

# **Subscriber Agreement**

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**Local 57 IUOE H & W Fund  
Group #'s 1A57, 1H57 & 1R57**

**HealthMate Coast-to-Coast<sup>®</sup>**



## **WELCOME**

Welcome to Blue Cross & Blue Cross Blue Shield of Rhode Island (BCBSRI). Below is a legal notice, some helpful tips, and phone numbers about your plan.

## **NOTICE**

This is a legal *agreement* between you and Blue Cross & Blue Shield of Rhode Island. Your identification (ID) card will identify you as a *member* when you receive the health care services covered under this *agreement*. By presenting your ID card to receive *covered health care services*, you are agreeing to abide by the rules and obligations of this *agreement*.

You hereby expressly acknowledge your understanding that this contract is solely between you and Blue Cross & Blue Shield of Rhode Island. Blue Cross & Blue Shield of Rhode Island is an independent corporation operating under a license from the Blue Cross and Blue Shield Association ("the Association"), an association of independent Blue Cross and Blue Shield *plans*, permitting us to use the Blue Cross and Blue Shield Service Marks. We are not contracting as the agent of the Association. You further acknowledge and agree that you have not entered into this contract based upon representations by anyone other than us and that no person, entity or organization other than us shall be held accountable or liable to you for any of our obligations to you under this contract. This paragraph shall not create any additional obligations on our part other than those obligations created under other provisions of this *agreement*.

A handwritten signature in black ink, appearing to read "James E. Purcell", with a long, sweeping underline.

James E. Purcell  
President and Chief Executive Officer

## HELPFUL TIPS

- Read all information provided, especially this Subscriber Agreement. Become familiar with services excluded from coverage (See Section 4.0 – Health Services Not Covered Under This Agreement.)
- In Section 8 – Glossary, there is a list of definitions of words used throughout this agreement. It is very helpful to become familiar with these words and their definitions.
- Identification Cards (ID) are provided to all *members*. The ID card must be shown when obtaining health care services. Your ID card should be kept in a safe location, just like money, credit card or other important documents. BCBSRI should be notified immediately if your ID card is lost or stolen.
- Our list of *network providers* changes from time to time. You may want to call our Customer Service Department in advance to make sure that a *provider* is a *network provider*.
- You are encouraged to become involved in your health care treatment by asking *providers* about all treatment plans available and their costs. You also are encouraged to take advantage of the preventive health services offered under this *agreement* to help you stay healthy and find problems before they become serious.

## IMPORTANT TELEPHONE NUMBERS AND WEBSITES

**Customer Service - (401) 459-5000 or 1-800-639-2227 or Voice TDD 1-888-252-5051.**  
Our normal business hours are Monday - Friday from 8:00 a.m. - 8:00 p.m. Please see Section 1.5 for more details.

**Our Website - [www.BCBSRI.com](http://www.BCBSRI.com).**

### Recommended Preauthorization

Services for which *preauthorization* is recommended are marked with an asterisk (\*) in the Summary of Medical Benefits. Rhode Island *network providers* are responsible to obtain recommended *preauthorization*. Please see Section 1.6 for more information.

- **Medical/Surgical** - call our Customer Service Department. Please see Section 1.6 for details.
- **Mental Health and Chemical Dependency** - call **1-800-274-2958** before having care. Lines are open 24 hours a day, 7 days per week. Please see Section 1.6 for details

**BlueCard Access- 1-800-810-BLUE (2583)** or visit the *BlueCard* PPO Doctor and Hospital finder web page at [www.bcbs.com](http://www.bcbs.com).

## SUMMARY OF BENEFITS

This is a summary of our coverage levels under this *agreement*. It includes information about *copayments*, *deductibles*, and some benefit limits. This summary is intended to give you a general understanding of the coverage available under this *agreement*. **For more detailed information, please read Section 3.0 for the description of coverage for each particular covered health care service along with the related exclusions, and Section 4.0 for a list of general exclusions.** Words or phrases used throughout this *agreement* that are in italics are defined in Section 8.0 - Glossary.

**IMPORTANT NOTE:** All of our payments at the benefit levels noted below are based upon a fee schedule called our *allowance*. If you receive services from a *network provider*, the *provider* has agreed to accept our *allowance* as payment in full for *covered health care services*, excluding your *copayments*, *deductible*, and the difference between the *maximum benefit* and our *allowance*, if any. If you receive *covered health care services* from a *non-network provider*, you will be responsible for the *provider's charge*. You will then be reimbursed based on the lesser of the *provider's charge*, our *allowance*, or the *maximum benefit*; less any *copayments* and *deductibles*, if any. The *deductible* and *maximum out-of-pocket expense* are calculated based on the lower of our *allowance* or the *provider's charge*, unless otherwise specifically stated in this *agreement*.

\**Preauthorization* is recommended for the services marked with an asterisk (\*). If you do not obtain *preauthorization* and the services are not *medically necessary* or the setting where services were received is determined to be inappropriate, we will not cover these services. *Network providers* in Rhode Island are responsible for obtaining *preauthorization* for all applicable *covered health care services*. When the *provider* is *non-network*, you are responsible for obtaining *preauthorization*. If you receive services from a *provider* that participates with an out of state (non-Rhode Island) Blue Cross or Blue Shield *plan*, you are responsible for obtaining *preauthorization*. See Section 8.0 - definition of *preauthorization* for details.

\*\* *Copayment* amounts applicable to the benefit marked with a double asterisk (\*\*) will not add up towards the *maximum out-of-pocket expense*. This benefit level will not increase due to having satisfied the *maximum out-of-pocket expense* through other benefits. See Section 8.0 - Glossary for the definition of *maximum out-of-pocket expense*.

DEPENDENT AGE LIMITS	
Dependent Age	See Section 2.1 – Who is Eligible for Coverage.
Dependent Children	Children are covered until the first day of the month following their 26 <sup>th</sup> birthday.

Continued		Summary of Medical Benefits		See Important Note from First Page	
Type of Service		Section	Benefit Limit	Level of Coverage	
				Network Provider	Non-Network Provider
<b>SUMMARY OF MEDICAL BENEFITS</b>					
<b>Deductible/Maximum Out-of-Pocket Expense/Plan Lifetime Maximum</b>		<b>Type of Contract</b>		<b>Network Provider</b>	<b>Non-Network Provider</b>
<b>Deductible</b> The <i>deductible</i> applies to both <i>network and non-network</i> services separately.		Single		\$250 per member per calendar year	\$250 per member per calendar year.
		Family		\$250 per member per calendar year. Up to Two family members must separately meet the \$250 individual deductible.	\$250 per member per calendar year. Up to Two family members must separately meet the \$250 individual deductible.
<b>Maximum Out-of-Pocket Expense</b> ( <i>Deductible, prescription drug copayments, and office visit copayments do not apply.</i> )  <i>Copayment</i> amounts for the services marked with a double asterisk (**) in the Summary of Medical Benefits DO NOT apply to the <i>maximum out-of-pocket expense</i> .		Single		None	\$4,000 per member per calendar year.
		Family		None	\$4,000 per member per calendar year. Up to Two family members must separately meet the \$4,000 individual maximum out-of-pocket expense.
<b>Plan Lifetime Maximum</b>		Per Member		None	None
				<b>Level of Coverage</b>	
Type of Service	Section	Benefit Limit		Network Provider	Non-Network Provider
<b>Ambulance</b>	3.1				
• Ground	3.1			100% coverage less \$50 copayment per ambulance service. <i>Deductible</i> does not apply.	100% coverage less \$50 copayment per ambulance service. <i>Deductible</i> does not apply.
• Air/water	3.1	Up to the <i>maximum benefit</i> of of \$3,000 per occurrence.		100% coverage less \$50 copayment per ambulance service. <i>Deductible</i> does not apply.	100% coverage less \$50 copayment per ambulance service. <i>Deductible</i> does not apply.
<b>Behavioral Health</b>	3.2				
<b>Mental Health Services</b>	3.2				
• <i>Inpatient</i> *	3.2	Unlimited days at a <i>general hospital</i> or a <i>specialty hospital</i> .		After deductible 100% coverage	After deductible 80% coverage

Continued	Summary of Medical Benefits		See Important Note from First Page	
Type of Service	Section	Benefit Limit	Level of Coverage	
			Network Provider	Non-Network Provider
<ul style="list-style-type: none"> <li>Outpatient, Intermediate Care Services *</li> </ul>	3.2	See Section 3.2 for details about partial <i>hospital program</i> , intensive <i>outpatient program</i> , adult intensive services, and child and family intensive treatment.	100% coverage <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage
<ul style="list-style-type: none"> <li>In a <i>Provider's</i> office, or in your home</li> </ul>	3.2	Prescription drug coverage benefit level is based on type of service and site of service. See Section 3.29 - Prescription Drugs for details.  Includes individual and group sessions.	100% coverage less \$15 <i>copayment</i> per visit by a <i>personal physician</i> , 100% coverage less \$25 <i>copayment</i> per visit by a specialist. <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage less \$15 <i>copayment</i> per visit by a <i>personal physician</i> , 80% coverage less \$25 <i>copayment</i> per visit by a specialist.
<b>Chemical Dependency Treatment</b>	3.2			
<ul style="list-style-type: none"> <li>Inpatient, Chemical Dependency Treatment Facility (inpatient)*</li> </ul>	3.2	Detoxification – unlimited days per <i>calendar year</i> .  Residential/Rehabilitation – unlimited days per <i>calendar year</i> .	After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage
<ul style="list-style-type: none"> <li>Outpatient, In a Chemical Dependency Treatment Facility (outpatient), Intermediate Care Services *</li> </ul>	3.2	Prescription drug coverage benefit level is based on type of service and site of service. See Section 3.29 - Prescription Drugs for details.  See Section 3.2 for details about partial <i>hospital program</i> , intensive <i>outpatient program</i> , adult intensive services, and child and family intensive treatment.	100% coverage <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage
<ul style="list-style-type: none"> <li>In a <i>Provider's</i> office, or in your home</li> </ul>	3.2	Prescription drug coverage benefit level is based on type of service and site of service. See Section 3.29 - Prescription Drugs for details.  Includes individual and group sessions.	100% coverage less \$15 <i>copayment</i> per visit by a <i>personal physician</i> , 100% coverage less \$25 <i>copayment</i> per visit by a specialist. <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage less \$15 <i>copayment</i> per visit by a <i>personal physician</i> , 80% coverage less \$25 <i>copayment</i> per visit by a specialist.
<b>Cardiac Rehabilitation</b>	3.3			
<ul style="list-style-type: none"> <li>Outpatient</li> </ul>	3.3	Benefit is limited to 18 weeks or 36 visits (whichever occurs first) per covered episode. See Section 3.3 for details.	After <i>deductible</i> 80% coverage	After <i>deductible</i> 80% coverage**

Continued	Summary of Medical Benefits		See Important Note from First Page	
Type of Service	Section	Benefit Limit	Level of Coverage	
			Network Provider	Non-Network Provider
<b>Chemotherapy Services</b>	3.32			
• <i>Inpatient</i>	3.32		After deductible 100% coverage	After deductible 80% coverage
• <i>Outpatient</i>	3.32	Prescription drug coverage benefit level is based on type of service and site of service. See Section 3.29 - Prescription Drugs for details.	After deductible 100% coverage	After deductible 80% coverage
• In a <i>doctor's office</i>	3.32	Prescription drug coverage benefit level is based on type of service and site of service. See Section 3.29 - Prescription Drugs for details.	After deductible 100% coverage	After deductible 80% coverage
<b>Chiropractic Medicine</b>	3.4	12 visits per <i>calendar year</i> .	100% coverage less \$25 <i>copayment</i> per visit. <i>Deductible</i> does not apply.	After deductible 80% coverage less \$25 <i>copayment</i> per visit.
<b>Consultations in the Hospital</b>	3.5	Must be requested by <i>doctor</i> in charge of your care.	After deductible 100% coverage	After deductible 80% coverage
<b>Contraceptive Drugs and Devices</b>	3.6	Coverage varies based on type of contraceptive service. See Section 3.6.  Prescription drug coverage benefit level is based on type of service and site of service. See Section 3.29 - Prescription Drugs for details.		
<b>Diabetic Equipment/Supplies</b>	3.7			
• Diabetic equipment/supplies provided by a licensed medical supply <i>provider</i> (other than a pharmacy).	3.7	See Section 3.7 for limitations.	After deductible 80% coverage	After deductible 80% coverage**
• Diabetic equipment/supplies purchased at a retail pharmacy.	3.7	See the Summary of Pharmacy Benefits for benefit limits and level of coverage.		
<b>Diagnostic Imaging*, Lab, and Machine Tests</b>	3.8	<i>Preauthorization</i> is recommended for certain diagnostic imaging services. See Section 3.8 for details.  See Section 3.8 for benefit limitations.		

Continued	Summary of Medical Benefits		See Important Note from First Page	
Type of Service	Section	Benefit Limit	Level of Coverage	
			Network Provider	Non-Network Provider
• <i>Inpatient</i>	3.8		100% coverage <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage
• <i>Outpatient Hospital Facility</i>	3.8		100% coverage <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage
• <i>Outpatient Non-Hospital facility including in a Doctor's office, urgent care center, or free-standing laboratory</i>	3.8	See Section 3.8 for limitations.	100% coverage <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage
<b>Doctor's Hospital Visits</b>	3.9		After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage
<b>Early Intervention Services (EIS)</b>	3.10	Up to the <i>maximum benefit</i> of \$5,000 per child, from birth to 36 months, per <i>calendar year</i> . The <i>provider</i> must be certified as an EIS <i>provider</i> by the Rhode Island Department of Human Services.	100% coverage <i>Deductible</i> does not apply.	100% coverage <i>Deductible</i> does not apply.
<b>Emergency Room Services</b>	3.11	See Section 8.0 – definition of <i>Emergency</i> .	100% coverage less \$100 <i>copayment</i> . ER <i>copayment</i> waived if admitted as a <i>hospital inpatient</i> within 24 hours. <i>Deductible</i> does not apply.	100% coverage less \$100 <i>copayment</i> . ER <i>copayment</i> waived if admitted as a <i>hospital inpatient</i> within 24 hours. <i>Deductible</i> does not apply.
<b>Experimental/ Investigational Services</b>	3.12	Coverage varies based on type of service. See Section 3.12.		
<b>Hemodialysis Services</b>	3.13			
• <i>Inpatient</i>	3.13		After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage
• <i>Outpatient</i>	3.13		After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage
• In your home	3.13		After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage
<b>Hemophilia Services</b>	3.14			
• <i>Outpatient</i>	3.14	Prescription drug coverage benefit level is based on type of service and site of service. See Section 3.29 - Prescription Drugs for details.	After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage



Continued	Summary of Medical Benefits		See Important Note from First Page	
Type of Service	Section	Benefit Limit	Level of Coverage	
			Network Provider	Non-Network Provider
<ul style="list-style-type: none"> <li>In a <i>Doctor's Office</i></li> </ul>	3.14	Prescription drug coverage benefit level is based on type of service and site of service. See Section 3.29 - Prescription Drugs for details.	100% coverage less \$25 <i>copayment</i> per visit. <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage less \$25 <i>copayment</i> per visit.
<b>Home Health Care</b>	3.15	Intermittent skilled services when billed by a home health care agency.  Prescription drug coverage benefit level is based on type of service and site of service. See Section 3.29 - Prescription Drugs for details.	After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage
<b>Hospice Care</b>	3.16	When provided by an approved hospice care program.  Prescription drug coverage benefit level is based on type of service and site of service. See Section 3.29 - Prescription Drugs for details.	After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage
<b>Hospital Services *</b>	3.17	Unlimited days at <i>general hospital</i> or a <i>specialty hospital</i> ; maximum of 45 days per <i>calendar year</i> for physical rehabilitation.	After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage
<b>House Calls</b>	3.18	See Section 3.2 - Behavioral Health for benefit information regarding house calls for behavioral health.	100% coverage less \$15 <i>copayment</i> per visit by a primary care physician, 100% coverage less \$25 <i>copayment</i> per visit by a specialist. <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage less \$15 <i>copayment</i> per visit by a primary care physician, 80% coverage less \$25 <i>copayment</i> per visit by a specialist.
<b>Human Leukocyte Antigen Testing</b>	3.19	See Section 3.19 for limitations.	After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage
<b>Infertility Services</b>	3.20	Prescription drug coverage benefit level is based on type of service and site of service. See Section 3.29 - Prescription Drugs for details.	After <i>deductible</i> 80% coverage	After <i>deductible</i> 80% coverage**
<b>Infusion Therapy</b>	3.21			
<ul style="list-style-type: none"> <li><i>Inpatient</i></li> </ul>	3.21		After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage

Continued		Summary of Medical Benefits	See Important Note from First Page	
Type of Service	Section	Benefit Limit	Level of Coverage	
			Network Provider	Non-Network Provider
<ul style="list-style-type: none"> <li>Outpatient</li> </ul>	3.21	Prescription drug coverage benefit level is based on type of service and site of service. See Section 3.29 - Prescription Drugs for details.	After deductible 100% coverage	After deductible 80% coverage
<ul style="list-style-type: none"> <li>In the Doctor's office, or In your home</li> </ul>	3.21	Prescription drug coverage benefit level is based on type of service and site of service. See Section 3.29 - Prescription Drugs for details.	After deductible 100% coverage	After deductible 80% coverage
<b>Lyme Disease Diagnosis and Treatment</b>	3.22	Coverage varies based on type of service. See Section 3.22.		
<b>Medical Equipment*, Medical Supplies, Enteral Formula and Food, and Prosthetic Devices</b>	3.23	Preauthorization is recommended for certain services. See Section 3.23 for details.		
<ul style="list-style-type: none"> <li>Inpatient</li> </ul>	3.23		After deductible 100% coverage	After deductible 80% coverage
<ul style="list-style-type: none"> <li>Outpatient</li> </ul>	3.23		After deductible 80% coverage	After deductible 80% coverage**
<ul style="list-style-type: none"> <li>Enteral formula delivered through a feeding tube</li> </ul>	3.23	Must be sole source of nutrition.	After deductible 80% coverage	After deductible 80% coverage**
<ul style="list-style-type: none"> <li>Enteral formula or food taken orally*</li> </ul>	3.23	Benefit is limited to a <i>maximum benefit</i> of \$2,500 per member per calendar year.  See Section 3.22 for details.	After deductible 80% coverage	After deductible 80% coverage**
<ul style="list-style-type: none"> <li>Hearing Aid</li> </ul>	3.23	For an <i>eligible person</i> under the age of 19; coverage is limited to the <i>maximum benefit</i> of \$1,500 per ear, per 3-year period per member.	After deductible 80% coverage	After deductible 80% coverage**
		For an <i>eligible person</i> age 19 and over; coverage is limited to the <i>maximum benefit</i> of \$700 per ear, per 3-year period per member.	After deductible 80% coverage	After deductible 80% coverage**
<ul style="list-style-type: none"> <li>Hair Prosthesis (Wigs)</li> </ul>	3.23	Benefit is limited to the <i>maximum benefit</i> of \$350 per member per calendar year when worn for hair loss suffered as a result of cancer treatment.	After deductible 80% coverage	After deductible 80% coverage**

Continued	Summary of Medical Benefits		See Important Note from First Page	
Type of Service	Section	Benefit Limit	Level of Coverage	
			Network Provider	Non-Network Provider
<b>Office Visits</b>	3.24	Prescription drug coverage benefit level is based on type of service and site of service. See Section 3.29 - Prescription Drugs for details.  See Section 3.2 - Behavioral Health for level of coverage for office visits related to mental health and chemical dependency services.		
• Allergist and Dermatologist	3.24		100% coverage less \$25 <i>copayment</i> per visit. <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage less \$25 <i>copayment</i> per visit.
• Asthma Education	3.24		100% coverage less \$25 <i>copayment</i> per visit. <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage less \$25 <i>copayment</i> per visit.
• Diabetes Education	3.24	Individual and group sessions are covered.	100% coverage <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage less \$25 <i>copayment</i> per visit.
• <i>Hospital</i> Based Clinic Visits	3.24		100% coverage less \$25 <i>copayment</i> per visit at a <i>hospital</i> based clinic, 100% coverage less \$15 <i>copayment</i> per visit at a <i>hospital</i> based pediatric clinic. <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage less \$25 <i>copayment</i> per visit at a <i>hospital</i> based clinic, 80% coverage less \$15 <i>copayment</i> per visit at a <i>hospital</i> based pediatric clinic.
• Nutritional Counseling	3.24	Unlimited visits per <i>calendar year</i> when prescribed by a physician.	100% coverage <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage less \$25 <i>copayment</i> per visit.
• Office Visits (other than Pediatric Office Visits)	3.24	One routine adult physical examination and one routine gynecological examination per <i>calendar year</i> per <i>member</i> will be covered.	100% coverage <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage less \$15 <i>copayment</i> per visit by a <i>personal physician</i> , 80% coverage less \$25 <i>copayment</i> per visit by a specialist.

Continued		Summary of Medical Benefits	See Important Note from First Page	
Type of Service	Section	Benefit Limit	Level of Coverage	
			Network Provider	Non-Network Provider
		Sick Visit	100% coverage less \$15 <i>copayment</i> per visit by a <i>personal physician</i> , 100% coverage less \$25 <i>copayment</i> per visit by a specialist. <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage less \$15 <i>copayment</i> per visit by a <i>personal physician</i> , 80% coverage less \$25 <i>copayment</i> per visit by a specialist.
• Pediatric Office Visits	3.24	Well-Child Office Visits: Birth - 15 months: 8 visits 16 - 35 months: 3 visits 36 months - 19 years: 1 per <i>calendar year</i> .	100% coverage <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage less \$15 <i>copayment</i> per visit.
		Sick Visit	100% coverage less \$15 <i>copayment</i> per visit. <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage less \$15 <i>copayment</i> per visit.
• Specialist Visits	3.24	Routine and non-routine visits.  See Section 3.2 for benefit information regarding behavioral health.	100% coverage less \$25 <i>copayment</i> per visit. <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage less \$25 <i>copayment</i> per visit.
• <i>Urgent Care Center</i> Visits	3.24	See Section 8.0 – definition of <i>urgent care center</i> .	100% coverage less \$25 <i>copayment</i> per visit. <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage less \$25 <i>copayment</i> per visit.
<b>Organ Transplants *</b>	3.25	See Section 3.25 for detailed information.	After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage
<b>Physical/ Occupational Therapy</b>	3.26			
• <i>Inpatient</i>	3.26		After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage
• <i>Outpatient hospital</i> when therapy is rendered within 30-days following a hospital stay; home care <i>program</i> or ambulatory surgical procedure.	3.26		After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage
• <i>Outpatient hospital</i> when therapy does not meet the criteria noted above.	3.26		After <i>deductible</i> 80% coverage	After <i>deductible</i> 80% coverage**

Continued	Summary of Medical Benefits		See Important Note from First Page	
Type of Service	Section	Benefit Limit	Level of Coverage	
			Network Provider	Non-Network Provider
<ul style="list-style-type: none"> <li>In a <i>doctor's/therapist's</i> office</li> </ul>	3.26		After <i>deductible</i> 80% coverage	After <i>deductible</i> 80% coverage**
<b>Podiatrist Services</b>	3.27	See Section 3.27 for routine foot care exclusions.	100% coverage less \$25 <i>copayment</i> per visit. <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage less \$25 <i>copayment</i> per visit.
<b>Pregnancy Services and Nursery Care</b>	3.28	Includes pre-natal, delivery, and postpartum services.	After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage
<b>Prescription drugs dispensed and administered by a licensed health care provider (other than a pharmacist)</b>	3.29	See Section 3.29 - Prescription Drugs for details.		
<ul style="list-style-type: none"> <li>Medications other than injected drugs, infused drugs, or Anti-neoplastic (chemotherapy) drugs used for Cancer Treatment.</li> </ul>	3.29	Medications are included in the <i>allowance</i> for the medical service being rendered. Includes chemotherapy drugs used for other than cancer treatment.		
<ul style="list-style-type: none"> <li>Injectable drugs</li> </ul>	3.29	Includes chemotherapy drugs used for other than cancer treatment.	After <i>deductible</i> 80% coverage	After <i>deductible</i> 80% coverage**
<ul style="list-style-type: none"> <li>Infused drugs</li> </ul>	3.29	Includes chemotherapy drugs used for other than cancer treatment.	After <i>deductible</i> 80% coverage	After <i>deductible</i> 80% coverage**
<ul style="list-style-type: none"> <li>Anti-neoplastic (chemotherapy) drugs used for Cancer Treatment</li> </ul>	3.29	Limited to injectable and infused anti-neoplastic drugs used for cancer treatment.	After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage
<b>Prescription Drugs Purchased at a Retail or Mail Order Pharmacy</b>	3.29	See <b>Summary of Pharmacy Benefits</b> for benefit limits and level of coverage.		
<b>Prevention and Early Detection Services</b>	3.30	Coverage includes, but is not limited to, the following: mammograms, pap smear, PSA test, flexible sigmoidoscopy, colonoscopy, double contrast barium enema, and fecal occult blood tests.  See Section 3.30 for benefit details and limitations.	100% coverage <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage

Continued		Summary of Medical Benefits		See Important Note from First Page	
Type of Service	Section	Benefit Limit	Level of Coverage		
			Network Provider	Non-Network Provider	
• <b>Adult Immunizations</b>	3.30		100% coverage <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage	
• <b>Pediatric Immunizations</b>	3.30		100% coverage <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage	
• <b>Travel Immunizations</b>	3.30		100% coverage <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage	
<b>Private Duty Nursing *</b>	3.31		After <i>deductible</i> 80% coverage	After <i>deductible</i> 80% coverage**	
<b>Radiation Therapy</b>	3.32				
• <i>Inpatient</i>	3.32		After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage	
• <i>Outpatient</i>	3.32		After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage	
<b>Respiratory Therapy</b>	3.33	See <i>program</i> requirements in Section 3.33.	After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage	
<b>Skilled Care in a Nursing Facility *</b>	3.34		After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage	
<b>Smoking Cessation Programs</b>	3.35				
• Counseling	3.35		100% coverage <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage less \$15 <i>copayment</i> per visit by a <i>personal physician</i> , 80% coverage less \$25 <i>copayment</i> per visit by a <i>specialist</i> .	
• Nicotine replacement therapy and smoking cessation prescription drugs	3.35	See the <b>Summary of Pharmacy Benefits</b> for level of coverage.			
<b>Speech Therapy</b>	3.36				
• <i>Inpatient</i>	3.36		After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage	
• <i>Outpatient*</i>	3.36		After <i>deductible</i> 80% coverage	After <i>deductible</i> 80% coverage**	
• In a <i>doctor's/ therapist's office*</i>	3.36		After <i>deductible</i> 80% coverage	After <i>deductible</i> 80% coverage**	
<b>Surgery Services</b>	3.37				
• <i>Inpatient</i>	3.37		After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage	
• <i>Outpatient/ Free-standing Ambulatory Surgi-Center</i>	3.37		After <i>deductible</i> 100% coverage	After <i>deductible</i> 80% coverage	
• <i>In a doctor's office or urgi-center</i>	3.37		100% coverage <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage	

Continued	Summary of Medical Benefits		See Important Note from First Page	
Type of Service	Section	Benefit Limit	Level of Coverage	
			Network Provider	Non-Network Provider
<b>Vision Care Services</b>	3.38	One routine eye exam per <i>calendar year</i> .	100% coverage less \$25 <i>copayment</i> per visit. <i>Deductible</i> does not apply.	After <i>deductible</i> 80% coverage less \$25 <i>copayment</i> per visit.
<b>Vision Hardware</b>	3.38	Prescription glasses (lenses and/or frames) or contact lenses.	100% coverage up to the <i>maximum benefit</i> of \$100 per calendar year. <i>Deductible</i> does not apply.	100% coverage up to the <i>maximum benefit</i> of \$100 per calendar year. <i>Deductible</i> does not apply.

