine where the services can be provided for coverage when a Participating Provider cannot render the service.

A Covered Person has the right to Appeal any Utilization Management Program payment decision according to the Complaint and Appeal Procedures.

### **UTILIZATION REVIEW**

Utilization review is a program designed to help insure that all Covered Persons receive necessary and appropriate health care while avoiding unnecessary expenses.

The program consists of:

- (a) Prior Authorization of the Medical Necessity for the following non-Emergency Services before medical and/or surgical services are provided:

**Refer to the Prior Authorization Exhibit at the end of this document.**

The attending Physician does not have to obtain Prior Authorization from the Plan for prescribing a maternity length of stay that is forty-eight (48) hours or less for a vaginal delivery or ninety-six (96) hours or less for a cesarean delivery.

**Note: The services mentioned above must be Prior Authorized.**

- (b) Retrospective review of the Medical Necessity of the listed services provided on an emergency basis;
- (c) Concurrent review, based on the admitting diagnosis, of the listed services requested by the attending Physician; and
- (d) Authorization of services and planning for discharge from a Medical Care Facility or cessation of medical treatment.

The purpose of the program is to determine what charges may be eligible for payment by the Plan. This program is not designed to be the practice of medicine or to be a substitute for the medical judgment of the attending Physician or other health care Provider.

If a particular course of treatment or medical service is not Prior Authorized, it means that either the Plan will not pay for the charges or the Plan will not consider that course of treatment as appropriate for the maximum Reimbursement under the Plan. The patient is urged to find out why there is a discrepancy between what was requested and what was Prior Authorized before incurring charges.

In order to maximize Plan Reimbursement, please read the following provisions carefully.

## **Here's how the program works.**

**Pre-Service Requests** for benefits (requests for benefits that require Prior Authorization and are for services that have not yet been provided).

To make a pre-service request for benefits that will be provided by a Non-Participating Provider, the Covered Person or the Non-Participating Provider on the Covered Person's behalf should contact the Claims Administrator at the number provided on the Member ID card for Prior Authorization and provide the following information:

- The name of the patient and relationship to the covered Employee,
- The name, Member ID number and address of the covered Employee,
- The name of the Employer,
- The name and telephone number of the attending Physician,
- The name of the Medical Care Facility, proposed date of admission, and proposed length of stay,
- The diagnosis and/or type of surgery, and
- The proposed rendering of listed medical services.

Within five (5) days after the Claims Administrator receives the request, it will notify the Provider of any additional information needed in order to make a coverage determination. The Plan Administrator or its designee will make its decision and notify the Provider within fifteen (15) days after it receives the request for benefits.

**Urgent Care Requests** for benefits (requests for benefits related to services that the health care Provider believes places the Covered Person's life, health or ability to regain maximum function in immediate jeopardy, or for care that the treating Physician determines is urgent, or determines that a delay would subject the Covered Person to severe pain that could not be adequately managed without the treatment requested).

Expedited notification for Urgent Care determinations. The Claims Administrator will make notification for a Claim involving Urgent Care not later than seventy-two (72) hours after receipt of the Claim, and will notify a Covered Person of a benefit determination (whether adverse or not) for a Claim involving Urgent Care as soon as possible, but not later than twenty-four (24) hours after receipt of the Claim, unless the Covered Person fails to provide sufficient information to determine whether, or to what extent, benefits are covered. In some cases, the Covered Person or the Provider may not have provided the Claims Administrator with sufficient information to make a decision. If this is the case, the Claims Administrator, within twenty-four (24) hours after it has received the request, will notify the Covered Person of the additional information that it needs to make a determination. The Claims Administrator will give the Covered Person or Provider a reasonable amount of time, at least forty-eight (48) hours, to provide the information. The Claims Administrator will make its decision within the earlier of: forty-eight (48) hours after it receives the information, or within forty-eight (48) hours of the time it gave the Covered Person or Provider to provide the additional information.

## **Concurrent Care Benefit Determinations**

If a Covered Person is undergoing an approved course of treatment, and the Plan Administrator or its designee determines that the number or course of the treatment should be reduced or terminated and the Covered Person will be held financially responsible, the Claims Administrator on behalf of the Plan will inform the Covered Person of its decision before the end of the approved course of treatment, so that the Covered Person has sufficient time to Appeal the decision to reduce or limit the treatment.

## **Notifications of Benefit Determinations**

If the Plan Administrator or its designee denies a request for services in whole or in part, it will provide the Covered Person with a written explanation of the decision, including the specific reason that the request was denied, the Plan provision on which the denial was based, a description of any additional information that may be submitted and why the information is necessary, and a description of the Appeal procedures.

## **Admission/Continued Stay Review**

In the event of an emergency hospitalization or Outpatient surgery or procedure, the Claims Administrator must be contacted at the number provided on the Member ID within forty-eight (48) hours after the Medical Emergency or as soon as reasonably possible following the receipt of the services.

If the Covered Person is being treated by a Participating Provider, it is the responsibility of the attending Participating Provider to contact the Claims Administrator.

If the Covered Person is being treated by a Non-Participating Provider, it is the Covered Person's responsibility to contact the Claims Administrator. A friend or relative, the attending Physician, the Hospital, or anyone a Covered Person designates may contact the Claims Administrator.

If the Claims Administrator was contacted by the Covered Person or the Participating Provider and the emergency admission was not Medically Necessary, the services will be denied.

In the event that a Covered Person wants to stay in the Hospital longer than is Prior Authorized by the Plan Administrator or its designee, no further benefits will be provided.

## **CASE MANAGEMENT**

**Complex Case Management.** The Claims Administrator strives for the early identification and effective management of selected Plan Participants for whom intensive management can be expected to improve the quality of care and reduce overall medical expenses. The complex case management program offers special assistance to Plan Participants with serious and complex, long-term medical needs and promotes quality of care to reduce the likelihood of extended, more costly health care. The Claims Administrator identifies serious and complex medical conditions as ones that are persistent and substantially disabling or life-threatening and that require treatments and services across a variety of domains of care to ensure the best possible outcome for each unique Covered Person. Long-term medical needs are those that are more chronic than and acute and can be expected to require extended use of health care resources.

Complex case management is a collaborative process which assesses, plans, implements, coordinates, monitors, and evaluates options and services to meet an individual Covered Person's health care needs through communication and available resources to promote quality, cost-effective outcomes.

**Case management is a voluntary service. There are no reductions of benefits or penalties if the patient and family choose not to participate.**

**Each treatment plan is individually tailored to a specific patient and should not be seen as appropriate or recommended for any other patient, even one with the same diagnosis.**

## **SECOND AND/OR THIRD SURGICAL OPINION PROGRAM**

Certain surgical procedures are performed either inappropriately or unnecessarily. In some cases, surgery is only one of several treatment options. In other cases, surgery will not help the condition.

In order to prevent unnecessary or potentially harmful surgical treatments, the second and/or third opinion program fulfills the dual purpose of protecting the health of the Plan's Covered Persons and protecting the financial integrity of the Plan.

Benefits will be provided for a second (and third, if necessary) opinion consultation to determine the Medical Necessity of an elective surgical procedure. An elective surgical procedure is one that can be scheduled in advance; that is, it is not an emergency or of a life-threatening nature. Benefits for the second (and third, if necessary) opinion will be paid as any other Sickness.

The patient may choose any board-certified specialist who is not an associate of the attending Physician and who is affiliated in the appropriate specialty.

## PRESCRIPTION DRUG BENEFITS

Many independent retail pharmacies and most national retail chains are Participating Pharmacies. To find out if a pharmacy is in the Network, call the Customer Service Department at the number listed on the back of Your Plan Identification Card.

The Plan Administrator understands and agrees that Aetna Life Insurance Company Prescription Management Services, Inc. may receive a retrospective discount or rebate from a vendor or manufacturer related to the aggregate volume of services, supplies, equipment or pharmaceuticals purchased by persons enrolled in health care plans offered or administered by the Claims Administrator and its affiliates. Aetna Life Insurance Company contracts with Express Scripts ("ESI", formerly Medco) to administer the Prescription Drug Benefits for this Plan. Covered Persons shall not share in such retrospective volume-based discounts or rebates.

The Claims Administrator reserves the right to implement quality programs related to narcotic utilization. This may include imposing Prior Authorization requirements, limiting access to narcotics to a specific Provider or Providers or other limitations (including non-coverage) as determined by the Claims Administrator.

In certain situations, the Claims Administrator can, upon written notification to the Covered Person, give notice that the Covered Person's Prescription Drug benefit is in jeopardy. These situations include, but are not limited to, a Covered Person using medications in a manner that contradicts his/her prescription or standard prescribing practices, consistently using multiple pharmacies, or obtaining prescriptions for the same medication from multiple Physicians. Continued abuse of this nature may result in restrictions in the Covered Person's Prescription Drug benefits including termination upon thirty-one (31) days written notice for the Covered Employee and all Covered Dependents.

Please contact the Customer Service Department at the number on Your Member ID card if You have any questions.

### DEFINITIONS

**Authorized Prescriber** means any:

- Licensed Dentist;
- Licensed Physician;
- Licensed podiatrist;
- Certified nurse midwife to the extent permitted by applicable law; or
- Certified nurse practitioner to the extent permitted by applicable law, or other individual authorized by law to prescribe prescription or non-Prescription Drugs or devices.

**Benefit Year** is the period of twelve (12) consecutive months during which benefits under the Plan accrue.

**Coinsurance** means the percentage stated in the Schedule of Benefits, if any, that the Covered Person must pay to the Participating Retail, Mail Order or Specialty Pharmacy to fill any Prescription Order or Refill with a Generic, Brand Name, Non-Formulary or Specialty Drug. The Claims Administrator calculates Coinsurance based on the negotiated rate between the Plan and the Participating Pharmacy. Coinsurance for Prescription Drugs filled by a Non-Participating Pharmacy is a percentage of the Out-of-Network Rate.

**Contraceptive Drugs and/or Devices** that prevent unwanted Pregnancy, including, but not limited to:

- Oral contraceptives;
- IUD's;
- Contraceptive implants; or
- Any similar drug, device or method.

**Copayment** means the flat dollar amount as specified in the Schedule of Benefits that will be charged to the Covered Person by the Network Retail, Mail Order, or Specialty Pharmacy to dispense any Prescription Order or Refill. The Covered Person is required to pay one (1) Copayment per each Prescription Order or Refill to a Network Retail, Mail Order, or Specialty Pharmacy at the time of service.

**Covered Drugs** means Prescription Drugs that are:

- Listed in the Formulary or Non-Formulary drugs that are covered pursuant to the Plan;



- Prescribed by an Authorized Prescriber;
- Certain Over-the-Counter (OTC) medications as listed on the online Formulary;
- Certain vaccines are covered when obtained and administered in a pharmacy by a certified immunizing pharmacist and billed through the online Claims adjudication system;
- Approved by the Claims Administrator; and
- Not otherwise excluded.

**Dispense As Written (DAW) Charge** means a charge which the Covered Person is required to pay to a pharmacy for Prescription Drugs when the Covered Person's Physician prescribes a drug as "Brand necessary", "Brand Medically Necessary", or "Brand Name only" or the Physician or Covered Person otherwise directs that a Brand Name Drug be dispensed for which a Federal Food and Drug Administration (FDA) Orange Book Generic Drug exists.

- Restricted Generic substitution means when a Generic is available, but the pharmacy dispenses the Brand Name Drug for any reason other than a Physician DAW (Dispense as Written) or equivalent instructions, the Covered Person is to pay the difference between the calculated Average Wholesale Price (AWP) cost of the Brand Name Drug and the calculated AWP of the Generic Drug in addition to the Generic Copayment and/or Coinsurance. When the Physician indicates "Brand necessary", the Covered Person is to pay the Tier 3 Copayment and/or Coinsurance.

**Eligible Expenses** are charges for Prescription Drugs that are equal to:

- The amount set forth in the Plan; or,
- If no amount is set forth in the Plan:
  - In the case of a Participating Pharmacy or a Non-Participating Pharmacy who has agreed to accept the contracted rate, the rate that the Claims Administrator has agreed to pay; or
  - In the case of all other Non-Participating Pharmacies, the lesser of the Non-Participating Pharmacy's billed charges or the Out-of-Network Rate.

**Excluded Drugs** means Prescription Drugs that are one of the following:

- Not approved by the Claims Administrator for use;
- Not listed in the Formulary or Non-Formulary;
- Drugs that are not covered; or
- Further defined in the Limitations & Exclusions Section below.

**Experimental or Investigational** means a health product or service that is deemed Experimental or Investigational if one or more of the following conditions are met:

- Any drug not approved for use by the Federal Food and Drug Administration ("FDA");
- Any FDA-approved drug prescribed for an off-label use whose effectiveness is unproven based on clinical evidence reported in peer-reviewed medical literature; or any drug that is classified as an Investigational New Drug ("IND") by the FDA. As used herein, off-label prescribing means prescribing Prescription Drugs for treatments, or in doses, other than those stated in the labeling approved by the FDA;
- Any health product or service that is subject to Investigational Review Board (IRB) review or approval;
- Any health product or service that is the subject of a clinical trial that meets criteria for Phase I, II, III or IV as set forth by FDA regulations, except as specifically covered;
- Any health product or service whose effectiveness is unproven based on clinical evidence reported in peer-reviewed medical literature.

**Formulary** means a list of Prescription Drugs that the Claims Administrator's Pharmacy and Therapeutics Committee has approved for coverage under the Plan. This list is subject to periodic review and modification by the Committee. The Formulary is available for review:

- By contacting the Customer Service Department; or
- On the Internet at [www.aetna.com](http://www.aetna.com).

Drugs not listed on the Formulary (Non-Formulary/Tier 3) are covered at the Tier 3 Copayment and/or Coinsurance amount unless excluded from coverage.

**Legend Medication** means a drug that, by law, can be obtained only by Prescription Order or Refill and that is labeled "Caution: federal law prohibits dispensing without a Prescription."

**Mail Order Pharmacy** means the Participating Pharmacy contracted by the Plan to provide Maintenance Drugs.

**Maintenance Drug/Medication** means a drug anticipated to be required for six (6) months or more to treat a chronic condition, such as high blood pressure, and designated by the Claims Administrator as a Maintenance Medication.

**Medical Necessity**

Medically Necessary services and/or supplies provided to a Covered Person are those determined by the Claims Administrator to be:

- Medically appropriate, so that the expected health benefits (such as, but not limited to, increased life expectancy, improved functional capacity, prevention of complications, relief of pain) materially exceed the expected health risks;
- Necessary to maintain health or improve physiological function and required for a reason other than improving appearance;
- Rendered in the most cost-efficient manner and setting appropriate for the delivery of the health service;
- Consistent in type, frequency and duration of treatment with scientifically-based guidelines of national medical research, professional medical specialty organizations or governmental agencies that are accepted by the Claims Administrator as national authorities on the services, supplies, equipment or facilities for which coverage is requested;
- Consistent with the diagnosis of the condition at issue;
- Required for reasons other than comfort and convenience of the patient or Physician; and,
- Not Experimental or Investigational as determined by the Claims Administrator under the Experimental Procedures Determination Policy. A copy of the Experimental Procedures Determination Policy is available upon request from the Customer Service Department.

**Narrow Therapeutic Index.** A drug is said to have a Narrow Therapeutic Index when small variances in a Covered Person's blood levels can change the effectiveness or toxicity of the drug. Safe and effective use of these drugs requires careful dosage adjustment and patient monitoring, regardless of whether the Generic or Brand Name Drug is used.

**Network/Participating Prescriber** means any Physician, Dentist or other Participating health care Provider who is duly licensed to prescribe Prescription Drugs in the ordinary course of his or her professional practice, and has contracted with the Claims Administrator to provide medical services, including prescribing Prescription Drugs to Covered Persons.

**Non-Preferred Pharmacies** means those Participating Pharmacies that are not Preferred Pharmacies.

**Out-of-Pocket Limit/Maximum** means the amount(s) of Eligible Medical Expenses for benefits under this Plan paid by a Covered Person or family during a Benefit Year, except that the Out-of-Pocket Maximum shall not include amounts in excess of the Eligible Medical Expenses. After the Out-of-Pocket Maximum has been paid, the Covered Person and/or the Covered Person's family, as applicable, is no longer required to pay any portion of the Eligible Medical Expenses for Prescription Drugs covered under the Plan during the remainder of the Benefit Year.

The Covered Person is always responsible to pay amounts in excess of Eligible Medical Expenses.

**Preferred Pharmacies** are those Participating Pharmacies identified as Preferred Pharmacies on the website, [www.aetna.com](http://www.aetna.com) (Coventry).

**Pharmacy and Therapeutics Committee (Committee)** means the Claims Administrator's panel of Physicians, pharmacists, nurses, and other health care professionals who are responsible for all pharmacy management activities, such as managing, updating and administering the Prescription Drug Formulary.

**Prescription Drug** means a drug approved by the FDA for a specific Outpatient use and that is dispensed only pursuant to a Prescription Order or Refill (a Legend Medication) under applicable law. Prescription Drugs include Contraceptive Drugs and Devices, Self-Administered Injectable Drugs and some Over-the-Counter medications or disposable medical supplies specified by the Plan (for example, insulin, certain diabetic supplies, and select Over-the-Counter drugs). This does not extend to drugs or products that are not FDA approved prescription medications, such as those without an approved FDA application (NDA, ANDA or BLA).

**Prescription Order or Refill** means the authorization for a Prescription Drug issued by an Authorized Prescriber.

**Prior Authorization** means a determination by the Claims Administrator that a Prescription Order or Refill otherwise not covered under the Plan has been reviewed and based upon the information provided, the Prescription Order or Refill satisfies the Plan's requirements for Covered Charges.

**Reimbursement** means the Covered Person, upon submission of proof of payment acceptable to the Claims Administrator, shall be entitled to Reimbursement for covered Prescription Drugs of no more than one hundred percent (100%) of the dollar amount paid, less any applicable Medical Deductible, Prescription Drug Coinsurance, and Copayments. In addition, the Covered Person will be responsible for any cost above the Eligible Medical Expense. Covered Persons must submit Claims for Reimbursement on a Claim form (available from the Claims Administrator) within ninety (90) days of the date of purchase of the Prescription Drugs.

**Specialty Medications** means the group of medications defined by the Claims Administrator which are typically high-cost drugs and include but are not limited to those with oral, topical, inhaled, inserted or implanted, and injected routes of administration. Specialty Medications are designated as such in the Formulary. Included characteristics of Specialty Medications are by the following definitions and structure:

- Drugs which are used to treat and diagnose rare or complex diseases;
- Drugs which require close clinical monitoring and management;
- Drugs which frequently require special handling; or
- Drugs which may have limited access or distribution.

**Specialty Pharmacy** means a pharmacy that:

- Has a contract with the Claims Administrator, and
- Is designated as a Specialty Pharmacy by the Claims Administrator for Covered Persons to obtain Specialty Medications.

#### **Tier 1**

The group of Formulary drugs which includes:

- Generic Prescription Drugs which have been designated as Tier 1;
- Select Brand Name Prescription Drugs which have been designated as Tier 1; and
- Non-Prescription Drugs which have been designated as Tier 1.

#### **Tier 2**

The group of Formulary medications which includes:

- Brand Name Prescription Drugs which are made by only one manufacturer, do not have a Generic equivalent and which the Plan has designated as Tier 2;
- Brand Name contraceptives which the Plan has designated as Tier 2;
- Brand Name Prescription Drugs which have a Narrow Therapeutic Index (those for which the dose must be monitored through laboratory tests) which the Plan has designated as Tier 2;
- Newly-introduced Generic Drugs which the Plan has designated as Tier 2; and
- Drugs designated as "Drug Efficacy Study Implementation (DESI) drugs" by the U.S. Food and Drug Administration ("FDA") which the Plan has designated as Tier 2. ("Drug Efficacy Study Implementation (DESI) drugs" are being reviewed for their effectiveness by the FDA because they were approved solely on the basis of their safety prior to 1962.)

#### **Tier 3**

Drugs which are not otherwise excluded under the Plan and which are not designated as Tier 1 or Tier 2, including Brand Name Prescription Drugs which are not on the Formulary, Brand Name Prescription Drugs which are on the Formulary and have Formulary Generic equivalents and are not designated as Tier 1 or Tier 2, and Generic Prescription Drugs which are not on the Formulary.

### **COVERED SERVICES**

#### **Preventive Care Services**

Preventive Care Services shall mean the services set forth in Section 2713(a)(1) of the federal Public Health Service Act.

Coverage for Participating Preventive Care Services, preventive drug products and certain contraceptives will be provided at 100% of the Eligible Expenses in a manner consistent with Section 2713 of Federal H.R. 3590. Coverage is limited to those preventive and contraceptive drug products, as designated by the Claims Administrator, and to any applicable benefit maximums, as specified by Federal law.

**Network (Participating) or Non-Network (Non-Participating) Retail Pharmacy.** Prescription Drugs and Diabetic Prescription Drugs including insulin and pharmacological agents for controlling blood sugar, as well as coverage for diabetic supplies (including diabetes monitors and Plan-approved test strips) syringes and injection aids, and injectable diabetes agents, bee sting kits, injectable migraine agents and injectable contraceptives, are included under this Plan at Network (Participating) Retail Pharmacies and at Non-Network (Non-Participating) Retail Pharmacies in the amounts described below when they are:

- Ordered by an Authorized Prescriber for use by a Covered Person;
- Not limited or excluded elsewhere in this Plan.

