



**INDIVIDUAL  
PREFERRED PROVIDER ORGANIZATION  
MyPlan  
INSURANCE POLICY**

THIS INSURANCE POLICY IS NOT A MEDICARE SUPPLEMENT POLICY. If You are eligible for Medicare, review the Guide to Health Insurance for People with Medicare available from the company.

**Corporate Office**  
1206 W. Campus Drive  
Temple, Texas 76502  
**254.298.3000**  
**1.855.572.7238**  
**BSWHealthPlan.com**

## **Insurance Policy**

### **Baylor Scott & White Insurance Company (herein called "Issuer")**

This Policy, Your completed and accepted Enrollment Application, Schedule of Benefits, any Riders, along with any attachments and amendments to those documents constitute the entire Agreement between the parties. No agent or other person, except the President and Chief Executive Officer of the Issuer, has the authority to waive any conditions or restrictions of the Agreement, to extend the time for making a payment, or to bind the Issuer by making any promise or representation, or by giving or receiving any information.

In consideration of the completed and accepted Enrollment Application and timely payment of the Required Payments, the Issuer agrees to provide or arrange to provide the covered benefits as described in this Policy.

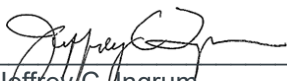
In consideration of the Issuer providing or arranging to provide the covered benefits specified in this Policy and subject to the terms, the Subscriber promises to pay all Required Payments when due, abide by all of the terms of the Agreement and comply with all applicable local, state, and federal laws.

This Policy is guaranteed-renewable subject to the Issuer's right to change the applicable Premium rates upon renewal or with sixty (60) days advance written notice. The Subscriber has ten (10) days to examine this Policy after the Subscriber receives it from the Issuer. If after examining it the Subscriber is not satisfied for any reason, the Subscriber may return it to the Issuer within the 10-day period and the Premium the Subscriber has paid will be returned to the Subscriber. However, if Members receive any covered benefits prior to returning this Policy, the Subscriber will be responsible for the cost of those benefits.

The coverage provided under this Policy is Preferred Provider Organization (PPO) coverage and not indemnity insurance.

The Issuer hereby certifies that it has issued an Insurance Policy (herein called the "Plan") for the Subscriber and any Covered Dependent(s). The Effective Date of coverage under the Agreement shall be as indicated on a Member's Identification Card and as confirmed by the Issuer. The Agreement shall continue in effect for one (1) year from the Effective Date until terminated in accordance with the terms of the **Termination of Coverage** section of this Policy.

***The Issuer does not discriminate based on race, color, national origin, disability, age, sex, gender identity, sexual orientation, political affiliation or expression, or health status in the administration of the Plan, including enrollment and benefit determinations.***

  
\_\_\_\_\_  
Jeffrey C. Ingram  
President and Chief Executive Officer  
Baylor Scott & White Insurance Company  
1206 W. Campus Drive  
Temple, Texas 76502

## Have a complaint or need help?

If you have a problem with a claim or your premium, call your insurance company or HMO first. If you can't work out the issue, the Texas Department of Insurance may be able to help.

Even if you file a complaint with the Texas Department of Insurance, you should also file a complaint or appeal through your insurance company or HMO. If you don't, you may lose your right to appeal.

### **Baylor Scott & White Insurance Company**

To get information or file a complaint with your insurance company or HMO:

**Call: Customer Service at 254.298.3000**

**Toll-free: 1.855.572.7238**

Online: **BSWHealthPlan.com**

Email: **hpappealsandgrievances@BSWHealth.org**

Mail: 1206 W. Campus Drive, Temple, TX 76502

### **The Texas Department of Insurance**

To get help with an insurance question or file a complaint with the state:

Call with a question: **800.252.3439**

File a complaint: **www.tdi.texas.gov**

Email: **ConsumerProtection@tdi.texas.gov**

Mail: Consumer Protection, MC: CO-CP, Texas Department of Insurance, PO Box 12030, Austin, TX 78711-2030

## ¿Tiene una queja o necesita ayuda?

Si tiene un problema con una reclamación o con su prima de seguro, llame primero a su compañía de seguros o HMO. Si no puede resolver el problema, es posible que el Departamento de Seguros de Texas (Texas Department of Insurance, por su nombre en inglés) pueda ayudar.

Aun si usted presenta una queja ante el Departamento de Seguros de Texas, también debe presentar una queja a través del proceso de quejas o de apelaciones de su compañía de seguros o HMO. Si no lo hace, podría perder su derecho para apelar.

### **Baylor Scott & White Insurance Company**

Para obtener información o para presentar una queja ante su compañía de seguros o HMO:

**Llame a: Customer Service at 254.298.3000**

**Teléfono gratuito: 1.855.572.7238**

En línea: **BSWHealthPlan.com**

Correo electrónico: **hpappealsandgrievances@BSWHealth.org**

Dirección postal: 1206 W. Campus Drive, Temple, TX 76502

### **El Departamento de Seguros de Texas**

Para obtener ayuda con una pregunta relacionada con los seguros o para presentar una queja ante el estado:

Llame con sus preguntas al: **800.252.3439**

Presente una queja en: **www.tdi.texas.gov**

Correo electrónico: **ConsumerProtection@tdi.texas.gov**

Dirección postal: Consumer Protection, MC: CO-CP, Texas Department of Insurance, PO Box 12030, Austin, TX 78711-2030

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## Introduction

In this Policy, “We”, “Us” and “Our” means the Issuer. “You” are the Subscriber whose Enrollment Application has been accepted by Us. The word “Member” means You and any Covered Dependents under the Plan.

This Policy will explain:

- Member rights and responsibilities, and Our rights and responsibilities.
- covered benefits and how to receive them, and
- costs the Subscriber will be responsible for paying.

The defined terms in this Policy are capitalized and shown in the appropriate provision, or in the **Definitions** section of this Policy.

Please read this Policy completely and carefully, particularly any sections relevant to Member special health care needs.

### Important Contact Information

Resource	Contact Information	Accessible Hours
Website	<b>BSWHealthPlan.com</b>	24 hours a day 7 days a week
Mailing Address	1206 W. Campus Drive Temple, Texas 76502	24 hours a day 7 days a week
Customer Service	<b>1.855.572.7238</b> <b>TTY Line 711</b>	Monday – Friday 7:00 AM – 7:00 PM CT

Customer Service can:

- identify a Member Service Area,
- provide Members with information about Participating Providers,
- assist Members with concerns about Participating Providers,
- provide Claim forms,
- answer Member questions on Claims,
- provide information on the Plan’s features, and
- assist Members with questions regarding covered benefits.

We have a free service to help Members who speak languages other than English. This service allows a Member and a Member’s Physician to talk about a Member’s medical concerns.

We have representatives that speak Spanish and have medical interpreters to assist with other languages.

Members who are blind, visually impaired, deaf, hard of hearing or speech impaired may also contact Us at **1.855.572.7238 (TTY 711)** to arrange for oral interpretation services.

## Definitions

The following defined terms shall have the meaning stated below and will be capitalized when used in this Policy.

**Acquired Brain Injury** means a neurological insult to the brain, which is not hereditary, congenital, or degenerative, in which the injury to the brain has occurred after birth and results in a change in neuronal activity, which results in an impairment of physical functioning, sensory processing, cognition, or psychosocial behavior.

**Administer** means to directly apply a drug to the body of a patient by injection, inhalation, ingestion, or any other means.

**Adverse Determination** means a determination by a Utilization Review agent made on behalf of the Issuer that the health care provided or proposed to be provided to a Member is not Medically Necessary or appropriate; or that the service is Experimental or Investigational. The term does not include a denial of health care due to the failure to request prospective or concurrent Utilization Review.

**Age of Ineligibility** means the age at which dependents are no longer eligible for coverage, subject to the definition of Eligible Dependent. Under this Policy, the Age of Ineligibility is 26.

**Agreement** is the legal contract between the Issuer and Subscriber and includes this Policy, Enrollment Application, Schedule of Benefits, and Riders along with any attachments and amendments to those documents.