## SUMMARY OF PHARMACY BENEFITS

### PRESCRIPTION DRUGS PURCHASED AT A RETAIL OR MAIL ORDER PHARMACY

See Important Note from First Page

Type of Service	Section	Benefit Limit	Level of Coverage	
			Network Pharmacy	Non-Network Pharmacy
<b>Prescription Drugs purchased at a Retail Pharmacy</b>	3.29	<i>Copayment</i> applies to each 34-day supply or portion thereof of non-maintenance drugs; and to each 34-day supply or 100 units, whichever is greater, for maintenance drugs.	80% coverage Your <i>copayment</i> is based on the lower of the <i>pharmacy allowance</i> or the retail cost of the drug.	80% coverage Our reimbursement is based on the retail cost of the drug. You are responsible to pay up to the retail cost of the drug.
<b>Anti-neoplastic (chemotherapy) drugs used for Cancer Treatment when purchased at a Retail Pharmacy</b>	3.29	Oral prescription drugs, other than specialty prescription drugs, are covered.	100% coverage	100% coverage Our reimbursement is based on the retail cost of the drug. You are responsible to pay up to the retail cost of the drug.
<b>Diabetic equipment/ supplies when purchased at a Retail Pharmacy</b>	3.29			
<ul style="list-style-type: none"> <li>• Glucometers</li> <li>• Test Strips</li> <li>• Lancet and Lancet Devices</li> <li>• Miscellaneous Supplies (including calibration fluid)</li> </ul>	3.29		80% coverage Your <i>copayment</i> is based on the lower of the <i>pharmacy allowance</i> or the retail cost of the drug.	80% coverage Our reimbursement is based on the retail cost of the drug. You are responsible to pay up to the retail cost of the drug.
<b>Infertility Drugs when purchased at a Retail Pharmacy</b>	3.29		80% coverage Your <i>copayment</i> is based on the lower of the <i>pharmacy allowance</i> or the retail cost of the drug.	80% coverage Our reimbursement is based on the retail cost of the drug. You are responsible to pay up to the retail cost of the drug.
<b>Over-the-counter (OTC) preventive drugs, purchased at any pharmacy</b>	3.29	Must be prescribed by a physician. See Section 3.29 for details.	100% coverage	Not Covered
<b>Nicotine Replacement Therapy and Smoking Cessation Prescription Drugs purchased at a Retail Pharmacy</b>	3.29	Must be prescribed by a physician. See Section 3.29 for details.  Nicotine replacement therapy and smoking cessation prescription drugs are not covered when purchased at a mail order pharmacy.	100% coverage	Not Covered



Continued	Summary of Pharmacy Benefits		See Important Note from First Page	
Type of Service	Section	Benefit Limit	Level of Coverage	
			Network Pharmacy	Non-Network Pharmacy
<b>Prescription drugs dispensed and administered by a licensed health care provider (other than a pharmacist)</b>	3.29	See <b>Summary of Medical Benefits</b> for benefit limits and level of coverage.		
<b>Prescription Drugs purchased at a Mail Order Pharmacy</b>	3.29	Maintenance and Non-Maintenance Drugs. <i>Copayment</i> applies to each 102-day supply or portion thereof of non-maintenance drugs; and to each 102-day supply or 300 units, whichever is greater, for maintenance drugs.  Nicotine replacement therapy and smoking cessation prescription drugs are not covered when purchased at a mail order pharmacy.	80% coverage Your <i>copayment</i> is based on the lower of the <i>pharmacy allowance</i> or the retail cost of the drug.	Not Covered
<b>Diabetic equipment/ supplies when purchased at a Mail Order Pharmacy</b>	3.29			
<ul style="list-style-type: none"> <li>• Glucometers</li> <li>• Test Strips</li> <li>• Lancet and Lancet Devices</li> <li>• Miscellaneous Supplies (including calibration fluid)</li> </ul>	3.29		80% coverage Your <i>copayment</i> is based on the lower of the <i>pharmacy allowance</i> or the retail cost of the drug.	Not Covered

**HEALTHMATE COAST-TO-COAST®**  
**SUBSCRIBER AGREEMENT**  
**Blue Cross & Blue Shield of Rhode Island**

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## 1.0 INTRODUCTION

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### 1.1 Agreement and Its Interpretation

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Our entire contract with you consists of this *agreement* and our *agreement* with your *employer/agent*. We will make a determination regarding your eligibility for benefits and construe the provisions of this agreement subject to your right to appeal or to take legal action as described in Section 7.0.

This *agreement* may be changed by us or by your *employer/agent*. If this *agreement* changes, we will issue an amendment or new *agreement* signed by an officer of Blue Cross & Blue Shield of Rhode Island. We will mail or deliver written notice of any change to your *employer/agent*.

**This *agreement* shall be construed under and shall be governed by the applicable laws and regulations of the State of Rhode Island and federal law as amended from time to time.**

### 1.2 How to Find What You Need to Know in this Agreement

---

The Summary of Benefits at the front of this *agreement* will show you:

- what health care services are covered under this *agreement*;
- any *benefit limits, copayments* and *deductibles* you must pay; and

The Table of Contents will help you find the order of the sections, as they appear in the *agreement*:

- Section 1.0 - important introductory information;
- Section 2.0 - information about eligibility;
- Section 3.0 - *covered health care services*;
- Section 4.0 - health care services which are not covered under this *agreement*;
- Section 5.0 - how we pay for your *covered health care services*;
- Section 6.0 - how we coordinate benefits when you are covered by more than one *plan*;
- Section 7.0 - how to file a *claim* and how to appeal a *claim*; and
- Section 8.0 - words with special meaning.

### 1.3 Words With Special Meaning

---

Some words and phrases used in this *agreement* are in italics. This means that the words or phrases have a special meaning as they relate to your health care coverage. Section 8.0 - Glossary defines many of these words.

The sections below also define certain words and phrases:

- Section 3.0 - Covered Health Care Services;
- Section 6.0 - How We Coordinate Your Benefits When You Are Covered By More Than One Plan;
- Section 7.0 - How To File And Appeal A Claim; and
- Section 7.7 - Our Right of Subrogation and Reimbursement.

### 1.4 You and Blue Cross & Blue Shield of Rhode Island

---

We, Blue Cross & Blue Shield of Rhode Island, agree to provide coverage for *medically necessary covered health care services* listed in this *agreement*. We only cover a service in

this *agreement* if it is *medically necessary*. We review medical necessity in accordance with our medical policies and related guidelines. The term *medically necessary* is defined in Section 8.0 - Glossary. It does not include all medically appropriate services.

This *agreement* provides coverage for health care services that we have reviewed and determined are eligible for coverage. Health care services which we have not reviewed or which we have reviewed and determined are not eligible for coverage are not covered under this *agreement*. If a service or category of service is not listed as covered, it is not covered under this *agreement*. Section 3.0 lists the health care services covered under this *agreement* along with their related exclusions. Section 4.0 lists general exclusions.

When possible, we review *new services* within six (6) months of the occurrence of one of the events described below to determine whether the *new service* is eligible for coverage under this *agreement*.

- the assignment of an American Medical Association (AMA) Current Procedural Terminology (CPT) code in the annual CPT publication;
- final FDA approval;
- the assignment of processing codes other than CPT codes or approval by governing or regulatory bodies other than the FDA;
- submission to us of a *claim* meeting the criteria of (a), (b) or (c) above; and
- the first date generally available in pharmacies (for prescription drugs only).

During the review period described above, *new services* are not covered under this *agreement*.

A health care service remains non-covered (excluded) if any of the following occur:

- a service is not assigned a CPT or other code;
- a service is not approved by the FDA or other governing body;
- we do not review a service within six (6) months of the occurrence of one of the events described above; OR
- we make a determination, after review, not to cover the service under this *agreement*.

Entitlements for payment shall not be more than our *allowance*, as defined in Section 8.0. All our payments are subject to the terms and conditions outlined in this *agreement*.

## **1.5 Customer Service/General Information**

If you have questions about your *benefits* under this *agreement*, call the Blue Cross & Blue Shield of Rhode Island (BCBSRI) Customer Service Department at (401) 459-5000 or 1-800-639-2227 or Voice TDD 1-888-252-5051. Our normal business hours are Monday - Friday from 8:00 a.m. - 8:00 p.m. If you call after normal business hours, our answering service will take your call. A BCBSRI Customer Service Representative will return your call on the next business day. When you call, please have your *member* ID number ready.

Below are a few examples of when you should call our Customer Service Department:

- To learn if a *provider* participates with Blue Cross & Blue Shield of Rhode Island's designated *BlueCard* PPO *network*;
- To ask questions and get information about your coverage;
- To file a *complaint* or *administrative appeal* (See Section 7.2);

- To file an appeal about a medical necessity determination or learn about the status of your appeal (See Section 7.3); or
- To ask for a HIPAA (Health Insurance Portability and Accountability Act) certificate of creditable coverage (See Section 2.4 - When Your Coverage Ends).

To find out Blue Cross & Blue Shield of Rhode Island news and *plan* information, visit our Web site at [BCBSRI.com](http://BCBSRI.com).

Our medical policies can be found on our website, BCBSRI.com. The medical policies are written to help administer *benefits* for the purpose of *claims* payment. They are made available to you for informational purposes and are subject to change. Medical policies are not meant to be used as a guide for your medical treatment. Your medical treatment remains a decision made by you with your *doctor*.

If you have any questions about the medical information in our medical policies, we suggest you give a copy of the medical policy to your *doctor* and talk with your *doctor* about the policy. Please call our Customer Service Department with any questions you have.

## **1.6 Preauthorization**

Services for which *preauthorization* is recommended are marked with an asterisk (\*) in the Summary of Medical Benefits. *Preauthorization* is defined in Section 8.0. *Network providers* in Rhode Island are responsible for obtaining *preauthorization* for all applicable *covered health care services*. In some circumstances, you are responsible to obtain *preauthorization*. In order for you to obtain *preauthorization* for a *covered health care service*, please do the following:

- For all *covered health care services* (except mental health and *chemical dependency*) provided by *non-network providers* or by another Blue Cross plan's designated *BlueCard PPO providers* call our Customer Service Department.
- For mental health and *chemical dependency* services provided by *non-network providers* or by another Blue Cross plan's designated *BlueCard PPO providers* call 1-800-274-2958 prior to receiving care. Lines are open 24 hours a day, 7 days per week.

If you are responsible for obtaining *preauthorization*, we will send to you notification of the *preauthorization* determination within fourteen (14) calendar days from receipt of the request or prior to the date of service.

### **Expedited Preauthorization Review**

You may request an expedited *preauthorization* review if the circumstances are an emergency. If an expedited *preauthorization* review is received by us, we will respond to you with a determination within seventy two (72) hours following receipt of the request.

## **1.7 Our Right to Receive and Release Information About You**

We are committed to maintaining the confidentiality of your health care information. However, in order for us to make available quality, cost-effective health care coverage to you, we may release and receive information about your health, treatment, and condition to or from authorized *providers* and insurance companies, among others. We may give or get this information, as permitted by law, for certain purposes, including, but not limited to:

- adjudicating health insurance *claims*;
- administration of *claim* payments;



- health care operations;
- case management and *utilization review*; and
- coordination of health care *benefits*.

Our release of information about you is regulated by law. Please see the Rhode Island Confidentiality of Health Care Communications and Information Act, §§ 5-37.3-1 et seq. of the Rhode Island General Laws, the Health Insurance Portability and Accountability Act Final Privacy Regulations, 45 C.F.R. §§ 160.101 et seq., the Gramm-Leach-Bliley Financial Modernization Act, 15 U.S.C. §§ 6801-6908, and Regulation 100 adopted by the Rhode Island Office of the Health Insurance Commissioner (OHIC).

### **1.8 Our Right to Approve Alternative Benefits**

We may in our sole discretion cover *benefits* not listed in this *agreement* or *benefits* that are excluded (not covered). This is our right to approve alternative benefits. Alternative benefits are health service specific and time-limited authorizations which must be pre-approved by us for each person. Alternative benefits are only offered on an individual, case-by-case basis when approved by us.

We approve alternative benefits based upon information that a *covered health care service* may be less effective than a requested alternative benefit. We get this information from your treating physician. We determine whether covering the alternative benefit will not only be helpful to you, but be more cost effective than a covered alternative. This review takes place in our Case Management Department. It includes the review of a Medical Director.

The determination by us of whether to cover an alternative benefit is solely for the purpose of *claims* payment and the administration of health benefits under this *agreement*. Your treatment remains a decision made by you with your *doctor*. Any decision to cover or not to cover alternative benefits is within our sole discretion. Any decision not to approve alternative benefits made by us in good faith is binding upon you.

If we approve an alternative benefit, you must verbally agree to our specific terms and conditions. You must sign a letter of *agreement* acknowledging acceptance of the specific terms and conditions of the alternative benefits.

We do not make alternative benefits available to all *members*. We do not make them available to any *member* a second time without additional approval. Alternative *benefits* must be consistent with our goals to offer cost-effective health care *benefits*. *Copayments* and *deductibles* for alternative *benefits* will be applied based on how *copayments* and *deductibles* would be applied for similar *covered health care services*.

### **1.9 Our Right to Conduct Utilization Review**

To be sure a *member* receives appropriate *benefits*; we reserve the right to do *utilization review*. We also reserve the right to contract with an organization to conduct *utilization review* on our behalf. If another company does *utilization review* on our behalf, the company will act as an independent contractor. The company is not a partner, agent, or employee of Blue Cross & Blue Shield of Rhode Island.

This *agreement* provides coverage only for *medically necessary* care. The determination, by an entity conducting *utilization review*, whether a service is *medically necessary* is solely for the purpose of *claims* payment and the administration of your health benefit *plan*. It is not a professional medical judgment.

Although we may conduct *utilization review*, Blue Cross & Blue Shield of Rhode Island does not act as a health care *provider*. We do not furnish medical care. We do not make medical judgments. You are not prohibited from having a treatment or hospitalization for which reimbursement has been denied. Nothing here will change or affect your relationship with your *provider(s)*.

### **1.10 Your Right to Choose Your Own Provider**

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Your relationship with your *provider* is very important. This *agreement* is intended to encourage the relationship between you and your *provider*. However, we are not obligated to provide you with a *provider*. Also, we are not liable for anything your *provider* does or does not do. We are not a health care *provider*. We do not practice medicine, furnish health care, or make medical judgments.

We review *claims* for payment to determine if the *claims*:

- were properly authorized;
- constitute *medically necessary* services for the purpose of benefit payment; and
- are *covered health care services* under this *agreement*.

The determination by us of whether a service is *medically necessary* is solely for the purpose of *claims* payment and the administration of health *benefits* under this *agreement*. It is not an exercise of professional medical judgment.

### **1.11 How to Select a Health Care Provider**

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When you select a health care *provider*, refer to the HealthMate™ Coast to Coast Provider Network Directory to find out if your health care *provider* is a member of Preferred Blue. Preferred Blue is Blue Cross & Blue Shield of Rhode Island's designated *BlueCard* PPO *network*. You may visit our Web site at [BCBSRI.com](http://BCBSRI.com) to find out this information as well.

If you travel outside the Blue Cross & Blue Shield of Rhode Island service area and need information or medical care, call *BlueCard* Access at 1-800-810-BLUE (2583). *BlueCard* Access provides the names and location of participating *BlueCard* PPO *doctors* and *hospitals*. You can also visit the *BlueCard* PPO Doctor and Hospital finder web page at [www.bcbs.com](http://www.bcbs.com).

### **1.12 Your Responsibility To Pay Your Providers**

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*Covered health care services* may be subject to *benefit limits*, *deductibles*, and *copayments* as shown in the Summary of Benefits. It is your responsibility and obligation under this *agreement* to pay *network providers* the *deductible*, *copayment*, and the difference between the *maximum benefit* and our *allowance* (if any) that may apply to *covered health care services*.

Your *provider* may require payment at the time of service or may bill you after the service. If you do not pay your *provider*, he or she may decline to provide current or future services or may pursue payment from you. Your *provider* may, for example, begin collection proceedings

against you. For more information, see Section 5.0 - How Your Covered Health Care Services Are Paid.

## 2.0 ELIGIBILITY

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This section of the *agreement* describes:

- who is eligible for coverage;
- when coverage begins;
- how to add or remove family members;
- when coverage ends; and
- continuation of coverage.

### 2.1 Who is an *Eligible Person*

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**You:** You are eligible to enroll in coverage under this *agreement* provided that you:

- meet the minimum work-hour requirements; and
- have satisfied the waiting period, if any, of your *employer/agent*.

The date on which you have met your *employer's/agent's* eligibility requirements and are entitled to apply for coverage under this *agreement* is your eligibility date.

**Your Spouse:** Only one of the following persons can be considered eligible to enroll under family coverage with you at the same time:

- Spouse: Your lawful spouse, according to the statutes of the state in which you were married, is eligible to enroll for coverage under this *agreement*.
- Former Spouse: In the event of a divorce, your former spouse will continue to be eligible for coverage provided that your divorce decree requires you to maintain continuing coverage under a family policy in accordance with state law. In that case, your former spouse will remain eligible on your policy until the earlier of:
  - i. the date either you or your former spouse are remarried;
  - ii. the date provided by the judgment for divorce; or
  - iii. the date your former spouse has comparable coverage available through his or her own employment.
- Common Law Spouse: Your spouse by common law of the opposite gender is eligible to enroll for coverage under this *agreement*. To be eligible, you and your common law spouse must complete and sign our Affidavit of Common Law Marriage and send us the necessary proof. Please call us to obtain the Affidavit of Common Law Marriage.

**Your Children:** Each of your children are eligible for coverage up to the maximum dependent age shown in the Summary of Benefits, or as ordered by a Qualified Medical Child Support Order ("QMCSO"). For purposes of determining eligibility under this *agreement*, the term child means:

- Natural Children;
- Step-children;
- Legally Adopted Children: In accordance with Rhode Island General Law § 27-20-14, an adopted child will be considered eligible for coverage as of the date of placement for adoption with you by a licensed child placement agency;
- Foster Children: Your foster children who permanently live in your home are eligible to enroll for coverage under this *agreement*.

We may request more information from you to confirm your child's eligibility.

### **Disabled Dependents:**

In accordance with Rhode Island General Law § 27-20-45, when your unmarried child who is enrolled for coverage under this *agreement* reaches the maximum dependent child age indicated in the Summary of Benefits and is no longer considered eligible for coverage, he or she continues to be an *eligible person* under this *agreement* if he or she is a disabled dependent:

If you have an unmarried child of any age who is medically certified as disabled and is chiefly dependent on you for support and care because of mental impairment or physical disability, which can be expected to result in death or can be expected to last for a continuous period of not less than twelve months, that child is an eligible dependent under this *agreement*. If you have a child whom you believe satisfies these conditions, you must call us to obtain the form necessary to verify the child's disabled status and show proof of the disability. This form must be filled out and submitted to us. Periodically thereafter, you may be asked to show proof that this disabling condition still exists to maintain coverage as a dependent for this child.

## **2.2 When Your Coverage Begins**

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### **When First Eligible**

When you are first eligible, you and your eligible dependents may enroll by making written application to us through your *employer/agent* for coverage within the first thirty-one (31) days following your eligibility date. So long as we receive your membership application within that timeframe and your membership fees are paid, your coverage begins on the first day of the month following your eligibility date.

We must receive your application within the first thirty-one (31) days of your becoming eligible for coverage, or we will deny your application.

**If you or your dependents fail to enroll at this time, you cannot enroll in the *plan* unless you do so through an Open Enrollment Period or a Special Enrollment Period.**

### **Open Enrollment**

An Open Enrollment Period will be held each year for coverage to be effective on the first day of the *plan year*. You and/or your eligible dependents may enroll at this time by making written application during the open enrollment period.

### **Special Enrollment Period**

After your initial effective date, you may enroll your eligible dependents for coverage through a Special Enrollment Period after you experience a change in family status, a loss of private health coverage, or a change in eligibility for Medicaid or a State Children's Health Insurance Program (CHIP) as described below.

With a change in family status, you must make written application within the thirty-one (31) days following the event. You and/or your eligible dependents will qualify for a Special Enrollment Period as follows:

- if you get married, coverage begins the first day of the month following your marriage;
- if you have a child born to the family, coverage begins on the date of the child's birth;

- if you have a child placed for adoption with your family, coverage begins on the date the child is placed for adoption with your family.

With a loss of private health coverage, you must make written application within the thirty-one (31) days following the event. Coverage begins the first day of the month following the loss of private health coverage. If you or your eligible dependents have a loss of coverage on the first day of the month, coverage under this *plan* begins on the first day of that month. You or your eligible dependents will qualify for a Special Enrollment Period if each of the following conditions is met:

- The *eligible person* seeking coverage had other coverage at the time that he or she was first eligible for coverage under this *agreement*,
- The person waived coverage under this *plan* due to being covered on another plan; and
- The coverage on the other plan is terminated as a result of:
  - loss of eligibility for the coverage (including as a result of legal separation, divorce, death, termination of employment, or a reduction in the number of hours of employment),
  - *employer* contributions towards such coverage being terminated, or
  - COBRA, due to continuation, is exhausted.

With a change in eligibility for Medicaid or a CHIP, you must make written application within sixty (60) days following your change in eligibility. Coverage will begin on either the first day of the month following the event or, if the event occurs on the first day of a month, coverage under this *plan* begins on the first day of that month. You and/or your eligible dependents will qualify for a Special Enrollment Period as follows:

- you and/or your eligible dependent are terminated from Medicaid or CHIP coverage due to a loss of eligibility; or
- you and/or your eligible dependent become eligible for premium assistance, under your *employer/agent's* coverage, through Medicaid or CHIP.