**Network (Participating) Retail Pharmacy.** The Covered Person must present his or her ID card to the Network (Participating) Retail Pharmacy to receive coverage for Prescription Drugs and Plan-approved supplies under this Plan. The Covered Person pays the following to a Network (Participating) Retail Pharmacy, as applicable:

- Medical Deductible (QHDHP option);
- Coinsurance;
- DAW Charge;
- Amounts above the annual maximum, if any; and
- One (1) Copayment or the cost of the Prescription Drug, whichever is less, per one (1) Prescription Order or Refill.

In general, the quantity of a Prescription Drug dispensed by a Retail Pharmacy for each Prescription Order or Refill for a Non-Maintenance Drug is limited to the lesser of:

- The amount prescribed in the Prescription Order or Refill; or
- The amount determined by the Plan to be Medically Necessary; or
- The amount determined by the Plan to be up to a thirty (30) day supply; or
- Depending on the form and packaging of the product, the following:
  - 480 cc of oral liquids; or
  - A single, commercially prepackaged item (including, but not limited to: inhalers, topicals, and vials, excluding insulin).

**Non-Network (Non-Participating) Retail Pharmacy.** The Plan payment for Prescription Drugs filled by a Non-Participating Pharmacy is limited to the Non-Network (Non-Participating) Rate. The Covered Person is responsible for the following, as applicable:

- Medical Deductible (QHDHP option);
- Coinsurance;
- DAW Charge;
- Amounts above the annual maximum, if any; and
- One (1) Copayment or the cost of the Prescription Drug, whichever is less, per one (1) Prescription Order or Refill.

In general, the quantity of a Prescription Drug dispensed by a Retail Pharmacy for each Prescription Order or Refill for a Non-Maintenance Drug is limited to the lesser of:

- The amount prescribed in the Prescription Order or Refill; or
- The amount determined by the Plan to be Medically Necessary; or
- The amount determined by the Plan to be up to a thirty (30) day supply; or
- Depending on the form and packaging of the product, the following:
  - 480 cc of oral liquids; or
  - A single, commercially prepackaged item (including, but not limited to: inhalers, topicals, and vials, excluding insulin).

The Covered Person pays the full cost of the Prescription Order or Refill to a Non-Participating Pharmacy at the time the Prescription Order or Refill is received.

Prescription Drugs prescribed for Medically Necessary Emergency Services and filled by a Non-Participating

Pharmacy are covered, in full, only if a Participating Pharmacy was not available. Generically equivalent pharmaceuticals will be dispensed whenever there is a FDA-approved Generic Drug. The Covered Person, upon submission of proof of payment acceptable to the Claims Administrator, shall be entitled to Reimbursement for Prescription Drugs described in this Section of no more than one hundred percent (100%) of the amount paid by the Covered Person less applicable, Prescription Drug Coinsurance, Copayments, and amounts above the annual maximum. In addition, the Covered Person will be responsible for any cost above the Eligible Expenses. Covered Persons must submit Claims for Reimbursement on a Claim form (available from the Claims Administrator) within ninety (90) days of the date of purchase of the Prescription Drugs. Reimbursement will be limited to a quantity sufficient to treat the acute phase of the Illness.

Failure to furnish the proof within the time required does not invalidate or reduce any Claim if it was not reasonably possible to give proof within the required time, if the proof is furnished as soon as reasonably possible and, except in the absence of legal capacity, not later than one (1) year from the time proof is otherwise required.

**Mail Order Pharmacy.** To access the Mail Order Pharmacy program, the Covered Person must mail the Prescription Order or Refill to the Mail Order Pharmacy in the designated Mail Order Prescription envelope. Mail Order Prescription envelopes are available from:

- The Customer Service Department, or
- the Mail Order Pharmacy.

A Covered Person shall pay to the Mail Order Pharmacy the following amounts, if applicable:

- Medical Deductible (QHDHP option);
- Coinsurance;
- DAW Charge;
- Amounts above the annual maximum, if any; and
- One (1) Mail Order Copayment or the cost of the Prescription Drug, whichever is less, per one (1) Mail Order Prescription Order or Refill.

In general, the quantity of a Prescription Drug dispensed by a Mail Order Pharmacy for each Prescription Order or Refill for a Maintenance Drug is limited to the lesser of:

- The amount prescribed in the Prescription Order or Refill; or
- The amount determined by the Plan to be Medically Necessary; or
- The amount determined by the Plan to be up to a ninety (90) day supply.

More information on the Mail Order benefit and any exclusions, as determined by the Claims Administrator, is available online. **Please allow at least a fourteen (14) day turnaround time to receive Mail Order Prescriptions.**

**Specialty Pharmacy.** Specialty Drugs are not available through the Mail Order Pharmacy program or at Participating Pharmacies except in urgent situations as determined by the Claims Administrator. You must fill Your Prescription Order or Refill for Specialty Drugs through a Specialty Pharmacy. If a Covered Person should choose to fill a Prescription Order or Refill at a Non-Participating Pharmacy, those provisions apply.

Specialty Drugs and Medications require Prior Authorization.

A Covered Person shall pay the following to a Specialty Pharmacy, as applicable:

- Medical Deductible Charge (QHDHP option);
- Amounts above the annual maximum, if any; and
- One (1) Specialty Copayment or the cost of the Prescription Drug, whichever is less, per one (1) Prescription;
- Coinsurance;
- DAW Order or Refill.

The quantity of Specialty Drugs dispensed by a Specialty Pharmacy for each Prescription Order or Refill is limited to the lesser of:

- The amount prescribed in the Prescription Order or Refill; or
- The amount determined by the Plan to be Medically Necessary; or
- The amount determined by the Plan to be a thirty (30) day supply.

**Prior Authorization.** Regardless of where a Prescription Order or Refill is filled, Covered Charges under this Plan may be subject to Prior Authorization, as described below.

Some drugs require Prior Authorization in order for them to be Covered Charges. These include, but are not limited to, medications that:

- May require special medical tests before use;
- Are not recommended as a first-line treatment;
- Have a potential for misuse or abuse;
- Are not approved for use by the Food and Drug Administration (FDA);
- Are FDA-approved drugs prescribed for an off-label use whose effectiveness is unproven based on clinical evidence reported in peer-reviewed medical literature;
- Are classified as Investigational New Drugs (IND) by the FDA.

As used herein, off-label prescribing means prescribing Prescription Drugs for treatments other than those in the labeling approved by the FDA.

Drugs requiring Prior Authorization are identified as Formulary with “PA” next to the name of the drug. In order for Prescription Drugs that require Prior Authorization to be covered under this Plan, the Authorized Prescriber must contact the Claims Administrator, who must approve Prior Authorization and payment before filling a Prescription Order or Refill for a drug.

**Step Therapy.** Step Therapy (ST) is an automated process of Pre Authorizing Drugs subject to Step Therapy guidelines. Step Therapy drugs are noted with “ST” next to the name of the drug on the Formulary. Step Therapy medications require prior use of one or more certain prerequisite medications to be shown in the Covered Person’s medication history with the Plan. If the prerequisite medications are not present in the Covered Person’s medical history, the Authorized Prescriber must contact the Claims Administrator for Prior Authorization and payment before filling a Prescription Order or Refill for any drug requiring Step Therapy.

**Specific Quantity Limits.** Some medications are subject to Specific Quantity Limits. A Covered Person can get information on specific quantity limits by:

- searching the online Formulary on the website: [www.aetna.com](http://www.aetna.com) (Coventry).
- contacting the Customer Service Department.

In order for Prescription Drugs in excess of the Specific Quantity Limit to be covered under this Plan, the Authorized Prescriber must contact the Claims Administrator, and the Claims Administrator must approve Prior Authorization and payment before filling a Prescription Order or Refill for a drug that exceeds the Specific Quantity Limit.

## LIMITATIONS & EXCLUSIONS

The following limitations and exclusions apply to the Plan:

- (a) A pharmacy shall not dispense a Prescription Order or Refill which, in the pharmacist's professional judgment, should not be filled.
- (b) Authorized Refills will be provided for the lesser of:
  1. twelve (12) months from the original date on the Prescription Order or Refill unless limited by state or federal law; or
  2. the number of Refills indicated by the Authorized Prescriber.
- (c) Some medications are subject to quantity limits. Specific Quantity Limits can be obtained through the Customer Service Department and by searching the online Prescription Drug Formulary.
- (d) Coverage of injectable drugs is limited to Self-Administered Injectable Drugs and injectable diabetes agents, bee sting kits, injectable migraine agents and injectable contraceptives that are commonly and customarily administered by the Covered Person.
- (e) Except when the Claims Administrator determines the situation to be urgent, Self-Administered Injectable Drugs and Specialty Medications are available only from a Specialty Pharmacy unless

otherwise Prior Authorized by the Claims Administrator.

- (f) The Claims Administrator reserves the right to include only one manufacturer's product on the Formulary when the same or similar drug (that is, a drug with the same active ingredient), supply or equipment is made by two or more different manufacturers. The product that is listed on the Formulary will be covered at the applicable benefit. The product or products not listed on the Formulary will be excluded from coverage.
- (g) The Claims Administrator reserves the right to include only one dosage or form of a drug on the Formulary when the same drug (that is, a drug with the same active ingredient) is available in different dosages or forms (for example, but not limited to, dissolvable tablets, capsules, etc.) from the same or different manufacturers. The product in the dosage or form that is listed on the Formulary will be covered at the applicable benefit. The product or products in other forms or dosages that are not listed on the Formulary will be excluded from coverage.
- (h) Coverage of therapeutic devices or supplies requiring a Prescription Order or Refill and prescribed by an Authorized Prescriber is limited to Plan-approved diabetic test strips and lancets and contraceptive diaphragms.
- (i) Plan-approved blood glucose meters, asthma holding chambers and peak flow meters are Covered Charges, but are limited to one (1) Prescription Order per Benefit Year.
- (j) Unless this Summary Plan Description (SPD) indicates that Prior Authorization is not required, Prior Authorization is required for selected products with a Narrow Therapeutic Index, potential for misuse and/or abuse, and a narrow or limited range of FDA-approved indications. These products may not be available from the Mail Order Pharmacy. Information about which drugs require Prior Authorization can be obtained through the Customer Service Department or the Claims Administrator's searchable Formulary on the website.
- (k) Coverage through the Mail Order Pharmacy is not available for drugs that are not Maintenance Medications as defined by the Claims Administrator, drugs that cannot be shipped by mail due to state or federal laws or regulations, or when the Claims Administrator considers shipment through the mail to be unsafe. Examples of these types of drugs include, but are not limited to: narcotics, amphetamines, all controlled substances and anticoagulants.
- (l) Contraceptive diaphragms, oral contraceptives and IUDs, including but not limited to birth control pills, are Covered Charges unless specifically excluded as described by the Plan.
- (m) The Claims Administrator reserves the right to limit the location at which a Covered Person can fill a covered Prescription Order or Refill to a pharmacy that is mutually agreeable to both the Claims Administrator and the Covered Person. Such limitation may be enforced in the event that the Claims Administrator identifies an unusual pattern of Claims for Covered Charges.
- (n) Certain vaccines are covered when obtained and administered in a pharmacy by a certified immunizing pharmacist and billed through the online Claims adjudication system.

The following are **not Covered Charges** under the Plan:

- (a) Any Prescription Drugs, injectables, supplies, devices or other items covered under the Medical Benefits.
- (b) Prescription Drugs dispensed by Non-Participating Pharmacies, except as described by the Plan.
- (c) Devices or supplies of any type, even though requiring a Prescription Order unless otherwise specified as a Covered Charge. These include, but are not limited to: therapeutic devices, support garments, corrective appliances, non-disposable hypodermic needles, or other devices, regardless of their intended use.
- (d) Drugs prescribed and administered in the Physician's office, or during or as part of an Inpatient or ambulatory surgery procedure or admission.

- (e) Implantable time-released medication (e.g., Eligard, Zoladex).
- (f) Drugs which do not require a Prescription by federal or state law, unless specifically designated for coverage by the Claims Administrator. For example, but not limited to: Over-the-Counter drugs or Over-the-Counter equivalents, behind-the-counter drugs, nutraceuticals, medical foods (except when coverage is required by law), and dietary supplements.
- (g) Drugs, oral or injectable, used for the primary purpose of, or in connection with, treating Infertility, fertilization and/or artificial insemination, unless coverage is specifically listed in the Schedule of Benefits.
- (h) Experimental or Investigational drugs.
- (i) Drugs used for athletic performance enhancement or cosmetic purposes, including, but not limited to: anabolic steroids, tretinoin for aging skin, and minoxidil lotion.
- (j) Vitamins and minerals, both Over-the-Counter and Legend, except Legend prenatal vitamins for pregnant or nursing females, liquid or chewable Legend pediatric vitamins for Children under age thirteen (13), potassium supplements to prevent/treat low potassium, and those whose coverage is mandated by federal law.
- (k) Oral dental preparations and fluoride rinses, except fluoride tablets or drops.
- (l) Refill Prescriptions resulting from loss or theft.
- (m) Growth hormones and insulin-like growth hormone factor-1, when not Medically Necessary to treat an Illness or Injury. Growth hormone for adults, except as Prior Authorized by the Claims Administrator.
- (n) Pharmacological therapy for weight reduction.
- (o) Prescriptions for which the Covered Person is entitled to receive coverage without charge under any Workers' Compensation Law, or occupational disease statute, or any law or regulation.
- (p) Compounded Prescriptions are excluded unless all of the following apply:
  1. there is no suitable commercially-available alternative; and
  2. the main active ingredient is a covered Prescription Drug; and
  3. the purpose is solely to prepare a dose form that is Medically Necessary and is documented by the Authorized Prescriber; and
  4. the Claim is submitted electronically.
- (q) Prescriptions directly related to non-Covered Charges, as further described in the Medical Benefits Section of the Plan Document.
- (r) Non-Formulary Drugs unless Tier 3 Drugs are specifically covered as described in the Schedule of Benefits.
- (s) Medications to prevent infections related to foreign travel are excluded from coverage. Drugs prescribed for the purpose of facilitating travel, including but not limited to medications, devices and supplies for motion Sickness (e.g. Relief Bands).
- (t) Medications used for the treatment or ongoing maintenance care of non-congenital transsexualism, gender dysphoria, or sexual reassignment or change.

## GENERAL PROVISIONS

Each Covered Person authorizes and directs any pharmacy that filled a Prescription Order or Refill covered under this Plan to make available to the Plan information relating to all Prescription Orders or Refills, copies thereof and other records as needed by the Plan to implement and administer the terms of this Plan, conduct



appropriate quality review or investigate possible Substance Abuse or criminal activity. Each Covered Person, by accepting coverage under this Plan, agrees that the Plan and any of its designees shall have the right to release any and all records concerning health care services which are necessary to implement and administer the terms of this Plan, conduct appropriate quality review or investigate possible Substance Abuse or criminal activity.

The Plan shall not be liable for any Claim, Injury, demand or judgment based on tort or other grounds (including warranty of drugs) arising out of or in connection with the sale, compounding, dispensing, manufacturing, or use of any Prescription Drug or insulin whether or not covered under this Plan.

Coverage under this Plan shall terminate when a Covered Person's coverage under the Plan ends.

Nothing contained herein shall be held to vary, alter, waive, or extend any of the terms, conditions, provisions, agreements, or limitations of the Plan other than as stated above.

For all types of plans, including Health Savings Account plans, the following do not apply toward fulfillment of any Out-of-Pocket Maximum specified in the Schedule of Benefits:

- amounts in excess of the Out-of-Network Rate.

## VISION BENEFIT

A summary of the benefits and Your payment responsibility are shown on the Schedule of Benefits. In the event that You require eye care other than services for eyeglasses or contact lenses or the vision examiner suggests a medical eye evaluation, You should contact Your treating Physician. If Your treating Physician is unable to provide the needed services, he or she will assist You in choosing another Physician.

**This Section describes coverage for services for routine vision care. Coverage for diseases and Injuries of the eye is described in the Medical Benefits Section of this Summary Plan Description.**

### **What is covered**

Complete refractive eye examinations, to include exams for the wearing of glasses, daily wear, extended wear hard, soft lenses, and specialty lens exams. This benefit is subject to any benefit limits as stated in the Schedule of Benefits. Your payment responsibility is also shown in the Schedule of Benefits.

## DEFINED TERMS

The following terms have special meanings and when used in this Plan will be capitalized.

**Active Employee** is an Employee who is on the regular payroll of the Employer and who has begun to perform the duties of his or her job with the Employer on a full-time basis. The term "Active Employee" does not include independent contractors, temporary Employees or part-time Employees.

**Ambulatory Surgical Center** is a licensed facility that is used mainly for performing Outpatient surgery, has a staff of Physicians, has continuous Physician and nursing care by registered nurses (R.N.s) and does not provide for overnight stays.

**Anesthesia** means the administration of medications (anesthetics) by an Anesthesiologist or Certified Nurse Anesthetist to control pain during a medical procedure or surgery.

**Benefit Year** means August through July.

**Birthing Center** means any freestanding health facility, place, professional office or institution which is not a Hospital or in a Hospital, where births occur in a home-like atmosphere. This facility must be licensed and operated in accordance with the laws pertaining to Birthing Centers in the jurisdiction where the facility is located.

The Birthing Center must provide facilities for obstetrical delivery and short-term recovery after delivery; provide care under the full-time supervision of a Physician and either a registered nurse (R.N.) or a licensed nurse-midwife; and have a written agreement with a Hospital in the same locality for immediate acceptance of patients who develop complications or require pre- or post-delivery confinement.

**Blood and blood derivatives** includes red blood cells, white blood cells, platelets and plasma, that may be used in replacement therapy.

**Calendar Year** means January 1st through December 31st of the same year.

**Claimant** is an individual or entity who submits a Claim for payment to the Plan.

**Claims Administrator** means Aetna

**COBRA** means the Consolidated Omnibus Budget Reconciliation Act of 1985, as amended.

**Coinsurance** means the percentage stated in the Schedule of Benefits, if any, that You must pay to a In- or Non-Participating Provider. The Plan calculates Coinsurance based on either the Maximum Allowed Amount or the billed amount, as determined by the Plan and stated in the Schedule of Benefits.

**Contract Year** is August through July.

**Copayment** means the flat dollar amount as specified in the Schedule of Benefits that will be charged to the Covered Person by the Provider.

**Covered Charge(s)/Service(s)** means those Medically Necessary services or supplies that are covered under this Plan.

**Covered Person, Beneficiary and/or Member** is an Employee or Dependent who is covered under this Plan.

**Custodial Care** is maintenance care or on-going medical care that is not designed to improve the patient's condition when the patient's medical condition has stabilized, regardless of the place of service or the Provider by whom the services are prescribed, recommended or performed. Custodial Care may include the following services whether performed Inpatient or in another place of service: activities of daily living such as, help walking, getting into or out of bed, bathing, dressing, feeding, and using or applying medications; routine palliative and prophylactic skin care; administration and supervision of catheters, colostomies, tracheotomy, intravenous feeding or ventilator care.

**Deductible Amount.** This is an amount of Covered Charges for which no benefits will be paid.

- **For Health Plans Other Than Qualified High Deductible Health Plans:** Before benefits can be paid in a Benefit Year a Covered Person must meet the Deductible shown in the Schedule of Benefits.
- **For Qualified High Deductible Health Plan:** Before benefits can be paid in a Benefit Year a Covered Person under single coverage must meet the individual Deductible shown in the Schedule of Benefits. For family coverage, the entire family Deductible must be met before benefits will be paid.

**Dentist** means a person who (a) is appropriately licensed and qualified to practice Dentistry under the law of the jurisdiction in which the dental procedure is performed; and (b) is operating within the scope of his/her license.

**Durable Medical Equipment** means equipment which (a) can withstand repeated use, (b) is primarily and customarily used to serve a medical purpose, (c) generally is not useful to a person in the absence of an Illness or Injury and (d) is appropriate for use in the home.

**Eligible Medical Expenses** is the maximum amount covered under this Plan for approved Covered Charges. This rate will be derived from either a Medicare-based fee schedule, RBRVS or a percent of billed charges as determined by the Claims Administrator, based on the following:

- **The Out-of-Network Rate** for Claims processed by the Claims Administrator is the lesser of the Non-Participating Provider's billed charges or the current Medicare rate. (Please note that the Medicare fee schedule is updated no later than April 1 of each year.) If there is no corresponding Medicare rate noted for a particular service, the Plan will pay the base rate that we would have paid if the Non-Participating Provider furnishing the services were a Provider contracting with the Claims Administrator.

The Out-of-Network Rate for Claims processed by the Claim Administrator's Mental Disorders and Substance Abuse vendor shall be as follows.

1. For non-facility Claims, the lesser of the Non-Participating Provider's billed charges or the current (updated no later than April 1 of each year) Medicare rate, as set forth below. If there is no corresponding Medicare rate for the particular service, the Claim Administrator's Mental Disorders and Substance Abuse vendor shall pay the average amount the Mental Disorders and Substance Abuse vendor pays its Participating Providers for the same service(s). The Out-of-Network Rate (ONR) under Your Plan is 100% of the regionally adjusted Medicare rate based on the Non-Participating Provider's location.
  2. For all other Claims, the lesser of the Non-Participating Provider's billed charges or the average amount the Mental Disorders and Substance Abuse vendor pays its Participating Providers for the same service(s).
- **Participating Rate/In-Network Rate:** The amount determined by the Claims Administrator that it will pay for a Covered Service. Eligible Medical Expenses is the amount that a Participating Provider has agreed to accept as payment in full pursuant to its agreement with the Claims Administrator and/or the Plan.