**Ambulance** means a vehicle superficially designed, equipped, and licensed for transporting the sick and/or injured.

**Ambulatory Surgical Center** means a Facility not located on the premises of a Hospital which provides specialty Outpatient Surgical Treatment. It does not include individual or group practice offices of private Physicians or Health Professionals, unless the offices have a distinct part used solely for Outpatient Surgical Treatment on a regular and organized basis.

**Amino Acid-Based Elemental Formulas** means complete nutrition formulas designed for Members who have an immune response to allergens found in whole foods or formulas composed of whole proteins, fats, and/or carbohydrates. Amino Acid-Based Elemental Formulas are made from individual (single) nonallergenic amino acids (proteins) broken down to their "elemental level" so that they can be easily absorbed and digested.

**Appeal** is an oral or written request for the Issuer to reverse a previous denial determination.

**Biomarker** means a characteristic that is objectively measured and evaluated as an indicator or normal biological processes, pathogenic processes, or pharmacological responses to a specific therapeutic intervention. The term includes gene mutations, and protein expression.

**Biomarker Testing** means the analysis of a patient's tissue, blood, or other bio spectrum for the presence of a biomarker. The term includes single-analyte tests, multiplex panel tests, and whole genome sequencing.

**Breast Tomosynthesis** means a radiologic Mammography procedure that involves the acquisition of projection images over a stationary breast to produce cross-sectional digital three-dimensional images of the breast from which applicable breast cancer screening diagnoses may be determined.



**Calendar Year** means the twelve (12) month period from January 1 through December 31.

**Clinician-Administered Drug** means an outpatient prescription drug other than a vaccine that:

- cannot reasonably be:
  - self-administered by the member to whom the drug is prescribed, or
  - administered by an individual assisting the member with the self-administration, and
- is typically administered:
  - by a physician or other health care provider authorized under the laws of this state to administer the drug, including when acting under a physician's delegation and supervision, and
  - in a physician's office.

**Cognitive Communication Therapy** means therapy designed to address modalities of comprehension and expression, including understanding, reading, writing, and verbal expression of information.

**Cognitive Rehabilitation Therapy** means therapy designed to address therapeutic cognitive abilities, based on an assessment, and understanding of a Member's brain behavioral deficits.

**Coinsurance** means the percentage of Covered Expenses You are responsible for paying (after the applicable Deductibles are satisfied). Coinsurance does not include charges for services that are not covered benefits or charges in excess of Covered Expenses. These charges are Your responsibility and are not included in the Coinsurance calculation.

**Community Reintegration Services** means services that facilitate the continuum of care as an affected Member transitions into the community.

**Complainant** means a Member, or a Physician, Health Professional, or other person designated to act on behalf of a Member, who files a Complaint.

**Complaint** is any oral or written expression of dissatisfaction with any aspect of the Issuer's operation, including but not limited to:

- Dissatisfaction with plan administration.
- Procedures related to review or appeal of an Adverse Determination.
- The denial, reduction, or termination of a service for reasons not related to medical necessity.
- The way a service is provided; or
- Disenrollment decisions expressed by a Complainant.

The term does not include:

- A misunderstanding or a problem of misinformation that is resolved promptly by clearing up the misunderstanding or supplying the appropriate information.
- Dissatisfaction or disagreement with an Adverse Determination.

**Complications of Pregnancy** means conditions (when the pregnancy is not terminated) whose diagnoses are distinct from pregnancy but are adversely affected by pregnancy or are caused by pregnancy, such as nephritis, nephrosis, cardiac decompensation, missed abortion, and similar medical and surgical conditions of comparable severity, but shall not include false labor, occasional spotting, Physician-prescribed rest during the period of pregnancy, morning sickness, hyperemesis gravidarum, pre-eclampsia, and similar conditions associated with the management of a difficult pregnancy not constituting a nosologically distinct complication of pregnancy; and non-elective cesarean section, termination of ectopic pregnancy, and spontaneous termination of pregnancy occurring during a period of gestation in which a viable birth is not possible.

**Contract Date** means the date on which the Agreement is executed. The Contract Date may not be the date coverage for the Plan commences.

**Contract Year** means the period of time which begins at 12:00 midnight on the Contract Date and ends at 12:00 midnight one (1) year later.

**Copayment** means the dollar amount, if any shown in the Schedule of Benefits payable by a Member to a Participating Provider, when those benefits are obtained from that Participating Provider.

**Cost Sharing** means the Copayment, Coinsurance, Deductible, and any amounts exceeding benefit limits that a Member will incur as an expense for covered benefits. Specific cost sharing amounts for covered benefits can be found on the Schedule of Benefits.

**Covered Dependent** means a member of the Subscriber's family who meets the eligibility provisions described in this Policy, whom the Subscriber has listed on the Enrollment Application, and for whom the Required Payments have been made.

**Covered Expenses** are the expenses incurred for covered benefits. Covered Expenses for covered benefits received from Participating Providers will not exceed the contracted rate. Covered Expenses for covered benefits received from Non-Participating Providers will not exceed Usual and Customary Rates. In addition, Covered Expenses may be limited by other specific maximums described in this Plan. Covered Expenses are subject to applicable Deductibles and other benefit limits. An expense is incurred on the date the Member receives the covered benefit. In some cases, Covered Expenses may be less than the amount that You are billed.

**Creditable Coverage** means any group health coverage or individual health coverage, including services from insurance or a health maintenance organization, which qualifies under regulations implementing the Federal Health Insurance Portability and Accountability Act of 1996 (Public Law 104-191), provided such coverage ended within the sixty-three (63) day period directly preceding the applicant's request to enroll in this Plan.

**Custodial Care** means care designed principally to assist an individual in engaging in the activities of daily living, or services which constitute personal care, such as help in walking and getting in and out of bed; assistance in bathing, dressing, feeding, and using the toilet; preparation of special diets; and supervision of medication, which can usually be self-administered, and which does not entail or require the continuing attention of trained medical or other paramedical personnel. Custodial Care is normally, but not necessarily, provided in a nursing home, convalescent home, or rest home or similar institution.

**Deductible Calendar Year** means the dollar amount, if any, shown in the Schedule of Benefits payable by a Member for covered benefits before the Plan provides payment for those benefits under this Policy.

**Deductible Family Maximum** means the dollar amount payable by the Subscriber and the Subscriber's Covered Dependents for covered benefits each Calendar Year before benefits are paid. Once the Family Maximum amount has been satisfied, no further Deductibles will be required for the remainder of the Calendar Year. The Deductible Family Maximum is satisfied when:

- one (1) family member satisfies their Deductible, and
- the cumulative total of all Deductible amounts paid by or on behalf of You and Your Covered Dependents equals the Deductible Family Maximum stated in the Schedule of Benefits.

**Diabetes Equipment** means blood glucose monitors, including those designed to be used by blind individuals, insulin pumps and associated attachments, insulin infusion devices, and podiatric appliances for the prevention of diabetic complications. As new or improved diabetes equipment becomes available and is approved by the United States Food and Drug Administration, such equipment shall be covered if determined to be Medically Necessary and appropriate by a Participating Provider through a written order.

**Diabetes Self-Management Training** means any of the following training or instruction provided by a Participating Provider following initial diagnosis of diabetes:

- Instruction in the care and management of the condition,
- Nutritional counseling,

- Counseling in the proper use of Diabetes Equipment and Supplies,
- Subsequent training or instruction necessitated by a significant change in a Member's symptoms or condition which impacts the self-management regime, and
- Appropriate periodic or continuing education as warranted by the development of new techniques and Treatments for diabetes.

**Diabetes Supplies** means test strips for blood glucose monitors, visual reading and urine test strips, lancets and lancet devices, insulin and insulin analogs, injection aids, syringes for administering insulin, oral agents available with or without a prescription for controlling blood sugar levels, and glucagon emergency kits. As new or improved diabetes supplies become available and are approved by the United States Food and Drug Administration, such supplies shall be covered if determined to be Medically Necessary and appropriate by a Participating Provider through a written order.