### **Coverage for Members who are Hospitalized on their Effective Date**

If you are in the *hospital* on your effective date of coverage, health care services related to such hospitalization are covered as long as: (a) you notify us of your hospitalization within forty-eight (48) hours of the effective date, or as soon as is reasonably possible; and (b) *covered health care services* are received in accordance with the terms, conditions, exclusions and limitations of this *agreement*. As always, *benefits* paid in such situations are subject to the Coordination of benefits provisions described in Section 6.0.

### **2.3 How to Add or Remove Coverage for Family Members**

You must notify your *employer/agent* if you want to add family *members* according to the provisions described above in Section 2.2.

If you want to remove family *members* from your coverage, you must notify your *employer/agent* in advance of the requested removal date and your *employer/agent* must send notification to us.

## 2.4 When Your Coverage Ends

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### When We End This Agreement

This *agreement* will end:

- if you leave your place of work;
- if you decide to discontinue coverage. We must receive your notice to end this *agreement* prior to the requested date of cancellation. If we do not receive your notice prior to the requested date of cancellation, you or your *employer/agent* may be responsible for paying another month's membership fees;
- if you or your *employer/agent* does not pay any required membership fees within thirty-one (31) days of the date they are due. If your *employer/agent* does not pay the required fees, the termination will be effective five (5) days after we mail you a notice of discontinuance;
- if you cease to be an *eligible person*;
- if we cease to offer this type of coverage;
- if your *employer/agent* contracts with another insurer or entity to provide or administer *benefits* for the *covered health care services* provided by this *agreement*, your group's agreement with us will end. You will NOT be offered membership in our direct pay plan;
- if fraud is determined by us. Fraud includes, but is not limited to, misuse of your identification card (ID card) and any misrepresentation made by you, or on your behalf, that affects your coverage. Fraud may result in retroactive termination. You will be responsible for all costs incurred by Blue Cross & Blue Shield of Rhode Island due to the fraud. Blue Cross & Blue Shield of Rhode Island may decline reinstatement under your group coverage, or any other coverage that may become available in the future. You will NOT be offered membership in our direct pay plan; or
- if abuse or disregard for *provider* protocols and policies is determined by us. If after making a reasonable effort physicians are unable to establish or maintain a satisfactory relationship with a *member*, coverage may be terminated after 31-days' written notice. Examples of unsatisfactory physician-patient relationships include:
  - abusive or disruptive behavior in a physician's office;
  - repeated refusals by a *member* to accept procedures or treatment recommended by a physician; and
  - impairing the ability of the physician to provide care.

You will NOT be offered membership in our direct pay plan.

This *agreement* will end for a covered dependent if the dependent no longer qualifies as an eligible dependent.

Except as noted above, you will be entitled to apply for direct pay membership from Blue Cross & Blue Shield of Rhode Island. You must meet the eligibility requirements. We must receive an application and membership fees within thirty-one (31) days from the date your group membership ends. If you do not reside in Rhode Island, you do not qualify to enroll in our direct pay plans. You may be able to obtain coverage through an insurance company in the state in which you reside.

### HIPAA certificate of creditable coverage

When your coverage ends, we will send to you a Health Insurance Portability and Accountability Act (HIPAA) certificate of creditable coverage to provide evidence of your prior

health coverage. The information in the certificate lets your new health plan know how long you have had coverage, so you can receive credit for it. This information may help you reduce a pre-existing condition exclusion period, obtain a special enrollment under a new plan, or get certain types of individual health coverage even if you have a health condition.

We will also send to you a HIPAA certificate of creditable coverage upon request.

## **2.5 Continuation of Coverage**

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If your coverage is terminated, you may be eligible to continue your coverage in accordance with state or federal law.

### **Continuation of Coverage According to State Law**

If your employment is terminated because of involuntary layoff or death, or as a result of the workplace ceasing to exist, or the permanent reduction in size of the workforce, the *benefits* of this agreement may be continued in accordance with Rhode Island General Laws c. 27-19.1, provided that you continue to pay the applicable premiums. The period of this continuation will be for up to eighteen (18) months from your termination date, but in any event not to exceed the shorter of the period which represents the period of continuous employment preceding termination with your *employer*. The continuation period will end for any person covered under your policy on the date such person becomes employed by another group and eligible for benefits under another group *plan*.

### **Extended Benefits**

If you are totally disabled on the day your *employer/agent's* agreement ends and you require continued care, your coverage will continue for twelve (12) months if:

- (a) the service provided is listed as a covered *benefit* under this agreement; AND
- (b) the care you receive relates to or arises out of the disability you had on the day this agreement ended.

Extended *benefits* apply ONLY to the *subscriber* who is totally disabled. If you desire to receive coverage for continued care upon termination of this agreement, you must provide us with proof that you are totally disabled. We will make a determination whether your condition constitutes a total disability and you will have the right to appeal our determination or to take legal action as described in Section 7.0.

Your coverage will NOT be continued if you become eligible for coverage under another *plan*.

### **Continuation of Coverage According to Federal Law**

If coverage under this agreement for you or your covered dependents is terminated and your coverage was made available through the group health *plan* of an *employer/agent* of 20 or more employees, you may continue to be eligible for coverage according to federal law. This law is the Consolidated Omnibus Budget Reconciliation Act of 1986 as amended from time to time ("COBRA"). Your *employer/agent* is responsible for making COBRA coverage available to you, and for complying with all of COBRA's requirements. The information provided below is a general summary of the COBRA requirements in place when this agreement was drafted and should not be relied upon when making coverage decisions. You should contact your *employer/agent* if you have any questions about COBRA.



Qualifying Events: In order to be eligible for *COBRA* continuation, you need to have experienced a Qualifying Event. A Qualifying Event is one of the events listed below which would result in loss of coverage if not for the *COBRA* continuation:

- (a) The death of the covered employee.
- (b) The termination (other than by reason of such employee's gross misconduct), or reduction of hours, of the covered employee's employment.
- (c) The divorce or legal separation of the covered employee from the employee's spouse.
- (d) The covered employee becoming entitled to *benefits* under (enrolled in) Medicare.
- (e) A dependent child ceasing to be a dependent child under the generally applicable requirements of the *plan*.
- (f) A bankruptcy proceeding with respect to the *employer/agent* from whose employment the covered employee retired at any time. In the case of a bankruptcy, a loss of coverage includes a substantial elimination of coverage within one year before or after the date of commencement of the proceeding.
- (g) Employees who leave civilian employment positions to perform active duty military service in the United States Uniformed Services.

Election: If you are eligible for *COBRA* continuation and you experience a Qualifying Event, you must make an election with your *employer/agent* for *COBRA* continuation coverage to begin. Your *employer/agent* will contact you and provide you with an opportunity to elect *COBRA* continuation if you would lose coverage due to (a), (b), (d), or (f) above. If you experience the event listed in (c), (e), or (g) you must notify your *employer/agent* within 60 days in order for your *employer/agent* to send election forms.

Premium: You must pay premiums in order to continue to be covered. *COBRA* continuation coverage is generally at 102% of the applicable premium, or 150% of the applicable premium during the period of extended continuation due to disability as described below. Your *employer/agent* will notify you of the specific applicable premium.

Duration of Coverage: *COBRA* continuation may continue until the earlier of the following events:

1. The date on which the maximum period of coverage is exhausted. The maximum periods of coverage are:
  - 18 Months if *COBRA* continuation is available due to Qualifying Event (b).
  - 24 months while serving active duty military service if *COBRA* continuation is available due to Qualifying Event (g).
  - 36 Months if *COBRA* continuation is available due to Qualifying Events (a), (c), (d), (e), or (f).
  - Extension for disability: In the case you or one of your dependents is determined, under title II or XVI of the Social Security Act, to have been disabled at any time during the first 60 days of continuation coverage, the maximum period may be extended from 18 months to 29 months (with respect to you and all of your covered dependents). To qualify for this extension you must provide a copy of the Social Security ruling letter to the *employer/agent* within 60 days of receipt, but prior to the expiration of the 18 months.
2. The date on which the *employer/agent* ceases to provide any group health *plan* to any employee.

3. The date on which coverage ceases due to the failure to pay any required premium when due.
4. The date on which the covered person becomes covered on another group health *plan* that does not contain a pre-existing conditions clause for which the covered person does not have sufficient creditable coverage.
5. The date on which the covered person becomes entitled to (enrolled in) Medicare coverage.
6. In the event coverage is extended for up to 29 months due to disability, the first day of the month during such period of extension in which the covered person is determined to no longer be disabled.

If you have any questions regarding *COBRA* continuation, you are encouraged to contact your *employer/agent*.

### **3.0 COVERED HEALTH CARE SERVICES**

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We agree to provide coverage for *medically necessary covered health care services* listed in this *agreement*. If a service or category of service is not specifically listed as covered, it is not covered under this *agreement*. Only services that we have reviewed and determined are eligible for coverage under this *agreement* are covered. All other services are not covered. See Section 1.2 for how we identify *new services* and our guidelines for reviewing and making coverage determinations.

We only cover a service listed in this *agreement* if it is *medically necessary*. We review medical necessity in accordance with our medical policies and related guidelines. The term *medically necessary* is defined in Section 8.0 - Glossary. It does not include all medically appropriate services.

The amount of coverage we provide for each health care service differs according to whether or not the service is received:

- as an *inpatient*;
- as an *outpatient*;
- in your home;
- in a *doctor's* office; or
- from a pharmacy.

Also coverage differs depending on whether:

- the health care *provider* is a *network provider* or *non-network provider*;
- *deductibles*, *copayments*, or *maximum benefit* apply;
- you have reached your *calendar year maximum out-of-pocket expense*;
- there are any exclusions from coverage that apply; or
- our *allowance* for a *covered health care service* is less than the amount of your *copayment* and *deductible* (if any). In this case, you will be responsible to pay up to our *allowance* when services are rendered by a *network provider*.

**Please see the Summary of Benefits at the front of this *agreement* to determine the *benefit limits* and *level of coverage* we provide for the *covered health care services* in this *agreement*.**

### **3.1 Ambulance Services**

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#### **Ground Ambulance**

In accordance with Rhode Island General Law § 27-20-55, ground ambulance services are covered up to the *benefit limits* and *level of coverage* listed in the Summary of Benefits.

Local professional or municipal ground ambulance services are covered when it is *medically necessary* to use these services, rather than any other form of transportation, to these places:

- to the closest available *hospital* for an *inpatient* admission;
- from a *hospital* to home or to a skilled nursing facility or to a rehabilitation facility after being discharged as an *inpatient*;
- to the closest available *hospital* emergency room immediately in an *emergency*;
- to and from a *hospital* for *medically necessary* services not available in the facility where you are an *inpatient*; or
- from a physician's office to a skilled nursing facility.

Our *allowance* for the ground ambulance includes the services rendered by an emergency medical technician or paramedic, drugs, supplies and cardiac monitoring.

### **Related Exclusion**

This *agreement* does NOT cover ground ambulance transportation to a physician's office.

### **Air and Water Ambulance**

*Medically necessary* air and water ambulance services are covered as listed in the Summary of Benefits.

*Medically necessary* air and water ambulance services are covered up to the *maximum benefit* limit and *level of coverage* shown in the Summary of Medical Benefits. When you receive services from a *network provider* you are responsible to pay the *copayment*, and the difference between our *allowance* and the *maximum benefit* limit. You are responsible to pay up to the total *charge* when a *non-network provider* renders air or water ambulance services.

Air ambulance service means transportation by a helicopter or fixed wing plane. The aircraft must be a certified ambulance. The crew, maintenance support crew and aircraft must meet the certification requirements and hold a certificate for air ambulance operators under Part 135 of the Federal Aviation Administration (FAA) regulations.

Water ambulance means transportation by a boat. The boat must be specially designed and equipped for transporting the sick or injured. It must also have such other safety and lifesaving equipment per state or local regulation.

Use of an air or water ambulance is *medically necessary* when the time needed to move a patient by land, or the instability of transportation by land, may threaten a patient's condition or survival. It is also *medically necessary* if the proper equipment needed to treat the patient is not available on a ground ambulance.

The patient must be transported for treatment to the nearest facility that can provide a level of care for the patient's illness. It must have available the type of physician or physician specialist needed to treat the patient's condition.

We will only cover air and water ambulance services originating and ending in the United States and its territories. Our *allowance* for the air or water ambulance includes the services rendered by an emergency medical technician or paramedic, drugs, supplies and cardiac monitoring.

### **Related Exclusions**

This *agreement* does NOT provide coverage for:

- air or water ambulance transportation unless the destination is an acute care *hospital*. (some examples of non-covered air or water ambulance services include transport to a physician's office, nursing facility, or a patient's home); and
- transport from cruise ships when not in United States waters.

## **3.2 Behavioral Health Services**

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Behavioral health services are the evaluation, management, and treatment of a patient with a mental health or *chemical dependency* disorder.

For the purposes of this *agreement* and as defined in Rhode Island General Law §27-38.2-2, mental illness means:

- Any mental disorder and substance abuse disorder that is listed in the most recent revised publication or the most updated volume of either the Diagnostic and Statistical Manual of Mental Disorders (DSM) published by the American Psychiatric Association or the International Classification of Disease Manual (ICO) published by the World Health Organization and that substantially limits the life activities of the person with the illness;
- Substance abuse does not include addiction to or abuse of tobacco and/or caffeine;
- Mental disorders do not include mental retardation, learning disorders, motor skills disorders, communication disorders, and “V” codes as defined in DSM/IV Diagnostic Criteria published by the American Psychiatric Association.

Mental disorders are covered under Section A. **Mental Health Services**. Substance abuse disorders are covered under Section B. **Chemical Dependency Treatment**.

### **A. Mental Health Services**

#### **Inpatient**

If you are an *inpatient* in a *general* or *specialty hospital* for mental health services, we cover *medically necessary hospital services* and the services of an attending physician. See Section 3.16 - *Hospital Services* for additional information.

#### **Outpatient/ Intermediate Care Services**

Intermediate Care Services are facility based *outpatient programs* used as a step down from a higher level of care or a step-up from standard *outpatient* care. *Preauthorization* is recommended for intermediate care services.

We cover the following *medically necessary* mental health Intermediate Care Services:

- **Partial Hospital Program (PHP)** – We cover partial *hospital programs* that are approved by us and meet our criteria for participation. This *program* must be available for a minimum of five (5) hours per day five (5) days per week. It must consist of, but not limited to, group, individual, and family therapy, medication evaluation and management services. It must be available 24 hours a day 7 days per week for support of the patient. This *program* must provide substantial clinical support to patients who are either in transition from the *hospital* to an *outpatient* setting or at risk for admission to *inpatient* care or other higher levels of care.
- **Intensive Outpatient Program (IOP)** – We cover intensive *outpatient programs* that are approved by us and meet our criteria for participation. This *program* must be available for a minimum of three (3) hours per day, three (3) days per week. It must consist of, but not limited to, individual, group, and family therapy, medication evaluation and management services. It must be available 24 hours a day 7 days per week for support of the patient. This *program* must provide substantial clinical support for patients who are either in transition from the *hospital* to an *outpatient* setting or at risk for admission to *inpatient* care or other higher levels of care.

- **Adult Intensive Service (AIS)** – We cover adult intensive services that are approved by us and meet our criteria for participation. AIS is a facility based mental health care *program*. Adult intensive services are primarily based in the home for qualifying adults with moderate to severe psychiatric conditions. This *program* must consist of, but is not limited to, the following:
  - ongoing *emergency* or crisis evaluations that are available 24 hours a day 7 days per week;
  - psychiatric assessment;
  - medication evaluation and management;
  - case management;
  - psychiatric nursing services; and
  - individual, group, and family therapy.

The program requires the health care *provider* to render a minimum of six (6) contact hours per week.

- **Child and Family Intensive Treatment (CFIT)** – We cover child and family intensive treatment services that are approved by us and meet our criteria for participation. CFIT is a facility based mental health care *program*. The *program* is primarily based in the home for qualifying children with moderate to severe psychiatric conditions. CFIT services must consist of, but are not limited to:
  - individual, family, and group counseling;
  - medication consultation and management; and
  - case management coordination with a school, state agency, *outpatient providers*, or physicians.

The *program* requires the health care *provider* to render a minimum of six (6) contact hours per week. CFIT benefits are available only for covered dependent children under the age of nineteen (19).

### **In a Provider’s Office/In your Home**

We cover the following mental health specialists:

- Psychiatrists;
- Licensed clinical psychologists;
- Clinical social workers (licensed or certified at the independent practice level);
- Licensed nurse clinicians (with a masters degree in nursing and certification by the ANA as a clinical specialist in psychiatric and mental health nursing);
- Licensed mental health counselor; AND
- Licensed marriage and family therapists.

The above *providers* must be licensed and certified in the state where you receive the service. The above *providers* must meet our credentialing criteria.

Covered mental health services include *medically necessary* individual psychotherapy, group psychotherapy, and family therapy when rendered by a mental health specialist, as listed above.

We cover medication visits as an office visit when rendered by a psychiatrist or a clinical nurse specialist in behavioral health. See Section 3.23 - Office Visits.

For prescription drug coverage, see Section 3.29 - Prescription Drugs and Diabetic Equipment/Supplies. See the Summary of Pharmacy Benefits for *benefit limits* and *level of coverage*.

### **Electroconvulsive Therapy**

We cover electroconvulsive therapy (ECT) services when performed and billed by a psychiatrist. We cover anesthesia services when rendered by an anesthesiologist. See Section 3.35 Surgery Services - Anesthesia Services.

### **Related Exclusions**

This *agreement* does NOT cover the following mental health services:

- Recreation therapy, non-medical self-care, or self-help training;
- Mental health residential treatment programs (including eating disorder residential treatment programs) and mental health services performed in a residential treatment facility or in the portion of a *hospital*, or any *inpatient* facility, used for residential treatment purposes. We review the program, *hospital* or *inpatient* facility and the specific services provided to decide whether a program, *hospital* or *inpatient* facility meets our medical guidelines and criteria;
- Telephone consultations (See Section 4.16);
- Therapeutic recreation programs or wilderness programs;
- Services provided in any covered *program* that are reviewed by us and we decide are recreation therapy programs, wilderness programs, or non-clinical services; and
- Behavioral training assessment, education or exercises, including applied behavioral analysis.

This *agreement* does NOT cover mental health services when:

- the *provider* does NOT meet the eligibility and/or credentialing requirements; or
- the *program* is not approved by us.

This *agreement* does NOT cover treatment at facilities that are not approved and/or licensed by the state in which the facility is located. See Section 4.6 for Services Provided by Facilities We Have Not Approved and Section 4.8 for Services Performed by People/Facilities Who Are Not Legally Qualified or Licensed.

For benefit information regarding coverage of *chemical dependency* in a *network hospital*, *chemical dependency treatment facility*, or a community residential facility see Section B.

**Chemical Dependency Treatment**, below.

### **B. Chemical Dependency Treatment**

We cover *medically necessary* services for the treatment of *chemical dependency* in a *network hospital*, *chemical dependency treatment facility*, or a community residential facility.

In order for a facility to be a *network provider*, the facility must meet specific requirements including, but not limited to, the following:

- The *provider* must be licensed under the laws of the State of Rhode Island or by the state in which the facility is located as a *hospital*, a *chemical dependency treatment facility*, or a community residential facility for *chemical dependency* treatment; AND
- The *provider* must sign an *agreement* to provide covered *chemical dependency* services.

## **Related Exclusions**

This *agreement* does NOT cover *chemical dependency* services provided in any covered *program* that are reviewed by us and we decide are recreation therapy programs, wilderness programs, or non-clinical services. We review the program, *hospital* or *inpatient* facility and the specific services provided to decide whether a program, *hospital* or *inpatient* facility meets our medical guidelines and criteria.

This *agreement* does NOT cover *chemical dependency* treatment when:

- the *provider* does NOT meet the eligibility and/or credentialing requirements; or
- the *program* is not approved by us.

This *agreement* does NOT cover treatment at facilities that are not approved and/or licensed by the state in which the facility is located. See Section 4.6 for Services Provided by Facilities We Have Not Approved and Section 4.8 for Services Performed by People/Facilities Who Are Not Legally Qualified or Licensed.

## **Inpatient/ Chemical Dependency Treatment Facility**

We cover the following *inpatient chemical dependency* services:

- *Inpatient* detoxification as shown in the Summary of Benefits.
- Acute Rehabilitation or Residential treatment as shown in the Summary of Benefits.

## **Outpatient/Chemical Dependency Treatment Facility/ Intermediate Care Services**

We cover *outpatient* services for the treatment of *chemical dependency* for individuals and family members covered under this *agreement*. The services must be rendered *outpatient* in a *hospital*, a *chemical dependency treatment facility*, or a state-licensed *provider/program* that we have approved.

Intermediate Care Services are facility based *outpatient programs* used as a step down from a higher level of care or a step-up from standard *outpatient* care. *Preauthorization* is recommended for intermediate care services.

We cover the following *chemical dependency* Intermediate Care Services:

- **Partial Hospital Program (PHP)** – We cover partial *hospital programs* that are approved by us and meet our criteria for participation. This *program* must be available for a minimum of five (5) hours per day five (5) days per week. It must consist of, but not limited to, group, individual, and family therapy, medication evaluation and management services. The *program* must be available 24 hours a day 7 days per week for support of the patient. This *program* must provide substantial clinical support to patients who are either in transition from the *hospital* to an *outpatient* setting or at risk for admission to *inpatient* care or other higher levels of care.
- **Intensive Outpatient Program (IOP)** – We cover intensive *outpatient programs* that are approved by us and meet our criteria for participation. This *program* must be available for a minimum of three (3) hours per day, three (3) days per week. It must consist of, but not limited to, individual, group, and family therapy, medication evaluation and management services, and must be available 24 hours a day 7 days per week for support of the patient. This *program* must provide substantial clinical support for patients who are either in transition from the



*hospital* to an *outpatient* setting or at risk for admission to *inpatient* care or other higher levels of care.

- **Adult Intensive Service (AIS)** – We cover adult intensive services that are approved by us and meet our criteria for participation. AIS is a facility based substance abuse health care *program*. Adult intensive services are primarily based in the home for qualifying adults with moderate to severe *chemical dependency* conditions. This *program* must consist of, but is not limited to:
  - ongoing *emergency/crisis* evaluations that are available 24 hours a day 7 days per week,
  - psychiatric and addiction assessment,
  - medication evaluation and management,
  - case management,
  - addiction nursing services, and
  - individual, group, and family therapy.

The program requires the health care *provider* to render a minimum of six (6) contact hours per week.

- **Child and Family Intensive Treatment (CFIT)** – We cover child and family intensive treatment services that are approved by us and meet our criteria for participation. CFIT is a facility based *chemical dependency* abuse health care *program*. The *program* is primarily based in the home for qualifying children with moderate to severe substance abuse conditions. CFIT services must consist of, but are not limited to:
  - individual, family, and group counseling;
  - medication consultation and management; and
  - case management coordination with a school, state agency, *outpatient providers*, and physicians.

The program requires the health care *provider* to render a minimum of six (6) contact hours per week. CFIT benefits are available only for covered dependent children under the age of nineteen (19).

### **In a Provider's Office/In your Home**

We cover services for the treatment of *chemical dependency* for individuals and family *members* covered under this *agreement*. The services may be rendered in a *provider's* office or in your home.

### **Related Exclusions**

This *agreement* does NOT cover methadone clinics and treatments. See Section 4.6 - Services Provided By Facilities We Have Not Approved and Section 4.8 - Services Performed by People/Facilities Who Are Not Legally Qualified or Licensed.

## **3.3 Cardiac Rehabilitation**

### **Outpatient**

We cover *medically necessary* visits in a cardiac rehabilitation *program*. See the Summary of Medical Benefits for *benefit limits* and *level of coverage*.

### **3.4 Chiropractic Medicine**

We cover *medically necessary* chiropractic visits up to the *benefit limit* and *level of coverage* as shown in the Summary of Medical Benefits. The *benefit limit* applies to any visit for the purposes of chiropractic treatment or diagnosis. We cover those selected lab tests and x-rays that may be ordered by a chiropractic physician according to relevant sections of Rhode Island General Law.

For information about medical equipment and supplies, see Section 3.23 - Medical Equipment, Medical Supplies, and Prosthetic Devices.

#### **Related Exclusions**

This *agreement* does NOT cover:

- massage therapy, aqua therapy, maintenance therapy, and aromatherapy;
- therapies, procedures, and services for the purpose of relieving stress;
- pillows;
- x-rays read by a chiropractic physician; and
- chiropractic services received in your home.

### **3.5 Consultations in the Hospital**

If, while you are in the *hospital*, the attending *doctor* in charge of your care asks for the assistance of a *doctor* who has special skills and knowledge to diagnose your condition, we cover a consultation performed by a specialist.

The transferring of a patient from one *doctor* to another is not considered to be a consultation. A specialized *doctor* who then treats you as his or her patient is not considered to be a consultant.