**The examples below illustrate how ONR works:**

Assume the Deductible has been met and the Plan covers Inpatient Hospital services at 80%, the Hospital bill is \$5,000 (actual charges), and the ONR for the Hospital is \$3,000. In this example, the Plan would **not** take into account \$2,000 of the \$5,000 Hospital bill, because it exceeds the \$3,000 ONR. The Plan would pay 80% of the \$3,000 ONR, which is \$2,400. The Covered Person would pay 20% of the \$3,000 ONR, which is \$600, **PLUS** the \$2,000 of actual charges that exceed the \$3,000 ONR, for a total cost to the Covered Person of \$2,600. Please note that any payments the Covered Person makes in excess of the ONR do not count towards the Out-of-Pocket Maximum.

Assume a specialist visit Copayment is \$45. The specialist's bill is \$140 (actual charges) and the ONR for the specialist is \$80. In this example, the Plan would **not** take into account \$60 of the specialist's bill because it exceeds the \$80 ONR. The Plan would pay \$35 (the ONR minus the Copayment amount). The Covered Person would pay the \$45 Copayment **PLUS** the \$60 of actual charges that exceed the \$80 ONR, for a total cost to the Covered Person of \$110. Please note that any payments the Covered Person makes in excess of the ONR do not count towards the Out-of-Pocket Maximum.

By way of contrast, the examples below illustrate how Participating Provider Covered Services would be paid:

Assume the Deductible has been met and the Plan covers Participating Inpatient Hospital services at 80%, the Hospital bill is \$5,000 (actual charges), and the contracted rate for the Hospital is \$3,000. In this example, the Plan would **not** take into account \$2,000 of the \$5,000 Hospital bill, because it exceeds the \$3,000 contracted rate. The Plan would pay 80% of the \$3,000 contracted rate, which is \$2,400. The Covered Person would pay 20% of the \$3,000 contracted rate, which is \$600. The amount in excess of the contracted rate would **not** be the Covered Person's responsibility.

Assume a specialist visit Copayment is \$45. The specialist's bill is \$140 (actual charges) and the contracted rate for the specialist is \$80. In this example, the Plan would **not** take into account \$60 of the specialist's bill because it exceeds the \$80 contracted amount. The Plan would pay \$35 (the contracted rate minus the Copayment amount). The Covered Person would pay the \$45 Copayment. The amount in excess of the contracted rate would **not** be the Covered Person's responsibility.

**Employee** means a person who is an Active, regular Employee of the Employer, regularly scheduled to work for the Employer in an Employee/Employer relationship.

**Employer** is Redi Services LLC.

**Enrollment Date** is the first day of coverage or, if there is a Waiting Period, the first day of the Waiting Period.

**ERISA** is the Employee Retirement Income Security Act of 1974, as amended.

**Essential Health Benefits** include, to the extent they are covered under the Plan, ambulatory patient services; Emergency Services; hospitalization; maternity and newborn care; Mental Health and substance use disorder services, including behavioral health treatment; Prescription Drugs; rehabilitative and habilitative services and devices; laboratory services; preventive and wellness services and chronic disease management; and pediatric services, including oral and vision care.

**Experimental and/or Investigational** means services, supplies, care and treatment which does not constitute accepted medical practice properly within the range of appropriate medical practice under the standards of the case and by the standards of a reasonably substantial, qualified, responsible, relevant segment of the medical community or government oversight agencies at the time services were rendered.

The Plan Administrator or its designee must make an independent evaluation of the Experimental/non-Experimental standings of specific technologies. The Plan Administrator or its designee shall be guided by a reasonable interpretation of Plan provisions. The decisions shall be made in good faith and rendered following a detailed factual background investigation of the Claim and the proposed treatment. The decision of the Plan Administrator or its designee will be final and binding on the Plan. The determination will be guided by the following principles:

- (1) if the drug or device cannot be lawfully marketed without approval of the U.S. Food and Drug Administration and approval for marketing has not been given at the time the drug or device is furnished; or
- (2) if the drug, device, medical treatment or procedure, or the patient informed consent document utilized with the drug, device, treatment or procedure, was reviewed and approved by the treating facility's Institutional Review Board or other body serving a similar function, or if federal law requires such review or approval; or
- (3) if reliable evidence shows that the drug, device, medical treatment or procedure is the subject of on-going Phase I or Phase II clinical trials, is the research, Experimental, study or Investigational arm of on-going Phase III clinical trials, or is otherwise under study to determine its maximum tolerated dose, its toxicity, its safety, its efficacy or its efficacy as compared with a standard means of treatment or diagnosis; or any health product or service that is the subject of a clinical trial that meets criteria for Phase I, II, III or IV as set forth by FDA regulations, except as specifically covered;

- (4) if reliable evidence shows that the prevailing opinion among experts regarding the drug, device, medical treatment or procedure is that further studies or clinical trials are necessary to determine its maximum tolerated dose, its toxicity, its safety, its efficacy or its efficacy as compared with a standard means of treatment or diagnosis.

“Reliable evidence” shall mean only published reports and articles in the authoritative medical and scientific literature; the written protocol or protocols used by the treating facility or the protocol(s) of another facility studying substantially the same drug, service, medical treatment or procedure; or the written informed consent used by the treating facility or by another facility studying substantially the same drug, device, medical treatment or procedure.

Drugs are considered Experimental if they are not commercially available for purchase and/or they are not approved by the Food and Drug Administration for general use.

**Family Unit** is the covered Employee and the family members who are covered as Dependents under the Plan.

**Genetic Information** means information about the genetic tests of an individual or his family members, and information about the manifestations of disease or disorder in family members of the individual. A "genetic test" means an analysis of human DNA, RNA, chromosomes, proteins or metabolites, which detects genotypes, mutations or chromosomal changes. It does not mean an analysis of proteins or metabolites that is directly related to a manifested disease, disorder or pathological condition that could reasonably be detected by a health care professional with appropriate training and expertise in the field of medicine involved. Genetic Information does not include information about the age or gender of an individual.

**Home Health Care Agency** is an organization that meets all of these tests: its main function is to provide Home Health Care Services and Supplies; it is federally certified as a Home Health Care Agency; and it is licensed by the state in which it is located, if licensing is required.

**Home Health Care Plan** must meet these tests: it must be a formal written plan made by the patient's attending Physician which is reviewed at least every thirty (30) days; it must state the diagnosis; it must certify that the Home Health Care is in place of Hospital confinement; and it must specify the type and extent of Home Health Care required for the treatment of the patient.

**Home Health Care Services and Supplies** include: part-time or intermittent nursing care by or under the supervision of a registered nurse (R.N.); part-time or intermittent home health aide services provided through a Home Health Care Agency (this does not include general housekeeping services); physical, occupational and speech therapy; medical supplies; and laboratory services by or on behalf of the Hospital.

**Hospice Agency** is an organization where its main function is to provide Hospice Care Services and Supplies and it is licensed by the state in which it is located, if licensing is required.

**Hospice Care Plan** is a plan of terminal patient care that is established and conducted by a Hospice Agency and supervised by a Physician.

**Hospice Care Services and Supplies** are those provided through a Hospice Agency and under a Hospice Care Plan and include Inpatient care in a Hospice Unit or other licensed facility, home care, and family counseling during the bereavement period.

**Hospice Unit** is a facility or separate Hospital Unit that provides treatment under a Hospice Care Plan and admits at least two unrelated persons who are expected to die within six months.

**Hospital** is an institution which is engaged primarily in providing Inpatient diagnostic and therapeutic services at the patient's expense and which fully meets these tests: it is accredited as a Hospital by the Joint Commission, the American Osteopathic Association, or other accreditation program approved by the Centers for Medicare and Medicaid Services; it maintains diagnostic and therapeutic facilities on the premises which are provided by or under the supervision of a staff of Physicians; and it continuously provides on the premises 24-hour-a-day nursing services by or under the supervision of registered nurses (R.N.s). The Plan Administrator may accept accreditation of a Hospital by an organization other than those specifically listed, provided that the designation of an alternative accreditation body is consistently applied across institutions.

The definition of "Hospital" shall be expanded to include the following:

- (1) A facility operating legally as a psychiatric Hospital for Mental Health and licensed as such by the state in which the facility operates.
- (2) A facility operating primarily for the treatment of Substance Abuse if it meets these tests: maintains permanent and full-time facilities for bed care and full-time confinement of at least fifteen (15) resident patients; has a Physician in regular attendance; continuously provides 24-hour a day nursing service by a registered nurse (R.N.); has a full-time psychiatrist or psychologist on the staff; and is primarily engaged in providing diagnostic and therapeutic services and facilities for treatment of Substance Abuse.

**Illness** means a bodily disorder, disease, physical Sickness or Mental Disorder. Illness includes Pregnancy, childbirth, miscarriage or complications of Pregnancy.

**In-Network or Participating (Provider, Hospital, Pharmacy, Physician or Other Health Care Provider)** means any health care Provider that has entered into an agreement with the Plan to furnish Covered Services to Covered Persons.

**Infertility** means a condition diagnosed by a Physician that:

- (1) After unprotected sexual intercourse for at least twelve (12) months prior to the diagnosis, results in the inability of a woman to conceive a Pregnancy or carry a Pregnancy to a live birth; or
- (2) After six (6) trials of artificial insemination within at least the past twelve (12) months prior to the diagnosis, results in the inability of a woman to conceive a Pregnancy or carry a Pregnancy to a live birth.

**Injury** means an accidental physical Injury to the body caused by unexpected external means.

**Inpatient** means a confinement of a Covered Person in a Hospital, hospice, or Skilled Nursing Facility as a registered bed patient, for twenty-three (23) or more consecutive hours and for whom charges are made for room and board.

**Intensive Care Unit** is defined as a separate, clearly designated service area which is maintained within a Hospital solely for the care and treatment of patients who are critically ill. This also includes what is referred to as a "coronary care unit" or an "acute care unit." It has: facilities for special nursing care not available in regular rooms and wards of the Hospital; special life saving equipment which is immediately available at all times; at least two beds for the accommodation of the critically ill; and at least one registered nurse (R.N.) in continuous and constant attendance twenty-four (24) hours a day.

**Late Enrollee** means a Plan Participant who enrolls under the Plan other than during the first 31-day period in which the individual is eligible to enroll under the Plan or during a Special Enrollment Period.

**Legal Guardian** means a person recognized by a court of law as having the duty of taking care of the person and managing the property and rights of a minor Child.

**Lifetime** is a word that appears in this Plan in reference to benefit maximums and limitations. Lifetime is understood to mean while covered under this Plan. Under no circumstances does Lifetime mean during the Lifetime of the Covered Person.

**Long-term acute care** means extended medical and rehabilitative care provided for individuals with clinically complex problems or chronic conditions that require intense, special treatment for an extended period of time. In general, Long Term Acute Care is intended for those whose care is considered too complex for a Nursing Home Facility, and/or who do not meet the criteria for acute care Hospital Inpatient stay.

**Long-term (acute) care facility** – See "DEFINED TERMS" for Skilled Nursing Facility.

**Long-term care** is care anticipated to require extended use of health care resources.

**Medical Care Facility** means a Hospital, a facility that treats one or more specific ailments or any type of Skilled Nursing Facility.

**Medical Emergency** means the sudden and acute onset of a medical condition manifesting itself by symptoms of sufficient severity (including pain) such as a prudent person, with an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in:

- (1) serious jeopardy to the health of the individual or, in the case of a pregnant woman, the health of the woman or her unborn Child, or
- (2) serious impairment to bodily functions, or
- (3) serious dysfunction of any bodily organ or part.

Some examples of a Medical Emergency include but are not limited to:

- (1) Broken bone;
- (2) Chest pain;
- (3) Seizures or convulsions;
- (4) Severe or unusual bleeding;
- (5) Severe burns;
- (6) Suspected poisoning;
- (7) Trouble breathing;
- (8) Vaginal bleeding during Pregnancy.

**Medical Non-Emergency Care** means care which can safely and adequately be provided other than in a Hospital.

**Medically Necessary** means those services, supplies, equipment and facilities charges that are not expressly excluded under this Plan and are determined by the Claims Administrator to be:

- (1) Medically appropriate, so that expected health benefits (such as, but not limited to: increased life expectancy, improved functional capacity, prevention of complications, relief of pain) materially exceed the expected health risks;
- (2) Necessary to maintain the Covered Person's health, improve physiological function and required for a reason other than improving appearance;
- (3) Rendered in the most cost-efficient manner and setting appropriate for the delivery of the health service;
- (4) Consistent in type, frequency and duration of treatment with scientifically-based guidelines of national medical research, professional medical specialty organizations or governmental agencies who are generally accepted as national authorities on the services, supplies, equipment or facilities for which coverage is requested;
- (5) Consistent with the diagnosis of the condition at issue;
- (6) Required for reasons other than the Covered Person's comfort or the comfort and convenience of the Physician or Medical Facility; and
- (7) Not Experimental or Investigational as determined by the Claims Administrator.

All of these criteria must be met; merely because a Physician recommends or approves certain care does not mean that it is Medically Necessary.

The Plan Administrator or its designee has the discretionary authority to decide whether care or treatment is Medically Necessary.

**Medicare** is the Health Insurance For The Aged and Disabled program under Title XVIII of the Social Security Act, as amended.

**Mental Disorder** means any disease or condition, regardless of whether the cause is organic, that is classified as a Mental Disorder in the current edition of International Classification of Diseases, published by the U.S. Department of Health and Human Services or is listed in the current edition of Diagnostic and Statistical Manual of Mental Disorders, published by the American Psychiatric Association.

**Morbid Obesity** means (i) a weight that is at least 100 pounds over or twice the ideal weight for frame, age, height, and gender as specified in the 1983 Metropolitan Life Insurance tables, (ii) a body mass index (BMI) equal to or greater than 35 kilograms per meter squared with co-morbidity or coexisting medical conditions such as hypertension, cardiopulmonary conditions, sleep apnea, or diabetes, or (iii) a BMI of 40 kilograms per meter squared without such co-morbidity. As used herein, BMI equals weight in kilograms divided by height in meters



squared.

**Network Provider, Network Hospital, Network Pharmacy, Network Physician or Other Network Health Care Provider** means any health care Provider that has entered into an agreement with the Claims Administrator and/or the Plan to furnish Covered Services to Covered Persons.

**No-Fault Auto Insurance** is the basic reparations provision of a law providing for payments without determining fault in connection with automobile accidents.

**Non-Participating Provider, Non-Participating Hospital, Non-Participating Physician or Other Non-Participating Health Care Provider** means any health care Provider that has NOT entered into an agreement with the Claims Administrator or the Plan to furnish Covered Services to Covered Persons.

**Not Medically Necessary** means health care services or supplies that do not meet the generally accepted standards of medical practice. For these purposes, 'generally 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, or otherwise consistent with Physician specialty society recommendations and the views of Physicians practicing in relevant clinical areas and any other relevant factors. (See "DEFINED TERMS" for definition of "Medically Necessary").

**Out-of-Network (Provider, Hospital, Pharmacy, Physician or Other Health Care Provider)** means any health care Provider that has NOT entered into an agreement with the Claims Administrator or the Plan to furnish Covered Services to Covered Persons.

**Out-of-Pocket Limit/Maximum** means the limit on the amount a covered Employee and covered Dependents must pay out of their pocket for specified Covered Charges in a Benefit Year.

**Outpatient** care and/or services is treatment including services, supplies and medicines provided and used at a Hospital under the direction of a Physician to a person not admitted as a registered bed patient; or services rendered in a Physician's office, laboratory or X-ray facility, an Outpatient Surgical Center, or the patient's home.

**Oxygen** therapy is a treatment that provides one with extra oxygen. Oxygen therapy may be provided in a hospital, another medical setting, or in the home.

**Participating Provider, Participating Hospital, Participating Pharmacy, Participating Physician or Other Participating Health Care Provider** means any health care Provider that has entered into an agreement with the Claims Administrator and/or the Plan to furnish Covered Services to Covered Persons.

**Physician** means a Doctor of Medicine (M.D.), Doctor of Osteopathy (D.O.), Doctor of Podiatry (D.P.M.), Doctor of Chiropractic (D.C.), Audiologist, Certified Nurse Anesthetist, Licensed Professional Counselor, Licensed Professional Physical Therapist, Master of Social Work (M.S.W.), Midwife, Occupational Therapist, Physiotherapist, Psychiatrist, Psychologist (Ph.D.), Speech Language Pathologist and any other practitioner of the healing arts who is licensed and regulated by a state or federal agency and is acting within the scope of his or her license.

**Plan** means Redi Services LLC, which is a benefits plan for certain Employees of Redi Services LLC and is described in this document.

**Plan Participant** is any Employee or Dependent who is covered under this Plan.

**Plan Year** is the 12-month period beginning on either the effective date of the Plan or on the day following the end of the first Plan Year which is a short Plan Year.

**Pregnancy** is childbirth and conditions associated with Pregnancy, including complications.

**Prior Authorization** means a determination by the Claims Administrator that medical services, supplies or medications have been reviewed and based upon the information provided, the prescribed treatment satisfies the Plan's requirements for Covered Charges.

**Provider(s)** include Physicians, pharmacies, Hospitals, and other caregivers who provide services.

**Residential Treatment** is care received in a licensed, extended-stay facility that specializes in sub-acute care 24-hours-a-day. Care includes treatment with a range of diagnostic and therapeutic behavioral health services administered by a multidisciplinary team of Providers.

**Second Surgical Opinion** is an opinion provided by another surgeon, used to determine whether the recommended course of treatment is considered reasonable and Medically Necessary. A second opinion may be requested by a member or Participating Provider who is treating a member,

**Sickness** is Illness, disease or Pregnancy.

**Skilled Nursing Facility** is a facility that fully meets all of these tests:

- (1) It is licensed to provide professional nursing services on an Inpatient basis to persons convalescing from Injury or Sickness. The service must be rendered by a registered nurse (R.N.) or by a licensed practical nurse (L.P.N.) under the direction of a registered nurse. Services to help restore patients to self-care in essential daily living activities must be provided.
- (2) Its services are provided for compensation and under the full-time supervision of a Physician.
- (3) It provides twenty-four (24) hour per day nursing services by licensed nurses, under the direction of a full-time registered nurse.
- (4) It maintains a complete medical record on each patient.
- (5) It has an effective utilization review plan.
- (6) It is not, other than incidentally, a place for rest, the aged, drug addicts, alcoholics, mentally disabled, Custodial or educational care or care of Mental Disorders.
- (7) It is approved and licensed by Medicare.

This term also applies to charges incurred in a facility referring to itself as an extended care facility, convalescent nursing home, rehabilitation Hospital, long-term acute care facility or any other similar nomenclature.

**Spinal Manipulation/Chiropractic Care** means skeletal adjustments, manipulation or other treatment in connection with the detection and correction by manual or mechanical means of structural imbalance or subluxation in the human body. Such treatment is done by a Physician to remove nerve interference resulting from, or related to, distortion, misalignment or subluxation of, or in, the vertebral column.

**Substance Abuse** is regular excessive compulsive drinking of alcohol and/or physical habitual dependence on drugs. This does not include dependence on tobacco and ordinary caffeine-containing drinks.

**Temporomandibular Joint (TMJ) syndrome** is the treatment of jaw joint disorders including conditions of structures linking the jaw bone and skull and the complex of muscles, nerves and other tissues related to the Temporomandibular Joint.

**Total Disability (Totally Disabled)** means, in the case of a Dependent, the complete inability as a result of Injury or Sickness to perform the normal activities of a person of like age and sex in good health.

**Urgent Care services** means care for an unforeseen Illness, Injury or condition that requires immediate attention to prevent serious deterioration is covered when services are provided in an Urgent Care center or in a Physician's office.

**Waiting Period** is the period that must pass, when applicable, with respect to the Covered Person before the Covered Person is eligible to be covered for services under this Plan.

**You or Your** means an individual who is covered under the Plan.

## PLAN EXCLUSIONS

The services, supplies, equipment, facilities and related charges listed below are excluded from payment under this Plan unless covered under an amendment to this Plan. Covered Persons may contact the Plan Administrator or Customer Service at the number on the Member ID card for assistance in determining whether Covered Services have been extended by an amendment or notice of material modification.

This Plan does not cover the following items:

- Any service or supply that is not Prior Authorized in accordance with this Plan's Utilization Management policies and procedures; provided that Emergency Services or services received from an obstetrician or gynecologist may vary from these requirements to the extent expressly stated in this Plan;
- Any service or supply that is not Medically Necessary;
- Any service or supply that is not a Covered Charge or that is directly or indirectly a result of receiving a non-Covered Charge;
- Any service or supply for which a Covered Person has no financial liability or that was provided at no charge;
- Reconstruction or delayed procedures except as specified in the Schedule of Benefits and, in the case of traumatic Injury, when a significant anatomical or functional improvement can be anticipated;
- Any services to the extent that payment for such services is, by law, covered by any governmental agency as a primary plan;
- Care rendered to a Covered Person by a relative or someone who ordinarily resides in the same household;
- Charges resulting from the Covered Person's failure to appropriately cancel a scheduled appointment;
- Services and or supplies rendered as a result of Injuries sustained during the commission of an illegal act or engagement in an illegal occupation;
- Court-ordered services or services that are a condition of probation or parole, to the extent permitted by law; and
- Charges incurred after coverage ends.