**Diagnostic Imaging** means an imaging examination using mammography, ultrasound imaging, or magnetic resonance imaging that is designed to evaluate a subjective or objective abnormality detected by a Physician or patient in a breast; an abnormality seen by a Physician on a screening mammogram; an abnormality previously identified by a Physician as probably benign in a breast for which follow-up imaging is recommended by a Physician; or an individual with a personal history of breast cancer or dense breast tissue.

**Digital Mammography** means Mammography creating breast images that are stored as digital pictures.

**Durable Medical Equipment or DME** means equipment that:

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

All requirements of this definition must be met before an item can be considered to be Durable Medical Equipment.

**Effective Date** means the date the coverage for a Member actually begins. It may be different from the Eligibility Date or the Contract Date.

**Eligible Dependent** means a member of the Subscriber's family who falls within one (1) of the following categories:

- Subscriber's current spouse as defined by Texas law.
- A child of the Subscriber's current spouse who is:
  - Under the Age of Ineligibility; or
  - Over the Age of Ineligibility who is:
    - Incapable of self-sustaining employment by reason of physical disability or mental incapacity; and
    - Chiefly dependent upon the Subscriber for support and maintenance.
- Subscriber's Son or Daughter who is:
  - Under the Age of Ineligibility; or
  - Over the Age of Ineligibility who is:
    - Incapable of self-sustaining employment by reason of physical disability or mental incapacity; and
    - Chiefly dependent upon the Subscriber for support and maintenance.
- Subscriber's grandson or granddaughter who is:
  - A dependent of the Subscriber for federal tax purposes at the time of application of coverage for the grandchild is made.
  - Unmarried, and
  - Under the Age of Ineligibility; or
  - Over the Age of Ineligibility who is:

- Incapable of self-sustaining employment by reason of physical disability or mental incapacity; and
  - Chiefly dependent upon you for support and maintenance; and
- Any child for whom the Subscriber is obligated to provide health coverage by a Qualified Medical Support Order pursuant to the terms of that order.

**Eligibility Date** means the date You or Your dependent are eligible for coverage under the Plan.

**Emergency Care** is provided in a Hospital emergency Facility, Freestanding Emergency Medical Care Facility, including ancillary services routinely available to the emergency department to evaluate and stabilize emergency medical conditions of a recent onset and severity, including but not limited to severe pain, that would lead a prudent layperson, possessing an average knowledge of medicine and health to believe that his or her condition, sickness, or injury is of such a nature that failure to get immediate medical care could result in:

- placing his or her health in serious jeopardy,
- serious impairment to bodily functions,
- serious dysfunction of any bodily organ or part,
- serious disfigurement; or
- in the case of a pregnant woman, serious jeopardy to the health of the fetus.

**Emergency Medical Services (EMS) Provider** means a person who uses or maintains emergency medical services vehicles, medical equipment, and emergency medical services personnel to provide emergency medical services.

**Enrollment Application** is the document which must be completed by or on behalf of a person in applying for coverage. The enrollment application along with any attachments and amendments is part of the entire Agreement between the Subscriber and the Issuer.

**Experimental or Investigational** means, in the opinion of the Medical Director, Treatment that has not been proven successful in improving the health of Members. In making such determinations, the Medical Director will rely upon:

- Well-designed and well conducted investigations published in recognized peer reviewed medical literature, such as the New England Journal of Medicine or the Journal of Clinical Oncology, when such papers report conclusive findings of controlled or randomized trials. The Medical Director shall consider the quality of the body of studies and the consistency of the results in evaluating the evidence,
- Communications about the Treatment that have been provided to patients as part of an informed consent,
- Communications about the procedure or Treatment that have been provided from the physician undertaking a study of the Treatment to the institution or government sponsoring the study,
- Documents or records from the institutional review board of the hospital or institution undertaking a study of the Treatment,
- Regulations and other communications and publications issued by the Food and Drug Administration and the Department of Health and Human Services; and
- a Member's medical records.

As used above, "peer reviewed medical literature" means one or more U. S. scientific publications which require that manuscripts be submitted to acknowledged experts inside or outside the editorial office for their considered opinions or recommendations regarding publication of the manuscript. In addition, in order to qualify as peer reviewed medical literature, the manuscript must actually have been reviewed by acknowledged experts before publication.

Treatments referred to as "experimental", "experimental trial", "investigational", "investigational trial", "trial", "study", "controlled study", "controlled trial", and any other term of similar meaning shall be considered to be Experimental or Investigational.

**Facility** means a health care or residential Treatment center licensed by the state in which it operates to provide medical inpatient Treatment, outpatient Treatment, partial hospitalization, residential or day Treatment. Facility also means a Treatment center for the diagnosis and/or Treatment of Chemical Dependency or Mental Illness.

**Fertility Preservation** means the collection and preservation of sperm, unfertilized oocytes, and ovarian tissue, and does not include the storage of such unfertilized genetic materials.

**Freestanding Emergency Medical Care Facility** is a Facility, licensed under Health and Safety Code Chapter 254 (concerning Freestanding Emergency Medical Care Facilities), structurally separate and distinct from a Hospital, which receives a Member and provides Emergency Care as defined in Insurance Code §843.002.

**Forced Organ Harvesting** means the removal of one (1) or more organs from a living person by means of coercion, abduction, deception, fraud, or abuse of power or a position of vulnerability.

**Formulary** means the list that identifies those Prescription Drugs for which coverage may be available under this Plan. Members may determine the tier assigned to each Prescription Drug by visiting the Our website at [BSWHealthPlan.com](http://BSWHealthPlan.com) or by calling Us at **1.855.572.7238**.

**Grace Period** means a period of thirty (30) days after a Premium Due Date, during which Premiums may be paid to the Issuer without lapse of the Subscriber or Covered Dependent's coverage, if any, under the Agreement. If payment is not received within thirty (30) days, coverage will be terminated, and the Subscriber will be responsible for any cost of benefits received during the grace period.

**Health Care Provider** means an individual who is licensed, certified, or otherwise authorized to provide health care services in this state.

**Health Professional** means health care professionals, licensed in the State of Texas (or, in the case of Treatment rendered on referral, licensed in the state in which that care is provided). Health Professional includes a Doctor of Dentistry, a Doctor of Podiatry, a Doctor of Optometry, a Doctor of Chiropractic, a Doctor of Psychology, Acupuncturists, a Licensed Audiologist, a Licensed Speech-Language Pathologist, a Licensed Hearing Aid Fitter and Dispenser, a Licensed Dietitian, a Licensed Master Social Worker-Advanced Clinical Practitioner, a Licensed Professional Counselor or a Licensed Marriage Counselor and Family Therapist, and other practitioners of the healing arts as specified in the Texas Insurance Code.

**Heritable Metabolic Disease** means an inherited disease that may result in mental or physical retardation or death.

**Home Health Agency** means a business that provides Home Health Care and is licensed, approved, or certified by the appropriate agency of the state in which it is located or be certified by Medicare as a supplier of Home Health Care.

**Home Health Care** means benefits that are provided under the Plan during a visit by a Home Health Agency to Members confined at home due to a sickness or injury requiring skilled health care on an intermittent, part-time basis.

**Home Infusion Therapy** means drug infusion services provided when a Member is medically homebound, or when Your home is determined by the Medical Director to be the most appropriate setting for the drug infusion.

**Hospice** means a Facility or agency primarily engaged in providing skilled nursing care and other therapeutic care for terminally ill patients and which is:

- Licensed in accordance with state law (where the state law provides for such licensing); or
- Certified by Medicare as a supplier of Hospice Care.

**Hospice Care** means benefits that are provided under the Plan by a Hospice to a Member confined at home or in a Hospice Facility due to a terminal sickness or terminal injury requiring skilled health care.