### **3.6 Contraceptive Drugs and Devices**

In accordance with Rhode Island General Law §27-20-43, this *agreement* provides coverage for FDA approved contraceptive drugs requiring a prescription and devices requiring a prescription. The following list is based on the most current FDA approved contraceptive drugs and devices requiring a prescription and is subject to change:

- surgical insertion, removal and removal with reinsertion of contraceptive implants.  
Contraceptive implants are included in our *allowance* for the surgical insertion/reinsertion procedure. See Section 3.36 Surgery Services for how we cover surgical services.
- surgical implantation and removal of intrauterine device (IUD). The IUD is included in our *allowance* for the surgical implantation procedure. See Section 3.36 Surgery Services for how we cover surgical services.
- diaphragms supplied in a *doctor's* office are covered as a medical supply and subject to the *level of coverage* for medical equipment, medical supplies, and prosthetic devices received as an *outpatient*. See Section 3.23 Medical Equipment, Medical Supplies, and Prosthetic Devices.
- injectable contraceptive prescription drugs supplied and administered by a *doctor* are covered as an injectable prescription drug dispensed and administered by a licensed health care *provider* (other than a pharmacist). See Section 3.29 Prescription Drugs.
- prescribed oral contraceptives, contraceptive patches, diaphragms, and injectable contraceptive prescription drugs purchased at a *network pharmacy* are covered as a prescription drug purchased at a pharmacy. See Section 3.29 Prescription Drugs.

See the Summary of Benefits for *benefit limits* and *level of coverage* for each section.

### **Related Exclusions**

A church or qualified church-controlled organization as defined in 26 USC 3121 may opt to exclude coverage for contraceptive drugs and devices. See Summary of Benefits to determine coverage of contraceptive drugs and devices, if any.

### **3.7 Diabetic Equipment/Supplies**

In accordance with Rhode Island General Law §27-20-30, this *agreement* provides coverage for the following *medically necessary* diabetic equipment and supplies, subject to medical necessity review:

- therapeutic/molded shoes for the prevention of amputation are covered for the treatment of diabetes; our *allowance* for molded shoes includes the initial inserts. Additional *medically necessary* inserts for custom-molded shoes are covered; and
- blood glucose monitors, blood glucose monitors for the legally blind, external insulin infusion pumps and appurtenances thereto, insulin infusion devices and injection aids for the treatment of insulin treated diabetes, non-insulin treated diabetes and gestational diabetes; and
- test strips for glucose monitors and/or visual reading, cartridges for the legally blind, and infusion sets for external insulin pumps for the treatment of insulin treated diabetes, non-insulin treated diabetes, and gestational diabetes.

See the Summary of Benefits for *benefit limits* and *level of coverage*.

Covered diabetic equipment and supplies bought at a licensed medical supply *provider* are subject to the *benefit limits* and *level of coverage* shown in the Summary of Medical Benefits.

Some diabetic equipment and supplies can be bought at a *network* pharmacy. When bought at a *network* pharmacy, the covered diabetic equipment and supplies are subject to the *benefit limits* and *level of coverage* shown in the Summary of Pharmacy Benefits. See Section 3.29 - Prescription Drugs.

### **3.8 Diagnostic Imaging, Lab. and Machine Tests**

#### **Inpatient/Outpatient/In a Doctor's Office**

If a *doctor* orders the following tests to diagnose or treat a condition resulting from illness or injury, we cover the following services:

- Laboratory tests including blood tests, urinalysis, pap smears, and throat cultures. Some lab tests are not covered. See the Related Exclusions in this section.
- Machine tests including Electrocardiograms (EKGs), Electroencephalograms (EEGs), Audiometric hearing tests and nerve conduction tests.
- Imaging including plain film radiographs (x-rays);
- Ultrasonography (ultrasounds);
- Mammograms;
- Magnetic Resonance Imaging (MRI);
- Magnetic Resonance Angiography (MRA);
- Computerized Axial Tomography (CAT or CT scans);
- Nuclear scans; and
- Positron Emission Tomography (PET scan).

This *agreement* provides coverage for MRIs in accordance with Rhode Island General Law §27-20-41. MRI examinations conducted outside of the State of Rhode Island must be performed in accordance with applicable laws of the state in which the examination has been conducted.

For the purpose of coverage under this *agreement*, *preauthorization* is recommended for the following services:

- MRI;
- MRA;
- CAT scans;
- PET scans; and
- Nuclear Cardiac Imaging.

Our *allowance* includes one reading or interpretation of a diagnostic imaging, lab, or machine test.

We may conduct *utilization review* on any test to determine if the service is *medically necessary*.

If a diagnostic imaging, lab or machine test service is rendered and a surgical procedure is performed at the same time, the *level of coverage* for each service is based on the type of service being rendered. For surgical services (including but not limited to biopsies, lesion removals, or endoscopies) see Section 3.37 Surgery Services. For diagnostic imaging, labs, or machine tests see Section 3.8 - Diagnostic Imaging, Lab and Machine Tests.

For *Preventive Care Services* and *Early Detection Services*, see Section 3.30.

### **Related Exclusions**

This *agreement* does NOT cover the following:

- re-reading of diagnostic tests by a second *doctor*;
- dental X-rays (except when ordered by a *doctor/dentist* to diagnose a condition due to an accident to your *sound natural teeth*. See Section 3.11 - Emergency Room Services for details);
- bone marrow blood supply MRI;
- genetic testing for screening purposes;
- audiometric hearing or speech services if another entity or agency is responsible for such services under state or federal laws which provide service for the health of school children or children with disabilities. (See generally, Title 16, Chapters 21, 24, 25, and 26 of the Rhode Island General Laws. See also regulations about the health of school children and the special education of children with disabilities or similar rules set forth by federal law or state law of applicable jurisdiction.);
- over the counter diagnostic devices or kits even if prescribed by a physician, except for those devices or kits related to the treatment of diabetes; or
- home sleep studies, unless administered and attended by a sleep technologist;
- nicotine lab tests.

### **3.9 Doctors' Hospital Visits**

For coverage of surgeons, see Section 3.36 - Surgery Services.

If you are admitted to a *general hospital* as an *inpatient* for a medical condition, we cover the services of a *doctor* in charge of your medical care, up to one (1) visit per day.

If you are admitted for surgical, obstetrical, or radiation services, our *allowance* to the *doctors* who performed your surgery, delivered your child, or supervised your radiation includes payment for all your related *hospital* visits by these *doctors* during your admission.

If you need *inpatient* specialty care for a condition that requires skills the *doctor* in charge of your care does not have, we will cover specialist visits as *medically necessary*.

### **3.10 Early Intervention Services (EIS)**

In accordance with Rhode Island General Law §27-20-50, this *agreement* provides coverage for Early Intervention Service. Early Intervention Services are educational, developmental, health, and social services provided to children from birth to 36 months. The children must have been certified by the Rhode Island Department of Human Services to enroll in an approved Early Intervention Services *program*. Services must be provided by a licensed Early Intervention *provider* and rendered to a Rhode Island resident. We cover Early Intervention Services as defined by the Rhode Island Department of Human Services including, but not limited to, the following:

- speech and language therapy;
- physical and occupational therapy;
- evaluation;
- case management;
- nutrition;
- service plan development and review;
- nursing services; and
- assistive technology services and devices.

See the Summary of Medical Benefits for the *maximum benefit* limit and *level of coverage*.

### **Related Exclusions**

This *agreement* does NOT cover early intervention services when the services:

- are provided by a non-licensed early intervention *provider*; or
- the services are rendered to a non-Rhode Island resident.

### **3.11 Emergency Room Services**

We cover *hospital* emergency room services only for an *emergency*. See Section 8.0 for the definition of an *emergency*. If your condition needs immediate or urgent, but non-*emergency* care, contact your *doctor* or use an *urgent care center*.

If you have an accident or medical *emergency* that needs emergency room services and your first visit to the emergency room occurs within twenty-four (24) hours of the accident or onset of symptoms, we cover the *hospital* emergency room services and the *doctor's* services.

Bandages, crutches, canes, collars, and other supplies incidental to your treatment in the emergency room are covered as part of our *allowance* for the emergency room services.

When physician services are rendered in the emergency room, other than the emergency room physician examination, the *level of coverage* is based on the type of service being rendered. For surgery services (including but not limited to sutures, fracture care, and other surgical

procedures), see Section 3.36 - Surgery Services. For a specialist exam, see Section 3.24 - Office Visits. For diagnostic imaging, lab and machine tests, see Section 3.8. See the Summary of Benefits for *benefit limits* and *level of coverage* for each type of service.

If you are admitted to a *non-network hospital* from the emergency room to receive *inpatient* services, you must inform us of the *emergency* within twenty-four (24) hours, or as soon as reasonably possible. Call our Customer Service Department at (401) 459-5000 or 1-800-639-2227.

Accident includes an accidental injury to your *sound natural teeth*. Accidental injuries are those caused by unexpected and unintentional means. We cover the *hospital* or emergency room services and the *doctor's* services. We cover the treatment in an emergency room for an accidental injury to your *sound natural teeth* or any facial fractures (or both) if the injury itself is the direct cause (independent of disease or bodily injury).

If you receive these services in a *doctor/dentist's* office, you are responsible for any applicable office visit *copayment*. See Section 3.24 - Office Visits.

*Medically necessary* services are covered when received within seventy-two (72) hours of an accidental injury to your *sound natural teeth*. The following services are covered:

- Extraction of teeth needed to avoid infection of teeth damaged in the injury;
- Suturing;
- Reimplanting and stabilization of dislodged teeth;
- Repositioning and stabilization of partly dislodged teeth; and
- Dental x-rays.

Suture removal, performed where the original *emergency* medical or dental services were received, is covered as part of our *allowance* for the original *emergency* treatment. We will ONLY cover a separate charge for suture removal if the suturing and suture removal are performed at different locations (i.e. sutures at emergency room and suture removal at *doctor's* office).

### **Related Exclusions**

This *agreement* does NOT cover:

- *hospital* or other facility's services for treatment received in an emergency room for a non-*emergency* condition;
- follow-up visits to the emergency room;
- dental injuries incurred as a result of biting or chewing; or
- any dental services other than those specifically listed above for injury to your teeth.

### **3.12 Experimental/Investigational Services**

This *agreement* only provides coverage for *experimental/investigational* services as required by Rhode Island General Laws Sections § 27-20-27 et seq. concerning New Cancer Therapies and as required by Rhode Island General Laws Title 27, Chapter 55, entitled "Off Label Use of Prescription Drugs".

### **Related Exclusions**

This *agreement* does NOT cover any treatments, procedures, facilities, equipment, drugs, devices, supplies, or services that are *experimental* or *investigative*.

Treatments, procedures, facilities, equipment, drugs, devices, supplies, or services will be recognized as having been proven effective in clinical medicine only if one of the following apply:

- Final approval for the use of a specific service for a specific condition from the appropriate governmental regulatory body; OR
- Demonstrated, reliable evidence based upon an entry in at least one of the three standard reference compendia (shown in subsection 4 (c) of this Section 3.12); OR
- Sound scientific studies published in authoritative, peer reviewed medical journals that:
  - show statistically significant outcomes about the effectiveness of the service, and
  - permit a consensus of opinion that the service improves the *member's* net health outcome, and
  - show it is as beneficial as any established alternatives, and
  - show that the improvement is attainable outside the *investigational* setting; OR
- The determination by an expert medical consultant retained by us, for the purpose of reviewing a particular service, that the service is not *experimental/investigational* for that particular *member's* case.

A service is considered *experimental/investigational*, if one or more of the following circumstances are true:

- The service is the subject of ongoing Phase I or Phase II clinical trial or is the *experimental* arm of Phase III clinical trial or is under study to determine the maximum tolerated dose, its toxicity, its safety, its efficacy, or its efficacy as compared with a standard means of treatment or diagnosis; or
- The prevailing opinion among experts about the service 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 the standard means of treatment or diagnosis; or
- The current belief in the pertinent specialty of the medical profession in the United States is that the service or supply should not be used for the diagnosis or indications being requested outside of clinical trials or other research settings because it requires further evaluation for that diagnosis or indications. We will determine the applicability of this criterion based on:
  - Published reports in authoritative, peer-reviewed medical literature; AND
  - Reports, publications, evaluations, and other sources published by government agencies, such as the National Institutes of Health, the FDA, and the Agency for Healthcare Research and Quality; or
- If the benefit in question is a drug, a device, or other supply that is subject to approval by the FDA, at least one of the following criteria will apply:
  - it has not received FDA approval; or
  - it has limited FDA approval under regulations such as Treatment Investigational New Drugs; or
  - it has FDA approval but the indication for the drug or device, or the dosage, is not an accepted off-label use. We will judge this criterion through review of reports published in authoritative peer-reviewed United States medical literature OR entries in one or more of the following drug compendia:
    - i. The AMA Drug Evaluations;
    - ii. The American Hospital Formulary Service Drug Information;
    - iii. The U.S. Pharmacopoeia Dispensing Information; or
- The Institutional Review Board (IRB) of the *provider* of the service or supply acknowledges that use of it is *experimental/investigational* and is subject to the approval of the IRB; or

- The *provider* IRB requires the patient (or parent or guardian) to give an informed consent for the service or supply that states the service or supply is *experimental/investigational*, or federal law requires such a consent; or
- The research protocols related to the requested service or supply state or show the service or supply is *experimental/investigational*.

We will make a determination whether a service is *experimental/investigational*. If you disagree with our determination, you have the right to appeal or to take legal action as described in Section 7.0.

### **3.13 Hemodialysis Services**

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#### **Inpatient**

*Inpatient* hemodialysis services are covered as a *hospital service*. See Section 8.0 - definition of *hospital services*.

#### **Outpatient**

If you receive hemodialysis services in a *hospital's outpatient* unit or in a hemodialysis facility, we cover the use of the treatment room, related supplies, solutions, drugs, and the use of the hemodialysis machine.

#### **In Your Home**

If you receive hemodialysis services in your home and the services are under the supervision of a *hospital* or *outpatient* facility hemodialysis *program*, we cover the purchase or rental (whichever is less, but never to exceed our *allowance* for purchase) of the hemodialysis machine, related supplies, solutions, drugs, and necessary installation costs.

#### **Related Exclusions**

If you receive hemodialysis services in your home, this *agreement* does NOT cover:

- installing or modifying of electric power, water and sanitary disposal or *charges* for these services;
- moving expenses for relocating the machine;
- installation expenses not necessary to operate the machine; or
- training you or *members* of your family in the operation of the machine.

This *agreement* does NOT cover hemodialysis services when received in a *doctor's* office.

### **3.14 Hemophilia Services**

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#### **Outpatient/In a Doctor's Office**

We cover the following *medically necessary* services for treatment of hemophilia:

- yearly evaluation;
- office visits;
- hemophilia *outpatient* physical therapy;
- clotting factor drugs; and
- supplies.



### **3.15 Home Health Care**

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#### **In Your Home**

If you qualify to receive health care at home, we cover home health care services provided by a *hospital's* home health care agency or community home health care agency.

We cover the following *medically necessary* services:

- nurse services;
- services of a home health aide;
- visits from a social worker; and
- physical and occupational therapy.

For information about *doctor* home and office visits see Section 3.18 - House Calls and Section 3.24 - Office Visits. For home care equipment and supplies, see Section 3.23 - Medical Equipment, Medical Supplies, and Prosthetic Devices. For radiation therapy or chemotherapy services, see Section 3.31 - Radiation Therapy/Chemotherapy Services. For prescription drugs, see Section 3.29 - Prescription Drugs.

#### **Related Exclusions**

This *agreement* does NOT cover:

- any homemaking, companion, or chronic (custodial) care services;
- the services of a personal care attendant;
- *charges* for private duty nursing when primary duties are limited to bathing, feeding, exercising, homemaking, giving oral prescription drugs or acting as a companion; OR
- services of a private nurse who is a *member* of your home or the cost of any care provided by one of your relatives (by blood, marriage, or adoption).

### **3.16 Hospice Care**

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#### **Inpatient**

If you have a terminal illness and you agree with your *doctor* not to continue with a curative treatment program, we cover *inpatient* hospice care admissions to an approved hospice care *provider*.

#### **Related Exclusions**

This *agreement* does NOT cover custodial care, respite care, day care, or care in a facility that is not approved by us. See Section 4.6 - Services Provided by Facilities We Have Not Approved.

#### **In Your Home**

If you have a terminal illness and you agree with your *doctor* not to continue with a curative treatment program, we cover some hospice care services provided by a hospice care *program*, such as:

- services of a hospice coordinator billed by the hospice care *program*;
- services of grief counselors and pastoral care;
- services of a social worker;
- services of a nurse; and
- services of a home health aide.

For information about *doctor* home and office visits, see Section 3.18 - House Calls and Section 3.24 - Office Visits. For hospice care equipment and supplies, see Section 3.23 - Medical

Equipment, Medical Supplies, and Prosthetic Devices. For prescription drugs, see Section 3.29 - Prescription Drugs.

See the Summary of Benefits for *benefit limits* and *level of coverage* for each section.

### **3.17 Hospital Services**

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#### **Inpatient**

##### **Semi-Private Room Charges/Days of Hospital Coverage**

We cover inpatient *hospital services* in a ward or *semi-private room* in a *general hospital* for medical or surgical services.

Coverage for physical rehabilitation services received in a *specialty hospital* or in a *general hospital* is limited to the number of days shown in the Summary of Medical Benefits.

*Preauthorization* is recommended for this service.

If you are readmitted to the same or any other *hospital*, within ninety (90) days after the date of a previous discharge, we will consider these admissions to fall within the same period of hospitalization. We use this time period when figuring out the number of physical rehabilitative days available to you.

If you are readmitted after ninety (90) days, we consider this to be a new period of hospitalization for the purpose of determining the *hospital* days available to you.

*Hospital services* and *free-standing ambulatory surgi-center* services provided in connection with a dental service are covered when:

- the use of the *hospital* or *free-standing ambulatory surgi-center* is *medically necessary*; and
- the setting in which the service received is determined to be appropriate.

*Preauthorization* is recommended for this service.

#### **Related Exclusions**

This *agreement* does NOT cover:

- extra *charges* for a private room;
- the dental services that are performed with covered *hospital services* or with covered *free-standing ambulatory surgi-center* services (see Section 4.17 for a list of excluded dental services).

### **3.18 House Calls**

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We cover *doctor* visits in your home if you have a condition due to an injury or illness which:

- confines you to your home;
- requires special transportation; or
- requires the help of another person.

### **3.19 Human Leukocyte Antigen Testing**

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In accordance with Rhode Island General Law §27-20-36, we cover human leukocyte antigen testing for A, B, and DR antigens once per *member* per lifetime for utilization in bone marrow transplantation. The testing must be performed in a facility which is:

- accredited by the American Association of Blood Banks or its successors; and

- licensed under the Clinical Laboratory Improvement Act as it may be amended from time to time.

At the time of testing, the person being tested must complete and sign an informed consent form which also authorizes the results of the test to be used for participation in the National Marrow Donor program.

### **3.20 Infertility Services**

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#### **Inpatient/Outpatient/In a Doctor's Office**

In accordance with Rhode Island General Law §27-20-20, this *agreement* provides coverage for *medically necessary* services for the diagnosis and treatment of infertility for women. We cover donor gametes if provided through a *program*. We only cover these services if you are:

- married; (according to the statutes of the state in which you were married);
- unable to conceive or sustain a pregnancy during a one (1) year period; AND
- a presumably healthy individual.

Infertility services, including prescription drug coverage, are covered up to the *benefit limit* and *level of coverage* shown in the Summary of Benefits. Infertility prescription drug coverage is based on the route of administration and site of service. See Section 3.29 - Prescription Drugs for details. See the Summary of Pharmacy Benefits for *benefit limits* and *level of coverage*.

#### **Related Exclusions**

This *agreement* does NOT cover infertility treatment for a person that previously had a voluntary sterilization procedure.

### **3.21 Infusion Therapy**

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#### **Inpatient**

*Inpatient* infusion therapy services are covered as a *hospital service*. See Section 8.0 - definition of *hospital services*.

#### **Outpatient**

If you receive infusion therapy services in a *hospital's outpatient* unit, we cover the use of the treatment room, related supplies, and solutions. For prescription drug coverage, see Section 3.29 - Prescription Drugs.

See the Summary of Benefits for *benefit limits* and *level of coverage*.

#### **In a Doctor's Office**

If you receive infusion therapy services in a *doctor's office*, we cover the related supplies and solutions. For prescription drug coverage, see Section 3.29 - Prescription drugs.

#### **In Your Home**

We cover the following infusion therapy services as part of our *allowance* for home infusion therapy services when provided by an agency approved by us:

- nursing visits;
- administration of infusions for therapeutic delivery of drugs, biologicals, and hydration;
- infusions for total parenteral nutrition (including the infused TPN);

- related equipment; and
- supplies.

For information about *doctor* home and office visits see Section 3.18 - House Calls and Section 3.24 - Office Visits. For home care equipment and supplies, see Section 3.23 - Medical Equipment, Medical Supplies, and Prosthetic Devices. For radiation therapy or chemotherapy services, see Section 3.31 - Radiation Therapy/Chemotherapy Services. For prescription drugs, see Section 3.29 - Prescription Drugs.

### **Related Exclusions**

This *agreement* does NOT cover any homemaking, companion, or chronic (custodial) care services.

### **3.22 Lyme Disease Diagnosis and Treatment**

In accordance with Rhode Island General Law § 27-20-48, coverage is provided for diagnostic testing and long-term antibiotic treatment of chronic lyme disease when determined *medically necessary*. To qualify for payment, services must be ordered by your *doctor* after evaluation of your symptoms, diagnostic test results, and response to treatment. Benefit payment for lyme disease treatment will not be denied solely because such treatment may be characterized as unproven, *experimental*, or *investigational*.

For coverage of specific services, see Section 3.8 - Diagnostic Imaging, Lab, and Machine Tests, 3.24 - Office Visits, 3.21 Infusion Therapy, and 3.29 - Prescription Drugs.

### **3.23 Medical Equipment, Medical Supplies, Enteral Formula or Food, and Prosthetic Devices**

We cover *medically necessary durable medical equipment, medical supplies, and prosthetic devices* that meet the minimum specifications.

The *provider* must meet eligibility and credentialing requirements as defined by the *plan* to be eligible for reimbursement.

**DURABLE MEDICAL EQUIPMENT** is equipment (and supplies necessary for the effective use of equipment) which:

- can withstand repeated use;
- is primarily and customarily used to serve a medical purpose;
- is not useful to a person in the absence of an illness or injury; and
- is for use in the home.

**MEDICAL SUPPLIES** means those consumable supplies which are disposable and not intended for re-use. *Medical supplies* require an order by a physician and are essential for the care or treatment of an illness, injury, or congenital defect.

**PROSTHETIC DEVICES** means devices (other than dental) which replace or substitute all or a part of an internal body part (including contiguous tissue), or replace all or part of the function of a permanently inoperative or malfunctioning body part necessary to alleviate functional loss or impairment due to an illness, injury or congenital defect.

## **Inpatient**

*Inpatient medically necessary durable medical equipment, medical supplies, enteral formula or food, and prosthetic devices you receive as an inpatient, when provided and billed for by the hospital where you are an inpatient, are covered as a hospital service. See Section 8.0 for the definition of hospital services.*

When you are prescribed a *medically necessary prosthetic device* as an *inpatient* and it is billed by a *provider* other than the *hospital* where you are an *inpatient*, the *benefit limits* and *level of coverage* for Medical Equipment, Medical Supplies, and Prosthetic Devices - Outpatient will apply, as shown in the Summary of Medical Benefits.

## **Outpatient/In Your Home**

See the Summary of Medical Benefits for *benefit limits* and *level of coverage*. We will cover the following *durable medical equipment, medical supplies, enteral formula or food, and prosthetic devices* subject to our guidelines.

## **Durable Medical Equipment**

A *durable medical equipment* (DME) item may be classified as a rental item or a purchased item. A DME rental item is billed on a monthly basis for a specific period of months, after which time the item is considered paid up to our *allowance*. Our *allowance* for a rental DME item will never exceed our *allowance* for a DME purchased item.

*Preauthorization* is recommended for certain items. Repairs and supplies to rental equipment are included in our rental *allowance*. *Preauthorization* is recommended for replacement and repairs of purchased *durable medical equipment*.

We will cover the following *durable medical equipment* subject to our guidelines:

- Wheelchairs, hospital beds, and other *durable medical equipment* used only for medical treatment;
- Replacement of purchased equipment which is needed due to a change in your medical condition.

## **Medical Supplies**

We will cover the following *medical supplies* subject to our guidelines:

- Essential accessories such as hoses, tubes and mouthpieces for use with *medically necessary durable medical equipment* (these accessories are included as part of the rental allowance for rented equipment);
- Catheters, colostomy and ileostomy supplies, irrigation trays and surgical dressings;
- Diaphragms supplied in a *doctor's* office; and
- Respiratory therapy equipment solutions.