**For all Medical Benefits shown in the Schedule of Benefits, a charge for the following is not covered:**

- (1) **Acupressure.**
- (2) **Acupuncture.**
- (3) **Alcohol.** Services, supplies, care or treatment to a Covered Person for an Injury or Sickness which occurred as a result of that Covered Person's illegal use of alcohol. The arresting officer's determination of inebriation will be sufficient for this exclusion. Expenses will be covered for Injured Covered Persons other than the person illegally using alcohol and expenses will be covered for Substance Abuse treatment as specified in this Plan. This exclusion does not apply if the Injury resulted from an act of domestic violence or a medical (including both physical and Mental Health) condition.
- (4) **Ambulance service** except as specifically stated as being covered.
- (5) **Animal therapy services.** Any therapy using any type of animal is not covered, including but not limited to horses, llamas, and dogs.
- (6) Services for the treatment of **autism** are not covered.

- (7) **Autopsy.**
- (8) **Behavior modification.**
- (9) **Bereavement counseling.**
- (10) **Biofeedback.**
- (11) **Bionic devices** (microprocessor controlled prosthetics) to include, but not limited to, C-Leg.
- (12) **Blood clotting factors** for chronic prophylactic or maintenance therapy, except as stated under Medical Benefits as being covered.
- (13) Charges for **blood donors and blood donation**, except as specified as being covered. The drawing, preparation and storage of umbilical cord blood is not covered. Fees associated with third party blood donors or donations not covered.
- (14) **Braces** and supports needed for athletic participation or employment.
- (15) **Care not approved by a Physician.** Treatment, services or supplies that are not recommended and approved by a Physician will not be covered.
- (16) **Chelation therapy** except for acute arsenic, gold, mercury or lead poisoning.
- (17) **Clinical trials**, except as otherwise stated as being covered and only to the extent permitted by Federal law. Routine patient care of a qualified individual participating in a clinical trial, as defined under the Patient Protection and Affordable Care Act of 2010, is covered.
- (18) **Clothing** or shoes of any type, including, but not limited to: orthopedic shoes, Children's corrective shoes, shoes used in conjunction with leg braces, and shoe inserts.
- (19) **Complications of non-covered treatments.** Care, services or treatment required as a result of complications from a treatment not covered under the Plan are not covered.
- (20) **Corrective appliances** that do not require prescription specifications and/or are used primarily for recreational sports. Also, corrective appliances used primarily for cosmetic purposes, including but not limited to cranial prostheses and molding helmets.
- (21) **Cosmetic** procedures, except as may be required by law. Any surgery or procedure, the primary purpose of which is to improve or change the appearance of any portion of the body, but which does not restore bodily function, correct a disease state, or improve a physiological function. Cosmetic procedures include cosmetic surgery, reconstructive surgery, pharmacological services, nutritional regimens or other services for beautification, or treatment relating to the consequences of, or as a result of, cosmetic surgery (including reimplantation). This exclusion includes, but is not limited to, surgery to correct gynecomastia and breast augmentation procedures, and otoplasties. This exclusion does not apply to surgery to restore function if the body area has been altered by Injury, disease, trauma, congenital/developmental anomalies, or previous covered therapeutic processes.
- (22) **Court ordered treatment.** Any services mandated by court order, or as a condition of parole or probation, are excluded from coverage under this Plan.
- (23) **Custodial Care.** Services or supplies provided mainly as maintenance or ongoing medical care that is not designed to improve the patient's condition when the patient's medical condition has stabilized.
- (24) **Dental implants** and nanometric implants. No coverage is provided for repair, replacement, or duplicates, nor is coverage provided for services related to the repair or replacement of covered implants, except due to a change in the Covered Person's medical condition.
- (25) Repair and maintenance of **Durable Medical Equipment and corrective appliances:**
  - (a) Routine servicing such as testing, cleaning, regulating and checking of equipment is not

covered unless specified as covered elsewhere in this document.

- (b) Unless otherwise specified under Medical Benefits, repair coverage is limited to:
  - (i) adjustment required by wear or by condition change when prescribed by a Physician; and
  - (ii) repairs necessary to make the equipment/appliance serviceable unless the repair costs exceed the cost of the equipment/appliance.

Except as specified as being covered elsewhere, replacement coverage for Durable Medical Equipment or corrective appliances. Repair, replacement, and duplication are not covered if due to loss, neglect, abuse of equipment, or for the convenience or personal preference of the Plan Participant.

- (26) **Educational or vocational testing.** Services for educational or vocational testing or training.
- (27) **Elective home delivery** for childbirth.
- (28) Replacement supplies for **electric breast pumps** for comfort and convenience are not covered. These include caps for breast pump bottle (A4283), breast shield and splash protector (A4284), polycarbonate bottles (A4285), locking ring for breast pump (A4286) and milk storage products. The Plan does not cover other breastfeeding supplies such as maternity bras, nursing pads, additional bottles, and other supplies. Also excluded from coverage is the rental of a heavy duty, Hospital grade electric pump and purchase of necessary supplies.
- (29) **Emergency facility services.** Services that do not meet the definition of Medical Emergency and are provided in an emergency facility are excluded from coverage under this Plan.
- (30) **Equipment or services** primarily used for altering air quality or temperature or used for non-medical purposes.
- (31) **Exams** for employment, school, camp, sports, insurance, licensing, adoption, marriage or those ordered by a third party.
- (32) **Excess charges.** The part of an expense for care and treatment of an Injury or Sickness that is in excess of the Eligible Medical Expenses.
- (33) **Exercise programs.** Exercise programs for treatment of any condition, except for Physician-supervised cardiac rehabilitation, occupational or physical therapy.
- (34) **Experimental/Investigational** or not Medically Necessary. Care and treatment that is either Experimental/Investigational or not Medically Necessary. For Plan Years beginning on or after August 1, 2015, this exclusion shall not apply to the extent that the charge is for a qualified individual who is a participant in an approved clinical trial with respect to the treatment of cancer or another life-threatening disease or condition. The Plan shall not deny, limit or impose additional conditions on routine patient costs for items and services furnished in connection with participation in the clinical trial. However, this provision does not require the Plan to pay charges for services or supplies that are not otherwise Covered Charges (including, without limitation, charges which the qualified individual would not be required to pay in the absence of this coverage) or prohibit the Plan from imposing all applicable cost sharing and reasonable cost management provisions. For these purposes, a qualified individual is a Covered Person who is eligible to participate in an approved clinical trial according to the trial protocol with respect to the treatment of cancer or another life-threatening disease or condition, and either: (1) the referring health care professional is a Participating Provider and has concluded that the individual's participation in such trial would be appropriate; or (2) the Covered Person provides medical and scientific information establishing that the individual's participation in such trial would be appropriate.
- (35) **Eye care.** Radial keratotomy or other eye surgery to correct refractive disorders. This exclusion does not apply to aphakic patients and soft lenses or sclera shells intended for use as corneal bandages or as may be covered under the well adult or well Child Sections of this Plan.
- (36) **Failure to provide information** or any additional documentation as may be requested by the Claims Administrator may result in no coverage.

- (37) **Family counseling** services are not covered.
- (38) **Food supplements** including infant formula, tube feedings, medical foods, vitamins or other nutritional and Over-the-Counter electrolyte supplements, except as specified as being covered.
- (39) **Foot care.** Treatment of weak, strained, flat, unstable or unbalanced feet, metatarsalgia or bunions (except open cutting operations), and treatment of corns, calluses or toenails (unless needed in treatment of a metabolic or peripheral-vascular disease).
- (40) **Foreign travel.** Care, treatment or supplies out of the U.S. if travel is for the sole purpose of obtaining medical services.
- (41) **Genetic counseling**, gene therapy and genetic studies that are not required for diagnosis or treatment of genetic abnormalities according to guidelines used by the Claims Administrator.
- (42) **Government coverage.** Care, treatment or supplies furnished by a program or agency funded by any government. This exclusion does not apply to Medicaid or when otherwise prohibited by applicable law.
- (43) **Growth hormones**, except that they are covered when used to treat a congenital anomaly such as Turner's Syndrome, but only if the growth hormone is approved by the FDA for treatment of the congenital anomaly.
- (44) **Habilitative services** that are not Medically Necessary, do not meet the medical criteria of the Claims Administrator or that is determined to be long term care where no significant improvement in the Plan Participant's condition is expected, are not covered.
- (45) **Hair analysis and hair transplants.**
- (46) **Hair loss.** Care and treatment for hair loss including wigs, hair transplants or any drug that promises hair growth, whether or not prescribed by a Physician, except for wigs after chemotherapy and/or radiation.
- (47) **Hearing aids and exams.** Charges for services or supplies in connection with hearing aids or exams for their fitting, except as may be covered under the well adult or well Child Sections of this Plan.
- (45) **Home services** to help meet personal/family/domestic needs.
- (46) **Hospital employees.** Professional services billed by a Physician or nurse who is an employee of a Hospital or Skilled Nursing Facility and paid by the Hospital or facility for the service.
- (47) Treatment of **hyperhidrosis** (perspiration/sweating) or sialorrhea (drooling).
- (48) **Hypnotherapy.**
- (49) **Illegal acts.** Charges for services received as a result of Injury or Sickness occurring directly or indirectly, as a result of a Serious Illegal Act, or a riot or public disturbance. For purposes of this exclusion, the term "Serious Illegal Act" shall mean any act or series of acts that, if prosecuted as a criminal offense, a sentence to a term of imprisonment in excess of one year could be imposed. It is not necessary that criminal charges be filed, or, if filed, that a conviction result, or that a sentence of imprisonment for a term in excess of one year be imposed for this exclusion to apply. Proof beyond a reasonable doubt is not required. This exclusion does not apply if the Injury or Sickness resulted from an act of domestic violence or a medical (including both physical and Mental Health) condition.
- (52) **Impotence.** Care, treatment, services, supplies such as sexual aids, vacuum devices and penile implants in connection with treatment for impotence, unless as the result of Illness or Injury. Treatment of sexual dysfunction is limited to pharmacologic therapy and is covered under the Prescription Drug benefit.
- (53) **Immunizations** specifically required for travel or employment. The following immunizations are not

covered: anthrax, BCG (tuberculosis), cholera, plague, typhoid, and yellow fever.

- (54) **Infertility.** Except as specified in the Schedule of Benefits. This exclusion includes, but is not limited to, Infertility treatments, services and supplies, fetal reduction surgery, and artificial reproductive technology including but not limited to: egg harvest, sperm donation, donor sperm or donor eggs, in vitro and in vivo fertilization (IVF), gamete intrafallopian transfer (GIFT), and zygote intrafallopian transfer (ZIFT), embryo transplants and similar procedures, cryopreservation and storage of sperm unless Prior Authorized, eggs and embryos, supplies, drug therapies, and drugs.
- (55) **Marital or pre-marital counseling.** Care and treatment for marital or pre-marital counseling.
- (56) **Massage therapy.**
- (57) **Medical Equipment, appliances, devices and supplies.** Coverage does not include benefits for medical equipment, appliances, devices and supplies that have both a therapeutic and non-therapeutic use. These include: elastic or leather braces or supports; splints; traction apparatus; cervical collars; corsets; batteries and battery chargers; exercise equipment; office chairs; equipment or services for use in altering air quality or temperature including, but not limited to: air conditioners, filters, humidifiers, dehumidifiers, bed liners, and mattress covers; other special supplies, appliances, and equipment such as sun or heat lamps, whirlpool baths, and heating pads; personal hygiene, comfort, and convenience items including, but not limited to: grab/tub bars, tub benches, telephone, television, guest meals and accommodations, take home medications, and supplies; home improvement items, including, but not limited to: escalators, elevators, ramps, stair glides or emergency alert equipment; and expenses incurred at a health spa, gym or similar facility. An office visit for the purpose of fitting for a non-covered device or supply is not covered.
- (58) Mental Health treatment including **methadone maintenance**, halfway houses, wilderness programs, group homes, or "boot camps".
- (59) **Milieu therapy**, the treatment of Mental Disorder or maladjustment by making substantial changes in a patient's immediate life circumstances and environment in a way that will enhance the effectiveness of other forms of therapy is not covered. Also known as "situation therapy".
- (60) **Military service.** Care for military service-connected conditions or disabilities for which the Covered Person is legally entitled to receive Veteran's Administration Services and for which facilities are available is excluded from coverage under this Plan.
- (61) **Naprapathic services** provided by a practitioner of Naprapathy (a "Naprapath") are not covered. Naprapathy is a system of treatment by manipulation of connective tissue and adjoining structures and by dietary measures that is held to facilitate the recuperative and regenerative processes of the body.
- (62) Elective **newborn home deliveries** and associated well newborn care.
- (63) **No charge.** Care and treatment for which there would not have been a charge if no coverage had been in force.
- (64) **Non-emergency Hospital admissions.** Care and treatment billed by a Hospital for non-Medical Emergency admissions on a Friday or a Saturday. This does not apply if surgery is performed within twenty-four (24) hours of admission.
- (65) **Non-medical expenses** such as preparing medical reports, itemized bills or charges for mailing; for training, educational instructions or materials, even if the are performed or prescribed by a Physician; for legal fees and expenses incurred in obtaining medical treatment.
- (66) **No obligation to pay.** Charges incurred for which the Plan has no legal obligation to pay.
- (67) **No Physician recommendation.** Care, treatment, services or supplies not recommended and approved by a Physician; or treatment, services or supplies when the Covered Person is not under the regular care of a Physician. Regular care means ongoing medical supervision or treatment which is appropriate care for the Injury or Sickness.

- (68) **Not specified as covered.** Non-traditional medical services, treatments and supplies which are not specified as covered under this Plan.
- (69) **Obesity.** Care and treatment of obesity, weight loss or dietary control whether or not it is, in any case, a part of the treatment plan for another Sickness. Specifically excluded are charges for bariatric surgery, including but not limited to, gastric bypass, stapling and intestinal bypass, and lap band surgery, including reversals. Medically Necessary surgical and non-surgical charges for Morbid Obesity are not covered.
- (70) **Occupational.** Care and treatment of an Injury or Sickness that is occupational -- that is, arises from work for wage or profit including self-employment provided the employer provides, or is required to provide Workers' Compensation or similar type coverage for such services.
- (71) Except as specified in the Schedule of Benefits, **oral surgery** and related services and supplies including, but not limited to:
- (a) Services and supplies related to dental care, dental appliances, dental prostheses, dental implants, or dental x-rays;
  - (b) Orthodontics, periodontics, endodontics, prosthodontics, preventive, cosmetic or restorative Dentistry, even when associated with congenital anomalies;
  - (c) Oral surgery that is required as part of an orthodontic treatment program;
  - (d) Oral surgery that is required for the correction of an occlusal defect, unless Medically Necessary;
  - (e) Oral surgery that encompasses orthognathic, prosthodontics or prognathic surgical procedures; and
  - (f) Charges for Physicians' services or x-ray examinations involving one or more teeth, the tissue or structure around them, the alveolar process or the gums. This applies even if a condition requiring any of these services involves a part of the body other than the mouth, such as malocclusion involving joints or muscles by methods including, but not limited to: crowning, wiring, or repositioning of teeth.
- (72) **Orthodontia** and related services.
- (73) **Out-of-Network** charges in excess of the Out-of-Network Rate.
- (74) **Over-the-Counter supplies** such as ACE wraps/elastic supports/finger splints, neoprene sleeves.
- (75) **Penile prostheses.**
- (76) **Personal comfort items.** Personal comfort items or other equipment, such as, but not limited to, air conditioners, air-purification units, humidifiers, electric heating units, orthopedic mattresses, blood pressure instruments, scales, elastic bandages or stockings, non-Prescription Drugs and medicines, and first-aid supplies and non-Hospital adjustable beds.
- (77) **Phone consultations.** Except for certain TeleHealth services from approved Providers, charges for Provider telephone, e-mail, or other electronic consultations are not covered.
- (78) **Plan design exclusions.** Charges excluded by the Plan design as mentioned in this document.
- (79) **Private duty nursing.** Charges in connection with care, treatment or services of a private duty nurse.
- (80) **Private Inpatient room,** unless Medically Necessary or if a semi-private room is unavailable.
- (81) **Prolotherapy,** the use of injections to strengthen tendons and ligaments.
- (82) **Rehabilitation services,** including but not limited to; cognitive therapy, physical therapy, occupational therapy, and speech therapy for developmental delay; school-related problems; apraxic disorders (unless caused by accident or episodic Illness); autism; stuttering; speech delay; articulation disorder; functional dysphonia; or speech problems resulting from psychoneurotic or personality disorders. Long-term rehabilitation therapy, cardiac rehabilitation therapy, and pulmonary rehabilitation are not covered



by the Plan.

- (83) **Relative giving services.** Professional services performed by a person who ordinarily resides in the Covered Person's home or is related to the Covered Person as a Spouse, parent, Child, brother or sister, whether the relationship is by blood or exists in law.
- (84) **Replacement braces.** Replacement of braces of the leg, arm, back, neck, or artificial arms or legs, unless there is sufficient change in the Covered Person's physical condition to make the original device no longer functional.
- (85) **Self-inflicted.** Any loss due to an intentionally self-inflicted Injury. This exclusion does not apply if the Injury resulted from an act of domestic violence or a medical (including both physical and Mental Health) condition.
- (86) **Sensory integration therapy,** reintegration therapy and kinetic therapy.
- (87) **Services before or after coverage.** Care, treatment or supplies for which a charge was incurred before a person was covered under this Plan or after coverage ceased under this Plan.
- (88) **Services that are not Prior Authorized when Prior Authorization is required.**
- (89) **Services which result from breast augmentation or reduction,** whether or not Medically Necessary, except for breast reconstruction following a mastectomy as required under state or federal law/regulation.
- (90) **Sex changes.** Care, services or treatment for non-congenital transsexualism, gender dysphoria or sexual reassignment or change. This exclusion includes medications, implants, hormone therapy, surgery, medical or psychiatric treatment.
- (91) **Sleep disorders.** Care and treatment for sleep disorders unless deemed Medically Necessary.
- (92) **Smoking cessation.** Care, medications and treatment for smoking cessation programs, including smoking deterrent products, except as required by Federal law.
- (93) Therapy for snoring, such as but not limited to **somnoplasty.**
- (94) **Speech therapy** for fluency disorders, such as but not limited to stuttering.
- (95) **Sports medicine treatment** plans, surgery, corrective appliances, or artificial aids primarily intended to enhance athletic functions.
- (96) Jobst **stockings,** elastic hose and graduated compression (TED) hose, except as Prior Authorized by the Claims Administrator.
- (97) **Surgical sterilization reversal.** Care and treatment for reversal of surgical sterilization.
- (98) **Surgery** performed solely to address psychological or emotional factors.
- (99) **Surrogate motherhood services and supplies,** including, but not limited to, all services and supplies relating to the conception and Pregnancy of a Covered Person acting as a surrogate mother.
- (100) **Take home disposable** or consumable Outpatient supplies, such as sheaths, bags, elastic garments and bandages, syringes, needles, blood or urine testing supplies, home testing kits, vitamins, dietary supplements and replacements, food, food supplements, food replacements, and special food items, unless they are specified as covered.
- (101) **Testicular implants.**
- (102) **Transplant services,** screening tests, and any related conditions or complications related to organ donation when a Covered Person is donating organ or tissue to a non-Covered Person.

- (103) Except as otherwise Prior Authorized by this Plan, **transplant services** and all related services and supplies when received from any Provider not designated by this Plan as a Participating Aetna Transplant Network facility.
- (104) **Travel or accommodations.** Charges for travel or accommodations, whether or not recommended by a Physician, except for ambulance and transplant travel charges as defined as a Covered Charge.
- (105) **Treatment of drug abuse or alcoholism** provided by halfway houses, boot camps and wilderness programs.
- (106) **Treatment of teeth**, the nerves or roots of the teeth (excepted as stated under "Medical Benefits") or for the repair or replacement of a denture.
- (107) **Vocational therapy.**
- (108) **War.** Any loss that is due to a declared or undeclared act of war.
- (109) **Work hardening programs.**
- (110) **Work related** Injuries or Illnesses. Charges for or in connection of an Illness or Injury for which the Employee or Dependent is entitled to benefits under any Workers' Compensation or similar law.

## HOW TO SUBMIT A CLAIM

Benefits under this Plan shall be paid only if the Plan Administrator decides in its discretion that a Covered Person is entitled to them.

Claims for services rendered by Non-Participating Providers should be sent to:

Aetna  
PO Box 981106  
El Paso, TX 79998-1106  
(888) 416-2277  
[www.aetna.com](http://www.aetna.com)

If a charge is made to a Participant for any service that is reimbursable under this Plan, written proof of such charge shall include an itemized statement and diagnosis and must be submitted to the Claims Administrator within 365 days after the delivery of the service. Such services must have been provided in accordance with the Plan's Utilization Management and Prior Authorization policies and procedures. Failure to furnish such documentation within the specified period shall invalidate or reduce any such Claim unless for good reason, as determined by the Plan, it was not possible to submit the Claim within the specified period, provided such proof is produced in a timely basis.