**Hospital** means a short-term acute care Facility which:

- Is duly licensed as a Hospital by the state in which it is located and meets the standards established for such licensing, including those either accredited by the Joint Commission on Accreditation of Healthcare Organizations or is certified as a Hospital Provider under Medicare.
- Is primarily engaged in providing inpatient diagnostic and therapeutic care for the diagnosis, Treatment, and care of injured and sick persons by or under the supervision of Physicians or Behavioral Health Provider for compensation from its patients.
- Has organized departments of medicine and major surgery, either on its premises or in facilities available to the Hospital on a contractual prearranged basis and maintains clinical records on all patients.
- Provides 24-hour nursing care by or under the supervision of a registered nurse; and
- Is not, other than incidentally, a Skilled Nursing Facility, nursing home, Custodial Care home, health resort, spa or sanitarium, place for rest, place for the aged, place for the Treatment of Chemical Dependency, Hospice, or place for the provision of rehabilitative care.

**Identification Card or ID Card** means the card provided to a Member by the Issuer indicating pertinent information applicable to a Member's coverage.

**Independent Review Organization or IRO** means an organization which provides external review of Adverse Determinations.

**Individual Treatment Plan** means a Treatment plan prepared or approved by the Medical Director with specific attainable goals and objectives appropriate to both a Members and the Treatment modality of the program.

**Infertility** means the inability to conceive after sexual relations without contraceptives for the period of one (1) year, or if 35 years or older, inability to conceive after six (6) months; or maintain a pregnancy until fetal viability.

**In Network** means covered benefits and Treatments obtained from a Participating Provider.

**Issuer** means Baylor Scott & White Insurance Company; also referred to as "We", "Us" and "Our".

**Life-Threatening Disease or Condition** means a disease or condition for which the likelihood of death is probable unless the course of the disease or condition is interrupted.

**Low-Dose Mammography** means the x-ray examination of the breast using equipment dedicated specifically for Mammography, including an x-ray tube, filter, compression device, and screens, with an average radiation exposure delivery of less than one rad mid-breast and with two views for each breast.

**Mammography** means the x-ray examination of the breast using equipment dedicated specifically for Mammography.

**Maximum Out of Pocket** means the total dollar amount of Out-of-Pocket Expenses which a Member will be required to pay for covered benefits during a Calendar Year after the Deductible has been met. Maximum Out of Pocket does not apply to any Treatments which are not Medically Necessary or not a covered benefit.

**Maximum Out of Pocket, Family** means the total amount of Out-of-Pocket Expenses which one family will be required to pay during the Calendar Year after the Deductible has been met.

**Medical Director** means any Physician designated by the Issuer who shall have such responsibilities for assuring the continuity, availability, and accessibility of covered benefits. These responsibilities include, but are not limited to, monitoring the programs of quality assurance, Utilization Review, and peer review; determining Medical Necessity; and determining whether or not a Treatment is Experimental or Investigational.

**Medically Necessary or Medical Necessity** means those health care services which, in the opinion of a Member's Participating Provider or Participating Health Professional, whose opinions are subject to the review, approval or disapproval, and actions of the Medical Director or the Quality Assurance Committee in their appointed duties, are:

- in accordance with the generally accepted standards of medical practice.
- clinically appropriate, in terms of type, frequency, extent, site and duration, and considered effective for the patient's illness, injury or disease, and
- not primarily for the convenience of a Member, Participating Provider, a physician, or any other health care provider, and not more costly than an alternative service or sequence of services at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or Treatment of the patient's illness, injury, or disease.

**Medicare** means Title XVIII of the Social Security Act, and amendments thereto.

**Member** means You or Your Covered Dependent(s).

**Neurobehavioral Testing** means an evaluation of the history of neurological and psychiatric difficulty, current symptoms, current mental status, and premorbid history, including the identification of problematic behavior and the relationship between behavior and the variables that control behavior. This may include interviews of a Member, a Member's family, or others.

**Neurobehavioral Treatment** means interventions that focus on behavior and the variables that control behavior.

**Neurobiological Disorder** means an illness of the nervous system caused by genetic, metabolic, or other biological factors.

**Neurocognitive Rehabilitation** means services designed to assist cognitively impaired Members to compensate for deficits in cognitive functioning by rebuilding cognitive skills and/or developing compensatory strategies and techniques.

**Neurocognitive Therapy** means services designed to address neurological deficits in informational processing and to facilitate the development of higher-level cognitive abilities.

**Neurofeedback Therapy** means services that utilize operant conditioning learning procedure based on electroencephalography (EEG) parameters, and which are designed to result in improved mental performance and behavior, and stabilized mood.

**Neuropsychological Testing** means the administering of a comprehensive battery of tests to evaluate neurocognitive, behavioral, and emotional strengths and weaknesses and their relationship to normal and abnormal central nervous system functioning.

**Neuropsychological Treatment** means interventions designed to improve or minimize deficits in behavioral and cognitive processes.

**Neurophysiological Testing** means an evaluation of the functions of the nervous system.

**Neurophysiological Treatment** means interventions that focus on the functions of the nervous system.

**Non-Participating Provider** means a Hospital, Physician, Behavioral Health Provider, Health Professional, Urgent Care Facility or Pharmacy who has not contracted with the Issuer to provide benefits to Members of the Plan. We strongly encourage Members to use Participating Providers to assure the highest quality and lowest cost. Use of a Non-Participating Provider, except for services received at a Participating Provider facility, Emergency Care, and air Ambulance transportation services, may result in additional charges to a Member that are not covered under the Plan. Requests for benefits performed by a Non-Participating Provider may be denied if there is a Participating Provider in the Network who can provide the same or similar benefit.

**Organ Transplant** means the harvesting of a solid and/or non-solid organ, gland, or tissue from one individual and reintroducing that organ, gland, or tissue into another individual.

**Orthotic Device** means a custom-fitted or custom-fabricated medical device that is applied to a part of the human body to correct a deformity, improve function, or relieve symptoms of a disease.

**Out of Network** means covered benefits and Treatments obtained from a Non-Participating Provider. See also definition of "In-Network".

**Out of Pocket Expenses** means the portion of covered benefits for which a Member is required to pay at the time services and Treatments are received after the Deductible has been met. Out of Pocket Expenses apply to covered benefits only. Medical services and Treatments, which are not covered by this Plan or are not Medically Necessary, are not included in determining Out-of-Pocket Expenses.

**Outpatient Day Treatment** means structured services provided to address deficits in physiological, behavioral, and/or cognitive functions. Such services may be delivered in settings that include transitional residential, community integration, or non-residential Treatment settings.

**Participating Facility** means a health care or Treatment center licensed by the State of Texas as a Facility which has contracted or arranged with the Issuer to provide covered benefits to Members and is listed by the Issuer as a Participating Provider.

**Participating Health Professional** means a health care professional, licensed in the State of Texas (or, in the case of Treatment rendered on referral, licensed in the state in which that care is provided) who has contracted or arranged with the Issuer to provide covered benefits to Members and is listed by the Issuer as a Participating Provider.

**Participating Hospital** means an institution licensed by the State of Texas as a Hospital which has contracted or arranged with the Issuer to provide covered benefits to Members and is listed by the Issuer as a Participating Provider.

**Participating Physician** means anyone licensed to practice medicine in the State of Texas and who has executed a contract with the Issuer to provide covered benefits.

**Participating Provider** means any person employed by an entity that has contracted directly or indirectly with the Issuer to provide covered benefits to Members. Participating Provider includes but is not limited to Participating Hospitals, Participating Physicians, Participating Behavioral Health Providers, Participating Health Professionals, Participating Urgent Care Facilities, Participating Pharmacies and Participating Specialty Pharmacy Providers within the Service Area.

**Phenylketonuria or PKU** means an inherited condition that may cause severe developmental deficiency, seizures, or tumors, if not treated.

**Physician** means a person, when acting within the scope of his license to practice medicine in the State of Texas, who is a Doctor of Medicine or Doctor of Osteopathy. The terms Doctor of Medicine or Doctor of Osteopathy shall have the meaning assigned to them by the Texas Insurance Code.