*Medical supplies* provided during an office visit are included in our office visit *allowance*.

## **Prosthetic Devices**

This *agreement* provides coverage per Rhode Island General Law. We will cover the following *prosthetic devices* subject to our guidelines:

- Prosthetic appliances such as artificial limbs, breasts, larynxes and eyes, including the replacement or adjustment of these appliances (replacement of a covered device will be

allowed only if there is a change in your medical condition or if the device is not functional, no longer under warranty and cannot be repaired);

- Devices, accessories, batteries and supplies necessary for attachment to and operation of *prosthetic devices*;
- Orthopedic braces (except corrective shoes and orthotic devices used in connection with footwear); and
- Initial and subsequent *prosthetic devices* following a mastectomy and following an order of a physician or surgeon.

This *agreement* provides benefits for mastectomy-related prosthetics in accordance with the Women's Health and Cancer Rights Act of 1998 and Rhode Island General Laws 27-20-29 et seq. See Section 3.36 Surgery Services - Mastectomy.

### **Related Exclusions**

Items typically found in the home that do not need a prescription and are easily obtainable such as, but not limited to, adhesive bandages, elastic bandages, gauze pads, and alcohol swabs are NOT covered under this *agreement*.

This *agreement* does not cover *durable medical equipment* and *medical supplies* prescribed primarily for the convenience of the *member* or the *member's* family, including but not limited to, duplicate *durable medical equipment* or *medical supplies* for use in multiple locations or any *durable medical equipment* or *medical supplies* used primarily to assist a caregiver.

This *agreement* does NOT cover *durable medical equipment* that does not directly improve the function of the *member*.

*Medical supplies* provided during an office visit are included in our *allowance* for an office visit.

This *agreement* does NOT cover pillows or batteries, except when used for the operation of a covered prosthetic device, or items whose sole function is to improve the quality of life or mental well being. See Section 4.28 for a list of personal appearance and service items NOT covered by this *agreement*.

This *agreement* does NOT cover repair or replacement of *durable medical equipment* when the equipment is under warranty, covered by the manufacturer, or during the rental period. This *agreement* does NOT cover repair *charges* to repair rental items.

### **Enteral formulas or food (enteral nutrition)**

Enteral formula or food is nutrition that is absorbed through the intestinal tract, whether delivered through a tube for feeding or taken orally. The *level of coverage* differs depending on whether the enteral formula or food is the sole source of nutrition delivered through a feeding tube or taken orally.

This *agreement* provides coverage for enteral formula and supplies to administer enteral formula when it is delivered through a feeding tube and is the sole source of nutrition. See the Summary of Medical Benefits for *level of coverage*.

In accordance with Rhode Island General Law §27-20-56, this *agreement* covers *medically necessary* enteral formula taken orally for the treatment of malabsorption caused by Crohn's disease, ulcerative colitis, gastroesophageal reflux, chronic intestinal pseudo obstruction, and inherited diseases of amino acids and organic acids. Enteral formula is covered when a *doctor* has issued a written order and must be for home use. Also, food products modified to be low protein are covered for the treatment of inherited diseases of amino acids and organic acids. *Preauthorization* is recommended.

We will provide coverage for enteral formula up to the *maximum benefit*. You are responsible for paying the full amount due to the *provider*. If the full amount due to the *provider* is more than the *maximum benefit*, you are responsible for paying any difference. See Section 7.1 - How to File a Claim. We will reimburse the lesser of the *provider's charges* or the *maximum benefit* amount shown in the Summary of Medical Benefits. The *benefit limit* and *level of coverage* will apply as shown in the Summary of Medical Benefits.

### **Related Exclusions**

This *agreement* does not provide coverage for enteral formula taken orally without a written order from the *doctor* and unless for the treatment of the conditions listed above. This *agreement* does not cover enteral formula taken orally unless for home use. Modified low protein food products are not covered unless for the treatment of the conditions listed above.

### **Hair Prosthetics (Wigs)**

In accordance with Rhode Island General Law § 27-20-54, hair prosthetics (wigs) worn for hair loss suffered as a result of cancer treatment are covered up to the *maximum benefit* limit and *level of coverage* listed in the Summary of Medical Benefits.

We will provide coverage up to the *maximum benefit*. You are responsible for paying the full amount due to the *provider*. If the full amount due to the *provider* is more than the *maximum benefit*, you are responsible for paying any difference. See Section 7.1 - How to File a Claim. We will reimburse the lesser of the *provider's charges* or the *maximum benefit* amount shown in the Summary of Medical Benefits.

### **Related Exclusions**

This *agreement* does NOT cover hair prosthetics (wigs) when worn for any condition other than hair loss suffered as a result of cancer treatment.

### **Hearing Aid**

This *agreement* provides hearing aid coverage, in accordance with Rhode Island General Law § 27-20-46, for covered *members* up to the *maximum benefit* limit and *level of coverage* listed in the Summary of Medical Benefits.

We will provide coverage up to the *maximum benefit*. You are responsible for paying the full amount due to the *provider*. If the full amount due to the *provider* is more than the *maximum benefit*, you are responsible for paying any difference. See Section 7.1 - How to File a Claim. We will reimburse the lesser of the *provider's charges* or the *maximum benefit* amount shown in the Summary of Medical Benefits.

### **Related Exclusions**

Hearing aid coverage does NOT include batteries, repairs, modifications, cords, and other assistive listening devices.

### **3.24 Office Visits**

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#### **In a Doctor's Office**

Our *allowance* for an office visit includes *medical supplies* provided as part of the office visit. See the Summary of Medical Benefits for *benefit limits* and *level of coverage* for each service in this section.

When physician services are rendered in a *doctor's office*, other than an office visit examination, the *level of coverage* is based on the type of service being rendered. For surgical services (including but not limited to sutures, fracture care, and other surgical procedures) see Section 3.37 Surgery Services. For diagnostic imaging, lab and machine tests, see Section 3.8.

#### **Related Exclusions**

Physical examinations and any services performed in conjunction with the exams (including, but not limited to, lab tests, machine tests, or immunizations) are NOT covered when the services are needed for or related to employment, education, marriage, adoption, insurance purposes or when required by similar third parties.

#### **Asthma Education**

*Medically necessary* asthma education sessions are covered when the service is prescribed by a physician and performed by a certified asthma educator. The asthma education session can be rendered in a *doctor's office*, *outpatient* department of a *hospital*, or in a *hospital* based clinic.

Other asthma related *covered health care services* including, but not limited to, office visits rendered by a *provider* (other than a certified asthma educator), medical equipment and supplies, and prescription drugs are subject to the benefit rules that apply to the specific services. For information about office visits, see Section 3.24 - Office Visits. For medical equipment and supplies, see Section 3.23 - Medical Equipment, Medical Supplies, and Prosthetic Devices. For prescription drugs, see Section 3.29 - Prescription Drugs. See the Summary of Benefits for *benefit limits* and *level of coverage* for each section.

#### **Diabetes Education**

In accordance with Rhode Island General Law § 27-20-30, diabetes education is covered when *medically necessary* and prescribed by a physician. Such education may be provided only by a physician or, upon his or her referral to, an appropriately licensed and certified diabetes educator.

#### **Hospital Based Clinic Visits**

Other *covered health care services* provided by a clinic, such as physical therapy or occupational therapy, are subject to the benefit rules that apply to the specific service.

#### **Nutritional Counseling**

Nutritional counseling is covered. It must be prescribed by a physician and performed by a registered dietitian/nutritionist. Nutritional counseling visits may be covered for healthy individuals seeking nutritional information, desiring weight loss, or for the purpose of treating an illness.



### **Office Visits (other than Pediatric Office Visits)**

We cover other *medically necessary* office visits, including visits to *urgent care centers*, provided they are reasonable in number and in the scope of the services rendered for the following:

- office visits to *personal* physician;
- office visits to specialists;
- routine examinations;
- consultations;
- medication visits for *outpatient* mental illness; or
- office visits to oral and maxillofacial surgeons (OMS) for medical conditions.

See the Summary of Medical Benefits for *benefit limits* and *level of coverage*. For prescription drug coverage, see Section 3.29 - Prescription Drugs. For *doctor* visits to your home, see Section 3.18 - House Calls.

### **Obstetrical or Gynecological Care**

You do not need *preauthorization* from us or from any other person (including a *personal physician*) in order to obtain access to obstetrical or gynecological care from a *network doctor* who specializes in obstetrics or gynecology. Your *doctor*, however, may be required to comply with certain procedures, including obtaining *preauthorization* for certain services. For a list of *network* physicians who specialize in obstetrics or gynecology, contact our Customer Service Department.

### **3.25 Organ Transplants**

We cover transplants for heart, heart-lung, lung, liver, small intestine-pancreas, kidney, cornea, small bowel, and bone marrow transplants.

Allogenic bone marrow transplant *covered health care services* include medical and surgical services for the matching participant donor and the recipient. However, Human Leukocyte Antigen testing is covered as indicated in the Summary of Benefits, subject to certain conditions. For details see Section 3.19 - Human Leukocyte Antigen Testing.

*Medically necessary* high dose chemotherapy and radiation services related to autologous bone marrow transplantation is limited. See definition of *Experimental/Investigational* – Section 8.0.

To the extent that coverage for bone marrow or stem cell transplantation is more limited than the coverage required by "New Cancer Therapies", the applicable provisions of the Rhode Island Laws shall govern. See Section 8.0 for the definition of *experimental/ investigational* services.

The national transplant network program is called the Blue Distinction Centers for Transplants<sup>SM</sup>. For more information about the Blue Distinction Centers for Transplants<sup>SM</sup> call our Case Management Department at 1-401-459-2273 or 1-888-727-2300 ext. 2273.

When the recipient is a covered *member* under this *agreement* we also cover:

- obtaining donated organs (including removal from a cadaver);
- donor medical and surgical expenses related to obtaining the organ that are integral to the harvesting or directly related to the donation and limited to treatment occurring during the same stay as the harvesting and treatment received during standard post-operative care; and
- transportation of the organ from donor to the recipient.

The *level of coverage* for transplant services for the recipient and eligible donor is based on the type of service. For information about office visits see Section 3.24 - Office Visits. For surgical procedures see Section 3.37 - Surgery Services. For lab, radiology, and machine tests see Section 3.8 - Diagnostic Imaging, Lab, and Machine Tests. For prescription drugs, see Section 3.29 - Prescription Drugs. See the Summary of Benefits for *benefit limits* and *level of coverage* for each type of service.

### **Related Exclusions**

This *agreement* does NOT cover:

- services or supplies related to an excluded transplant procedure;
- medical services of the donor that are not directly related to the organ transplant;
- drives and related expenses to find a donor;
- services related to obtaining, storing, or other services performed for the potential future use of umbilical cord blood;
- noncadaveric small bowel transplants;
- services related to donor searches for allogenic bone marrow transplants; and
- the donation-related medical and surgical expenses of a donor when the recipient is NOT covered as a *member*.

### **3.26 Physical/Occupational Therapy**

Physical and occupational therapy is covered only when:

- a *program* is implemented to restore the highest level of independent functioning in the most timely manner possible;
- physical or occupational therapy is received from a licensed physical or occupational therapist;
- physical or occupational therapy is ordered by a *doctor*;
- the therapy will result in significant, sustained measurable functional or anatomical improvement of your condition; and
- such improvement will not diminish with the removal of the therapeutic agent or environment.

#### **Inpatient**

*Medically necessary inpatient* physical or occupational therapy is covered as a *hospital service*. See Section 8.0.

#### **Outpatient**

Physical or occupational therapy services received *outpatient* in a *hospital* are covered. The level of coverage differs depending on whether the therapy is rendered within thirty (30) days following a *hospital* stay, a home care *program*, or an ambulatory surgical procedure to treat or diagnose a condition requiring physical rehabilitation which is rehabilitative in nature. See the Summary of Benefits for benefit limits and level of coverage.

#### **In Your Home**

This *agreement* does NOT cover physical or occupational therapy services received in your home unless received through a home care *program*. See Section 3.15 - Home Health Care.

#### **In a Doctor's/Therapist's Office**

Physical or occupational therapy services received in a *doctor's/therapist's* office are covered. See the Summary of Benefits for benefit limits and level of coverage.

### **Related Exclusions**

This *agreement* does NOT cover:

- services rendered by a massage therapist.
- hippotherapy.

This *agreement* does NOT cover these services if another entity or agency which provides services for the health of school children or children with disabilities is responsible for such services under state or federal laws. (See generally, Title 16, Chapters 21, 24, 25 and 26 of the Rhode Island General Laws. See also applicable regulations about the health of school children and the special education of children with disabilities or similar rules set forth by federal law.)

### **3.27 Podiatrist Services**

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This *agreement* covers office visits to the podiatrist.

### **Related Exclusions**

This *agreement* does NOT cover routine foot care including the treatment of corns, bunions (except capsular or bone surgery) calluses, the trimming of nails, the treatment of simple ingrown nails and other preventive hygienic procedures, except when performed to treat diabetic related nerve and circulation disorders of the feet.

This *agreement* does NOT cover the treatment of flat feet unless the treatment is surgical. Corrective or orthopedic shoes and orthotic devices used in connection with footwear are NOT covered unless for the treatment of diabetes. See Section 3.7 - Diabetic Equipment/ Supplies.

### **3.28 Pregnancy Services and Nursery Care**

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#### **Statement of Rights Under the Newborns' and Mothers' Health Protection Act**

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

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

In addition, a plan or issuer may not, under federal law, require that a physician or other health care provider obtain authorization for prescribing a length of stay of up to 48 hours (or 96 hours). However, to use certain providers or facilities, or to reduce your out-of-pocket costs, you may be required to obtain *preauthorization*. For information on *preauthorization*, contact our Customer Service Department at (401) 459-5000 or 1-800-639-2227.

### **Inpatient**

In accordance with Rhode Island General Law §27-20-17.1, this *agreement* covers a minimum *inpatient hospital* stay of forty-eight (48) hours from the time of a vaginal delivery and ninety-six (96) hours from the time of a cesarean delivery.

- If the delivery occurs in a *hospital*, the *hospital* length of stay for the mother or newborn child begins at the time of delivery (or in the case of multiple births, at the time of the last delivery).
- If the delivery occurs outside a *hospital*, the *hospital* length of stay begins at the time the mother or newborn is admitted as a *hospital inpatient* in connection with childbirth.

Any decision to shorten these stays shall be made by the attending physician in consultation with and upon *agreement* with you. In those instances where you and your infant participate in an early discharge, you will be eligible for:

- Up to two (2) home care visits by a skilled, specially trained registered nurse for you and/or your infant, (any additional visits must be reviewed for medical necessity); and
- A pediatric office visit within twenty-four (24) hours after discharge.

See Section 3.18 - House Calls and Section 3.24 - Office Visits for coverage of home and office visits.

We cover *hospital services* provided to you and your newborn child. Your newborn child is covered for services required to treat injury or sickness. This includes the necessary care and treatment of medically diagnosed congenital defects and birth abnormalities as well as routine well-baby care.

### **Related Exclusions**

This *agreement* does NOT cover, genetic screening, preimplantation genetic diagnosis (embryo screening), or parentage testing. This *agreement* does NOT cover amniocentesis or any other service used to determine the sex of an infant before it is born.

### **Doctor Services**

We cover *doctor* services (including the services of a licensed midwife) for prenatal, delivery, and postpartum services. If a *doctor* and midwife provide pregnancy services, the *charges* will be combined and covered up to our *allowance*. We will not cover more than our *allowance*.

The first office visit to diagnose pregnancy is not included in prenatal services. Office visits to an obstetrician or midwife that are not related to pregnancy are not included in prenatal services. Both are covered as an office visit. See Section 3.24 - Office Visits.

## **3.29 Prescription Drugs and Diabetic Equipment/Supplies**

### **Definitions**

The following definitions apply to this Section 3.29:

***DISPENSING GUIDELINES*** means:

- the prescription order or refill must be limited to the quantities authorized by your *doctor* not to exceed the quantity listed in the Summary of Pharmacy Benefits;
- the prescription must be *medically necessary*, consistent with the *doctor's* diagnosis, ordered by a *doctor* whose license allows him or her to order it, filled at a pharmacy whose license allows such a prescription to be filled, and filled according to state and federal laws;

- the prescription must consist of *legend drugs* that require a *doctor's* prescription under law or compound medications made up of at least one *legend drug* requiring a *doctor's* prescription under law; and
- the prescription must be dispensed at the proper place of service as determined by our Pharmacy and Therapeutics Committee. For example, certain prescription drugs may only be covered when obtained from a *provider*.

**FORMULARY** means the prescription drugs and dosage forms covered under this *agreement*. Some prescription drugs are not in the *formulary*. If a prescription drug is not in our *formulary*, then it is not covered under this *agreement*. A committee of local physicians and pharmacists, set up by us, develop the prescription drug *formulary* listing which is subject to periodic review and is subject to change. To obtain coverage information for a specific prescription drug or to get a copy of the most current *formulary* listing, visit our Web site at BCBSRI.com. Or, you may call our Customer Service Department at (401) 459-5000 or 1-800-639-2227 for information.

**LEGEND DRUG** is a drug that federal law does not allow the dispensing of without a prescription.

**NETWORK PHARMACY** means any pharmacy that has an *agreement* to accept our *pharmacy allowance* for prescription drugs and diabetic equipment/supplies covered under this *agreement*. All other pharmacies are **NON-NETWORK PHARMACIES**.

**PHARMACY ALLOWANCE** means the lower of:

- the amount the pharmacy *charges* for the prescription drug;
- the amount we or our PBM have negotiated with a *network pharmacy*; or
- the maximum amount we pay any pharmacy for that prescription drug.

## Overview

Prescription drugs and diabetic equipment and supplies bought at a pharmacy are administered by our Pharmacy Benefit Manager (PBM). Prescription drugs bought at a pharmacy are subject to the *benefit limits* and *level of coverage* shown in the Summary of Pharmacy Benefits. For details, see section **A. Pharmacy Program for Prescription Drugs and Diabetic Equipment/Supplies Purchased at a Pharmacy** listed below.

Prescription drugs dispensed and administered by a licensed health care *provider* (other than a pharmacy) are subject to the *benefit limit* and *level of coverage* shown in the Summary of Medical Benefits. For details, see section **B. Generic, Preferred Brand Name, or Non-Preferred Brand Name Prescription Drugs Dispensed and Administered by a Licensed Health Care Provider (other than a Pharmacy)** listed below.

## A. Pharmacy Program for Prescription Drugs and Diabetic Equipment/Supplies Purchased at a Pharmacy

### Introduction

This section provides coverage information for prescription drugs in our *formulary* and diabetic equipment and supplies that are bought at a pharmacy. The prescription drug must be identified as covered under this *agreement* in our *formulary* and dispensed per our *dispensing guidelines* in order to be covered.

Coverage is provided for prescription drugs bought at a pharmacy, per the terms, conditions, exclusions, and limitations of this *agreement*.

Our *formulary* lists generic, preferred brand name, and non-preferred brand name prescription drugs and *specialty prescription drugs* covered under this *agreement*. To obtain a copy of the most current *formulary* listing, visit our Web site at BCBSRI.com or call our Customer Service Department at (401) 459-5000 or 1-800-639-2227.

See the Summary of Pharmacy Benefits for *benefit limits* and *level of coverage*.

### **Mail Order Pharmacy**

Maintenance and non-maintenance prescription drugs and diabetic equipment and supplies may be bought from a *network* mail order pharmacy. The prescription is limited to the *benefit limit* and *level of coverage* shown in the Summary of Pharmacy Benefits. For mail order instructions, please call our Customer Service Department.

### **Covered Diabetic Equipment/Supplies**

The following diabetic equipment and supplies can be bought at a *network pharmacy*:

- Glucometers;
- Test Strips;
- Lancet and Lancet Devices; and
- Miscellaneous Supplies (including and calibration fluid).

See the Summary of Pharmacy Benefits for *benefit limits* and *level of coverage*.

### **How Covered Prescription Drugs and Diabetic Supplies/Equipment Are Paid**

When you buy covered prescription drugs and diabetic equipment and supplies from a *network* pharmacy, you will be responsible for the *copayment* and *prescription drug deductible* (if any) shown in the Summary of Pharmacy Benefits at the time you buy the prescription drugs and diabetic equipment and supplies. Coverage is based on our *pharmacy allowance*.

If you buy a covered prescription drug or diabetic equipment and supplies from a *non-network pharmacy*, you must pay the *charge* for the prescription drug or diabetic equipment and supplies at the time the prescription is filled. You may submit a *claim* to us. We will reimburse you directly. You will be responsible for the *copayment*, if any, shown in the Summary of Pharmacy Benefits. See Section 7.1 - How to File a *Claim*.

### **Restricted Pharmacy**

We may limit your selection of a pharmacy to one (1) *network pharmacy*. *Members* subject to this restriction are those members that have been prescribed prescriptions by multiple physicians and have had prescriptions filled at multiple pharmacies. Contact our Customer Service Department for more information.

### **Covered Over-the-Counter (OTC) Drugs**

In accordance with PPACA, certain preventive over-the-counter (OTC) drugs when prescribed by a physician are covered. To obtain a specific list of the OTC drugs that are covered, call our Customer Service Department or visit our website at [www.bcbsri.com](http://www.bcbsri.com).

## **Related Exclusions**

The following items are NOT covered when obtained at a pharmacy:

- biological products for allergen immunotherapy;
- biological products for vaccinations;
- blood fractions;
- compound prescription drugs that are not made up of at least one *legend drug*;
- prescription drugs prescribed or dispensed outside of our *dispensing guidelines*;
- prescription drugs indicated as being not covered on our *formulary*;
- prescription drugs purchased in excess of the stated quantity limits;
- prescription drugs that have not proven effective according to the FDA;
- prescription drugs used for cosmetic purposes;
- *experimental* prescription drugs (including those placed on notice of opportunity hearing status by the Federal Drug Efficacy Study Implementation (DESI));
- drugs you take or have given to you while you are a patient in a *hospital*, rest home, sanitarium, nursing home, home care *program*, or other institution that provides prescription drugs as part of its services or which operates its own facility for dispensing prescription drugs;
- non-medical substances (regardless of the reason prescribed, the intended use, or medical necessity);
- off-label use of prescription drugs (except as described in Section 3.12 *Experimental/Investigational Services*);
- over-the-counter (OTC) drugs even if prescribed, unless specifically listed as a *covered health care service* in this *agreement* (e.g., such as OTC nicotine replacement therapy in accordance with Rhode Island General Law 27-20-53 )
- prescribed weight-loss drugs;
- OTC drugs designated as covered under this *agreement* for which you do not have a written prescription from your physician
- replacement prescription drug products resulting from a lost, stolen, broken or destroyed prescription order or refill;
- support garments and other durable medical equipment;
- therapeutic devices and appliances, including hypodermic needles and syringes (except when used to administer insulin);
- sildenafil citrate (Viagra) or any therapeutic equivalents; OR
- Vitamins, unless specifically listed as a *covered health care service* in this *agreement*.

We will NOT cover a prescription drug refill if the refill is:

- greater than the refill number authorized by your *doctor*;
- greater than the twelve (12) refills we authorize;
- limited by law; or
- re-filled more than a year from the date of the original prescription.

The following are NOT covered when purchased from a mail order pharmacy:

- smoking cessation prescription drugs; and
- nicotine replacement therapy.

## **B. Prescription drugs Dispensed and Administered by a Licensed Health Care Provider (other than a Pharmacy)**

Prescription drugs we have approved that are dispensed and administered by a licensed health care *provider* (other than a pharmacy) are covered under this *agreement*, subject to the *copayment* and *deductible* (if any) shown in the Summary of Medical Benefits. The prescription drugs must be dispensed per our *dispensing guidelines* in order to be covered.

### **Inpatient**

We cover *inpatient* drugs as a *hospital service*. See Section 8.0 - definition of *hospital services*.

### **Outpatient/In Your Doctor's Office/In Your Home**

Prescription drugs are covered at different benefit levels depending upon the route of administration. Our *allowance* for services rendered by the facilities, agencies, and professional *providers* may include the cost of the prescription drugs administered and/or dispensed. We will determine coverage based upon the route of administration that is customary and least invasive method to treat the condition. There are several ways to administer drugs into the body including:

- inhalation (into the lungs, usually through the mouth);
- intramuscular (injected into a muscle);
- intrathecal (injected into the space around the spinal cord);
- intravenous/infused/intra-arterial (into a vein or artery);
- nasal (sprayed into the nose);
- ocular (instilled in the eye);
- oral (by mouth);
- rectal or vaginal (inserted into the rectum or vagina);
- subcutaneous (injected beneath the skin);
- sublingual (under the tongue);
- topical (applied to the skin); OR
- transdermal (delivered through the skin by a patch).