The Plan may make payment to the person or institution providing the services, or at the Plan's discretion may make payment directly to the Covered Employee. However, if the Covered Employee furnishes evidence satisfactory to the Plan that payment has been made to such person or institution for the service covered, Reimbursement will be made to the Covered Employee after deducting any payment made by the Plan before receipt of such evidence. The Plan will reimburse up to the Out-of-Network Rate for services rendered.

The Plan at its own expense shall have the right to require that a Participant whose Sickness or Injury is the basis of a Claim under this Summary Plan Description, be examined by a mutually agreed upon Participating Physician or other health care Provider of the Plan's choosing when and as often as the Plan may reasonably require.

No legal action for Reimbursement of a Claim for payment for services may be initiated prior to the exhaustion of the Plan's Appeals procedures. No legal action for Reimbursement of a Claim for payment for services may be initiated more than three (3) years after the expiration of the date of service of the Claim at issue.

### WHEN CLAIMS SHOULD BE FILED

Claims should be filed with the Claims Administrator within 180 days of the date charges for the service were incurred. Benefits are based on the Plan's provisions at the time the charges were incurred. Claims filed later than that date may be declined or reduced unless:

- (1) it's not reasonably possible to submit the Claim in that time; and
- (2) the Claim is submitted within one year from the date incurred. This one year period will not apply when the person is not legally capable of submitting the Claim.

The Claims Administrator will determine if enough information has been submitted to enable proper consideration of the Claim. If not, more information may be requested from the Claimant. The Plan reserves the right to have a Plan Participant seek a second medical opinion.

## CLAIMS REVIEW AND APPEALS

Following is a description of how the Plan processes Claims for benefits and reviews the Appeal of any Claim that is denied. The terms used in this Section are defined below.

A "Claim" is defined as any request for a Plan benefit, made by a Claimant or by a representative of a Claimant, which complies with the Plan's reasonable procedure for filing Claims and making benefit Claims determinations.

A "Claim" does not include a request for a determination of an individual's eligibility to participate in the Plan.

If a Claim is denied, in whole or in part, or if Plan coverage is rescinded retroactively for fraud or intentional misrepresentation, the denial is known as an "Adverse Benefit Determination."

A Claimant has the right to request a review of an Adverse Benefit Determination. This request is an "Appeal." If the Claim is denied at the end of the Appeal process, as described below, the Plan's final decision is known as a "Final Adverse Benefit Determination." If the Claimant receives notice of a Final Adverse Benefit Determination for a Claim denied based on medical judgment, or if the Plan does not follow the Appeal procedures properly, the Claimant then has the right to request an independent external review. The External Review procedures are described below.

A Claimant must follow all Claims and Appeal procedures both internal and external, before he or she can file a lawsuit. If a lawsuit is brought, it must be filed within two years after the final determination of an Appeal.

Any of the authority and responsibilities of the Plan Administrator under the Claims and Appeal Procedures or the External Review Process, including the discretionary authority to interpret the terms of the Plan, may be delegated to a third party. If You have any questions regarding these procedures, please contact the Plan Administrator.

There are different kinds of Claims and each one has a specific timeline for each step in the review process. Upon receipt of the Claim, the Plan Administrator must decide whether to approve or deny the Claim. The Plan Administrator's notification to the Claimant of its decision must be made in writing. However, if the Claim has not been filed properly, or if it is incomplete, or if there are other matters beyond the control of the Plan Administrator, the Claimant may be notified that the period for providing the notification will need to be extended. If the period is extended because the Plan Administrator needs more information from the Claimant, the Claimant must provide the requested information within the time limits described in procedures that accompany the Explanation of Benefits (EOB). Once the Claim is complete, the Plan Administrator must make its decision as described below. If the Claim is denied, in whole or in part, the Claimant has the right to file an Appeal. Then the Plan Administrator must decide the Appeal and, if the Appeal is denied, provide notice to the Claimant within the time periods as stated below. The time periods begin at the time the Claim or Appeal is filed in accordance with the Plan's procedures. Decisions will be made within a reasonable period of time appropriate to the circumstances, but within the maximum time periods listed below. Unless otherwise noted, "days" means calendar days.

The definitions of the types of Claims are:

### **Urgent Care Claim**

A Claim involving Urgent Care is any Claim for medical care or treatment where the Plan conditions receipt of benefits, in whole or in part, on approval in advance of obtaining the care or treatment, and using the timeline for a non-Urgent Care determination could seriously jeopardize the life or health of the Claimant; or the ability of the Claimant to regain maximum function; or in the opinion of the attending or consulting Physician, would subject the Claimant to severe pain that could not be adequately managed without the care or treatment that is the subject of the Claim.

A Physician with knowledge of the Claimant's medical condition may determine if a Claim is one involving Urgent Care. If there is no such Physician, an individual acting on behalf of the Plan applying the judgment of a prudent layperson who possesses an average knowledge of health and medicine may make the determination.

If there is an Adverse Benefit Determination on a Claim involving Urgent Care, a request for an expedited

Appeal may be submitted orally or in writing by the Claimant. All necessary information, including the Plan's benefit determination on review, may be transmitted between the Plan and the Claimant by telephone, facsimile, or other similarly expeditious method. Alternatively, the Claimant may request an expedited review under the External Review Process for a Claim denied based on medical judgment.

### **Concurrent Care Claims**

A Concurrent Care Claim is a special type of Claim that arises if the Plan informs a Claimant that benefits for a course of treatment that has been previously approved for a period of time or number of treatments is to be reduced or eliminated. In that case, the Plan must notify the Claimant sufficiently in advance of the effective date of the reduction or elimination of treatment to allow the Claimant to file an Appeal. This rule does not apply if benefits are reduced or eliminated due to Plan amendment or termination. A similar process applies for Claims based on a rescission of coverage for fraud or misrepresentation.

### **Pre-Service Claim**

A Pre-Service Claim means any Claim for a benefit under this Plan where the Plan conditions receipt of the benefit, in whole or in part, on approval in advance of obtaining medical care. These are, for example, Claims subject to Prior Authorization. Please see the Utilization Management Section of this booklet for further information about Pre-Service Claims.

### **Post-Service Claim**

A Post-Service Claim means any Claim for a Plan benefit that is not a Claim involving Urgent Care or a Pre-Service Claim; in other words, a Claim that is a request for payment under the Plan for medical services already received by the Claimant.

### **Notice to Claimant of Adverse Benefit Determinations**

If a Claim is denied in whole or in part, the denial is considered to be an Adverse Benefit Determination. Except with Urgent Care Claims, when the notification may be oral followed by written or electronic notification within three days of the oral notification, the Plan Administrator or its designee shall provide written or electronic notification of the Adverse Benefit Determination. The notice will state in a culturally and linguistically appropriate manner and in a manner calculated to be understood by the Claimant:

- (1) Information sufficient to allow the Claimant to identify the Claim involved (including date of service, the healthcare Provider, the Claim amount, if required by law, the diagnosis code and its corresponding meaning, and the treatment code and its corresponding meaning).
- (2) The specific reason or reasons for the adverse determination, including the denial code and its corresponding meaning, and a description of the Plan's standard, if any, that was used in denying the Claim.
- (3) Reference to the specific Plan provisions on which the determination was based.
- (4) A description of any additional material or information necessary for the Claimant to perfect the Claim and an explanation of why such material or information is necessary.
- (5) A description of the Plan's internal and external Appeal procedures. This description will include information on how to initiate the Appeal and the time limits applicable to such procedures. This will include a statement of the Claimant's right to bring a civil action under Section 502 of ERISA following a Final Adverse Benefit Determination.
- (6) If the Adverse Benefit Determination was based on an internal rule, guideline, protocol, or other similar criterion, the specific rule, guideline, protocol, or criterion will be provided free of charge. If this is not practical, a statement will be included that such a rule, guideline, protocol, or criterion was relied upon in making the Adverse Benefit Determination and a copy will be provided free of charge to the Claimant upon request.
- (7) If the Adverse Benefit Determination is based on the Medical Necessity or Experimental or

Investigational treatment or similar exclusion or limit, an explanation of the scientific or clinical judgment for the determination, applying the terms of the Plan to the Claimant's medical circumstances, will be provided. If this is not practical, a statement will be included that such explanation will be provided free of charge, upon request.

- (8) Information about the availability of and contact information for, any applicable office of health insurance consumer assistance or ombudsman established under applicable federal law to assist individuals with the internal Claims and Appeals and external review process.

## Appeals

### Internal Appeal Process (Non-Urgent)

When a Claimant receives notification of an Adverse Benefit Determination, the Claimant has one hundred eighty (180) days following receipt of the notification in which to file a request for an Appeal of the decision. For an Adverse Benefit Determination based on a rescission of coverage, the Claimant must file the Appeal within thirty (30) days of notification. A Claimant may submit written comments, documents, records, and other information relating to the Appeal. If submitted in writing, it should be sent to:

Aetna Life Insurance Company  
Attention: Appeal Department  
10150 South Centennial Parkway Suite 450  
Sandy, UT 84070

The Appeal review will be completed and written notification will be sent to the Claimant or Authorized Representative within the following time periods:

- Pre-service Appeal – thirty (30) calendar days after the date on which the Appeal is filed.
- Post-service Appeal – sixty (60) calendar days after the date on which the Appeal is filed.

This notification shall include the basis and clinical rationale for the decision. A Covered Person is not entitled to further Appeal under the Plan's internal Appeal processes after the final internal adverse decision regarding payment has been made.

### Urgent Care Internal Appeal Process

A Covered Person or Authorized Representative may request an expedited review of an Urgent Care Claim which involves a medical condition for which the timeframe for completion of a standard Appeal would seriously jeopardize Your life or health or would jeopardize Your ability to regain maximum function by providing the Plan with clinical rationale and facts to support the request. The Urgent Care Appeal determination will be completed and written notification of the decision of the Plan will be sent to the Covered Person and/or Authorized Representative within thirty six (36) hours of the filing of the Urgent Care Appeal at each of the two levels of available internal Appeal.

If the Claimant so requests, he or she will be provided, free of charge, reasonable access to, and copies of, all documents, records, and other information relevant to the Claim. The Plan Administrator or its designee shall provide the Claimant, as soon as possible and sufficiently in advance of the time within which a final determination on Appeal is required to allow the Claimant time to respond, any new or additional evidence that is relied upon, considered or generated by or at the direction of the Plan. This evidence shall be provided free of charge.

A document, record, or other information shall be considered relevant to a Claim if it:

- (1) was relied upon in making the benefit determination;
- (2) was submitted, considered, or generated in the course of making the benefit determination, without regard to whether it was relied upon in making the benefit determination;
- (3) demonstrated compliance with the administrative processes and safeguards designed to ensure and to verify that benefit determinations are made in accordance with Plan documents and Plan

provisions have been applied consistently with respect to all Claimants; or

- (4) constituted a statement of policy or guidance with respect to the Plan concerning the denied treatment option or benefit.

The period of time within which a benefit determination on Appeal is required to be made shall begin at the time an Appeal is received in accordance with the procedures of the Plan. This timing is without regard to whether all the necessary information accompanies the filing.

Before the Plan Administrator or its designee issues its Final Adverse Benefit Determination based on a new or additional rationale or new or additional information or records, the Claimant must be provided, free of charge, with a copy of the rationale or new or additional information or records. The rationale or additional information or records must be provided as soon as possible and sufficiently in advance of the time within which a final determination on Appeal is required to allow the Claimant time to respond.

The review shall take into account all comments, documents, records, and other information submitted by the Claimant relating to the Claim, without regard to whether such information was submitted or considered in the initial benefit determination. The review will not afford deference to the initial Adverse Benefit Determination and will be conducted by a fiduciary of the Plan who is neither the individual who made the adverse determination nor a subordinate of that individual.

If the determination was based on a medical judgment, including determinations with regard to whether a particular treatment, drug, or other item is Experimental, Investigational, or not Medically Necessary or appropriate, the fiduciary shall consult with a health care professional who was not involved in the original benefit determination. This health care professional will have appropriate training and experience in the field of medicine involved in the medical judgment.

If the Appeal of a Claim is denied, in whole or in part, the Plan Administrator or its designee shall provide written notification of the Adverse Benefit Determination on Appeal. The notice will state, in a manner calculated to be understood by the Claimant:

- (1) Information sufficient to allow the Claimant to identify the Claim involved (including date of service, the healthcare Provider, the Claim amount). The diagnosis code and its corresponding meaning, and the treatment code and its corresponding meaning are available upon request.
- (2) The specific reason or reasons for the adverse determination, including the denial code and its corresponding meaning, and a description of the Plan's standard, if any, that was used in denying the Claim.
- (3) Reference to the specific Plan provisions on which the determination was based.
- (4) A description of any additional material or information necessary for the Claimant to perfect the Claim and an explanation of why such material or information is necessary.
- (5) A description of the Plan's internal and external review procedures and the time limits applicable to such procedures. This will include a statement of the Claimant's right to bring a civil action under Section 502 of ERISA following an Adverse Benefit Determination on review.
- (6) A statement that the Claimant is entitled to receive, upon request and free of charge, reasonable access to, and copies of, all documents, records, and other information relevant to the Claim.
- (7) A statement that if a rule, guideline, protocol, or criterion was relied upon in making the Adverse Benefit Determination, a copy will be provided free of charge to the Claimant upon request.
- (8) If the Adverse Benefit Determination is based on the Medical Necessity or Experimental or Investigational treatment or similar exclusion or limit, an explanation of the scientific or clinical judgment for the determination, applying the terms of the Plan to the Claimant's medical circumstances, will be provided. If this is not practical, a statement will be included that such explanation will be provided free of charge, upon request.

- (9) Information about the availability of and contact information for, any applicable office of health insurance consumer assistance or ombudsman established under applicable federal law to assist individuals with the internal Claims and Appeals and external review process.

### **External Review Process**

If a Claimant receives a Final Adverse Benefit Determination under the Plan's internal Claims and Appeals Procedures, he or she may request that the Claim be reviewed under the Plan's External Review process. The External Review process is available only where the Final Adverse Benefit Determination is denied on the basis of (1) a medical judgment (which includes but is not limited to, Plan requirements for medical necessity, appropriateness, health care setting, level of care, or effectiveness of a covered benefit), (2) a determination that a treatment is experimental or investigational, or (3) a rescission of coverage. The request for External Review must be filed in writing within four (4) months after receipt of the Final Adverse Benefit Determination.

The Plan Administrator or its designee will determine whether the Claim is eligible for review under the External Review process. This determination is based on whether:

- (1) The Claimant is or was covered under the Plan at the time the Claim was made or incurred;
- (2) The denial relates to the Claimant's failure to meet the Plan's eligibility requirements;
- (3) The Claimant has exhausted the Plan's internal Claims and Appeal Procedures or the Plan has not followed the Appeal procedures properly; and
- (4) The Claimant has provided all the information required to process an External Review.

Within one business day after completion of this preliminary review, the Plan Administrator or its designee will provide written notification to the Claimant of whether the Claim is eligible for External Review.

If the request for review is complete but not eligible for External Review, the Plan Administrator or its designee will notify the Claimant of the reasons for its ineligibility. The notice will include contact information for the United States Department of Labor Employee Benefits Security Administration at its toll free number (866-444-3272).

If the request is not complete, the notice will describe the information needed to complete it. The Claimant will have forty-eight (48) hours or until the last day of the four (4) month filing period, whichever is later, to submit the additional information.

If the request is eligible for the External Review process, the Plan will assign it to a qualified independent review organization ("IRO"). The IRO is responsible for notifying the Claimant, in writing, that the request for External Review has been accepted. The notice should include a statement that the Claimant may submit in writing, within ten (10) business days, additional information the IRO must consider when conducting the review. The IRO will share this information with the Plan. The Plan may consider this information and decide to reverse its denial of the Claim. If the denial is reversed, the Plan will notify the Claimant in writing and the External Review process will end.

If the Plan does not reverse the denial, the IRO will make its decision on the basis of its review of all of the information in the record, as well as additional information where appropriate and available, such as:

- (1) The Claimant's medical records;
- (2) The attending health care professional's recommendation;
- (3) Reports from appropriate health care professionals and other documents submitted by the Plan or issuer, Claimant, or the Claimant's treating Provider;
- (4) The terms of the Plan;
- (5) Appropriate practice guidelines;
- (6) Any applicable clinical review criteria developed and used by the Plan; and



- (7) The opinion of the IRO's clinical reviewer.

The IRO must provide written notice to the Plan and the Claimant of its final decision within forty-five (45) days after the IRO receives the request for the External Review. The IRO's decision notice must contain:

- (1) A general description of the reason for the External Review, including information sufficient to identify the Claim;
- (2) The date the IRO received the assignment to conduct the review and the date of the IRO's decision;
- (3) References to the evidence or documentation the IRO considered in reaching its decision;
- (4) A discussion of the principal reason(s) for the IRO's decision;
- (5) A statement that the determination is binding and that judicial review may be available to the Claimant; and
- (6) Contact information for any applicable office of health insurance consumer assistance or ombudsman established under the PPACA.

Generally, a Claimant must exhaust the Plan's Claims and Procedures in order to be eligible for the External Review process. However, in some cases the Plan provides for an expedited External Review if:

- (1) The Claimant receives an Adverse Benefit Determination that involves a medical condition for which the time for completion of the Plan's internal Claims and Appeal Procedures would seriously jeopardize the Claimant's life or health or ability to regain maximum function and the Claimant has filed a request for an expedited internal review; or
- (2) The Claimant receives a Final Adverse Benefit Determination that involves a medical condition where the time for completion of a standard External Review process would seriously jeopardize the Claimant's life or health or the Claimant's ability to regain maximum function, or if the Final Adverse Benefit Determination concerns an admission, availability of care, continued stay, or health care item or service for which the Claimant received Emergency Services, but has not been discharged from a facility.

Immediately upon receipt of a request for expedited External Review, the Plan must determine and notify the Claimant whether the request satisfies the requirements for expedited review, including the eligibility requirements for External Review listed above. If the request qualifies for expedited review, it will be assigned to an IRO. The IRO must make its determination and provide a notice of the decision as expeditiously as the Claimant's medical condition or circumstances require, but in no event more than seventy-two (72) hours after the IRO receives the request for an expedited External Review. If the original notice of its decision is not in writing, the IRO must provide written confirmation of the decision within forty-eight (48) hours to both the Claimant and the Plan.

## COORDINATION OF BENEFITS

This Coordination of Benefits (COB) provision applies when a Covered Person has health care coverage under more than one Plan. The order of benefit determination rules described herein determine which Plan will pay as the primary Plan. The primary Plan is the Plan that pays first without regard to the possibility that another Plan may cover some expenses. A secondary Plan pays after the primary Plan and may reduce the benefits it pays so that payments from all Plans do not exceed one hundred percent (100%) of the total Allowable Expense.

### 1. Definitions

In addition to the Definitions Section of this document, the following definitions apply to the Coordination of Benefits Section.

**“Allowable Expense”** means any health care expense, including Coinsurance or Copayments and without reduction for any applicable Deductible, that is covered in full or in part by any of the Plans covering the Covered Person. An expense or portion of an expense that is not covered by any of the Plans is not an Allowable Expense. Any expense that a Provider, by law or in accordance with a contractual agreement, is prohibited from charging a Covered Person is not an Allowable Expense.

The following are examples of expenses or services that are not Allowable Expenses:

If a Covered Person is confined in a private Hospital room, the difference between the cost of semi-private accommodations in the Hospital and the private room (unless the Covered Person’s stay in a private Hospital room is otherwise a covered benefit).

If a Covered Person is covered by two or more Plans that provide benefits or services on the basis of negotiated fees, an amount in excess of the highest of the negotiated fees.

If a Covered Person is covered by two or more Plans that compute benefit payments on the basis of the Plans’ Eligible Medical Expenses, or similar Reimbursement methodology, charges in excess of the highest Reimbursement amount.

**“Birthday”** refers only to the month and day in a Calendar Year and does not include the year in which the person was born.

**“Closed Panel Plan”** is a Plan that provides health benefits to Covered Persons primarily in the form of services through a panel of Providers that have contracted with or are employed by the Plan, and that excludes benefits for services provided by other Providers, except in cases of emergency or referral by a panel Covered Person.

**“Custodial Parent”** means a parent awarded custody by a court decree. In the absence of a court decree, it is the parent with whom the Child resides more than one-half of the Calendar Year without regard to any temporary visitation.

**“Plan”** means any of the following that provides coverage for medical, pharmacy, or dental services: “Plan” includes: individual, group, or group-type health insurance or closed panel coverage (whether insured or uninsured); medical care components of long-term care contracts, such as skilled nursing care; and Medicare or other governmental benefits, as permitted by law.

“Plan” does not include: Hospital indemnity coverage or other fixed indemnity coverage; accident-only coverage; specified disease or specified accident coverage; limited benefit health coverage; benefits provided in long-term care insurance policies for non-medical services; Medicare supplement policies, a state Plan under Medicaid; or a governmental Plan, which, by law, provides benefits that are in excess of those of any private insurance Plan or other non-governmental Plan.

### 2. Order of Benefit Determination

When two or more Plans pay benefits, the primary Plan pays or provides its benefits as if the secondary Plan or Plans did not exist. A Plan may consider the benefits paid or provided by another Plan in determining its benefits only when it is secondary to that other Plan. Each Plan determines its order of benefits using the first of the following rules that applies:

a. Non-Dependent or Dependent. The Plan that covers the Covered Person other than as a Dependent,

such as an Employee, policyholder retiree or subscriber, is the primary Plan and the Plan that covers the Covered Person as a Dependent is the secondary Plan.