**Plan, Your Plan, The Plan** means the covered benefits available to Members under the terms of the Agreement.

**Policy** is the term used to describe this document which, along with any attachments and amendments, is part of the entire Agreement between the Subscriber and the Issuer. This Policy describes the benefits covered by the Plan.

**Post-Acute Care Treatment** means Treatment provided after acute care confinement and/or Treatment that is based on an assessment of a Member's physical, behavioral, or cognitive functional deficits, which include a Treatment goal of achieving functional changes by reinforcing, strengthening, or re-establishing previously learned patterns of behavior and/or establishing new patterns of cognitive activity or compensatory mechanisms.

**Post-Acute Transition** means care that facilitates the continuum of care beyond the initial neurological insult through rehabilitation and community reintegration.

**Post-Stabilization** means care that is:

- Related to an emergency medical condition.
- Provided to stabilize a Member's condition; or,
- Provided to maintain the stabilized condition, or, in certain circumstances, to improve or resolve a Member's condition.

**Preauthorization** means a form of prospective Utilization Review by the Issuer or Issuer's Utilization Review agent of health care proposed to be provided to a Member.

**Preexisting Condition** means any medical or physical condition for which a Member sought or received medical advice, diagnosis, care, or Treatment during the twelve (12) months immediately preceding the Effective Date.

The Issuer will not deny, exclude, or limit benefits for services for Preexisting Conditions when expenses for covered benefits are incurred more than eighteen (18) months following the Effective Date. Genetic information in the absence of a diagnosis of a relevant condition shall not be considered a Preexisting Condition.

A pregnancy existing at the time of enrollment in the Plan shall not be considered a Preexisting Condition.

**Preexisting Condition Exclusion Period** means the period, not to exceed twelve (12) months, during which covered benefits are limited or excluded based on the fact that the condition was present before a Member's Effective Date. The Preexisting Condition Exclusion Period shall not apply to Covered Dependents age 18 or under.

**Premium** means periodic amounts required to be paid to the Issuer as a condition of coverage under the Agreement.

**Premium Due Date** means the first day of the month or quarter for which the payment is due.

**Prescription Drug** means any Legend Drug that has been approved by the Food and Drug Administration (FDA), is not Experimental or Investigational, and requires a prescription written by a duly licensed Physician.

**Preventive Care** means the following, as further defined, and interpreted by appropriate statutory, regulatory, and agency guidance:

- Evidence-based items or services with an "A" or "B" rating from the U.S. Preventive Services Task Force (USPSTF).

- Immunizations for routine use in children, adolescents, and adults with a recommendation in effect from the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention.
- Evidence-informed preventive care screenings for infants, children and adolescents provided in guidelines supported by the Health Resources and Services Administration (HRSA); and
- Evidence-informed preventive care and screening for women provided in guidelines supported by HRSA and not otherwise addressed by the USPSTF.

**Primary Care Physician** means a Participating Provider specializing in family medicine, community internal medicine, general medicine, geriatrics, or pediatrics.

**Prosthetic Device** means an artificial device designed to replace, wholly or partly, an internal body organ or replace all or part of the function of a permanently inoperative or malfunctioning internal body organ, or to replace an arm or leg.

**Psychophysiological Testing** means an evaluation of the interrelationships between the nervous system and other bodily organs and behavior.

**Psychophysiological Treatment** means interventions designed to alleviate or decrease abnormal physiological responses of the nervous system due to behavioral or emotional factors.

**Qualified Medical Support Order** means a court or administrative order which sets forth the responsibility for providing health care coverage for Eligible Dependents.

**Remediation** means the process(es) of restoring or improving a specific function.

**Required Payments** means any payment or payments required of the Subscriber in order to obtain or maintain coverage under the Agreement, including application fees, Copayments, Deductibles, Premiums, late fees, and any other amounts specifically identified as Required Payments under the terms of the Agreement.

**Research Institute** means the institution or other person or entity conducting a phase I, phase II, phase III, or phase IV clinical trial.

**Rider** means a supplement to the Plan that describes any additional covered benefits, changes in Member benefits or the terms of Member coverage under the Plan. A Rider, along with any attachments and amendments, is part of the entire Agreement between the Issuer and the Subscriber.

**Routine Patient Care Costs** means the costs of any Medically Necessary care provided under the Plan, without regard to whether a Member is participating in a clinical trial. Routine patient care costs do not include:

- the cost of an investigational new drug or device that is not approved for any indication by the United States Food and Drug Administration, including a drug or device that is the subject of the clinical trial,
- the cost of a service that is not a covered benefit, regardless of whether the service is required in connection with participation in a clinical trial,
- the cost or use of a service that is clearly inconsistent with widely accepted and established standards of care for a particular diagnosis,
- a cost associated with managing a clinical trial; or
- the cost of a service that is specifically excluded from coverage under the Agreement.

**Schedule of Benefits** is a document that lists covered benefits under the Plan along with associated Cost Sharing such as Copayments, Coinsurance and Deductibles. The Schedule of Benefits along with any attachments and amendments is part of the entire Agreement between the Subscriber and the Issuer.

**Serious and Complex Condition** means with respect to a Member:

- in the case of an acute illness, a condition that is serious enough to require specialized medical treatment to avoid the reasonable possibility of death or permanent harm, or
- in the case of chronic illness or condition, a condition that is:
  - life-threatening, degenerative, potentially disabling, or congenital, and
  - requires specialized medical care over a prolonged period of time.

**Service Area** is the geographic area in which the Issuer may offer this Policy.

**Short-term Therapy** is a therapeutic service, or those therapeutic services, which when applied to a covered injury or illness under this Policy, meet or exceed Treatment goals in accordance with the Individual Treatment Plan.

**Skilled Nursing Facility** means a Facility primarily engaged in providing skilled nursing care and other therapeutic care and which is:

- Licensed in accordance with state law (where the state law provides for licensing of such Facility); or
- Medicare or Medicaid eligible as a supplier of skilled inpatient nursing care.

**Son or Daughter** means

- a child born to You or Your current legal spouse; or
- a child who is Your legally adopted child with legal adoption evidenced by a decree of adoption, who is the object of a lawsuit for adoption, and You are a party to such lawsuit; or
- a child who has been placed with You for adoption.

**Specialist Physician** means a Physician or Health Professional who has entered into an agreement with the Issuer to participate as a provider of specialty care (generally, those practices other than general practice, family practice, internal medicine, pediatrics and OB/GYN).

**Specialty Drug** means any Prescription Drug regardless of dosage form, including orally administered anticancer medications, or a Prescription Drug which requires at least one (1) of the following in order to provide optimal patient outcomes:

- specialized procurement handling, distribution, or is administered in a specialized fashion,
- complex benefit review to determine coverage,
- complex medical management requiring close monitoring by a physician or clinically trained individual,
- FDA mandated or evidence-based medical-guideline determined comprehensive patient and/or physician education; or
- contains any dosage form with a total cost greater than \$1,000 per prescription.

**Stabilization** means the point at which no material deterioration of a condition is likely, within reasonable probability, to result from or occur during a Member's transfer.

**Subscriber** means the person to whom this Policy was issued and entered into the Agreement with the Issuer. The Subscriber must be age 19 or above at the time of issuance. Also referred to as "You" or "Your".

**Telehealth Service** means a health service, other than a telemedicine medical service or a teledentistry dental service, delivered by a Health Professional licensed, certified, or otherwise entitled to practice in this state and acting within the scope of the Health Professional's license, certifications, or entitlement to a patient at a different physical location than the Health Professional using telecommunication or information technology.

**Telemedicine Medical Services** means a health care service delivered by a Physician licensed in this state, or a Health Professional acting under the delegation and supervision of a Physician licensed in this state and acting within the scope of the Physician's or Health Professional's license to a patient at a different

physical location than the Physician or Health Professional using telecommunication or information technology.

**Treatment or Treatments** means supplies, drugs, equipment, protocols, procedures, therapies, surgeries, and similar terms used to describe ways to treat a health problem or condition.