### **Inhalation, Nasal, Ocular, Oral, Rectal Or Vaginal, Sublingual, Topical, And Transdermal Prescription Drugs**

The prescription drug is included in our *allowance* for the medical service being rendered. If the sole service is drug dispensing, the prescription drug is NOT covered.

### **Injected Prescription Drugs**

We use the term injected to include prescription drugs approved by us given by intra muscular or subcutaneous injection or in the case of a body cavity by instillation. See the Summary of Medical Benefits for *benefit limits* and *level of coverage*. See Section 3.30 Prevention and Early Detection Services for immunization and vaccination coverage information.

### **Infused Prescription Drugs**

We use the term infused to include those prescription drugs approved by us and administered into a vein or into an artery whether by mixing in fluids and administering intravenously or into an artery, direct injection, or by use of a pump that accesses the vein or artery. See the Summary of Medical Benefits for *benefit limits* and *level of coverage*.

**Anti-neoplastic (chemotherapy) drugs when used for cancer treatment:** Oral, injectable, and infused anti-neoplastic prescription drugs approved by us for the treatment of cancer are covered.



This includes coverage for drugs that we designate as supportive, but not anti-neoplastic (e.g., anti-nausea drugs). See the Summary of Medical Benefits for benefit limits and level of coverage.

**Anti-neoplastic (chemotherapy) drugs when used for other than cancer treatment:**

Coverage varies depending on the route of administration refer to above sections for inhalation, nasal, ocular, oral, rectal or vaginal, sublingual, topical and transdermal, injected and infused drugs.

**Related Exclusion**

Compound medications dispensed and administered by licensed health care *providers* (other than a pharmacy) that are not made up of at least one *legend drug* are NOT covered.

**3.30 Preventive Care Services and Early Detection Services**

In accordance with PPACA, this *agreement* provides coverage rendered to a *subscriber* for early detection services, preventive *care services*, and immunizations/vaccinations as set forth in the guidelines of the following resources:

- services that have an A or B rating in the current recommendations of the U.S. Preventative Services Task Force (USPSTF);
- immunizations recommended by the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention;
- preventive care and screenings for infants, children, and adolescents as outlined in the comprehensive guidelines supported by the Health Resources and Services Administration (HRSA); and
- preventive care and screenings for women as outlined in the comprehensive guidelines as supported by HRSA.

Covered early detection services, preventive *care services*, and adult and pediatric immunizations/vaccination are based on the most currently available guidelines and are subject to change.

The *level of coverage* for early detection services, preventive *care services*, and adult and pediatric immunizations/vaccination is indicated in the Summary of Medical Benefits

One pap smear annually is covered at the *level of coverage* for early detection services as shown in the Summary of Benefits. The *level of coverage* for your second and subsequent pap smear is covered as a lab test. For information about lab, radiology, and machine tests see Section 3.8 - Diagnostic Imaging, Lab, and Machine Tests.

**Vaccinations/Immunizations**

**Adult Vaccinations/Immunizations**

We cover adult preventive vaccinations and immunizations in accordance with current guidelines. These guidelines are subject to change. Our *allowance* includes the administration and the vaccine.

If any of the above immunizations are provided as part of an office visit, only your office visit *copayment* and deductible (if any) will be applied. If your *doctor* administers any of the above immunizations and vaccinations in the absence of an office visit, the immunization and vaccination is covered up to the *benefit level* shown in the Summary of Medical Benefits.

### **Related Exclusions**

Immunizations for adults are NOT covered when services are required for or related to employment, education, marriage, adoption, insurance purposes, or when required by similar third parties.

This *agreement* does NOT cover vaccinations and immunization provided free of charge by the Department of Health or any other state or federal agency.

### **Pediatric Preventive Immunizations**

Pediatric preventive immunizations for a *subscriber* are covered in accordance with current guidelines. The guidelines are subject to change.

### **Related Exclusions**

Immunizations for children are NOT covered when services are required for or related to employment, education, marriage, adoption, insurance purposes, or when required by similar third parties.

This *agreement* does NOT cover vaccinations and immunization provided free of charge by the Department of Health or any other state or federal agency.

### **Travel Immunizations**

This *agreement* covers additional immunizations only when rendered before travel. Immunizations are only covered to the extent that such immunizations are recommended for adults and children by the Centers for Disease Control and Prevention (CDC). The recommendations are subject to change by the CDC.

## **3.31 Private Duty Nursing Services**

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### **In Your Home**

We cover private duty nursing services received in your home when *medically necessary*, ordered by a physician, and performed by a certified home health care agency. Private duty nursing services are covered when the patient requires continuous skilled nursing observation and intervention.

### **Related Exclusions**

This agreement does NOT cover:

- services of a nurse's aide;
- services of a private duty nurse when the primary duties are limited to bathing, feeding, exercising, homemaking, giving oral medications or acting as companion or sitter;
- services of a private duty nurse who is a member of your household or the cost of any care provided by one of your relatives (by blood, marriage or adoption);
- maintenance care when the condition has stabilized (including routine ostomy care or tube feeding administration) or if the anticipated need is indefinite;
- care for a person without an available caregiver in the home (twenty four (24) hour private duty nursing is not covered);
- respite care (e.g., care during a caregiver vacation) or private duty nursing so that the caregiver may attend work or school;

- services of a private duty nurse after the caregiver or patient have demonstrated the ability to carry out the plan of care;
- services of a private duty nurse provided outside the home (e.g., school, nursing facility or assisted living facility);
- services of a private duty nurse that are duplication or overlap of services (e.g., when a person is receiving hospice care services or for the same hours of a skilled nursing home care visit.); or
- services of a private duty nurse that are for observation only.

### **3.32 Radiation Therapy/Chemotherapy Services**

*Medically necessary* high dose chemotherapy and radiation services related to autologous bone marrow transplantation is limited. See definition of *Experimental/Investigational* - Section 8.0.

#### **Inpatient**

Radiation therapy and chemotherapy services are covered as a *hospital service*. See Section 8.0 - definition of *hospital services*.

#### **Outpatient/In a Doctor's Office**

##### **Radiation Therapy**

We cover *hospital* and *doctor* services for outpatient radiation therapy. Radiation physics, dosimetry services, treatment devices, and *hospital services* are included in radiation treatment planning and therapy and are covered as part of our *allowance* for radiation therapy.

##### **Chemotherapy Services**

This *agreement* covers the *doctor's* administration fee and associated *hospital* supplies. For information about anti-neoplastic (chemotherapy) prescription drug coverage, see Section 3.29 - Prescription Drugs.

#### **In Your Home**

##### **Radiation Therapy**

This *agreement* does NOT cover radiation treatment services received in your home.

##### **Chemotherapy Services**

This *agreement* covers the *doctor's* administration fee. For information about anti-neoplastic (chemotherapy) prescription drug coverage, see Section 3.29 - Prescription Drugs.

### **3.33 Respiratory Therapy**

#### **Inpatient**

We cover *inpatient* respiratory therapy services as a *hospital service*. See Section 8.0 - definition of *hospital services*.

#### **Outpatient/In a Doctor's Office**

We cover *outpatient* respiratory therapy or respiratory therapy received in a *doctor's* office when your *doctor* orders the therapy under the following conditions:

- as part of a therapeutic *program* for up to fourteen (14) days before admitting you to the *hospital*; OR

- up to six (6) weeks after you have been discharged from the *hospital*.

### **In Your Home**

We cover durable medical equipment and oxygen at the same *benefit limit* and *level of coverage* as stated in the Summary of Medical Benefits for medical equipment and medical supplies. See Section 3.23 - Medical Equipment, Medical Supplies, and Prosthetic Devices for details.

### **Related Exclusions**

This *agreement* does NOT cover respiratory therapy services when received in your home, unless received through a home care *program* or hospice care *program*. See Section 3.15 - Home Health Care and Section 3.16 - Hospice Care.

### **3.34 Skilled Care in a Nursing Facility**

Care in a skilled nursing facility is covered if:

- your condition needs skilled nursing services, skilled rehabilitation services or skilled nursing observation;
- the services are required on a daily basis; AND
- this care can be provided ONLY in a skilled nursing facility.

### **Related Exclusions**

This *agreement* does NOT cover custodial care, respite care, day care, or care in a facility that is not approved by us. See Section 4.6 - Services Provided by Facilities We Have Not Approved.

### **3.35 Smoking Cessation Programs**

In accordance with Rhode Island General Law §27-20-53, this *agreement* provides coverage for smoking cessation *programs*. Smoking cessation *programs* include, but are not limited to, the following:

- Smoking cessation counseling, such counseling must be provided by a physician or upon his or her referral by a qualified licensed practitioner.
- Over-the-counter or FDA approved nicotine replacement therapy and/or smoking cessation prescription drugs when *medically necessary*, prescribed by a physician, and purchased at a pharmacy.

### **Related Exclusions**

This *agreement* does not provide coverage for:

- nicotine replacement therapy without a prescription;
- nicotine replacement therapy when bought from a *provider* other than a pharmacy; and
- nicotine replacement therapy and smoking cessation prescription drugs when bought from a mail order pharmacy.

### **3.36 Speech Therapy**

Speech therapy is the treatment of communication impairment and swallowing disorders. Speech therapy services aid in the development of human communication and swallowing through assessment, diagnosis, and rehabilitation.

### **Inpatient**

We cover *inpatient hospital* and skilled nursing facility speech therapy as a *hospital service*. See Section 8.0 - definition of *hospital services*.

### **Outpatient/In a Doctor's/Therapist's Office**

We will cover speech therapy *rehabilitative services* when received from a registered therapist as part of a formal treatment plan for:

- speech or communication function loss;
- impairment as a result of an acute illness or injury; or
- an acute exacerbation of chronic disease.

Speech therapy services must relate to:

- performing basic functional communication; or
- assessing or treating swallowing dysfunction.

Some services rendered by a speech therapist are classified as diagnostic tests. See Section 3.8 - Diagnostic Imaging, Lab, and Machine Tests and the Summary of Medical Benefits for *benefit limits* and *level of coverage*.

### **In Your Home**

This *agreement* does NOT cover speech therapy services received in your home, unless it is part of a home care *program*.

### **Related Exclusions**

This *agreement* does NOT cover these services if another entity or agency which provides services for the health of school children or children with disabilities is responsible for such services under state or federal laws. (See generally, Title 16, Chapters 21, 24, 25 and 26 of the Rhode Island General Laws. See also applicable regulations about health of school children and the special education of children with disabilities or similar rules set forth by federal law.)

This *agreement* does not cover:

- *maintenance services*;
- educational classes and services for impairments that are self-correcting; or
- services related to food aversion or texture disorders.

This *agreement* does not cover language and communication *developmental services* including, but not limited to, the following:

- psychosocial speech delay;
- expressive language delay;
- behavioral problems;
- attention disorders;
- conceptual handicap;
- mental retardation;
- autism;
- developmental delay; or
- stammering and stuttering.

### **3.37 Surgery Services**

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#### **General Surgery**

If you have an operation to treat a disease or injury, we cover it as long as the following conditions apply:

- the operation is not *experimental/investigational* or cosmetic in nature;
- the operation is being performed at the appropriate place of service; AND
- the *doctor* is licensed to perform the surgery.

#### **Multiple Surgeries**

When a *doctor* performs more than one procedure in a day, there are rules that may reduce our *allowance* for the additional procedure. Our *allowance* may also include post-operative care and other procedures provided within specified time periods.

#### **If More Than One Surgeon Operates**

In addition to the type and purpose of surgery, our *allowance* differs depending on the number of surgeons involved, including assistant surgeons.

If two (2) surgeons perform separate operations during a single surgical session, each surgeon may submit a *claim* reporting the procedure performed and the circumstances involved. These *claims* will then be evaluated for payment on an individual basis.

#### **Related Exclusions**

This *agreement* does NOT cover the standby services of an assistant surgeon.

#### **Mastectomy Services**

This *agreement* provides coverage for a minimum of forty-eight (48) hours in a *hospital* following a mastectomy and a minimum of twenty-four (24) hours in a *hospital* following an axillary node dissection. Any decision to shorten these minimum coverages shall be made by the attending physician in consultation with and upon *agreement* with you. If you participate in an early discharge, defined as *inpatient* care following a mastectomy that is less than forty-eight (48) hours and *inpatient* care following an axillary node dissection that is less than twenty-four (24) hours, coverage shall include a minimum of one (1) home visit conducted by a physician or registered nurse.

This *agreement* provides benefits for mastectomy surgery and mastectomy-related services in accordance with the Women's Health and Cancer Rights Act of 1998 and Rhode Island General Law 27-20-29 et seq. For the *member* receiving mastectomy-related benefits, coverage will be provided in a manner determined in consultation with the attending physician and the patient, for:

- all stages of reconstruction of the breast on which the mastectomy was performed;
- surgery and reconstruction of the other breast to produce a symmetrical appearance;
- prostheses; and
- treatment of physical complications at all stages of the mastectomy, including lymphedema.

#### **Surgery to Treat Functional Deformity or Impairment**

Reconstructive surgery and procedures are covered under this *agreement* when performed to correct:

- a functional deformity due to a previous therapeutic process; or
- a documented functional impairment caused by trauma, congenital anomaly or disease.

Functional indications for surgical correction do not include psychological, psychiatric or emotional reasons.

We cover some surgical procedures to treat functional impairments. We cover those procedures listed below to treat functional impairments when *medically necessary*:

- Abdominal wall surgery including Panniculectomy (other than an abdominoplasty);
- Blepharoplasty and Ptosis Repair;
- Gastric Bypass or Gastric Banding;
- Nasal Reconstruction and Septorhinoplasty;
- Orthognathic surgery including Mandibular and Maxillary Osteotomy;
- Reduction Mammoplasty;
- Removal of Breast Implants;
- Removal or Treatment of Proliferative Vascular Lesions and Hemangiomas; or
- Treatment of Varicose Veins.

We may need to review the following medical documentation to be able to make a decision about coverage for the above listed procedures:

- history and physical;
- preoperative diagnostic studies;
- previously tried conservative medical therapy and photographs; or
- other medical records.

In addition, we cover mastectomy-related services in accordance with the Women's Health and Cancer Rights Act of 1998 and Rhode Island General Law 27-20-29 et seq.

### **Related Exclusions**

This *agreement* does NOT cover the above listed procedures when not *medically necessary*.

This *agreement* does NOT cover orthodontic services related to orthognathic surgery.

This *agreement* does NOT cover cosmetic procedures. Cosmetic procedures are performed primarily:

- to refine or reshape body structures that are not functionally impaired;
- to improve appearance or self-esteem; or
- for other psychological, psychiatric or emotional reasons.

Drugs, biological products, *hospital charges*, pathology, radiology fees and *charges* for surgeons, assistant surgeons, attending physicians and any other incidental services which are related to cosmetic surgery are NOT covered. *Medically necessary* surgery performed at the same time as a cosmetic procedure is also NOT covered.

The following procedures are NOT covered under this *agreement*:

- Abdominoplasty;
- Cervicoplasty;
- Chemical exfoliations, peels, abrasions (or dermabrasions or planing for acne, scarring, wrinkling, sun damage or other benign conditions);

- Correction of variations in normal anatomy including augmentation mammoplasty, mastopexy, and correction of congenital breast asymmetry;
- Dermabrasion;
- Ear Piercing or repair of a torn earlobe;
- Excision of Excess Skin or Subcutaneous Tissue (except Panniculectomy as listed above);
- Genioplasty;
- Gynecomastia surgery, including but not limited to mastectomy and reduction mammoplasty;
- Hair Transplants;
- Hair Removal (including electrolysis epilation);
- Inverted nipple surgery;
- Laser treatment for acne and acne scars;
- Osteoplasty - Facial Bone Reduction;
- Otoplasty;
- Procedures to correct visual acuity including, but not limited to, cornea surgery or lens implants;
- Removal of Asymptomatic Benign Skin Lesions;
- Repeated cauterizations or electrofulguration methods used to remove growths on the skin;
- Rhinoplasty;
- Rhytidectomy;
- Scar Revision, regardless of symptoms;
- Sclerotherapy for Spider Veins;
- Subcutaneous Injection of Filling Material;
- Suction assisted Lipectomy;
- Tattooing or Tattoo Removal (except tattooing of the nipple/areola related to a mastectomy); or
- Testicular prosthesis surgery.

This *agreement* provides benefits for mastectomy-related services in accordance with the Women's Health and Cancer Rights Act of 1998 and Rhode Island General Law 27-20-29 et seq.

### **Anesthesia Services**

We cover *medically necessary* anesthesia services received from an anesthesiologist when the services are for a covered procedure. Our *allowance* for the anesthesia service includes the following:

- anesthesia care during the procedure;
- time an anesthesiologist routinely spends with a patient in the recovery room;
- time spent preparing the patient for surgery; and
- pre-operative consultations.

Our *allowance* for the surgical procedure includes local anesthesia.

Other than the pre-operative office visit, this *agreement* covers office visits or office consultations to anesthesiologists as an office visit. See Section 3.24 - Office Visits.

Anesthesia services when rendered at a *hospital* or *free-standing ambulatory surgi-center* in connection with a dental service are covered when the use of the *hospital* or *free-standing ambulatory surgi-center* is *medically necessary* and the setting in which the service received is



determined to be appropriate. *Preauthorization* is recommended for this service. The dental services will remain non-covered. See Section 4.18.

### **Related Exclusions**

This *agreement* does NOT cover:

- local anesthesia provided by an anesthesiologist or anesthesia administered by a surgeon, assistant surgeon, or obstetrician;
- services of a standby anesthesiologist; and
- patient controlled analgesia, also known as pain management.

### **3.38 Vision Care Services**

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#### **Eye Examinations**

We cover one routine eye exam per *calendar year* if an optometrist or ophthalmologist performs the examination. We cover *medically necessary* eye examinations. See the Summary of Benefits for benefit limits and level of coverage.

#### **Eyewear**

We cover prescription glasses (lenses and/or frames) or contact lenses up to the *maximum benefit* indicated in the Summary of Benefits.

We will pay up to the *maximum benefit* for eyewear directly to you. You are responsible for paying the full amount due to the *provider*. If the full amount due to the *provider* is more than the *maximum benefit*, you are responsible for paying any difference.

#### **4.0 HEALTH CARE SERVICES NOT COVERED UNDER THIS AGREEMENT**

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This *agreement* does NOT cover health care services which:

- have not been assigned a CPT or other code;
- have not been finally approved by the FDA or other governing body;
- we have not reviewed; or
- we have not determined are eligible for coverage.

This *agreement* does not provide coverage for all health care services which:

- have been assigned a CPT code;
- have been finally approved by the FDA or other governing body; or
- we have reviewed.

If a service or category of service is not listed as covered, it is not covered under this *agreement*.

This section lists many of the services or categories of services that are non-covered (excluded). In addition to this section, see Section 3.0 - *Covered Health Care Services* and the related exclusions. See Section 1.0 and Section 3.0 for more information about how we identify *new services*, review the *new services*, and make coverage determinations.

#### **4.1 Services Not Medically Necessary**

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This *agreement* does NOT cover *hospital* care (admission tests, services, supplies, or continued care), medical care, rehabilitation, or any other treatment, procedure, facility, equipment, drug, device, supply or service which is NOT *medically necessary*.

We will use any reasonable means to make a determination about the medical necessity of this care. We may look at *hospital* records, reports and *hospital utilization review* committee statements. We review medical necessity in accordance with our medical policies and related guidelines. You have the right to appeal our determination or to take legal action as described in Section 7.0.

We may deny payments if a *doctor* or *hospital* does not supply medical records needed to determine medical necessity. We may also deny or reduce payment if the records sent to us do not provide adequate justification for performing the service.

This *agreement* does NOT cover routine screenings or tests performed by a *hospital* which are not *medically necessary* for the diagnosis or treatment of your condition. This *agreement* does NOT cover routine screenings or tests which are not specifically ordered by the *doctor* who admits you.

#### **4.2 Services Not Listed in Section 3.0**

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This *agreement* only covers services listed under Section 3.0 - *Covered Health Care Services*. This *agreement* does NOT cover services that may otherwise be considered covered when provided with a non-covered course of service or as part of a non-covered regimen of care.

#### **4.3 Services Covered by the Government**

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This *agreement* does NOT cover medical expenses for any condition, illness, or disease which should be covered by the United States government or any of its agencies, Medicare, any

state or municipal government or any of its agencies (except *emergency* care when there is a legal responsibility to provide it). This *agreement* does NOT cover services for military-related conditions. This *agreement* does not cover services or supplies required as a result of war, declared or undeclared, or any military action which takes place after your coverage becomes effective.

#### **4.4 Services and Supplies Mandated by Laws in Other States**

Any *charges* for services and supplies which are required under the laws of a state other than the Rhode Island law and which are not provided under this *agreement* are NOT covered.

#### **4.5 Services Provided By College/School Health Facilities**

This *agreement* does NOT cover health care services received in a facility mainly meant to care for students, faculty, or employees of a college or other institution of learning.

#### **4.6 Services Provided By Facilities We Have Not Approved**

This *agreement* does NOT cover custodial care, rest care, day care, or non-skilled care in any facility. This *agreement* does NOT cover care in convalescent homes, nursing homes, homes for the aged, halfway houses, or other residential facilities. This *agreement* does NOT cover *hospital services* which are not performed in a *hospital*. See Section 8.0 - Glossary.

#### **4.7 Services Performed by Excluded Providers**

This *agreement* does NOT cover health care services performed by a *provider* who has been excluded or debarred from participation in Federal programs, such as Medicare and Medicaid. To determine whether a *provider* has been excluded from a Federal program, visit the U.S. Department of Human Services Office of Inspector General website ([www.oig.hhs.gov/fraud/exclusions/listofexcluded.html](http://www.oig.hhs.gov/fraud/exclusions/listofexcluded.html)) or the Excluded Parties List System website maintained by the U.S. General Services Administration ([www.epls.gov](http://www.epls.gov)).

#### **4.8 Services Performed by People/Facilities Who Are Not Legally Qualified or Licensed**

This *agreement* does NOT cover health care services performed in a facility or by a physician, surgeon, or other person who is not legally qualified or licensed, according to relevant sections of Rhode Island Law or other governing bodies, or who does not meet our credentialing requirements.

#### **4.9 Services Performed by Naturopaths and Homeopaths**

This *agreement* does NOT cover health care services ordered or performed by naturopaths and homeopaths.

#### **4.10 Services If You Leave the Hospital or If You Are Discharged Late**

If you leave the *hospital* for a day or portion of a day, this *agreement* does NOT cover any *hospital services* for that day (unless you leave to receive treatment somewhere else or through a Blue Cross & Blue Shield of Rhode Island approved *program*). This *agreement* does NOT cover any *hospital charges* you accumulate when you are discharged from the *hospital* later than the usual discharge time.

#### **4.11 Benefits Available from Other Sources**

This *agreement* does NOT cover the cost of *covered health care services* provided to you when there is no charge to you or there would have been no charge to you absent this

*agreement*. This *agreement* does NOT cover health care services when you can recover all or a portion of the cost of such services through a federal, state, county, or municipal law or through legal action. This is true even if you choose not to assert your rights under these laws or if you fail to assert your rights under these laws.

This *agreement* does NOT cover health care services if another entity or agency is responsible for such services under state or federal laws which provide service for the health of school children or children with disabilities. (See generally, Title 16, Chapters 21, 24, 25, and 26 of the Rhode Island General Laws. See also applicable regulations about the health of school children and the special education of children with disabilities or similar rules set forth by federal law or state law of applicable jurisdiction.)

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#### **4.12 Blood Services**

This *agreement* does NOT cover penalty fees related to blood services. This *agreement* does NOT cover any services for drawing, processing, or storage of your own blood.

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#### **4.13 Charges for Administrative Services**

This *agreement* does NOT cover:

- *charges* for missed appointments;
- *charges* for completion of *claim* forms; or
- other administrative *charges*.

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#### **4.14 Christian Scientist Practitioners**

This *agreement* does NOT cover the services of Christian Scientist Practitioners.

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#### **4.15 Clerical Errors**

If a clerical error or other mistake occurs, that error shall not deprive you of coverage under this *agreement*. A clerical error also does not create a right to benefits.

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#### **4.16 Consultations - Telephone**

This *agreement* does NOT cover telephone consultations, telephone services or medication monitoring services by phone. This includes, but is not limited to, services provided by a behavioral health (mental health and *chemical dependency*) *provider* covered under this *agreement*.

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#### **4.17 Deductibles and Copayments**

This *agreement* does NOT cover *deductibles* or *copayments*, if any.