- b. For a Child whose parents are married or living together, if they have never been married:
  - (1) The Plan of the parent whose birthday falls earlier in the Calendar Year is the primary Plan;
  - (2) If both parents have the same birthday, the Plan that has covered a parent longest is the primary Plan;
- c. For a Child whose parents are divorced or separated, or are not living together if they have never been married:
  - (1) If a court decree states that one of the parents is responsible for the Child's health care expenses or health care coverage, the responsible parent's Plan is primary. If the parent with responsibility has no health care coverage for the Child's health care expenses, but that parent's Spouse does, the Spouse's Plan is primary.
  - (2) If a court decree states that both parents are responsible for the Child's health care expenses or health care coverage, the rules outlined in paragraph b. shall apply.
  - (3) If a court decree states that the parents have joint custody without stating that one parent has responsibility for the Child's health care expenses or health care coverage, the rules outlined in paragraph b. shall apply.
  - (4) If there is no decree allocating responsibility for the Child's health care expenses or health care coverage, the order of benefits for the Child is as follows:
    - (a) The Plan covering the custodial parent;
    - (b) The Plan covering the custodial parent's Spouse;
    - (c) The Plan covering the non-custodial parent; and then
    - (d) The Plan covering the non-custodial parent's Spouse.
- d. When a Child is covered by one or more Plans that provide coverage for individuals who are not the Child's parents, such as guardians, the order of benefits shall be determined under paragraph b. or c., as if those individuals were parents of the Child.
- e. Active, retired, or laid-off Employee. The Plan that covers a Covered Person as an Active Employee who is neither laid off, nor retired, nor a Dependent of an Active Employee, is the primary Plan. The Plan covering that same person as a retired or laid-off Employee or as a Dependent of a retired or laid-off Employee is the secondary Plan. If the other Plan does not have this rule, and the Plans do not agree on the order of benefits, this rule is ignored.
- f. COBRA or State Continuation Coverage. Coverage provided to a Covered Person under COBRA or a right of continuation under state or other federal law is secondary to other Plans providing coverage to the Covered Person. If the other Plan does not have this rule, and the Plans do not agree on the order of benefits, this rule is ignored.
- g. Longer or shorter length of coverage. If the preceding rules do not determine the order of benefits, the Plan that has covered the Covered Person for the longer period of time is the primary Plan and the Plan that has covered the Covered Person for the shorter period of time is the secondary Plan.
- h. If none of the above rules determine the primary Plan, or if the Plans cannot agree on the order of benefits within thirty (30) calendar days after the Plans have received all information needed to pay a Claim, the Allowable Expenses shall be shared equally between the Plans; however, this Plan will not pay more than it would have paid if this coverage had been the primary Plan.

### **3. Primary Plan Benefits**

When this coverage is the primary Plan, this Plan will pay benefits as if no other health Plan exists. Despite the timely filing requirement in this Summary Plan Description, this Plan will not deny payment of a benefit on the grounds that a Claim was not timely submitted if the Claim was timely submitted (within the 12-month period), to one or more secondary Plans and was submitted to the primary Plan within thirty-six (36) months of the date of service.

#### **4. Secondary Plan Benefits**

If this coverage is a secondary Plan, this Plan will calculate the amount of benefits that it would normally pay in the absence of the primary Plan and apply that payable amount to any Allowable Expense that is unpaid by the primary Plan. Deductibles, Coinsurance and Copayments under this Plan will be used in the calculation of the benefits. This Plan will credit to the Deductible under this Plan any amounts that would have been credited to the Deductible in the absence of other coverage. Nothing contained in this COB provision is intended to require a secondary Plan to make payment for all or part of any service that is not covered under the Plan. In the event that this Plan, as secondary, authorizes services from a Non-Participating Provider, and if the primary Plan denies the services, this Plan will base its payment on Eligible Medical Expenses. The Covered Person will be responsible to pay the difference between Eligible Medical Expenses, as specified by the Claims Administrator, and the Provider's actual billed charges, in addition to any Copayment, Coinsurance, and/or Deductible.

If a Covered Person is covered by a primary Plan that calculates benefits on the basis of Eligible Medical Expenses, and this coverage provides benefits or services on the basis of negotiated fees, the primary Plan's payment arrangement shall be the Eligible Medical Expenses for all Plans. However, if the Provider has contracted with the Claims Administrator to provide the service for a specific negotiated fee or payment that is different than the primary Plan's payment arrangement and if the Provider's contract permits, that negotiated fee or payment shall be the Allowable Expense used by the Claims Administrator to determine this Plan's benefits.

If this Plan is the secondary Plan according to the order of benefit determination and the other Plan Claims to be "always secondary" or uses order of benefit determination rules inconsistent with those above, this Plan shall pay its benefits first, but the amount paid shall be calculated as if this Plan is a secondary Plan. The other Plan or the Covered Person needs to provide the Claims Administrator with the information necessary for the Claims Administrator to determine secondary benefits within a reasonable time. The Claims Administrator shall assume this Plan's benefits are identical to the primary Plan's and pay secondary Plan benefits accordingly, subject to adjustment upon receipt of the information requested from the Covered Person.

If this Plan is a secondary Plan according to the order of benefit determination, Prior Authorization is required for all services listed in the Prior Authorization Exhibit.

#### **5. No Expansion of Benefits**

In no event shall this coordination of benefits provision operate to increase the total benefits that would be provided under the Plan in the absence of this provision.

#### **6. Recovery of Overpayments**

If this Plan pays more than it should have paid under the COB provisions, the Claims Administrator will recover the excess as follows:

- From the Covered Person, if the Covered Person was paid. Reversal of payments made due to issues related to coordination of benefits is limited to a time period of twenty-four (24) months from the date of payment, unless the reversal is due to fraudulent acts, fraudulent statements, or material misrepresentation by the Covered Person. The Plan is entitled to recover the amount of such excess by the reversal of payment from the Covered Person, and the Covered Person agrees to reimburse the Plan on demand for any excess amount. In the event that the Plan uses a third party collection agency or attorney to collect the overpayment, the Covered Person agrees to pay collection fees incurred, including but not limited to any court cost or attorney fees. In the event that the Covered Person does not make payment to the Plan, the Claims Administrator may withhold future benefits to offset the amount owed to the Plan;
- From Providers the Claims Administrator has paid. Reversal of payments made due to issues related to coordination of benefits will be limited to a time period of twenty-four (24) months from the date of payment, unless the reversal is due to fraudulent acts, fraudulent statements, or material misrepresentation by the Covered Person. It is the Claims Administrator's responsibility to see that the proper adjustments between insurers and Providers are made;
- From the other Plan or insurer; or
- From other organizations.

## **7. Information**

For purposes of administering this Coordination of Benefits Section, the Claims Administrator may, without the consent of any person, release to or obtain from any insurance company, organization or person any information that the Claims Administrator deems to be necessary. Any person seeking benefits under this Plan shall furnish the Claims Administrator information necessary to administer this COB Section of the Plan. Receipt of such information by the Claims Administrator is required before the Claims Administrator will provide benefits under this Plan.

## THIRD PARTY RECOVERY PROVISION

### RIGHT OF SUBROGATION AND REIMBURSEMENT

The benefits payable hereunder as a result of any Injuries which give rise to a Claim by any Covered Person, Beneficiary or any other Covered Person, hereinafter individually and collectively "Covered Person", against a Third Party tortfeasor or against any person or entity as the result of the actions of a Third Party are excluded from coverage under this plan. This Plan also does not provide benefits to the extent that there is other coverage under non-group medical payments (including auto) or medical expense type coverage to the extent of that coverage. However, this Plan will provide benefits, otherwise payable under this Plan, to or on behalf of said Covered Person only on the following terms and conditions:

- (1) In the event that benefits are provided under this Plan, the Plan shall be subrogated to all of the Covered Person's (the term Covered Person includes any person receiving benefits hereunder including all Dependents) rights of Recovery against any person or organization to the extent of the benefits provided. The Covered Person shall execute and deliver instruments and papers and do whatever else is necessary to secure such rights. The Covered Person shall do nothing after loss to prejudice such rights. The Covered Person hereby agrees to cooperate with the Plan and/or any representatives of the Plan in completing such forms and in giving such information surrounding any accident as the Plan or its representatives deem necessary to fully investigate the incident.
- (2) The Plan is also granted a right of Reimbursement from the proceeds of any Recovery whether by settlement, judgment, or otherwise. This right of Reimbursement is cumulative with and not exclusive of the Subrogation right granted in paragraph 1, but only to the extent of the benefits provided by the Plan.
- (3) The Plan, by providing benefits hereunder, is hereby granted a lien on the proceeds of any settlement, judgment or other payment intended for, payable to, or received by the Covered Person or his/her representatives, and the Covered Person hereby consents to said lien and agrees to take whatever steps are necessary to help the company secure said lien. The Covered Person agrees that said lien shall constitute a charge upon the proceeds of any Recovery and the Plan shall be entitled to assert security interest thereon. By the acceptance of benefits under the Plan, the Covered Person and his/her representatives agree to hold the proceeds of any settlement in trust for the benefit of the Plan to the extent of 100% of all benefits paid on behalf of the Covered Person.
- (4) By accepting benefits hereunder, the Covered Person hereby grants a lien and assigns to the Plan an amount equal to the benefits paid against any Recovery made by or on behalf of the Covered Person. This assignment is binding on any attorney who represents the Covered Person whether or not an agent of the Covered Person and on any insurance company or other financially responsible party against whom a Covered Person may have a Claim provided said attorney, insurance carriers or others have been notified by the Plan or its agents.
- (5) The Subrogation and Reimbursement rights and liens apply to any Recoveries made by the Covered Person as a result of the Injuries sustained, including but not limited to the following:
  - (a) Payments made directly by the Third Party tortfeasor, or any insurance company on behalf of the Third Party tortfeasor, or any other payments on behalf of the Third Party tortfeasor.
  - (b) Any payments or settlements or judgment or arbitration awards paid by any insurance company under an uninsured or underinsured motorist coverage, whether on behalf of a Covered Person or other person.
  - (c) Any other payments from any source designed or intended to compensate a Covered Person for Injuries sustained as the result of negligence or alleged negligence of a Third Party.
  - (d) Any worker's compensation award or settlement.
  - (e) Any Recovery made pursuant to No-Fault Insurance.

- (f) Any medical payments made as a result of such coverage in any automobile or homeowners insurance policy.
- (6) No adult Covered Person hereunder may assign any rights that it may have to Recover medical expenses from any tortfeasor or other person or entity to any minor Child or Children of said adult Covered Person without the prior express written consent of the Plan. The Plan's right to Recover (whether by Subrogation or Reimbursement) shall apply to decedents', minors', and incompetent or disabled persons' settlements or Recoveries.
- (7) No Covered Person shall make any settlement, which specifically reduces or excludes, or attempts to reduce or exclude the benefits provided by the Plan.
- (8) The Plan's right of Recovery shall be a prior lien against any proceeds Recovered by the Covered Person, which right shall not be defeated nor reduced by the application of any so-called "Made-Whole Doctrine", "Rimes Doctrine", or any other such doctrine purporting to defeat the Plan's Recovery rights by allocating the proceeds exclusively to non-medical expense damages.
- (9) No Covered Person hereunder shall incur any expenses on behalf of the Plan in pursuit of the Plan's rights hereunder, specifically, no court costs nor attorneys fees may be deducted from the Plan's Recovery without the prior express written consent of the Plan. This right shall not be defeated by any so-called "Fund Doctrine", or "Common Fund Doctrine", or "Attorney's Fund Doctrine".
- (10) The Plan shall Recover the full amount of benefits provided hereunder without regard to any Claim of fault on the part of any Covered Person, whether under comparative negligence or otherwise.
- (11) The benefits under this Plan are secondary to any coverage under no-fault or similar insurance.

In the event that a Covered Person shall fail or refuse to honor its obligations hereunder, then the Plan shall be entitled to Recover any costs incurred in enforcing the terms hereof including, but not limited to: attorney's fees, litigation, court costs, and other expenses. The Plan shall also be entitled to offset the Reimbursement obligation against any entitlement to future medical benefits hereunder until the Covered Person has fully complied with his Reimbursement obligations hereunder, regardless of how those future medical benefits are incurred.

Any reference to state law in any other provision of this policy shall not be applicable to this provision, if the Plan is governed by ERISA. By acceptance of benefits under the Plan, the Covered Person agrees that a breach hereof would cause irreparable and substantial harm and that no adequate remedy at law would exist. Further, the Plan shall be entitled to invoke such equitable remedies as may be necessary to enforce the terms of the Plan, including, but not limited to: specific performance, restitution, the imposition of an equitable lien and/or constructive trust, as well as injunctive relief.

**Defined terms:** "Covered Person" means anyone covered under the Plan, including minor Dependents.

"Recover," "Recovered," "Recovery" or "Recoveries" means all monies paid to the Covered Person by way of judgment, settlement, or otherwise to compensate for all losses caused by the Injury or Sickness, whether or not said losses reflect medical or dental charges covered by the Plan. "Recoveries" further includes, but is not limited to, Recoveries for medical or dental expenses, attorneys' fees, costs and expenses, pain and suffering, loss of consortium, wrongful death, lost wages and any other Recovery of any form of damages or compensation whatsoever.

"Refund" means repayment to the Plan for medical or dental benefits that it has paid toward care and treatment of the Injury or Sickness.

"Subrogation" means the Plan's right to pursue and place a lien upon the Covered Person's Claims for medical or dental charges against the other person.

"Third Party" means any Third Party including another person or a business entity.

**Recovery from another plan under which the Covered Person is covered.** This right of Refund also applies

when a Covered Person Recovers under an uninsured or underinsured motorist plan (which will be treated as Third Party coverage when Reimbursement or Subrogation is in order), homeowner's plan, renter's plan, medical malpractice plan or any liability plan.

**Rights of Plan Administrator.** The Plan Administrator has a right to request reports on and approve of all settlements.



## CONTINUATION COVERAGE RIGHTS UNDER COBRA

Under federal law, the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA), certain Employees and their families covered under Redi Services LLC (the Plan) will be entitled to the opportunity to elect a temporary extension of health coverage (called "COBRA continuation coverage") where coverage under the Plan would otherwise end. This notice is intended to inform Plan Participants and beneficiaries, in summary fashion, of their rights and obligations under the continuation coverage provisions of COBRA, as amended and reflected in final and proposed regulations published by the Department of the Treasury. This notice is intended to reflect the law and does not grant or take away any rights under the law.

The Plan Administrator is Redi Services LLC,. COBRA continuation coverage for the Plan is administered by HR Pro, 1423 East 11 Mile Road, Royal Oak, Michigan, 48067, (248) 581-0289. Complete instructions on COBRA, as well as election forms and other information, will be provided by the Plan Administrator or its designee to Plan Participants who become Qualified Beneficiaries under COBRA.

**There may be other options available when You lose group health coverage.** For example, You may be eligible to buy an individual plan through the Health Insurance Marketplace. By enrolling in coverage through the Marketplace, You may qualify for lower costs on Your monthly premiums and lower out-of-pocket costs. Additionally, You may qualify for a 30-day special enrollment period for another group health plan for which You are eligible (such as a Spouse's plan), even if that plan generally doesn't accept late enrollees.

**What is COBRA continuation coverage?** COBRA continuation coverage is the temporary extension of group health plan coverage that must be offered to certain Plan Participants and their eligible family members (called "Qualified Beneficiaries") at group rates. The right to COBRA continuation coverage is triggered by the occurrence of a life event that results in the loss of coverage under the terms of the Plan (the "Qualifying Event"). The coverage must be identical to the Plan coverage that the Qualified Beneficiary had immediately before the Qualifying Event, or if the coverage has been changed, the coverage must be identical to the coverage provided to similarly situated Active Employees who have not experienced a Qualifying Event (in other words, similarly situated non-COBRA beneficiaries).

**Who can become a Qualified Beneficiary?** In general, a Qualified Beneficiary can be:

- (1) Any individual who, on the day before a Qualifying Event, is covered under a Plan by virtue of being on that day either a covered Employee, the Spouse of a covered Employee, or a Dependent Child of a covered Employee. If, however, an individual who otherwise qualifies as a Qualified Beneficiary is denied or not offered coverage under the Plan under circumstances in which the denial or failure to offer constitutes a violation of applicable law, then the individual will be considered to have had the Plan coverage and will be considered a Qualified Beneficiary if that individual experiences a Qualifying Event.
- (2) Any Child who is born to or placed for adoption with a covered Employee during a period of COBRA continuation coverage, and any individual who is covered by the Plan as an alternate recipient under a qualified medical support order. If, however, an individual who otherwise qualifies as a Qualified Beneficiary is denied or not offered coverage under the Plan under circumstances in which the denial or failure to offer constitutes a violation of applicable law, then the individual will be considered to have had the Plan coverage and will be considered a Qualified Beneficiary if that individual experiences a Qualifying Event.
- (3) A covered Employee who retired on or before the date of substantial elimination of Plan coverage which is the result of a bankruptcy proceeding under Title 11 of the U.S. Code with respect to the Employer, as is the Spouse, surviving Spouse or Dependent Child of such a covered Employee if, on the day before the bankruptcy Qualifying Event, the Spouse, surviving Spouse or Dependent Child was a beneficiary under the Plan.

The term "covered Employee" includes any individual who is provided coverage under the Plan due to his or her performance of services for the employer sponsoring the Plan (e.g., common-law employees (full or part-time), self-employed individuals, independent contractor, or corporate director). However, this provision does not establish eligibility of these individuals. Eligibility for Plan Coverage shall be determined in accordance with Plan Eligibility provisions.

An individual is not a Qualified Beneficiary if the individual's status as a covered Employee is attributable to a period in which the individual was a nonresident alien who received from the individual's Employer no earned income that constituted income from sources within the United States. If, on account of the preceding reason, an individual is not a Qualified Beneficiary, then a Spouse or Dependent Child of the individual will also not be considered a Qualified Beneficiary by virtue of the relationship to the individual. A Domestic Partner and his or her Children are treated as Qualified Beneficiaries if they are covered under the Plan on the day before a Qualifying Event. This gives the Domestic Partner and Children the contractual rights outlined in this Section but does not extend statutory provisions to the Domestic Partner or Child.

Federal law does not recognize a Domestic Partner or his or her Children as Qualified Beneficiaries. However, the Plan will treat a Domestic Partner and his or her Children or Qualified Dependents as Qualified Beneficiaries if they are covered under the Plan on the day before a Qualifying Event. For purposes of interpreting this Section, the Domestic Partner will be treated as the Spouse of the Employee, and a divorce will be deemed to have occurred on the first date that one or more of the eligibility requirements for a Domestic Partner ceases to be met. This gives the Domestic Partner, Children and Qualified Dependents the contractual rights outlined in this Section but does not extend statutory remedies to them.

Each Qualified Beneficiary (including a Child who is born to or placed for adoption with a covered Employee during a period of COBRA continuation coverage) must be offered the opportunity to make an independent election to receive COBRA continuation coverage.

**What is a Qualifying Event?** A Qualifying Event is any of the following if the Plan provided that the Plan Participant would lose coverage (i.e.: cease to be covered under the same terms and conditions as in effect immediately before the Qualifying Event) in the absence of COBRA continuation coverage:

- (1) The death of a covered Employee.
- (2) The termination (other than by reason of the Employee's gross misconduct), or reduction of hours, of a covered Employee's employment.
- (3) The divorce or legal separation of a covered Employee from the Employee's Spouse. If the Employee reduces or eliminates the Employee's Spouse's Plan coverage in anticipation of a divorce or legal separation, and a divorce or legal separation later occurs, then the divorce or legal separation may be considered a Qualifying Event even though the Spouse's coverage was reduced or eliminated before the divorce or legal separation.
- (4) A covered Employee's enrollment in any part of the Medicare program.
- (5) A Dependent Child's ceasing to satisfy the Plan's requirements for a Dependent Child (for example, attainment of the maximum age for dependency under the Plan).
- (6) A proceeding in bankruptcy under Title 11 of the U.S. Code with respect to an Employer from whose employment a covered Employee retired at any time.

If the Qualifying Event causes the covered Employee, or the covered Spouse or a Dependent Child of the covered Employee, to cease to be covered under the Plan under the same terms and conditions as in effect immediately before the Qualifying Event (or in the case of the bankruptcy of the Employer, any substantial elimination of coverage under the Plan occurring within twelve (12) months before or after the date the bankruptcy proceeding commences), the persons losing such coverage become Qualified Beneficiaries under COBRA if all the other conditions of COBRA are also met. For example, any increase in contribution that must be paid by a covered Employee, or the Spouse, or a Dependent Child of the covered Employee, for coverage under the Plan that results from the occurrence of one of the events listed above is a loss of coverage.

The taking of leave under the Family and Medical Leave Act of 1993, as amended ("FMLA") does not constitute a Qualifying Event. A Qualifying Event will occur, however, if an Employee does not return to employment at the end of the FMLA leave and all other COBRA continuation coverage conditions are present. If a Qualifying Event occurs, it occurs on the last day of FMLA leave and the applicable maximum coverage period is measured from this date (unless coverage is lost at a later date and the Plan provides for the extension of the required periods, in which case the maximum coverage date is measured from the date when the coverage is lost.) Note that the covered Employee and family members will be entitled to COBRA continuation coverage even if they failed to

pay the employee portion of premiums for coverage under the Plan during the FMLA leave. For non-FMLA leaves of absence, the COBRA Qualifying Event date will be the day after the leave ends, if the Employee does not return to work in an Eligible Class.