**Urgent Care Center Facility** means any licensed Facility that provides care for the immediate Treatment only of an injury or disease, and which has contracted with the Issuer to provide Members such care.

**Urgent Care** means care provided for the immediate Treatment of a medical condition that requires prompt medical attention but where a brief time lapse before receiving care will not endanger life or permanent health. Urgent conditions include, but are not limited to, minor sprains, fractures, pain, heat exhaustion, and breathing difficulties other than those of sudden onset and persistent severity. An individual patient's urgent condition may be determined emergent upon evaluation by a Participating Provider.

**Usual and Customary Rate** means the fee which a Physician or other provider of a particular service usually charges his/her patients for the same service, and which is within the range of fees usually charged by other Physicians or other providers located within the immediate geographic area where the service is received under similar or comparable circumstances. When applied to a Participating Provider, it means the amount allowed under a Participating Provider's agreement with the Issuer.

**Utilization Review** means a system for prospective and/or concurrent review of the Medical Necessity, appropriateness, or determination that a Treatment currently provided or proposed to be provided by a Physician or Health Professional to a Member is Experimental, or Investigational. Utilization Review does not include elective requests by a Member for clarification of coverage.

**You and Your** means relating or pertaining to the Subscriber.

## How the Plan Works

### Our Right to Contract with Providers

We contract with providers of covered benefits as it is determined can reasonably provide them. The Issuer's Participating Providers are independent contractors. The Issuer is not an agent of any Participating Provider, nor is any Participating Provider an agent of the Issuer. No Subscriber or Member, in such a capacity, is an agent or representative of the Issuer or its Participating Providers. No Subscriber or Member shall be liable for any acts or omissions of any Participating Provider or its agents or employees.

Participating Providers shall make reasonable efforts to maintain an appropriate patient relationship with Members to whom they are providing care. Likewise, Members shall make reasonable efforts to maintain an appropriate patient relationship with the Participating Providers who are providing such care. Participating Providers determine the methods and form of Treatment provided to Members. Not every form of Treatment may be provided, and even though a Member's personal beliefs or preferences may conflict with the care as offered by Participating Providers, a Member will not be entitled to any specific class of licensed provider, school of approach to such care, or otherwise be able to determine the providers who will care for a Member other than as provided by the Agreement. This provision does not restrict a Member's right to consent or agree to any Treatment. The fact that Treatment has been prescribed or authorized by a Participating Provider does not necessarily mean that it is covered under the Agreement.

### Plan Network

Members are entitled to the covered benefits from Participating and Non-Participating Providers subject to the conditions and limitations stated in the Schedule of Benefits and this Policy that are Medically Necessary. Members can access up-to-date lists of Participating Providers and other Plan Network information by visiting Our website at **BSWHealthPlan.com**.

### Participating Providers

The Plan Network consists of Physicians, Specialist Physicians, Hospitals, and other health care facilities to serve Members throughout the Network Service Area. Refer to the provider directory or visit Our website at **BSWHealthPlan.com** to make Member selections. The list of Participating Providers may change occasionally, so make sure the providers selected are still Participating Providers at the time of service. An updated directory will be available at least annually or Members may access Our website at **BSWHealthPlan.com** for the most current listing to assist in locating a Participating Provider.

If a Member chooses a Participating Provider, the provider will bill Us, not a Member, for care provided. The provider has agreed to accept as payment in full the least of:

- The billed charges, or
- The Usual and Customary Rate, or
- Other contractually determined payment amounts.

The Subscriber is responsible for paying any Copayment, Coinsurance or Deductible amounts as set forth in the Schedule of Benefits. The Subscriber may be required to pay for limited or non-covered benefits. No Claim forms are required.

### Non-Participating Providers

Covered Expenses for covered benefits provided by a Non-Participating Provider will not exceed the lesser of actual billed charges, eligible billed charges as outlined in the Hospital's Service Item Master Manual, or the Usual and Customary Rate as determined by the Issuer. These services may be subject to penalties or an additional Deductible.

Exception: If Medicare is the primary payor, Covered Expense does not include any charge:

- By a Hospital in excess of the approved amount as determined by Medicare; or
- By a Physician or other provider, in excess of the lesser of the maximum Covered Expense stated above, or
- For providers who accept Medicare assignment, the approved amount as determined by Medicare; or
- For providers who do not accept Medicare assignment, the limiting charge is determined by Medicare.

The Subscriber will always be responsible for any expense incurred which is not covered under this Plan.

Covered Expenses for the services of a Non-Participating Provider will be paid according to the Participating Provider Schedule of Benefits under the following circumstances:

- To the extent the Issuer would have covered such services under the terms of the Agreement, Medically Necessary covered benefits which are prescribed by a Participating Provider but which are not reasonably available from a Participating Provider shall be authorized within a time appropriate to the circumstances relating to the delivery of services and the condition of a Member, but in no event to exceed five (5) business days after receipt of reasonably requested documentation, to be received from a Non-Participating Provider upon the request of the Participating Provider and the approval by the Medical Director. If approved, the Issuer:
  - will pay the Claim, at a minimum, at the Usual and Customary Rate for the service, less any Subscriber Coinsurance, Copayment, or Deductible responsibility under the Plan.
  - will pay the Claim at the Participating Provider benefit level; and
  - in addition to any amounts that would have been credited had the provider been a Participating Provider, credit any Out of Pocket amounts shown by a Subscriber to have been actually paid to the Non-Participating Provider for charges for covered services that were above and beyond the Usual and Customary Rate toward a Member's Deductible and annual Maximum Out of Pocket applicable to Participating Provider services. The Subscriber will also be responsible for charges and services, supplies, and procedures that are not covered under the Plan; or
- When the services are for Emergency Care as outlined in the **Medical Benefits** section of this Policy. In all cases, Medically Necessary Emergency Care (including Air Ambulance Transportation) received from a Non-Participating Provider will be reimbursed according to the terms of the Agreement at the Usual and Customary Rate or agreed upon rate, except for Copayments, and charges for non-covered care. A Member will be held harmless for any amounts beyond the Copayment or other Out of Pocket Expenses that the Subscriber would have paid had the Network included Participating Providers from whom a Member could obtain the care.
- For non-emergency Treatment by a Non-Participating Provider at a Participating Facility the Member will not be responsible for an amount greater than the applicable Copayment and Deductible under the Plan on the initial amount determined to be payable by the Plan had the Treatment and services been furnished by a Participating Provider. We will make a payment directly to the provider not later than the 30th day after the date We receive a clean Claim for those services that includes all information necessary for Us to pay the Claim.

The Issuer shall not be required to cover, provide, or pay costs of, or otherwise be liable for, services rendered to the extent that such services were rendered prior to the Effective Date of coverage, or if such services would not have been covered under the Agreement.

### Continuity of Care

During the course of medical care, a Member qualifies as a continuing care patient if he or she is receiving care from a Participating Provider for:

- a Serious and Complex Condition,

- a course of institutional or inpatient care from a Participating Provider or Facility,
- a nonelective surgery from a Participating Provider or Facility, including receipt of post-operative care with respect to a surgery,
- pregnancy and is undergoing a course of treatment for the pregnancy, or
- if past the 24<sup>th</sup> week of pregnancy at the time of termination, we will reimburse the terminated provider, and the Member is covered through delivery and postpartum care within the six-week period after delivery.
- a determined terminal illness and is receiving treatment for such illness from a Participating Provider or Facility, and such Participating Provider or Facility's contract to be a network provider terminates or expires for any reason other than fraud by such Participating Provider or Facility, then the Issuer is required to meet all of the following requirements:
  - We will notify each Member under the Plan who is a continuing care patient that he or she is protected for continuing care at the time the Participating Provider or Facility's contract terminates and tell such Member of his or her right to elect continued transitional care from such Participating Provider or Facility.
  - We will provide the Member with an opportunity to notify Us of the Member's need for transitional care.
  - We will permit the Member to elect to continue to have the benefits provided under the Plan or such coverage under the same terms and conditions as would have applied and with respect to such items and services as would have been covered under the Plan had the Participating Provider or Facility's contract not terminated.