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#### **4.18 Dental Services**

This *agreement* does NOT cover:

- general dental services such as extractions (including full mouth extractions), prostheses, braces, operative restorations, fillings, medical or surgical treatment of dental caries, gingivitis, gingivectomy, impactions, periodontal surgery, non-surgical treatment of temporomandibular joint dysfunctions, including appliances or restorations necessary to increase vertical dimensions or to restore the occlusion;
- panorex X-rays or dental X-rays (except when ordered by a *doctor* or dentist to diagnose a condition due to an accident to your *sound natural teeth*. See Section 3.11 - Emergency Services for details);

- orthodontic services, even if related to a covered surgery;
- dental appliances or devices; and
- *hospital services, free-standing ambulatory surgi-center services, and anesthesia services provided in connection with a dental service when the use of the hospital or free-standing ambulatory surgi-center or the setting in which the services are received is not medically necessary.*

This *agreement* does NOT cover any preparation of the mouth for dentures and dental or oral surgeries such as, but not limited to:

- apicoectomy, per tooth, first root;
- alveolectomy including curettage of osteitis or sequestrectomy;
- alveoloplasty, each quadrant;
- complete surgical removal of inaccessible impacted mandibular tooth mesial surface;
- excision of feberous tuberosities;
- excision of hyperplastic alveolar mucosa, each quadrant;
- operculectomy excision periocoronal tissues;
- removal of partially bony impacted tooth;
- removal of completely bony impacted tooth, with or without unusual surgical complications;
- surgical removal of partial bony impaction;
- surgical removal of impacted maxillary tooth;
- surgical removal of residual tooth roots; or
- vestibuloplasty with skin/mucosal graft and lowering the floor of the mouth.

#### **4.19 Employment-Related Injuries**

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This *agreement* does NOT cover health care services when performed to treat work-related illnesses, conditions, or injuries whether or not you are covered by Workers' Compensation law, unless;

- you are self-employed, a sole stockholder of a corporation, or a member of a partnership;
- such work-related illnesses, conditions, or injuries were incurred in the course of your self-employment, sole stockholder, or partnership activities; AND
- you are not enrolled as an employee under a group health *plan* sponsored by an employer other than the business or partnership described above.

However, if your *employer* is self-insured against Workers' Compensation liabilities pursuant to a Rhode Island group or individual self-insurance *plan* for which we provide administrative claims management services, to the extent required by our contract with such *plan*, we process bills and payments for health care services arising out of work-related illnesses, conditions, or injuries covered by such *plan* as if the services were covered under this *agreement*. Although we provide administrative claims management services only, for the purposes of any participating contract between us and (1) a *hospital* or other health care facility, and (2) a laboratory or any other *provider* of professional services, you will be deemed to be a *subscriber* receiving services performed under this *agreement*.

#### **4.20 Eye Exercises**

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Eye exercises and visual training services are NOT covered.

#### **4.21 Eyeglasses and Contact Lenses**

Eyeglasses and contact lenses are NOT covered unless specifically listed as a *covered health care service* in this *agreement*.

#### **4.22 Food and Food Products**

This *agreement* does NOT cover food or food products, whether or not prescribed, unless required by Rhode Island General Law §27-20-56 (Enteral Nutrition Products), or delivered through a feeding tube as the sole source of nutrition.

#### **4.23 Freezing and Storage of Blood, Sperm, Gametes, Embryo and Other Specimens**

This *agreement* does NOT cover freezing and storage of blood, gametes, sperm, embryos, or other tissues for future use. This *agreement* does NOT cover any services for drawing, processing, or storage of your own blood.

#### **4.24 Gene Therapy, Genetic Screening, and Parentage Testing**

This *agreement* does NOT cover gene therapy, genetic screening, or parentage testing.

#### **4.25 Illegal Drugs and Chronic Addiction**

Drugs which are dispensed in violation of state or federal law are NOT covered. Methadone dispensed to treat *chemical dependency* is NOT covered.

#### **4.26 Infant Formula**

This *agreement* does NOT cover infant formula whether or not prescribed unless required by Rhode Island General Law §27-20-56 (Enteral Nutrition Products), or delivered through a feeding tube as the sole source of nutrition.

#### **4.27 Marital Counseling**

This *agreement* does NOT cover marital counseling or training services.

#### **4.28 Personal Appearance and/or Service Items**

Services and supplies for your personal appearance and comfort, whether or not prescribed by a *doctor* and regardless of your condition, are NOT covered. These services and supplies include, but are not limited to:

- radio,
- telephone,
- television,
- air conditioner,
- humidifier,
- air purifier, or
- beauty and barber services.

Travel expenses, whether or not prescribed by a *doctor*, are NOT covered. This *agreement* does NOT cover items whose typical function is not medical. These items include, but are not limited to, recliner lifts, air conditioners, humidifiers, or dehumidifiers.

This *agreement* does NOT cover items that do not meet the durable medical equipment, medical supplies, and prosthetic devices minimum specifications. These items include, but are not limited to:

- standers,
- raised toilet seats,
- toilet seat systems,
- cribs,
- ramps,
- positioning wedges,
- wall or ceiling mounted lift systems,
- water circulating cold pads (cryo-cuffs),
- car seats (including any vest system) or car beds,
- bath or shower chair systems,
- trampolines,
- tricycles,
- therapy balls, or
- net swings with a positioning seat.

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#### **4.29 Psychoanalysis for Educational Purposes**

Psychoanalysis services are NOT covered, regardless of symptoms you may have. Psychotherapy services you receive which are credited towards a degree or to further your education or training, regardless of symptoms that you may have, are NOT covered.

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#### **4.30 Research Studies**

This *agreement* does NOT cover research studies.

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#### **4.31 Reversal of Voluntary Sterilization**

This *agreement* does NOT cover the reversal of voluntary sterilization or infertility treatment for a person that previously had a voluntary sterilization procedure.

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#### **4.32 Services Provided By Relatives or Members of Your Household**

This *agreement* does NOT cover *charges* for any services provided by a person who is a member of your household or the cost of any care provided by one of your relatives (by blood, marriage, or adoption).

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#### **4.33 Sex Transformations and Dysfunctions**

Health care services related to sex transformations are NOT covered. Health care services related to sexual dysfunctions or inadequacies, except services approved by us and necessary for the treatment of a condition arising out of organic dysfunctions, are NOT covered. (i.e., Therapeutic services will be covered when the cause of the dysfunction is physiological, not psychological.) This *agreement* does NOT cover sildenafil citrate (e.g., Viagra) or any therapeutic equivalents.

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#### **4.34 Supervision of Maintenance Therapy**

This *agreement* does NOT cover the supervision of maintenance therapy for chronic disease which is not aggravated by surgery and would not ordinarily need hospitalization. This *agreement* does NOT cover rehabilitation for maintenance purposes.

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#### **4.35 Surrogate Parenting**

This *agreement* does NOT cover any services related to surrogate parenting. This *agreement* does NOT cover the newborn child of a surrogate parent.

#### **4.36 Therapies, Acupuncture and Acupuncturist Services, and Biofeedback**

This *agreement* does NOT cover:

- recreational therapy,
- aqua therapy,
- maintenance therapy,
- aromatherapy
- massage therapy rendered by a massage therapist, and
- therapies, procedures, and services for the purpose of relieving stress are NOT covered.

This *agreement* does NOT cover acupuncture and acupuncturist services, including X-ray and laboratory services ordered by an acupuncturist.

This *agreement* does NOT cover:

- pelvic floor electrical stimulation,
- pelvic floor magnetic stimulation,
- pelvic floor exercise,
- biofeedback training,
- biofeedback by any modality for any condition, and
- any other exercise therapy.

#### **4.37 Weight Loss Programs**

This *agreement* does NOT cover health care services, including drugs, related to *programs* designed for the purpose of weight loss. These health care services include, but are not limited to, commercial diet plans, weight loss *programs*, and any services in connection with such plans or *programs*.



## **5.0 HOW YOUR COVERED HEALTH CARE SERVICES ARE PAID**

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Payments we make to you are personal and you cannot transfer or assign any of your right to receive payments under this *agreement* to another person or organization.

### **5.1 How Network Providers Are Paid**

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We pay *network providers* directly for *covered health care services*. You are responsible for *copayments*, *deductibles*, and the difference between the *maximum benefit* and our *allowance*, if any, which may apply to a *covered health care service*. *Network providers* agree not to bill, charge, collect a deposit from, or in any way seek reimbursement from you for a *covered health care service*, except for the *copayments*, *deductibles*, and the difference between the *maximum benefit* and our *allowance*, if any, which may apply to a *covered health care service*.

It is your obligation to pay a *network provider* your *copayment*, *deductible*, and the difference between the *maximum benefit* and our *allowance*. If you do not pay the *network provider*, the *provider* may decline to provide current or future services to you. The *provider* may pursue payment from you. See Section 1.9 - Your Responsibility to Pay Your Providers for more information.

Not all of the individual *providers* at a *network facility* will be *network providers*. It is your responsibility to make sure that each *provider* from whom you receive care is in the *network*. However, if you receive certain types of services at a *network facility*, and there are *covered health care services* provided with those services by a *non-network provider* outside of your control, you will be reimbursed for such *covered health care services*. The types of services this applies to are:

- *inpatient* admissions at a *network facility* under the direction of a *network physician*;
- *outpatient* services performed at a *network facility* by a *network physician*; AND
- emergency room services at a *network facility*.

### **5.2 How Non-Network Providers Are Paid**

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You are responsible for paying all *charges* from a *non-network provider*. You are liable for the difference between the amount that the *non-network health care provider* bills and the payment we make for covered health care services. Generally, we send reimbursement to you; but, we do reserve the right to reimburse a *non-network provider* directly.

We reimburse you or a *non-network provider* up to the *maximum benefit* or our *allowance*, less any *copayments* and *deductibles* which may apply to a *covered health care service*. We reimburse *non-network provider* services using the same guidelines we use to pay *network providers*.

Generally, our payment for *non-network provider* services will not be more than the amount we pay for *network provider* services. Payments we make to you are personal. You cannot transfer or assign any of your right to receive payments under this *agreement* to another person or organization, unless the Rhode Island General Law §27-20-49 (Dental Insurance assignment of benefits) applies.

### **5.3 Coverage for Services Provided Outside of the Service Area (BlueCard)**

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#### **Out-of-Area Services**

We have a variety of relationships with other Blue Cross and/or Blue Shield Licensees referred to generally as “Inter-Plan Programs”. Whenever you obtain health care services outside of our service area, the *claims* for these services may be processed through one of these Inter-Plan Programs, which include the BlueCard Program and may include negotiated National Account arrangements available between us and other Blue Cross and Blue Shield Licensees.

Typically, when accessing care outside our service area, you will obtain care from health care *providers* that have a contractual agreement (i.e., are *network providers*) with the local Blue Cross and/or Blue Shield Licensee in that other geographic area (“Host Blue”). In some instances, you may obtain care from *non-network* health care *providers*. Our payment practices in both instances are described below.

#### **BlueCard® Program**

Under the BlueCard® Program, when you access covered health care services within the geographic area served by a Host Blue, we will remain responsible for fulfilling our contractual obligations. However, the Host Blue is responsible for contracting with and generally handling all interactions with its participating health care *providers*.

Whenever you access covered health care services outside our service area and the *claim* is processed through the BlueCard Program, the amount you pay for covered health care services is calculated based on the lower of:

- The billed covered charges for your covered services; or
- The negotiated price that the Host Blue makes available to us.

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

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

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

## **Non-Participating Healthcare Providers Outside Our Service Area**

### **Subscriber Liability Calculation**

When covered health care services are provided outside of our service area by *non-network* health care *providers*, the amount you pay for such services will generally be based on either the Host Blue's *non-network* health care *provider* local payment or the pricing arrangements required by applicable state law. In these situations, you may be liable for the difference between the amount that the *non-network* health care *provider* bills and the payment we will make for the covered services as set forth in this paragraph.

### **Exceptions**

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

## **6.0 HOW WE COORDINATE YOUR BENEFITS WHEN YOU ARE COVERED BY MORE THAN ONE PLAN**

### **Introduction**

This Coordination of Benefits ("COB") provision applies when you or your covered dependents have health care benefits under more than one *plan*.

We follow the COB rules of payment issued by the National Association of Insurance Commissioners (NAIC). The COB rules have been adopted by the Rhode Island Office of the Health Insurance Commissioner (OHIC). From time to time these rules may change before we issue a revised subscriber agreement. We use the COB regulations in effect at the time of coordination to determine benefits available to you under this *agreement*.

If this provision applies, the order of benefit determination rules as stated in this section will determine whether we pay benefits before or after the *benefits* of another *plan*.

### **6.1 Definitions**

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The following definitions apply to Section 6:

**ALLOWABLE EXPENSE** means the necessary, reasonable and customary item of expense for health care which is:

- covered at least in part under one or more *plans* covering the person for whom the *claim* is made; AND
- incurred while this *agreement* is in force.

When a *plan* provides health care benefits in the form of services, the reasonable cash value of each service is considered as both an *allowable expense* and a benefit paid.

**BENEFITS** means any treatment, facility, equipment, drug, device, supply or service for which you receive reimbursement under a *plan*.

**CLAIM** means a request that benefits of a *plan* be provided or paid.

**PLAN** means any health care insurance benefit package provided by an organization as defined in Section 8.0 - Glossary.

**PRIMARY PLAN** means a *plan* whose benefits for a person's health care coverage must be determined without taking the existence of any other *plan* into consideration.

**SECONDARY PLAN** means a *plan* which is not a *primary plan*.

### **6.2 When You Have More Than One Agreement with Blue Cross & Blue Shield of Rhode Island**

If you are covered under more than one *agreement* with us, you are entitled to covered *benefits* under both *agreements*. If one *agreement* has a *benefit* that the other(s) does not, you are entitled to coverage under the *agreement* that has the *benefit*. The total payments you receive will never be more than the total cost for the services you receive.

### **6.3 When You Are Covered By More Than One Insurer**

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Covered benefits provided under any other *plan* will always be paid before the *benefits* under our *plan* if that insurer does not use a similar coordination of benefits rule to determine coverage. The *plan* without the coordination of benefits provision will always be the *primary plan*.

*Benefits* under another *plan* include all *benefits* that would be paid if *claims* had been submitted for them.

If you are covered by more than one *plan* and both insurers use similar coordination of benefits rules to determine coverage, we use the following conditions to determine which *plan* covers you first:

- whether you are the main *subscriber* or a dependent;
- if married, whether you or your spouse was born earlier in the year; OR
- length of time each spouse has been covered.

**(1.) Non-Dependent/Dependent** - If you are covered under a *plan* and you are the main *subscriber*, the *benefits* of that *plan* will be determined before the *benefits* of a *plan* which covers you as a dependent. If, however, you are a Medicare beneficiary, then, in some instances, Medicare will be Secondary and the *plan* which covers you as the main *subscriber* or as a dependent will provide the benefits first.

If one of your dependents covered under this *agreement* is a student, the *benefits* of any other coverage available because of student enrollment (except accident-only type coverage) will be determined before the *benefits* under this *agreement*.

**(2.) Dependent Child/Parents Not Separated or Divorced** - If dependent children are covered under separate *plans* of more than one person (i.e. "parents" or individuals acting as "parents"), the *benefits* of the *plan* covering the parent born earlier in the year will be determined before those of the parent whose birthday falls later in the year. If both parents have the same birthday, the *benefits* of the *plan* which covered the parent longer are determined before those of the *plan* which covered the other parent for a shorter period of time. The term "birthday" only refers to the month and day in a *calendar year*, not the year in which the person was born. If the other *plan* does not determine *benefits* according to the parents' birth dates, but by parents' gender instead, the other *plan's* gender rule will determine the order of *benefits*.

**(3.) Dependent Child/Parents Separated or Divorced** - If two or more *plans* cover a person as a dependent child of divorced or separated parents, the *plan* responsible to cover *benefits* for the child will be determined in the following order:

- first, the *plan* of the parent with custody of the child;
- then, the *plan* of the spouse of the parent with custody of the child; AND
- finally, the *plan* of the parent not having custody of the child.

If the terms of a court decree state that one of the parents is responsible for the health care expenses of the child, and the entity obligated to pay or provide the parent's *benefits* under that parent's *plan* has actual knowledge of those terms, the *benefits* of that *plan* are determined first and the *benefits* of the *plan* of the other parent are the *secondary plan*.

If the terms of a court decree state that the parents share joint custody, without stating that one of the parents is responsible for the health care expenses of the child, the *plans* covering the child will follow the order of benefit determination rules outlined in Section 6.3 (2) above.

**(4.) Active/Inactive Employee** - If you are covered under another health *plan* as an employee (not laid off or retired), your *benefits* and those of your dependents under that *plan* will be determined before benefits under this *plan*.

**(5.) Longer/Shorter Length of Coverage** - If none of the above rules determine the order of *benefits*, the *benefits* of the *plan* which covered a *member* or *subscriber* longer are determined before those of the *plan* which covered that person for the shorter term.

In general, if you use more *benefits* than you are covered for during a benefit period, the following formula is used to determine coverage:

The insurer covering you first will cover you up to its allowance. Then, the other insurer will cover any allowable *benefits* you use over that amount. It will never be more than the total amount of coverage that would have been provided if *benefits* were not coordinated.

+       Maximum *benefits* paid by first insurer  
+       Any remaining *allowable expense* paid by other insurer

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**Total Benefits Payable**

#### **6.4 Our Right to Make Payments and Recover Overpayments**

If payments which should have been made by us according to this provision have actually been made by another organization, we have the right to pay those organizations the amounts we decide are necessary to satisfy the rules of this provision. These amounts are considered *benefits* provided under this *agreement* and we are not liable for them.

If we have made payments for *allowable expenses* which are more than the maximum amount needed to satisfy the conditions of this provision, we have the right to recover the excess amounts from: the person to or for whom the payments were made; any other insurers; and/or any other organizations (as we decide). As the *subscriber*, you agree to pay back any excess amount, provide information and assistance, or do whatever is necessary to recover this excess amount. When determining the amount of payments made we include the reasonable cash value of any *benefits* provided in the form of services.

## **7.0 HOW TO FILE AND APPEAL A CLAIM**

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Our Customer Service Department phone number is (401) 459-5000 or 1-800-639-2227.

### **7.1 How to File a Claim**

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You must file all *claims* within one *calendar year* of the date you receive a *covered health care service*. *Member* submitted *claims* that arrive after this deadline are invalid unless:

- it was not reasonably possible for you to file your *claim* prior to the filing deadline; AND
- you file your *claim* as soon as possible but no later than ninety (90) calendar days after the filing deadline elapses (unless you are legally incapable).

Our payments to you or the *provider* fulfill our responsibility under this *agreement*. Your benefits are personal to you and cannot be assigned, in whole or in part, to another person or organization.

*Network providers* file *claims* for you and must do so within one hundred and eighty (180) days of providing a *covered health care service* to you.

*Non-network providers* may or may not file *claims* for you. If the *non-network provider* does not file the *claim* on your behalf, you will need to file the *claim* yourself. To file a *claim*, please send us an itemized bill including the following:

- patient's name;
- your *member* identification number;
- the name, address, and telephone number of the *provider* who performed the service;
- date and description of the service; AND
- *charge* for that service.

Please mail the *claim* to:

Blue Cross & Blue Shield of Rhode Island  
Attention: Claims Department  
500 Exchange Street  
Providence, RI 02903

### **7.2 Complaint and Administrative Appeal Procedures**

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A **Complaint** is a verbal or written expression of dissatisfaction with any aspect of our operation or the quality of care you received. A *complaint* is not an appeal, an inquiry, or a problem of misinformation that is resolved promptly by clearing up the misunderstanding or supplying the appropriate information to your satisfaction.

An **Administrative Appeal** is a verbal or written request for us to reconsider a full or partial denial of payment for services that were denied because:

- the services were excluded from coverage;
- we failed to make payment (in whole or part) for a service;
- we determined that you were not eligible for coverage (for example, a *rescission* of coverage occurred);
- you or you or your *provider* did not follow Blue Cross & Blue Shield of Rhode Island's requirements; or
- other limitation on an otherwise covered benefit.

## How to File a Complaint or Administrative Appeal

If you are dissatisfied with any aspect of our operation, the quality of care you have received, or you have a request for us to reconsider a full or partial denial of benefits, please call our Customer Service Department. The Customer Service Representative will try to resolve your concern. If it concern is not resolved to your satisfaction, you may file a *complaint* or *administrative appeal* verbally with the Customer Service Representative. If you wish to file a *complaint* related to the quality of care you received, you must do so within sixty (60) days of the incident. If you wish to file an *administrative appeal*, you must do so within one hundred eighty (180) days of receiving a denial of benefits. You are not required to file a *complaint* before filing an *administrative appeal*.

You may also file a *complaint* or *administrative appeal* in writing. To do so, you must provide the following information:

- name, address, *member* ID number;
- summary of the issue;
- any previous contact with Blue Cross & Blue Shield of Rhode Island;
- a brief description of the relief or solution you are seeking;
- any more information such as referral forms, *claims*, or any other documentation that you would like us to review;
- the date of incident or service; and
- your signature.

You can use the Member Appeal Form, which a Customer Service Representative can provide to you, or you can send us a letter with the information requested above. If someone is filing a *complaint* or *administrative appeal* on your behalf, you must send us a notice with your signature, authorizing the individual to represent you in this matter.

Please mail the *complaint* or *administrative appeal* to:

Blue Cross & Blue Shield of Rhode Island  
Attention: Grievance and Appeals Unit  
500 Exchange Street  
Providence, Rhode Island 02903

We will acknowledge your *complaint* or *administrative appeal* in writing or by phone within ten (10) business days of our receipt of your written *complaint* or *administrative appeal*. The Grievance and Appeals Unit will conduct a thorough review of your *complaint* or *administrative appeal* and respond in the timeframes set forth below.

### Complaint

- **Level 1**

We will respond to your Level 1 *complaint* in writing within thirty (30) calendar days of the date we receive your *complaint*. The determination letter will provide you with the rationale for our response as well as information on the next steps available to you, if any, if you are not satisfied with the outcome of the *complaint*.



- **Level 2 (when applicable)**

A Level 2 *complaint* may be submitted only when you have been offered a second level of *complaint* in your Level 1 determination letter. The Grievance and Appeals Unit will conduct a thorough review of your Level 2 *complaint* and respond to you in writing within thirty (30) business days of the date we receive your Level 2 letter. Our determination letter will provide you with the rationale for our response as well as information on the next steps if you are not satisfied with the outcome of the *complaint*.

### **Administrative Appeal**

We will respond to your *administrative appeal* in writing within sixty (60) calendar days of our receipt of your *administrative appeal*. The determination letter will provide you with information regarding our determination.

Blue Cross & Blue Shield of Rhode Island does not offer a Level 2 *administrative appeal*. You may notify the State of Rhode Island Department of Health or the State of Rhode Island Office of the Health Insurance Commissioner about your concerns. Please refer to the Legal Action section below for more information.

### **7.3 Medical Appeal Procedures**

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A **Medical Appeal** is a verbal or written request for us to reconsider a full or partial denial of payment for services that were denied because we determined one of the following:

- The services were not *medically necessary*; or
- The services are *experimental or investigational*.

If we deny payment for a service for medical reasons, you will receive the denial in writing. The written denial you receive will explain the reason for the denial and provide specific instructions for filing a *medical appeal*.

To file a *medical appeal* verbally, you may call our Customer Service Department.

You may also file a *medical appeal* in writing. To do so, you must provide the following information:

- name, address, and *member ID* number;
- summary of the medical appeal, any previous contact with Blue Cross & Blue Shield of Rhode Island, and a brief description of the relief or solution you are seeking;
- any more information such as referral forms, *claims*, or any other documentation that you would like us to review;
- the date of service; and
- your signature.

If a *medical appeal* is being filed on your behalf, you must send us a notice with your signature, authorizing the individual to represent you in this matter.

Written *medical appeals* should be sent to:

Blue Cross & Blue Shield of Rhode Island  
Attention: Grievance and Appeals Unit  
500 Exchange Street  
Providence, Rhode Island 02903

Your *doctor* may also file a *medical appeal* on your behalf. Your *doctor* can contact the Physician and Provider Service Center to start the medical appeal.

Within ten (10) business days of receipt of a written or verbal *medical appeal*, the Grievance and Appeals Unit will mail or call you to phone acknowledge of our receipt of the *medical appeal*.

You are entitled to the following levels of review when seeking a *medical appeal*.

### **Level 1 Review**

You may request a Level 1 review of any matter subject to *medical appeal* by making a request for such review to us within one hundred and eighty (180) calendar days of the initial determination letter. You may ask for this review by calling our Customer Service Department, but we strongly suggest that you submit your request in writing to ensure your request is accurately reflected. At any time during the Level 1 Review (or Level 2 Review, see below), you may supply additional information by mailing it to the address listed above. You may request copies of information relevant to your appeal (free of charge) by contacting our Grievance and Appeal Unit.