**What factors should be considered when determining to elect COBRA continuation coverage?** When considering options for health coverage, Qualified Beneficiaries should consider:

- **Premiums:** This Plan can charge up to 102% of total plan premiums for COBRA coverage. Other options, like coverage on a Spouse's plan or through the Marketplace, may be less expensive. Qualified Beneficiaries have special enrollment rights under federal law (HIPAA). They have the right to request special enrollment in another group health plan for which they are otherwise eligible (such as a plan sponsored by a Spouse's employer) within thirty (30) days after Plan coverage ends due to one of the Qualifying Events listed above.
- **Provider Networks:** If a Qualified Beneficiary is currently getting care or treatment for a condition, a change in health coverage may affect access to a particular health care Provider. You may want to check to see if Your current health care Providers participate in a Network in considering options for health coverage.
- **Drug Formularies:** For Qualified Beneficiaries taking medication, a change in health coverage may affect costs for medication – and in some cases, the medication may not be covered by another plan. Qualified beneficiaries should check to see if current medications are listed in drug Formularies for other health coverage.
- **Severance payments:** If COBRA rights arise because the Employee has lost his job and there is a severance package available from the employer, the former employer may have offered to pay some or all of the Employee's COBRA payments for a period of time. This can affect the timing of coverage available in the Marketplace. In this scenario, the Employee may want to contact the Department of Labor at 1-866-444-3272 to discuss options.
- **Service Areas:** If benefits under the Plan are limited to specific service or coverage areas, benefits may not be available to a Qualified Beneficiary who moves out of the area.
- **Other Cost-Sharing:** In addition to premiums or contributions for health coverage, the Plan requires Participants to pay Copayments, Deductibles, Coinsurance, or other amounts as benefits are used. Qualified beneficiaries should check to see what the cost-sharing requirements are for other health coverage options. For example, one option may have much lower monthly premiums, but a much higher Deductible and higher Copayments.

**Are there other coverage options besides COBRA Continuation Coverage?** Yes. Instead of enrolling in COBRA continuation coverage, there may be other coverage options for Qualified Beneficiaries through the Health Insurance Marketplace, Medicaid, or other group health plan coverage options (such as a Spouse's plan) through what is called a "Special Enrollment Period." Some of these options may cost less than COBRA continuation coverage. You can learn more about many of these options at [www.healthcare.gov](http://www.healthcare.gov).

**What is the procedure for obtaining COBRA continuation coverage?** The Plan has conditioned the availability of COBRA continuation coverage upon the timely election of such coverage. An election is timely if it is made during the election period.

**What is the election period and how long must it last?** The election period is the time period within which the Qualified Beneficiary must elect COBRA continuation coverage under the Plan. The election period must begin no later than the date the Qualified Beneficiary would lose coverage on account of the Qualifying Event and ends sixty (60) days after the later of the date the Qualified Beneficiary would lose coverage on account of the Qualifying Event or the date notice is provided to the Qualified Beneficiary of her or his right to elect COBRA continuation coverage. If coverage is not elected within the sixty (60) day period, all rights to elect COBRA continuation coverage are forfeited.

**Is a covered Employee or Qualified Beneficiary responsible for informing the Plan Administrator of the occurrence of a Qualifying Event?** The Plan will offer COBRA continuation coverage to Qualified Beneficiaries only after the Plan Administrator or its designee has been timely notified that a Qualifying Event

has occurred. The employer (if the employer is not the Plan Administrator) will notify the Plan Administrator of the Qualifying Event within thirty (30) days following the date coverage ends when the Qualifying Event is:

- (1) the end of employment or reduction of hours of employment,
- (2) death of the Employee,
- (3) commencement of a proceeding in bankruptcy with respect to the employer, or
- (4) entitlement of the Employee to any part of Medicare.

**IMPORTANT:**

**For the other Qualifying Events (divorce, termination of domestic partnership or legal separation of the Employee and Spouse or a Dependent Child's losing eligibility for coverage as a Dependent Child), You or someone on Your behalf must notify the Plan Administrator or its designee in writing within sixty (60) days after the Qualifying Event occurs, using the procedures specified below. If these procedures are not followed or if the notice is not provided in writing to the Plan Administrator or its designee during the 60-day notice period, any Spouse or Dependent Child who loses coverage will not be offered the option to elect continuation coverage. You must send this notice to the COBRA Administrator.**

**NOTICE PROCEDURES:**

Any notice that You provide must be ***in writing***. Oral notice, including notice by telephone, is not acceptable. You must mail, fax or hand-deliver Your notice to the person, department or firm listed below, at the following address:

HR Pro  
1423 East 11 Mile Road  
Royal Oak, Michigan 48067  
(248) 581-0289  
Fax Number: (248) 543-2296

If mailed, Your notice must be postmarked no later than the last day of the required notice period. Any notice You provide must state:

- the **name of the plan or plans** under which You lost or are losing coverage,
- the **name and address of the Employee** covered under the plan,
- the **name(s) and address(es) of the Qualified Beneficiary(ies)**, and
- the **Qualifying Event** and the **date** it happened.

If the Qualifying Event is a **divorce or legal separation**, Your notice must include **a copy of the divorce decree or the legal separation agreement**.

Be aware that there are other notice requirements in other contexts, for example, in order to qualify for a disability extension.

Once the Plan Administrator or its designee receives ***timely notice*** that a Qualifying Event has occurred, COBRA continuation coverage will be offered to each of the qualified beneficiaries. Each Qualified Beneficiary will have an independent right to elect COBRA continuation coverage. Covered Employees may elect COBRA continuation coverage for their Spouses, and parents may elect COBRA continuation coverage on behalf of their Children. For each Qualified Beneficiary who elects COBRA continuation coverage, COBRA continuation coverage will begin on the date that plan coverage would otherwise have been lost. If You or Your Spouse or Dependent Children do not elect continuation coverage within the 60-day election period described above, the right to elect continuation coverage will be lost.

**Is a waiver before the end of the election period effective to end a Qualified Beneficiary's election rights?** If, during the election period, a Qualified Beneficiary waives COBRA continuation coverage, the waiver can be revoked at any time before the end of the election period. Revocation of the waiver is an election of COBRA continuation coverage. However, if a waiver is later revoked, coverage need not be provided

retroactively (that is, from the date of the loss of coverage until the waiver is revoked). Waivers and revocations of waivers are considered made on the date they are sent to the Plan Administrator or its designee, as applicable.

**Is COBRA coverage available if a Qualified Beneficiary has other group health plan coverage or Medicare?** Qualified beneficiaries who are entitled to elect COBRA continuation coverage may do so even if they are covered under another group health plan or are entitled to Medicare benefits on or before the date on which COBRA is elected. However, a Qualified Beneficiary's COBRA coverage will terminate automatically if, after electing COBRA, he or she becomes entitled to Medicare or becomes covered under other group health plan coverage (but only after any applicable Pre-Existing Condition exclusions of that other plan have been exhausted or satisfied).

**When may a Qualified Beneficiary's COBRA continuation coverage be terminated?** During the election period, a Qualified Beneficiary may waive COBRA continuation coverage. Except for an interruption of coverage in connection with a waiver, COBRA continuation coverage that has been elected for a Qualified Beneficiary must extend for at least the period beginning on the date of the Qualifying Event and ending not before the earliest of the following dates:

- (1) The last day of the applicable maximum coverage period.
- (2) The first day for which Timely Payment is not made to the Plan with respect to the Qualified Beneficiary.
- (3) The date upon which the Employer ceases to provide any group health plan (including a successor plan) to any Employee.
- (4) The date, after the date of the election, that the Qualified Beneficiary first becomes covered under any other Plan that does not contain any exclusion or limitation with respect to any Pre-Existing Condition, other than such an exclusion or limitation that does not apply to, or is satisfied by, the Qualified Beneficiary.
- (5) The date, after the date of the election, that the Qualified Beneficiary first becomes entitled to Medicare (either part A or part B, whichever occurs earlier).
- (6) In the case of a Qualified Beneficiary entitled to a disability extension, the later of:
  - (a) (i) twenty-nine (29) months after the date of the Qualifying Event, or (ii) the first day of the month that is more than thirty (30) days after the date of a final determination under Title II or XVI of the Social Security Act that the disabled Qualified Beneficiary whose disability resulted in the Qualified Beneficiary's entitlement to the disability extension is no longer disabled, whichever is earlier; or
  - (b) the end of the maximum coverage period that applies to the Qualified Beneficiary without regard to the disability extension.

The Plan can terminate for cause the coverage of a Qualified Beneficiary on the same basis that the Plan terminates for cause the coverage of similarly situated non-COBRA beneficiaries, for example, for the submission of a fraudulent Claim.

In the case of an individual who is not a Qualified Beneficiary and who is receiving coverage under the Plan solely because of the individual's relationship to a Qualified Beneficiary, if the Plan's obligation to make COBRA continuation coverage available to the Qualified Beneficiary ceases, the Plan is not obligated to make coverage available to the individual who is not a Qualified Beneficiary.

**What are the maximum coverage periods for COBRA continuation coverage?** The maximum coverage periods are based on the type of the Qualifying Event and the status of the Qualified Beneficiary, as shown below:

- (1) In the case of a Qualifying Event that is a termination of employment or reduction of hours of employment, the maximum coverage period ends eighteen (18) months after the Qualifying Event if

there is not a disability extension and twenty-nine (29) months after the Qualifying Event if there is a disability extension.

- (2) In the case of a covered Employee's enrollment in the Medicare program before experiencing a Qualifying Event that is a termination of employment or reduction of hours of employment, the maximum coverage period for Qualified Beneficiaries ends on the later of:
  - (a) thirty-six (36) months after the date the covered Employee becomes enrolled in the Medicare program. This extension does not apply to the covered Employee; or
  - (b) eighteen (18) months (or twenty-nine (29) months, if there is a disability extension) after the date of the covered Employee's termination of employment or reduction of hours of employment.
- (3) In the case of a bankruptcy Qualifying Event, the maximum coverage period for a Qualified Beneficiary who is the covered retiree ends on the date of the retiree's death. The maximum coverage period for a Qualified Beneficiary who is the covered Spouse, surviving Spouse or Dependent Child of the retiree ends on the earlier of the Qualified Beneficiary's death or thirty-six (36) months after the death of the retiree.
- (4) In the case of a Qualified Beneficiary who is a Child born to or placed for adoption with a covered Employee during a period of COBRA continuation coverage, the maximum coverage period is the maximum coverage period applicable to the Qualifying Event giving rise to the period of COBRA continuation coverage during which the Child was born or placed for adoption.
- (5) In the case of any other Qualifying Event than that described above, the maximum coverage period ends thirty-six (36) months after the Qualifying Event.

**Under what circumstances can the maximum coverage period be expanded?** If a Qualifying Event that gives rise to an 18-month or 29-month maximum coverage period is followed, within that 18- or 29-month period, by a second Qualifying Event that gives rise to a 36-months maximum coverage period, the original period is expanded to thirty-six (36) months, but only for individuals who are Qualified Beneficiaries at the time of and with respect to both Qualifying Events. In no circumstance can the COBRA maximum coverage period be expanded to more than thirty-six (36) months after the date of the first Qualifying Event. The Plan Administrator must be notified of the second Qualifying Event within sixty (60) days of the second Qualifying Event. This notice must be sent to the Plan Sponsor or its designee in accordance with the procedures above.

**How does a Qualified Beneficiary become entitled to a disability extension?** A disability extension will be granted if an individual (whether or not the covered Employee) who is a Qualified Beneficiary in connection with the Qualifying Event that is a termination or reduction of hours of a covered Employee's employment, is determined under Title II or XVI of the Social Security Act to have been disabled at any time during the first sixty (60) days of COBRA continuation coverage. To qualify for the disability extension, the Qualified Beneficiary must also provide the Plan Administrator with notice of the disability determination on a date that is both within sixty (60) days after the date of the determination and before the end of the original 18-month maximum coverage. This notice should be sent to the Plan Sponsor or its designee in accordance with the procedures above.

**Does the Plan require payment for COBRA continuation coverage?** For any period of COBRA continuation coverage under the Plan, qualified beneficiaries who elect COBRA continuation coverage must pay for COBRA continuation coverage. Qualified beneficiaries will pay up to 102% of the applicable premium and up to 150% of the applicable premium for any expanded period of COBRA continuation coverage covering a disabled Qualified Beneficiary due to a disability extension. The Plan will terminate a Qualified Beneficiary's COBRA continuation coverage as of the first day of any period for which timely payment is not made.

**Must the Plan allow payment for COBRA continuation coverage to be made in monthly installments?** Yes. The Plan is also permitted to allow for payment at other intervals.

**What is Timely Payment for COBRA continuation coverage?** Timely Payment means a payment made no later than thirty (30) days after the first day of the coverage period. Payment that is made to the Plan by a later date is also considered Timely Payment if either under the terms of the Plan, covered employees or Qualified

Beneficiaries are allowed until that later date to pay for their coverage for the period or under the terms of an arrangement between the Employer and the entity that provides Plan benefits on the Employer's behalf, the Employer is allowed until that later date to pay for coverage of similarly situated non-COBRA beneficiaries for the period.

Notwithstanding the above paragraph, the Plan does not require payment for any period of COBRA continuation coverage for a Qualified Beneficiary earlier than forty-five (45) days after the date on which the election of COBRA continuation coverage is made for that Qualified Beneficiary. Payment is considered made on the date on which it is postmarked to the Plan.

If Timely Payment is made to the Plan in an amount that is not significantly less than the amount the Plan requires to be paid for a period of coverage, then the amount paid will be deemed to satisfy the Plan's requirement for the amount to be paid, unless the Plan notifies the Qualified Beneficiary of the amount of the deficiency and grants a reasonable period of time for payment of the deficiency to be made. A "reasonable period of time" is thirty (30) days after the notice is provided. A shortfall in a Timely Payment is not significant if it is no greater than the lesser of \$50 or 10% of the required amount.

### **IF YOU HAVE QUESTIONS**

If You have questions about Your COBRA continuation coverage, You should contact the Plan Sponsor. For more information about Your rights under ERISA, including COBRA, the Health Insurance Portability and Accountability Act (HIPAA), and other laws affecting group health plans, contact the nearest Regional or District Office of the U.S. Department of Labor's Employee Benefits Security Administration (EBSA). Addresses and phone numbers of Regional and District EBSA Offices are available through EBSA's website at [www.dol.gov/ebsa](http://www.dol.gov/ebsa).

### **KEEP YOUR PLAN ADMINISTRATOR INFORMED OF ADDRESS CHANGES**

In order to protect Your family's rights, You should keep the Plan Administrator informed of any changes in the addresses of family members. You should also keep a copy, for Your records, of any notices You send to the Plan Administrator.

## RESPONSIBILITIES FOR PLAN ADMINISTRATION

**PLAN ADMINISTRATOR.** Redi Services LLC is the benefit plan of Redi Services LLC, the Plan Administrator, also called the Plan Sponsor. It is to be administered by the Plan Administrator in accordance with the provisions of ERISA. An individual or committee may be appointed by Redi Services LLC to be Plan Administrator and serve at the convenience of the Employer. If the Plan Administrator or a committee member resigns, dies or is otherwise removed from the position, Redi Services LLC shall appoint a new Plan Administrator as soon as reasonably possible.

The Plan Administrator shall administer this Plan in accordance with its terms and establish its policies, interpretations, practices, and procedures. It is the express intent of this Plan that the Plan Administrator shall have maximum legal discretionary authority to construe and interpret the terms and provisions of the Plan, to make determinations regarding issues which relate to eligibility for benefits, to decide disputes which may arise relative to a Plan Participant's rights, and to decide questions of Plan interpretation and those of fact relating to the Plan. The decisions of the Plan Administrator will be final and binding on all interested parties.

Should any provision of this Plan be held to be unlawful, or be unlawful as to any person or instance, such fact will not adversely affect the other provisions herein contained or the application of said programs to any other person or instance, unless such illegality will make impossible the functioning of this Plan.

Service of legal process may be made upon the Plan Administrator.

### DUTIES OF THE PLAN ADMINISTRATOR.

- (1) To administer the Plan in accordance with its terms.
- (2) To interpret the Plan, including the right to remedy possible ambiguities, inconsistencies or omissions.
- (3) To decide disputes which may arise relative to a Plan Participant's rights.
- (4) To prescribe procedures for filing a Claim for benefits and to review Claim denials.
- (5) To keep and maintain the Plan documents and all other records pertaining to the Plan.
- (6) To appoint a Claims Administrator to pay Claims.
- (7) To perform all necessary reporting as required by ERISA.
- (8) To establish and communicate procedures to determine whether a medical Child support order is qualified under ERISA Sec. 609.
- (9) To delegate to any person or entity such powers, duties and responsibilities as it deems appropriate.

**PLAN ADMINISTRATOR COMPENSATION.** The Plan Administrator serves without compensation; however, all expenses for plan administration, including compensation for hired services, will be paid by the Plan.

**FIDUCIARY.** A fiduciary exercises discretionary authority or control over management of the Plan or the disposition of its assets, renders investment advice to the Plan or has discretionary authority or responsibility in the administration of the Plan.

**FIDUCIARY DUTIES.** A fiduciary must carry out his or her duties and responsibilities for the purpose of providing benefits to the Employees and their Dependent(s), and defraying reasonable expenses of administering the Plan. These are duties which must be carried out:

- (1) with care, skill, prudence and diligence under the given circumstances that a prudent person, acting in a like capacity and familiar with such matters, would use in a similar situation;
- (2) by diversifying the investments of the Plan so as to minimize the risk of large losses, unless under



the circumstances it is clearly prudent not to do so; and

- (3) in accordance with the Plan documents to the extent that they agree with ERISA.

**THE NAMED FIDUCIARY.** A "named fiduciary" is the one named in the Plan. A named fiduciary can appoint others to carry out fiduciary responsibilities (other than as a trustee) under the Plan. These other persons become fiduciaries themselves and are responsible for their acts under the Plan. To the extent that the named fiduciary allocates its responsibility to other persons, the named fiduciary shall not be liable for any act or omission of such person unless either:

- (1) the named fiduciary has violated its stated duties under ERISA in appointing the fiduciary, establishing the procedures to appoint the fiduciary or continuing either the appointment or the procedures; or
- (2) the named fiduciary breached its fiduciary responsibility under Section 405(a) of ERISA.

**CLAIMS ADMINISTRATOR IS NOT A FIDUCIARY.** A Claims Administrator is not a fiduciary under the Plan by virtue of paying Claims in accordance with the Plan's rules as established by the Plan Administrator.

**CLAIMS ADMINISTRATOR DISCRETION.** The Plan Administrator has designated to the Claims Administrator the authority to construe and interpret the terms and provisions of the Plan for purposes of making Claims determinations and to decide questions of Plan interpretation and those of fact relating to the Plan.

**COMPLIANCE WITH HIPAA PRIVACY STANDARDS.** Certain members of the Employer's workforce perform services in connection with administration of the Plan. In order to perform these services, it is necessary for these Employees from time to time to have access to Protected Health Information (as defined below).

Under the Standards for Privacy of Individually Identifiable Health Information (45 CFR Part 164, the "Privacy Standards"), these Employees are permitted to have such access subject to the following:

- (1) **General.** The Plan shall not disclose Protected Health Information to any member of the Employer's workforce unless each of the conditions set out in this HIPAA Privacy Section is met. "Protected Health Information" shall have the same definition as set out in the Privacy Standards but generally shall mean individually identifiable health information about the past, present or future physical or Mental Health or condition of an individual, including information about treatment or payment for treatment.
- (2) **Permitted Uses and Disclosures.** Protected Health Information disclosed to members of the Employer's workforce shall be used or disclosed by them only for purposes of Plan administrative functions. The Plan's administrative functions shall include all Plan payment and health care operations. The terms "payment" and "health care operations" shall have the same definitions as set out in the Privacy Standards, but the term "payment" generally shall mean activities taken with respect to payment of premiums or contributions, or to determine or fulfill Plan responsibilities with respect to coverage, provision of benefits, or Reimbursement for health care. "Health care operations" generally shall mean activities on behalf of the Plan that are related to quality assessment; evaluation, training or accreditation of health care Providers; underwriting, premium rating and other functions related to obtaining or renewing an insurance contract, including stop-loss insurance; medical review; legal services or auditing functions; or business planning, management and general administrative activities. Genetic Information will not be used or disclosed for underwriting purposes.
- (3) **Authorized Employees.** The Plan shall disclose Protected Health Information only to members of the Employer's workforce who are designated and are authorized to receive such Protected Health Information, and only to the extent and in the minimum amount necessary for these persons to perform duties with respect to the Plan. For purposes of this HIPAA Privacy Section, "members of the Employer's workforce" shall refer to all Employees and other persons under the control of the Employer.
  - (a) **Updates Required.** The Employer shall amend the Plan promptly with respect to any changes in the members of its workforce who are authorized to receive Protected Health

Information.