The transitional coverage shall continue beginning on the date the Member receives notice of the contract termination and shall continue until the earlier of ninety (90) days after the Member's receipt of the notice, or the date the Member is no longer qualified as a continuing care patient with respect to that Participating Provider or Facility. If a Member has been diagnosed with a terminal illness at the time of the Provider's termination, the expiration of the continuity of care is nine (9) months after the effective date of the Provider's termination. The Participating Provider caring for the continuing care patient agrees to accept payment from the Issuer for services and items furnished to the continuing care patient as payment in full for such items and services and to maintain compliance with all policies, procedures, and quality standards imposed by the Issuer.

### **Refusal to Accept Treatment**

Should a Member refuse to cooperate with or accept the recommendations of Participating Providers regarding health care for that Member, Participating Providers may regard such refusal as obstructing the delivery of proper medical care. In such cases, Participating Providers shall make reasonable efforts to accommodate a Member. However, if the Participating Provider determines that no alternative acceptable to the Participating Provider exists, a Member shall be so advised. If a Member continues to refuse to follow the recommendations, then neither We nor Our Participating Providers shall have any further responsibility under the Agreement to provide care for the condition under Treatment.

### **Medical Necessity**

Benefits available under the Plan must be Medically Necessary as described in the **Definitions** section of this Certificate of Coverage.

### **Utilization Review**

The Plan includes a Utilization Review program to evaluate inpatient and outpatient Hospital and Ambulatory Surgical Center admissions and specified non-emergency outpatient surgeries, diagnostic procedures, and other services. This program ensures that Hospital and Ambulatory Surgical Center care is received in the most appropriate setting, and that any other specified surgery or services are Medically Necessary. Utilization Review includes all review activities and may be undertaken by:

- Preauthorization review which takes place before a service is provided that requires Preauthorization.
- Admission review which takes place before a Hospital admission or after an emergency admission.
- Continued stay review which takes place during a Hospital stay.
- Retrospective review which takes place following discharge from a Hospital or after any services are performed.

Certain benefits require Preauthorization in order to be covered. For a complete list of benefits that require Preauthorization, visit Our website at **BSWHealthPlan.com**. Failure to obtain Preauthorization of benefits, other than Emergency Care, will result in a penalty of lesser of \$500 or 50% reduction in benefits.

We will accept requests for renewal of an existing Preauthorization beginning sixty (60) days from the date that the existing Preauthorization is set to expire. Upon receipt of a request for renewal of an existing Preauthorization, We will, to the extent possible, review the request and issue a determination indicating whether the benefit is Preauthorized before the existing authorization expires.

### **Preauthorization Review**

To satisfy Preauthorization review requirements, a Member or Participating Provider should contact Us at the authorization phone number listed on a Member ID Card on business days between 6:00 AM – 6:00 PM CT and on Saturdays, Sundays, and Holidays between 9:00 AM – 12:00 PM CT at least three (3) calendar days prior to any admission or scheduled date of a proposed benefit that requires Preauthorization. Participating Providers may Preauthorize benefits for Members, when required, but it is a Member's responsibility to ensure Preauthorization requirements are satisfied.

The Preauthorization process for health care services may not require a Physician or Participating Provider to obtain Preauthorization for a particular health care service if the Physician or Participating Provider meets exemption criteria for certain health care services.

Subject to the notice requirements and prior to the issuance of an Adverse Determination, if We question the Medical Necessity or appropriateness of a service, We will give the Participating Provider who ordered it a reasonable opportunity to discuss with Our Medical Director a Member's Treatment plan and the clinical basis of Our determination. If We determine the proposed benefit is not Medically Necessary, a Member or Participating Provider will be notified in writing within three (3) days. The written notice will include:

- the principal reason(s) for the Adverse Determination.
- the clinical basis for the Adverse Determination.
- a description of the source of the screening criteria used as guidelines in making the Adverse Determination; and
- description of the procedure for the Complaint and Appeal process, including a Member's rights and the procedure to Appeal to an Independent Review Organization.

For an Emergency admission or procedure, We must be notified within forty-eight (48) hours of the admission or procedure or as soon as reasonably possible. We may consider whether a Member's condition was severe enough to prevent a Member from notifying Us, or whether a family member was available to notify Us for a Member.

If a Member has a Life-Threatening Disease or Condition, including emergency Treatment or continued hospitalization, or in circumstances involving Prescription Drugs or intravenous infusions, a Member has the right to an immediate review by an Independent Review Organization and a Member is not required to first request an internal review by Us.

### **Admission Review**

If Preauthorization review is not performed, We will determine at the time of admission if the Hospital admission or specified non-emergency outpatient surgery or diagnostic procedure is Medically Necessary.



## Continued Stay Review

We also will determine if a continued Hospital or Skilled Nursing Facility stay is Medically Necessary. We will provide notice of Our determination within twenty-four (24) hours by either telephone or electronic transmission to the provider of record followed by written notice within three (3) working days to a Member or provider of record. If We are approving or denying Post Stabilization care subsequent to Emergency Care related to a Life-Threatening Disease or Condition, We will notify the treating Physician or other provider within the time appropriate to the circumstances relating to the delivery of the services and the condition of a Member, but in no case to exceed one (1) hour after the request for approval is made.

## Retrospective Review

In the event services are determined to be Medically Necessary, benefits will be provided as described in the Plan. If it is determined that a Hospital stay or any other service was not Medically Necessary, the Subscriber is responsible for payment of the charges for those services. We will provide notice of Our Adverse Determination in writing to a Member and the provider of record within a reasonable period, but not later than thirty (30) days after the date on which the Claim is received, provided We may extend the 30-day period for up to fifteen (15) days if:

- We determine that an extension is necessary due to matters beyond Our control; and
- We notify the Member and the provider of record within the initial 30-day period of circumstances requiring the extension and the date by which We expect to provide a determination.

If the period is extended because of the Member's failure or the failure of the provider of record to submit the information necessary to make the determination, the period for making the determination is tolled from the date We send Our notice of the extension to the Member or the provider until the earlier of the date the Member or the provider responds to Our request, or the date by which the specified information was to have been submitted.

## Failure to Preauthorize

If any benefit requiring Preauthorization is not Preauthorized and it is determined that the benefit was not Medically Necessary, the benefit may be reduced or denied. A Member may also be charged additional amounts which will not count toward a Member's Deductible or Maximum Out of Pocket.

## Prescription Drugs and Intravenous Infusions

We will determine if the use of Prescription Drugs or intravenous infusions is Medically Necessary.

## Appeal of Adverse Determinations

### *Internal Appeal*

Our determination that the care a Member requested or received was not Medically Necessary or appropriate or was Experimental or Investigational based on Our Utilization Review standards is an Adverse Determination, which means a Member's request for coverage of the care is denied. Once We have all the information to provide a determination, Our failure to make a Utilization Review determination within the applicable time frames set forth above will be deemed an Adverse Determination subject to an internal Appeal.

A Member, a person acting on a Member's behalf, or a Member's Physician may request an internal Appeal of an Adverse Determination to Us orally or in writing in accordance with Our internal Appeal procedures. Members will have one hundred eighty (180) days following receipt of a notification of an Adverse Determination within which to Appeal the determination. We will acknowledge a Member's request for an internal Appeal within five (5) working days of receipt. This acknowledgment will, if necessary, inform a Member of any additional information needed before a decision can be made. A clinical peer reviewer who is a Physician or a Health Professional in the same or similar specialty as the provider, who typically

manages the disease or condition at issue and who is not subordinate to the clinical peer reviewer who made the initial Adverse Determination will perform the Appeal.

If a Member's Appeal is denied, Our notice will include a clean and concise statement of the clinical basis for the denial and a Member's right to seek review of the denial from an Independent Review Organization and the procedures for obtaining that review.

If a Member has a Life-Threatening Disease or Condition or in circumstances involving Prescription Drugs or intravenous infusions, a Member has the right to an immediate review by an Independent Review Organization and a Member is not required to first request an internal review by Us.