For pre-service (before services are rendered) or concurrent (during a patient's hospital stay or course of treatment) appeals, you will receive written notification of the determination on a Level 1 review within fifteen (15) calendar days of receipt of the appeal request. If you are requesting reconsideration of a service that was denied after you already obtained the service (retrospectively), then you will receive written notification of our determination within fifteen (15) business days of our receipt of the appeal.

### **Level 2 Review**

You may request a Level 2 review (preferably in writing) if our denial was upheld during the Level 1 review process. Your Level 2 review will be reviewed by a *provider* in the same or similar specialty as your treating *provider*. You must submit your request for a Level 2 review within one hundred and eighty (180) calendar days of receipt of the Level 1 determination letter. Upon request for a Level 2 review, we will provide you with the opportunity to inspect the medical file and add information to the file.

You will receive written notification of a determination on a Level 2 pre-service or concurrent review within fifteen (15) calendar days of receipt of the appeal request. If the service you are requesting review of was denied after you already obtained the service (retrospectively), you will receive written notification of our determination within fifteen (15) business days of receipt of the appeal request.

### **Expedited (Urgent) Review**

You may ask for an expedited (urgent) appeal if:

- an urgent *preauthorization* request for health care services has been denied (See Section 1.6 – Preauthorization for additional information about urgent *preauthorization* requests);
- the circumstances are an emergency; or
- you are in an *inpatient* setting.

A review is considered emergent or urgent if, in the opinion of an individual applying the judgment of a prudent layperson possessing an average knowledge of health and medicine, applying time periods for making a non-urgent appeal determination could seriously jeopardize your life or your health or your ability to regain maximum function. Likewise, a review is considered emergent or urgent if, in the opinion of a physician with knowledge of your health condition, applying time periods for making a non-urgent claim determination would subject you to severe pain that cannot be adequately managed without the care or treatment that is the subject of the appeal

To request you or your physician or provider must call the Grievance and Appeals Unit at (401) 459-5000 or 1-800-639-2227 or fax your request to (401) 459-5005.

An expedited appeal determination for services that have not yet been rendered (a pre-service review) will be made not later than seventy-two (72) hours from the receipt of the request.

Services that have all ready been rendered (retrospective review) are not eligible for expedited (urgent) review.

### **External Appeal**

If you remain dissatisfied with our appeal determination, you may request an external review by an outside review agency. To request an external review, you must submit your request in writing to us within four (4) months of your receipt of the determination. We will forward your request to the outside review agency within five (5) business days, or two (2) business days for an expedited external appeal.

For all non-emergency appeals, the outside review agency will notify you of its determination within ten (10) business days of the agency's receipt of the information.

For all urgent external appeals, the outside review agency will notify you of its determination within two (2) business days.

This External Appeal is voluntary. This means you may choose to participate in this level of appeal, or you may file suit in an appropriate court of law (Please see Legal Action, below).

### **7.4 Legal Action**

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If you are dissatisfied with the decision on your claim, and have complied with applicable state and federal law, you are entitled to seek judicial review. This review will take place in an appropriate court of law.

**Note:** *Once a member or provider receives a decision at one of the several levels of appeal (Level 1, Level 2, External, and Legal Action), the member or provider may not ask for an appeal at the same level again, unless additional information that could impact such decisions can be provided.*

Under state law, you may not begin court proceedings prior to the expiration of sixty (60) days after the date you filed your claim. In no event may legal action be taken against us later than three (3) years from the date you were required to file the claim (see Section 6.1).

For *members* covered by a group (employer sponsored) health plan, your plan may be subject to the Employee Retirement Income Security Act of 1974 (ERISA), as amended. Under federal law, if your plan is subject to ERISA you may have the right to bring legal action under section 502(a) of ERISA after you have exhausted all available administrative appeals. For appeals other than medical appeals, federal law requires that you pursue a final decision on an administrative appeal prior to filing suit under section 502(a) of ERISA. For medical appeals, federal law requires that you pursue a Level 2 review prior to filing a suit under section 502(a) of ERISA. You are not required to submit your claim to external review prior to filing a suit under section 502(a) of ERISA. Consult your employer to determine whether this applies to you and what your rights and obligations may be. If you are dissatisfied with the decision on your claim, and have complied with applicable state and federal law, you are entitled to seek judicial review. This review will take place in an appropriate court of law.

## **7.5 Grievances Unrelated to Claims**

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We encourage you to discuss any *complaint* that you may have about any aspect of your medical treatment with the health care *provider* that furnished the care. In most cases, issues can be more easily resolved when they are raised when they occur. If, however, you remain dissatisfied or prefer not to take up the issue with your *provider*, you may access our *complaint* and grievance procedures.

You may also access our *complaint* and grievance procedures if you have a *complaint* about our service or about one of our employees. In order to start a grievance, please call our Customer Service Department. The Customer Service Department will log in your call and begin working towards the resolution of your *complaint*.

The grievance procedures described in this Section 7.4 do not apply to medical necessity determinations (see Section 7.3), *complaints* about payments (see Section 7.2), *claims* of medical malpractice or to allegations that we are liable for the professional negligence of any *doctor, hospital, health care facility* or other health care *provider* furnishing services under this *agreement*.

## **7.6 Our Right to Withhold Payments**

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We have the right to withhold payment during the period of investigation on any *claim* we receive that we have reason to believe might not be eligible for coverage. We will also conduct pre-payment review on a *claim* we have reason to believe has been submitted for a service not covered under this *agreement*. We will make a final decision on these *claims* within sixty (60) days after the date you filed said *claim*.

We also have the right to perform post-payment reviews of *claims*. If we determine misrepresentation was used when you filed the *claim*, or if we determine that a *claim* should not have been paid for any reason, we may take all necessary steps (including legal action) to recover funds paid to you or to a *provider*.

## **7.7 Our Right of Subrogation and/or Reimbursement**

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### **Definitions**

**SUBROGATION** means we can use your right to recover money from a third party who caused you to be hurt or sick. We may also recover from any insurance company (including uninsured and underinsured motorist clauses and no-fault insurance) or other party.

**REIMBURSEMENT** means our right to be paid back any payments, awards or settlements that you receive from a third party. We can collect up to the amount of any benefit or any payment we made.

### **Subrogation**

We may recover money from a third party that causes you to be hurt or sick. If that party has insurance, we may recover money from the insurance company. Our recovery will be based on the *benefit* or payment we made under this *agreement*. For example, if you are hurt in a car accident and we pay for your hospital stay, we can collect the amount we paid for your hospital stay from the auto insurer. If you do not try to collect money from the third party who caused you to be hurt or sick, you agree that we can. We may do so on your behalf or in your name. Our right to be paid will take priority over any claim for money by a third party. This is true even if you have a claim for punitive or compensatory damages.

### **Reimbursement**

If we give you *benefits* or make payment for services under this *agreement* and you get money from a third party for those services, you must pay us back. This is true even if you receive the money after a settlement or a judgment. For example, if your auto insurance pays for your emergency room visit after a car accident, you must reimburse us for any *benefit* payment that we made.

We can collect the money no matter where it is or how it is designated. You must pay us back even if you do not get back the total amount of your claim against the third party. We can collect the money you receive even if it is described as a payment for something other than health care expenses. We may offset future payments under this *agreement* until we have been paid an amount equal to what you were paid by a third party. If we must pay legal fees in order to recover money from you, we can recover these costs from you. Also, the amount that you must pay us cannot be reduced by any legal costs that you have.

If you receive money in a settlement or a judgment and do not agree with our right to *reimbursement*, you must keep an amount equal to our claim in a separate account until the dispute is resolved. If a court orders that money be paid to you or any third party before your lawsuit is resolved, you must tell us quickly so we can respond in court.

### **Member Cooperation**

You must give us information and help us. This means you must complete and sign all necessary documents to help us get money back. You must tell us in a timely manner about the progress of your claim with a third party. This includes filing a claim or lawsuit, beginning settlement discussions, or agreeing to a settlement in principle, etc. It also means that you

must give us timely notice before you settle any claim. You must not do anything that might limit our rights under this Section. We may take any action necessary to protect our right of *subrogation* and/or *reimbursement*.

## 8.0 GLOSSARY

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When a defined term is used in this *agreement*, it will be italicized.

**AGREEMENT** means this document. It is a legal contract between you and Blue Cross & Blue Shield of Rhode Island.

**ALLOWANCE** is the maximum amount to be acceptable for a *covered health care service*. Our *allowance* for a *covered health care service* may include payment for other related services. See Section 5.0 - How Your Covered Health Care Services Are Paid and the Summary of Benefits for services subject to *copayments*, *deductibles*, and *maximum benefits*.

When you receive *covered health care services* from a *network provider*, the *provider* has agreed to accept our *allowance* as payment in full. You will be responsible to pay your *copayments*, *deductibles*, and the difference between the *maximum benefit* and our *allowance*, if any.

When you receive *covered health care services* from a *non-network provider*, you will be responsible for the *provider's charge*. Our reimbursement will be based on the lesser of our *allowance*, the *non-network provider's charge*, or the *maximum benefit*, less any *copayments* and *deductibles*, if any.

**BENEFITS** means any treatment, facility, equipment, drug, device, supply or service that you receive reimbursement for under a *plan*.

**BENEFIT LIMIT** means the maximum benefit amount allowed for certain *covered health care services*. It may limit the dollar amount, the duration, or the number of visits for *covered health care services*. See the Summary of Benefits for details about any *benefit limits*.

**BLUECARD** is a national program in which all Blue Cross and Blue Shield plans participate. It benefits *subscribers* who receive *covered health care services* outside their own plan's service area. See Section 5.3 for details.

**CALENDAR YEAR** means a 12-month period beginning on January 1st and ending December 31st.

**CHARGES** means the amount billed by any health care *provider* (e.g., *hospital*, *doctor*, *laboratory*, etc.) for *covered health care services* without the application of any discount or negotiated fee arrangement.

**CHEMICAL DEPENDENCY** means the chronic abuse of alcohol or other drugs. It is characterized:

- by impaired functioning;
- debilitating physical condition;
- the inability to keep from or reduce consuming the substance; OR
- the need for daily use of the chemical in order to function.

The term "chemical" includes alcohol and addictive drugs. It does not include caffeine or tobacco.

**CHEMICAL DEPENDENCY TREATMENT FACILITY** means a *hospital* or facility which is licensed by the Rhode Island Department of Health as a *hospital* or as a community residential facility for *chemical dependency* and *chemical dependency* treatment, unless we can establish through a pre-admission certification process that services are not available at a facility that meets these requirements.

**CLAIM** means a request that *benefits* of a *plan* be provided or paid.

**COBRA** means the Consolidated Omnibus Budget Reconciliation Act passed by Congress in 1986. This law provides continuation of group health *plan* coverage that would otherwise be ended. *COBRA* gives certain former employees, retirees, spouses, and dependents the right to temporary continuation of health coverage at group rates.

**COPAYMENT** means either a defined dollar amount or a percentage of our *allowance* that you must pay for certain *covered health care services*.

**COVERED HEALTH CARE SERVICES** means any service, treatment, procedure, facility, equipment, drug, device, or supply which we have reviewed and determined is eligible for reimbursement under this *agreement*.

**DEDUCTIBLE** means the amount that you must pay each *calendar year* before we begin to pay for certain *covered health care services*. The *network provider* and *non-network provider calendar year deductibles* are added up separately. The *deductible* amount applied to a *covered health care* expense is based on the lower of our *allowance* or the *provider's charge*. See the Summary of Benefits for your *calendar year deductible* amount(s) and *benefit limits*.

**DEVELOPMENTAL SERVICES** means therapies, typically provided by a qualified professional using a treatment plan, that are intended to lessen deficiencies in normal age appropriate function. The therapies generally are meant to limit deficiencies related to injury or disease that have been present since birth. This is true even if the deficiency was detected during a later developmental stage. The deficiency may be the result of injury or disease during the developmental period. *Developmental services* are applied for sustained periods of time to promote acceleration in developmentally related functional capacity. This *agreement* does not cover *developmental services* unless specifically listed as covered.

**DOCTOR** means any person licensed and registered as an allopathic or osteopathic physician (i.e. a D.O or M.D.). For purposes of this *agreement*, the term *doctor* also includes a licensed dentist, podiatrist, or chiropractic physician.

**ELIGIBLE PERSON** is explained in Section 2.1. See Section 2.1 for a detailed description of who is eligible to enroll as a dependent under this *agreement*.

**EMERGENCY** means a medical condition manifesting itself by acute symptoms. The acute symptoms are severe enough (including severe pain) that a prudent layperson, with an average knowledge of health and medicine, could reasonably expect that without immediate medical attention serious jeopardy to the health of a person (or, with respect to a pregnant woman, the health of the woman or her unborn child), serious impairment to bodily functions, or serious dysfunction of any bodily organ or part could result.



**EMPLOYER/AGENT** means any individual, corporation, association or college or university that pays for some or all of your membership and benefits as described in this *agreement*. This person or company is separate from us. Membership applications may be prepared by you and delivered to us by your *employer/agent*.

**EXPERIMENTAL/INVESTIGATIONAL** means any health care service that has progressed to limited human application, but has not been recognized as proven and effective in clinical medicine. See Section 3.12 for a more detailed description of the type of health care services we consider *experimental/investigational*.

**FREE-STANDING AMBULATORY SURGI-CENTER** means a state licensed facility which is equipped to surgically treat patients on an *outpatient* basis.

**HOSPITAL** means any facility worldwide:

- that provides medical and surgical care for patients who have acute illnesses or injuries; AND
- is either listed as a *hospital* by the American Hospital Association (AHA) OR accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).
  - **A GENERAL HOSPITAL** means a *hospital* which is designed to care for medical and surgical patients with acute illness or injury.
  - **A SPECIALTY HOSPITAL** means a *hospital* or the specialty unit of a *general hospital* which is licensed by the State. It must be designed to care for patients with injuries or special illnesses. This includes, but is not limited to, a long-term acute care unit, an acute mental health or acute short-term rehabilitation unit or *hospital*.

*Hospital* does not mean:

- convalescent homes;
- rest homes;
- nursing homes;
- homes for the aged;
- school and college infirmaries;
- halfway houses or residential facilities;
- long-term care facilities;
- *urgent care centers* or *free-standing ambulatory surgi-centers*;
- facilities providing mainly custodial, educational or rehabilitative care; or
- sections of *hospitals* used for custodial, educational or rehabilitative care, even if accredited by the JCAHO or listed in the AHA directory.

**HOSPITAL SERVICES** are the following *in-hospital services*:

- anesthesia supplies;
- blood services including: administration, typing, crossmatching, drawing, maintenance of donor room, and *charges* for plasma and derivatives. *Charges* for penalty fees are NOT covered;
- cardiac pacemakers;
- computerized axial tomography (CAT or CT scan) and magnetic resonance imaging (MRI);

- diagnostic imaging, radiation therapy and diagnostic and therapeutic radioisotopic services;
- drugs and medications as currently listed in the National Formulary or the U.S. Pharmacopoeia;
- electrocardiograms (EKGs) and electroencephalogram (EEG);
- general and specialty nursing care;
- hearing evaluation;
- hemodialysis - use of machine and other physical equipment;
- inhalation and oxygen, respiratory therapy, and ventilator support;
- insulin and electroconvulsive therapy;
- laboratory and pathology testing and pulmonary function tests;
- mammogram;
- meals and other dietary services;
- medical and surgical supplies;
- occupational therapy;
- original prosthetic and initial prosthesis when supplied and billed by the *hospital* where you are an *inpatient* or the *hospital* that you return to, within a reasonable period of time, for an original prosthesis or initial prosthetic, providing the prosthesis or the prosthetic is related to the original *hospital* stay;
- pap smear;
- physical therapy;
- recovery room;
- rehabilitation services;
- room accommodations in a ward or *semi-private room*;
- services performed in intensive care units;
- services of a licensed clinical psychologist when ordered by a *doctor* and billed by a *hospital*;
- speech evaluation and therapy;
- ultrasonography (ultrasounds);
- use of the operating room for surgery, anesthesia, and recovery room services; and
- other *hospital services* necessary for your treatment which we have approved.

**INPATIENT** is a patient admitted to a *hospital* or other health care facility. The patient must be admitted at least overnight.

**LEVEL OF COVERAGE** means the amount that we pay for a *covered health care service*. A *copayment*, *deductible*, or *maximum benefit* may be applied. The *level of coverage* differs depending on whether you are treated by a *network* or a *non-network provider*. See the Summary of Benefits for details about your *level of coverage*.

**MAINTENANCE SERVICES** means any service that is intended to maintain current function, slow down, or prevent decline in function. *Maintenance services* are most often long term therapies that do not apply to persons with an acute chronic illness or functional deficit. See Section 4.35 - Supervision of Maintenance Therapy and Maintenance Services.

**MAXIMUM BENEFIT** means the total benefit allowed under this *plan* for *covered health care services* for a particular condition or service.

When you receive *covered health care services* from a *network provider*, the *provider* has agreed to accept our *allowance* as payment in full. You will be responsible to pay the difference between the *maximum benefit* and our *allowance*, and any applicable *copayments* and *deductibles*.

When you receive *covered health care services* from a *non-network provider*, you will be responsible for the *provider's charge*. Our reimbursement will be based on the lesser of our *allowance*, the *non-network provider's charge*, or the *maximum benefit*; less any *copayments* and *deductibles*, if any.

**MAXIMUM OUT-OF-POCKET EXPENSE** means the total amount of *copayments* that you must pay each *calendar year* for certain *covered health care services* provided by *non-network hospitals*, facilities, *doctors*, and other health care *providers*.

Unless otherwise indicated, we will pay up to 100% of our *allowance* for the rest of the *calendar year* once you have met the *maximum out-of-pocket expense*.

The *copayment* amounts you pay for the services marked with a double asterisk (\*\*) in the Summary of Benefits will NOT be applied to the *maximum out-of-pocket expense*. Our *allowance* will never increase for these services.

See the Summary of Benefits for your *maximum out-of-pocket expenses*.

*Deductibles*, prescription drug *copayments*, and office visit *copayments* will NOT be applied to the *maximum out-of-pocket expense*.

**MEDICALLY NECESSARY** means that the health care services provided to treat your illness or injury, upon review by Blue Cross & Blue Shield of Rhode Island are:

- appropriate and effective for the diagnosis, treatment, or care of the condition, disease ailment or injury for which it is prescribed or performed;
- appropriate with regard to generally accepted standards of medical practice within the medical community;
- not primarily for the convenience of the *member*, the *member's family* or *provider* of such *member*; AND
- the most appropriate supplies or level of service which can safely be provided to the *member*, i.e. no less expensive professionally acceptable alternative is available.

We will make a determination whether a health care service is *medically necessary*. You have the right to appeal our determination or to take legal action as described in Section 7.0. We review medical necessity on a case-by-case basis.

THE FACT THAT YOUR *DOCTOR* PERFORMED OR PRESCRIBED A PROCEDURE DOES NOT MEAN THAT IT IS *MEDICALLY NECESSARY*. We determine medical necessity solely for purposes of *claims* payment under this *agreement*.

**NETWORK PROVIDER (NETWORK)** is a *provider* that has entered into an agreement with us or a Blue Cross or Blue Shield *plan* of another state.

**NEW SERVICE** means a service, treatment, procedure, facility, equipment, drug, device, or supply we previously have not reviewed to determine if the service is eligible for coverage under this *agreement*.

**NON-NETWORK PROVIDER (NON-NETWORK)** is a *provider* that has not entered into an agreement with us or another Blue Cross or Blue Shield *plan* of another state.

**OUTPATIENT** is a patient receiving ambulatory care at a *hospital* or other health care facility. The patient is not admitted overnight.

**PERSONAL PHYSICIAN** means, for the purpose of this *agreement* and for the determination of your *copayment*, professional *providers* that are family practitioners, internists, and pediatricians. Nurse practitioners and physician assistants, practicing under the supervision of these professional *providers*, may be reimbursed as *personal physicians*. For the purpose of this *agreement*, gynecologists and obstetricians may be credentialed as *personal physicians* or as *specialist physicians*.

**PLAN** means any *hospital* or medical service *plan* or health insurance benefit package provided by an organization. This includes an organization that is a *member* of the Blue Cross and Blue Shield Association and Blue Cross & Blue Shield of Rhode Island as well as:

- group insurance or group-type coverage, whether insured or self-insured, including group-type coverage through an HMO, other prepayment group practice or individual practice *plan*; AND
- coverage under a governmental *plan* or coverage required to be provided by law. This does not include a state *plan* under Medicaid (Title XIX, Grant to States for Medical Assistance Programs, of the U.S. Social Security Act as amended from time to time).

**PREAUTHORIZATION** is a process that determines if a health care service qualifies for benefit payment. *Preauthorization* is not a guarantee of payment, as the process does not take benefit limits into account.

*Preauthorization* is the approval that we advise you to seek before receiving certain *covered health care services*. *Preauthorization* ensures that services are *medically necessary* and performed in the most appropriate setting. *Network providers* are responsible for obtaining *preauthorization* for all applicable *covered health care services*.

You are responsible for obtaining *preauthorization* when the *provider* is *non-network* or if the services are rendered by a *provider* or facility that participates with an out-of-state Blue Cross or Blue Shield *plan* (*BlueCard*). If you do not obtain *preauthorization* and the services are determined to be not *medically necessary* or the setting in which the services were received is determined to be inappropriate, we will not cover these services/facilities.

You may ask for *preauthorization* by telephoning us. For *covered health care services* (other than behavioral health services), call our Customer Service Department at (401) 459-5000 or 1-800-639-2227.

For behavioral health services (mental health and *chemical dependency*), call (401) 277-1344 or 1-800-274-2958.

We must be contacted at least two (2) working days before you receive any *covered health care service* for which *preauthorization* is recommended.

Services for which *preauthorization* is recommended are marked with an asterisk (\*) in the Summary of Medical Benefits.

**PREVENTIVE CARE SERVICES** means *covered health care services* performed to prevent the occurrence of disease. See Section 3.30 - *Preventive Care Services* and *Early Detection Services*.

**PROGRAM** means a collection of *covered health care services*, billed by one *provider*, which can be carried out in many settings and by different *providers*. This *agreement* does NOT cover *programs* unless specifically listed as covered. See Section 3.0 - *Covered Health Care Services* to find out if a *program* is covered under this *agreement*.

**PROVIDER** means an individual or entity licensed under the laws of the State of Rhode Island or another state to furnish health care services. For purposes of this *agreement*, the term *provider* includes a *doctor* and a *hospital*. It also means individuals whose services we must cover under Title 27, Chapters 19 and 20 of the Rhode Island General Laws, as amended from time to time.

These individuals include:

- midwives;
- certified registered nurse practitioners;
- psychiatric and mental health nurse clinical specialists practicing in collaboration with or in the employ of a physician licensed in Rhode Island;
- counselors in mental health; and
- therapists in marriage and family practice.

**REHABILITATIVE SERVICES** means acute short-term therapies that can only be provided by a qualified professional. The therapies are used to treat functional deficiencies that are the result of injury or disease. Short-term therapies are services that result in measurable and meaningful functional improvements within sixty (60) days.

The services must be

- consistent with the nature and severity of illness;
- be considered safe and effective for the patient's condition;
- be used to restore function.

The *rehabilitative services* must be provided as part of a defined treatment plan for an acute illness, injury, or an acute exacerbation of a chronic illness with significant potential for functional recovery.

See Section 3.35 - *Speech Therapy* and the Summary of Medical Benefits for *benefit limits* and *level of coverage*.

**SEMI-PRIVATE ROOM** means a *hospital* room with two or more patient beds.

**SOUND NATURAL TEETH** means teeth that:

- are free of active or chronic clinical decay;
- have at least fifty percent (50%) bony support;
- are functional in the arch; and
- have not been excessively weakened by multiple dental procedures.

**SUBSCRIBER/MEMBER** means you and each *eligible person* listed on your application whom we agree to cover.

**URGENT CARE CENTER** means a health care center physically separate from a *hospital* or other institution with which it is affiliated. It may also mean an independently operated and owned health care center. These centers are also referred to as "walk-in centers".

**UTILIZATION REVIEW** means the prospective (prior to), concurrent (during) or retrospective (after) review of any service to determine whether such service was properly authorized, constitutes a *medically necessary* service for purposes of *benefit* payment, and is a *covered health care service* under this *agreement*.

- **Prospective Review** is a review done before services are rendered.
- **Concurrent Review** is a review done during a patient's *hospital* stay or course of treatment.
- **Retrospective Review** is a review done after services have been rendered.

**WE, US, and OUR** means Blue Cross & Blue Shield of Rhode Island. We are located at 500 Exchange Street, Providence, Rhode Island, 02903. In this *agreement*, WE, US, or OUR will have the same meaning whether italicized or not.

**YOU and YOUR** means the person who is subscribing to Blue Cross & Blue Shield of Rhode Island. In this *agreement*, YOU and YOUR will have the same meaning whether italicized or not.

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