- (b) **Use and Disclosure Restricted.** An authorized member of the Employer's workforce who receives Protected Health Information shall use or disclose the Protected Health Information only to the extent necessary to perform his or her duties with respect to the Plan.
- (c) **Resolution of Issues of Noncompliance.** In the event that any member of the Employer's workforce uses or discloses Protected Health Information other than as permitted by the Privacy Standards, the incident shall be reported to the privacy official. The privacy official shall take appropriate action, including:

  - (i) Investigation of the incident to determine whether the breach occurred inadvertently, through negligence, or deliberately; whether there is a pattern of breaches; and the degree of harm caused by the breach;
  - (ii) Applying appropriate sanctions against the persons causing the breach, which, depending upon the nature of the breach, may include, oral or written reprimand, additional training, or termination of employment;
  - (iii) Mitigating any harm caused by the breach, to the extent practicable; and
  - (iv) Documentation of the incident and all actions taken to resolve the issue and mitigate any damages.
- (4) **Certification of Employer.** The Employer must provide certification to the Plan that it agrees to:

  - (a) Not use or further disclose the Protected Health Information other than as permitted or required by the Plan documents or as required by law;
  - (b) Ensure that any agent or subcontractor, to whom it provides Protected Health Information received from the Plan, agrees to the same restrictions and conditions that apply to the Employer with respect to such information;
  - (c) Not use or disclose Protected Health Information for employment-related actions and decisions or in connection with any other benefit or Employee benefit plan of the Employer;
  - (d) Report to the Plan any use or disclosure of the Protected Health Information of which it becomes aware that is inconsistent with the uses or disclosures hereunder or required by law;
  - (e) Make available Protected Health Information to individual Plan members in accordance with Section 164.524 of the Privacy Standards;
  - (f) Make available Protected Health Information for amendment by individual Plan members and incorporate any amendments to Protected Health Information in accordance with Section 164.526 of the Privacy Standards;
  - (g) Make available the Protected Health Information required to provide any accounting of disclosures to individual Plan members in accordance with Section 164.528 of the Privacy Standards;
  - (h) Make its internal practices, books and records relating to the use and disclosure of Protected Health Information received from the Plan available to the Department of Health and Human Services for purposes of determining compliance by the Plan with the Privacy Standards;
  - (i) If feasible, return or destroy all Protected Health Information received from the Plan that the Employer still maintains in any form, and retain no copies of such information when no longer needed for the purpose of which disclosure was made, except that, if such return or

destruction is not feasible, limit further uses and disclosures to those purposes that make the return or destruction of the information unfeasible; and

- (j) Ensure the adequate separation between the Plan and member of the Employer's workforce, as required by Section 164.504(f)(2)(iii) of the Privacy Standards.

The following members of Redi Services LLC's workforce are designated as authorized to receive Protected Health Information from Redi Services LLC ("the Plan") in order to perform their duties with respect to the Plan: Director of Human Resources and designated staff.

**COMPLIANCE WITH HIPAA ELECTRONIC SECURITY STANDARDS.** Under the Security Standards for the Protection of Electronic Protected Health Information (45 CFR Part 164.300 et. seq., the "Security Standards"), the Employer agrees to the following:

- (1) The Employer agrees to implement reasonable and appropriate administrative, physical and technical safeguards to protect the confidentiality, integrity and availability of Electronic Protected Health Information that the Employer creates, maintains or transmits on behalf of the Plan. "Electronic Protected Health Information" shall have the same definition as set out in the Security Standards, but generally shall mean Protected Health Information that is transmitted by or maintained in electronic media.
- (2) The Employer shall ensure that any agent or subcontractor to whom it provides Electronic Protected Health Information shall agree, in writing, to implement reasonable and appropriate security measures to protect the Electronic Protected Health Information.
- (3) The Employer shall ensure that reasonable and appropriate security measures are implemented to comply with the conditions and requirements set forth in Compliance With HIPAA Privacy Standards provisions (3) Authorized Employees and (4) Certification of Employers described above.

#### **FUNDING THE PLAN AND PAYMENT OF BENEFITS**

The cost of the Plan is funded as follows:

For Employee and Dependent Coverage: Funding is derived from the funds of the Employer and contributions made by the covered Employees.

The level of any Employee contributions will be set by the Plan Administrator. These Employee contributions will be used in funding the cost of the Plan as soon as practicable after they have been received from the Employee or withheld from the Employee's pay through payroll deduction.

Benefits are paid directly from the Plan through the Claims Administrator.

#### **PLAN IS NOT AN EMPLOYMENT CONTRACT**

The Plan is not to be construed as a contract for or of employment.

#### **CLERICAL ERROR**

Any clerical error by the Plan Administrator or an agent of the Plan Administrator in keeping pertinent records or a delay in making any changes will not invalidate coverage otherwise validly in force or continue coverage validly terminated. An equitable adjustment of contributions will be made when the error or delay is discovered.

If, an overpayment occurs in a Plan Reimbursement amount, the Plan retains a contractual right to the overpayment. The person or institution receiving the overpayment will be required to return the incorrect amount of money. In the case of a Plan Participant, the amount of overpayment may be deducted from future benefits payable.

#### **AMENDING AND TERMINATING THE PLAN**

If the Plan is terminated, the rights of the Plan Participants are limited to expenses incurred before termination.

The Employer reserves the right, at any time, to amend, suspend or terminate the Plan in whole or in part. This includes amending the benefits under the Plan or the Trust agreement (if any).

## RESPONSIBILITIES FOR PLAN PARTICIPANTS

As a condition to receiving Benefits, You are required to do the following:

1. **Payment.** Pay applicable contributions to Your Employer, and pay the Coinsurance, Copay, and or Deductible amounts listed in Your Schedule of Benefits to your Provider(s) and/or Facilities.
2. **Changes in Eligibility or contact information.** Notify Your Employer when there is a change in Your situation that may affect Your Eligibility, the Eligibility of Your Dependents, or if Your contact information changes.
3. **Other coverage.** Notify the Plan if You or Your Dependents obtain other health care coverage. This information is necessary to accurately process and coordinate Your Claims.
4. **Information/Records.** Provide the Plan all information necessary to administer Your coverage including the medical history and records for You and Your Dependents and, if requested, Your Social Security number(s).
5. **Notification of members.** Notify Your enrolled Dependents of all benefit and other Plan changes.
6. **Contact Claims Administrator as described in the “PRIOR AUTHORIZATION EXHIBIT” Section.**

## CERTAIN PLAN PARTICIPANTS RIGHTS UNDER ERISA

Plan Participants in this Plan are entitled to certain rights and protections under the Employee Retirement Income Security Act of 1974 (ERISA). ERISA specifies that all Plan Participants shall be entitled to:

Examine, without charge, at the Plan Administrator's office, all Plan documents and copies of all documents governing the Plan, including a copy of the latest annual report (form 5500 series) filed by the Plan with the U.S. Department of Labor and available at the Public Disclosure Room of the Employee Benefits Security Administration.

Obtain copies of all Plan documents and other Plan information upon written request to the Plan Administrator. The Plan Administrator may make a reasonable charge for the copies.

Continue health care coverage for a Plan Participant, Spouse, or other Dependents if there is a loss of coverage under the Plan as a result of a Qualifying Event. Employees or Dependents may have to pay for such coverage.

Review this Summary Plan Description and the documents governing the Plan or the rules governing COBRA continuation coverage rights.

If a Plan Participant's Claim for a benefit is denied or ignored, in whole or in part, the Participant has a right to know why this was done, to obtain copies of documents relating to the decision without charge, and to Appeal any denial, all within certain time schedules.

Under ERISA, there are steps a Plan Participant can take to enforce the above rights. For instance, if a Plan Participant requests a copy of Plan documents or the latest annual report from the Plan and does not receive them within thirty (30) days, he or she may file suit in a federal court. In such a case, the court may require the Plan Administrator to provide the materials and to pay the Plan Participant up to \$110 a day until he or she receives the materials, unless the materials were not sent because of reasons beyond the control of the Plan Administrator. If the Plan Participant has a Claim for benefits which is denied or ignored, in whole or in part, the Participant may file suit in state or federal court.

In addition, if a Plan Participant disagrees with the Plan's decision or lack thereof concerning the qualified status of a medical Child support order, he or she may file suit in federal court.

In addition to creating rights for Plan Participants, ERISA imposes obligations upon the individuals who are responsible for the operation of the Plan. The individuals who operate the Plan, called "fiduciaries" of the Plan, have a duty to do so prudently and in the interest of the Plan Participants and their beneficiaries. No one, including the Employer or any other person, may fire a Plan Participant or otherwise discriminate against a Plan Participant in any way to prevent the Plan Participant from obtaining benefits under the Plan or from exercising his or her rights under ERISA.

If it should happen that the Plan fiduciaries misuse the Plan's money, or if a Plan Participant is discriminated against for asserting his or her rights, he or she may seek assistance from the U.S. Department of Labor, or may file suit in a federal court. The court will decide who should pay court costs and legal fees. If the Plan Participant is successful, the court may order the person sued to pay these costs and fees. If the Plan Participant loses, the court may order him or her to pay these costs and fees, for example, if it finds the Claim or suit to be frivolous.

If the Plan Participant has any questions about the Plan, he or she should contact the Plan Administrator. If the Plan Participant has any questions about this statement or his or her rights under ERISA, including COBRA or the Health Insurance Portability and Accountability Act (HIPAA), and other laws affecting group health plans, that Plan Participant should contact either the nearest Regional or District Office of the U.S. Department of Labor's Employee Benefits Security Administration (EBSA) or visit the EBSA website at [www.dol.gov/ebsa/](http://www.dol.gov/ebsa/). (Addresses and phone numbers of Regional and District EBSA Offices are available through EBSA's website.)

## GENERAL PLAN INFORMATION

### TYPE OF ADMINISTRATION

The Plan is a self-funded group health Plan and the administration is provided through a Third Party Claims Administrator. The funding for the benefits is derived from the funds of the Employer and contributions made by covered Employees. The Plan is not insured.

### PLAN NAME

Redi Services LLC

**PLAN NUMBER:** 501

**TAX ID NUMBER:** 13-4301855

**PLAN EFFECTIVE DATE:** August 1, 2015

**PLAN YEAR ENDS:** July 31st

### EMPLOYER INFORMATION

Redi Services LLC  
PO Box 310  
225 W Owen Street  
Lyman, WY 82937

### PLAN ADMINISTRATOR

Redi Services LLC  
PO Box 310  
225 W Owen Street  
Lyman, WY 82937

### NAMED FIDUCIARY

Redi Services LLC  
PO Box 310  
225 W Owen Street  
Lyman, WY 82937

### AGENT FOR SERVICE OF LEGAL PROCESS

Redi Services LLC  
PO Box 310  
225 W Owen Street  
Lyman, WY 82937

### CLAIMS ADMINISTRATOR

Aetna  
PO Box 981106  
El Paso, TX 79998-1106  
(888) 416-2277  
[www.aetna.com](http://www.aetna.com)

BY THIS AGREEMENT, Redi Services LLC is hereby adopted as shown.

IN WITNESS WHEREOF, this instrument is executed for Redi Services LLC on or as of the day and year first below written.

By: \_\_\_\_\_  
Redi Services LLC

Date: \_\_\_\_\_

Witness: \_\_\_\_\_

Date: \_\_\_\_\_



**PRIOR AUTHORIZATION EXHIBIT**  
**Administered by**  
**AETNA**

**SERVICES REQUIRING PRIOR AUTHORIZATION**

Prior Authorization is the process for authorizing the non-emergency use of facilities, diagnostic testing, and other health services before care is provided. All Inpatient admissions to a Hospital, Skilled Nursing Facility or Specialty Care Program such as Rehabilitation or Behavioral Health and Substance Abuse will require Prior Authorization. For Outpatient services, the most current listing of services requiring Prior Authorization may be obtained by contacting Member Service at the number printed on the back of Your Plan ID card or by visiting the Claims Administrator's website at [www.aetna.com](http://www.aetna.com).

Prior Authorization	1-888-416-2277
Member Services	1-888-416-2277
RX Member Services	1-888-792-3862

# Your Privacy Matters

In compliance with the Health Insurance Portability and Accountability Act (HIPAA), Aetna, each member of the Aetna, family of companies (an "Affiliate"),<sup>i</sup> is sending You important information about how Your medical and personal information may be used and about how You can access this information. Please review the Notice of Privacy Practices carefully. If You have any questions, please call the Member Services number on the back of Your membership identification card.

## Notice of Privacy Practices Effective: 4/14/2003 (Revised 4/22/2013)

**THIS NOTICE DESCRIBES HOW MEDICAL AND PERSONAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

### A. Our Commitment to Your Privacy

We understand the importance of keeping Your personal and health information<sup>ii</sup> secure and private. We are required by law to provide You with this notice. This notice informs You of Your rights about the privacy of Your personal information and how we may use and share Your personal information. We will make sure that Your personal information is only used and shared in the manner described. We may, at times, update this notice. Changes to this notice will apply to the information that we already have about You as well as any information that we may receive or create in the future. Our current notice is posted at [www.cvty.com](http://www.cvty.com). You may request a copy at any time. Throughout this notice, examples are provided. Please note that all of these examples may not apply to the services we provide to Your particular health benefit plan.

### B. What Types of Personal Information Do We Collect?

To best service Your benefits, we need information about You. This information may come from You, Your employer, or other payors or health benefits plan sponsors, and our Affiliates. Examples include Your name, address, phone number, and Social Security number, date of birth, marital status, employment information, or medical history. We also receive information from health care Providers and others about You. Examples include the health care services You receive. This information may be in the form of health care Claims and encounters, medical information, or a service request. We may receive Your information in writing, by telephone, or electronically. In some instances, we may ask You about Your race/ethnicity or language, however providing this information is entirely voluntary.

### C. How Do We Protect the Privacy of Your Personal Information?

Keeping Your information safe is one of our most important duties. We limit access to Your personal information, including race/ethnicity and language, to those who need it. We maintain appropriate safeguards to protect it. For example, we protect access to our buildings and computer systems. Our Privacy Office also assures the training of our staff on our privacy and security policies.

### D. How Do We Use and Share Your Information for Treatment, Payment, and Health Care Operations?

To properly service Your benefits, we may use and share Your personal information for "treatment," "payment," and "health care operations." Below we provide examples of each. We may limit the amount of information we share about You as required by law. For example, HIV/AIDS, substance abuse, and genetic information may be further protected by law. Our privacy policies will always reflect the most protective laws that apply.

- **Treatment:** We may use and share Your personal information with health care Providers for coordination and management of Your care. Providers include physicians, hospitals, and other caregivers who provide services to You.
- **Payment:** We may use and share Your personal information to determine Your eligibility, coordinate care, review medical necessity, pay Claims, obtain external review, and respond to complaints. For example, we may use information from Your health care Provider to help process Your Claims. We may also use and share Your personal information to obtain payment from others that may be responsible for such costs.
- **Health care operations:** We may use and share Your personal information, including race/ethnicity and language, as part of our operations in servicing Your benefits. Operations include credentialing of Providers; quality improvement activities such as assessing health care disparities; accreditation by

independent organizations; responses to Your questions, or grievance or external review programs; and disease management, case management, and care coordination, including designing intervention programs and designing and directing outreach materials. We may also use and share information for our general administrative activities such as pharmacy benefits administration; detection and investigation of fraud; auditing; underwriting and rate-making; securing and servicing reinsurance policies; or in the sale, transfer, or merger of all or a part of Aetna company with another entity. For example, we may use or share Your personal information in order to evaluate the quality of health care delivered, to remind You about preventive care, or to inform You about a disease management program. We cannot use or disclose Your genetic, race/ethnicity or language information for underwriting purposes, to set rates, or to deny coverage or benefits.

We may also share Your personal information with Providers and other health plans for their treatment, payment, and certain health care operation purposes. For example, we may share personal information with other health plans identified by You or Your plan sponsor when those plans may be responsible to pay for certain health care benefits or we may share language data with health care practitioners and Providers to inform them about Your communication needs.

#### **E. What Other Ways Do We Use or Share Your Information?**

We may also use or share Your personal information for the following:

- **Medical home / accountable care organizations:** We may work with Your primary care physician, hospitals and other health care Providers to help coordinate Your treatment and care. Your information may be shared with Your health care Providers to assist in a team-based approach to Your health.
- **Health care oversight and law enforcement:** To comply with federal or state oversight agencies. These may include, but are not limited to, Your state department of insurance or the U.S. Department of Labor.
- **Legal proceedings:** To comply with a court order or other lawful process.
- **Treatment options:** To inform You about treatment options or health-related benefits or services.
- **Plan Sponsors:** To permit the sponsor of Your health benefit plan to service the benefit plan and Your benefits. Please see Your employer's plan documents for more information.
- **Research:** To researchers so long as all procedures required by law have been taken to protect the privacy of the data.
- **Others involved in Your health care:** We may share certain personal information with a relative, such as Your spouse, close personal friend, or others You have identified as being involved in Your care or payment for that care. For example, to those individuals with knowledge of a specific Claim, we may confirm certain information about it. Also, we may mail an explanation of benefits to the subscriber. Your family may also have access to such information on our Web site. If You do not want this information to be shared, please tell us in writing.
- **Personal representatives:** We may share personal information with those having a relationship that gives them the right to act on Your behalf. Examples include parents of an unemancipated minor or those having a Power of Attorney.
- **Business associates:** To persons providing services to us and who assure us that they will protect the information. Examples may include those companies providing Your pharmacy or behavioral health benefits.
- **Other situations:** We also may share personal information in certain public interest situations. Examples include protecting victims of abuse or neglect; preventing a serious threat to health or safety; tracking diseases or medical devices; or informing military or veteran authorities if You are an armed forces member. We may also share Your information with coroners; for workers' compensation; for national security; and as required by law.

#### **F. What About Other Sharing of Information and What Happens If You Are No Longer Enrolled?**

We will obtain Your written permission to use or share Your health information for reasons not identified by this

notice and not otherwise permitted or required by law. For example, we will not share Your psychotherapy notes, use or share Your health information for marketing purposes or sell Your health information unless You give written permission or applicable law permits the use or disclosure. If You withdraw Your permission, we will no longer use or share Your health information for those reasons.

We do not destroy Your information when Your coverage ends. It is necessary to use and share Your information, for many of the purposes described above, even after Your coverage ends. However, we will continue to protect Your information regardless of Your coverage status, as required by law.

## G. Rights Established by Law

- **Requesting restrictions:** You can request a restriction on the use or sharing of Your health information for treatment, payment, or health care operations. However, we may not agree to a requested restriction.
- **Confidential communications:** You can request that we communicate with You about Your health and related issues in a certain way, or at a certain location. For example, You may ask that we contact You by mail, rather than by telephone, or at work, rather than at home. We will accommodate reasonable requests.
- **Access and copies:** You can inspect and obtain a copy of certain health information. We may charge a fee for the costs of copying, mailing, labor, and supplies related to Your request. We may deny Your request to inspect or copy in some situations. In some cases denials allow for a review of our decision. We will notify You of any costs pertaining to these requests, and You may withdraw Your request before You incur any costs. You may also request Your health information in an alternative format.
- **Amendment:** You may ask us to amend Your health information if You believe it is incorrect or incomplete. You must provide us with a reason that supports Your request. We may deny Your request if the information is accurate, or as otherwise allowed by law. You may send a statement of disagreement.
- **Accounting of disclosures:** You may request a report of certain times we have shared Your information. Examples include sharing Your information in response to court orders or with government agencies that license us. All requests for an accounting of disclosures must state a time period that may not include a date earlier than six years prior to the date of the request and may not include dates before April 14, 2003. We will notify You of any costs pertaining to these requests, and You may withdraw Your request before You incur any costs.
- **Breach notification:** You have a right to receive notice from us if there is a breach of Your unsecured health information.

## H. To Receive More Information or File a Complaint

Please contact Member Services to find out how to exercise any of Your rights listed in this notice, if You have any questions about this notice, or to receive a copy in an alternative format or a translated version. The telephone number or address is listed in Your benefit documents or on Your membership card. If You believe we have not followed the terms of this notice, You may file a complaint with us or with the Secretary of the Department of Health and Human Services. To file a complaint with the Secretary, write to 200 Independence Avenue, S.W. Washington, D.C. 20201 or call 1-877-696-6775. You will not be penalized for filing a complaint. To contact us, please follow the complaint, grievance, or appeal process in Your benefit documents.

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<sup>i</sup> For purposes of this notice, the pronouns "we", "us" and "our", "Aetna and its licensed affiliated companies.

<sup>ii</sup> Under various laws, different requirements can apply to different types of information. Therefore, we use the term "health information" to mean information concerning the provision of, or payment for, health care that is individually identifiable. We use the term "personal information" to include both health information and other nonpublic identifiable information that we obtain in providing benefits to You.

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## Dependent Spouse Addendum effective April 1, 2016

### Eligible as a Spouse under the plan:

Effective 4/1/16 Redi Services is adopting an addendum to spouse coverage for our Health plans. This addendum will apply to any new employee who is signing up for health insurance effective 4/1/16. This signed document must accompany an enrollment form for new coverage. Current employees already covered on our plan will not be affected by this addendum until open enrollment 2016, at which time this addendum will become part of our policy for all enrolled/enrolling.

**(1)** A covered Employee's Spouse.

The term "Spouse" shall mean the person of same or opposite sex recognized as the covered Employee's husband or wife under the laws of the state where the covered Employee lives or was married, and shall include common law marriages. The Plan Administrator may require documentation proving a legal marital relationship.

If the employee's legal spouse is eligible for coverage under another group health plan or Medicare, your spouse will not be eligible for coverage under this plan. The Plan Administrator may require document from the employer or Medicare stating the spouse is not eligible for coverage.