If a Member's Appeal relates to an Adverse Determination, We will decide the Appeal within thirty (30) calendar days of receipt of the Appeal request. Written notice of the determination will be provided to a Member, or a Member's designee, and where appropriate, a Member's Provider, within two (2) business days after the determination is made, but no later than thirty (30) calendar days after receipt of the Appeal request.

An Appeal regarding continued or extended benefits, additional benefits provided in the course of continued Treatment, Home Health Care benefits following discharge from an inpatient Hospital admission, benefits in which a provider requests an immediate review, or any other urgent matter will be handled on an expedited basis.

A Member can additionally request an expedited Appeal for the denial of Emergency Care, continued hospitalization, Prescription Drugs for which a Member is receiving benefits through the Plan and a step therapy exception request. For an expedited Appeal, a Member's provider will have reasonable access to the clinical peer reviewer assigned to the Appeal within one (1) business day of receipt of the request for an Appeal. A Member's provider and a clinical peer reviewer may exchange information by telephone or fax. An expedited Appeal will be determined within the earlier of 72 hours of receipt of the Appeal or one (1) business day of receipt of the information necessary to conduct the Appeal.

If a Member has any questions about the Appeals procedures or the review procedure, contact Us at **1.855.572.7238**.

### *Independent Review Organization*

An Adverse Determination means a determination by Us or Our designated Utilization Review organization that the benefits provided or proposed to be provided are not Medically Necessary or are Experimental or Investigational.

A Final Internal Adverse Determination means an Adverse Determination that has been upheld by Us at the completion of Our internal review and Appeal process. This procedure pertains only to Appeals of Adverse Determinations.

We will permit any party whose Appeal of an Adverse Determination is denied, to seek review of that determination by an Independent Review Organization assigned to the appeal in accordance with Chapter 4202 of the Texas Insurance Code.

We will comply with the Independent Review Organization's determination regarding the Medical Necessity or appropriateness of health care items and services for a Member.

We will comply with the Independent Review Organization's determination regarding the Experimental or Investigational nature of health care items and services for a Member.

Not later than the third (3<sup>rd</sup>) business day after the date We receive a request for independent review, We will provide to the appropriate Independent Review Organization:

1. a copy of:

- any medical records of a Member that are relevant to the review.
  - any documents used by the Us in making the determination to be reviewed.
  - the written notification; and
  - any documents and other written information submitted to the agent in support of the Appeal; and
2. a list of each physician or other health care provider who:
- has provided care to a Member; and
  - may have medical records relevant to the Appeal.

We may provide confidential information in the custody of the agent to an Independent Review Organization, subject to rules and standards adopted by the commissioner under Chapter 4202. We will assume payment responsibility for the independent review.

## Case Management Program

The Case Management Program helps coordinate services for Members with chronic conditions or complex care needs that require ongoing education and mentoring or a complicated plan of care requiring multiple services and providers. A nurse case manager will work with a Member, a Member's family, and Physician to aid and to coordinate the services necessary to meet a Member's care needs to achieve the best possible outcomes and the greatest value for a Member's benefits. Some of the ways a care manager can provide include:

- Help with getting community resources that may be available to a Member.
- Information and resources to help Members better understand their conditions and how to better manage them; and,
- Help with learning how to navigate the healthcare system and better understand benefits.

If Members have a health condition or disease for which the Issuer operates a case management program, Members may be contacted by the Issuer or Our designated case management vendor and offered the opportunity to participate in case management.

## Proof of Coverage

The Issuer will provide You with proof of coverage under the Agreement. Such evidence shall consist of an original copy of the Agreement and an Identification Card as described below. You will also be provided with a current roster of Participating Providers as well as additional educational material regarding the Issuer and the benefits under the Agreement.

## Identification Card

The Identification Card (ID Card) tells Participating Providers that Members are entitled to benefits under the Plan with Us. The ID Card offers a convenient way of providing important information specific to a Member's including, but not limited to, the following:

- Member ID.
- Any Cost-Sharing amounts that may apply to a Member's coverage; and
- Important telephone numbers.

Always remember to carry the Identification Card and present it to Participating Providers or Participating Pharmacies when receiving covered benefits.

Refer to the **Eligibility and Enrollment** section of this Policy for instructions when changes are made. Upon receipt of the change in information, We will provide a new ID Card.

Identification cards are the property of the Issuer and are for identification purposes only. Possession of an Issuer Identification Card confers no right to benefits under the Agreement. To be entitled to such benefits

the holder of the card must, in fact, be a Member on whose behalf all Required Payments under the Agreement have been paid. Any person receiving benefits to which the person is not then entitled pursuant to the provisions of the Agreement shall be subject to charges at the provider's then prevailing rates. If a Member permits the use of an Issuer Identification Card by any other person, such card may be retained by Us, and all rights of the Member, covered pursuant to the Agreement, shall be terminated sixteen (16) days after written notice.

## **Termination of Coverage**

Coverage under the Agreement shall terminate for a Member as follows:

- coverage terminates for a Member thirty-one (31) days after written notice from the Issuer that the Subscriber has failed to pay any Required Payment when due; or
- in the event of fraud or intentional misrepresentation by a Member, except as described under Incontestability, or fraud in the use of services and facilities, coverage terminates for a Member sixteen (16) days after written notice from the Issuer; or
- coverage terminates for a Member thirty-one (31) days after written notice from the Issuer in the event the Subscriber no longer resides, lives, or works in the Service Area; or
- coverage terminates for a Member one hundred eighty-one (181) days after written notice that the Issuer no longer offers coverage in the individual market.

Members may terminate their coverage in the Plan for any reason upon giving written notice to the Issuer. Disenrollment from the Plan will be effective on the first (1<sup>st</sup>) day of the month following the month the Issuer receives the written request.

Upon termination of coverage, the Issuer shall provide a Member with written notice of the availability of coverage through the Texas Health Insurance Pool, as well as the address and toll-free telephone number to contact the Texas Health Insurance Pool.

The effective date of termination will be the last day for which Premiums were timely paid.

## Eligibility and Enrollment

### Classes of Individuals Eligible for Coverage

#### *Eligible Subscriber*

To be eligible for coverage as a Subscriber, a person must:

- apply for coverage,
- meet underwriting guidelines, and
- be age 19 or older.

#### *Eligible Dependents*

Dependents age 19 or older. A person age 19 or older must:

- apply for coverage,
- meet underwriting guidelines, and
- be an Eligible Dependent as defined in the **Definitions** section of this Policy.

Dependents age 18 or younger. A person age 18 or younger that is a dependent of a Subscriber applying for coverage:

- must apply for coverage,
- must be an Eligible Dependent as defined in the **Definitions** section of this Policy, and
- the Subscriber and dependents of the Subscriber age 19 or older must meet underwriting guidelines.

### Eligibility Provisions

#### *Requirements for Eligibility*

To be eligible for coverage, You must:

- work, live, or reside in the Service Area, and
- in the case of an Eligible Dependent for whom You have been ordered to provide health coverage under a Qualified Medical Support Order, the Eligible Dependent may reside anywhere in the United States. If a Covered Dependent being covered under a Qualified Medical Support Order resides outside of the Service Area, the Issuer shall not enforce any otherwise applicable provisions which deny, limit, or reduce medical benefits because the child resides outside the Services Area. However, the Issuer may utilize an alternative delivery system to provide coverage or provide alternate coverage. If the coverage is not identical to coverage under this Policy, it shall include benefits greater than or comparable to the coverage the Issuer provides to other dependent children under this Policy.

#### *Dependent Coverage Requirement of Subscriber Enrollment*

Except for continuation coverage, in order for a dependent to be eligible and remain eligible for coverage hereunder as a dependent, the Subscriber upon whose enrollment the dependent's eligibility is based must enroll and remain enrolled in the Plan.

### Enrollment and Effective Dates of Coverage

The Effective Date is the date the coverage for a Member begins. It may be different from the Eligibility Date.

To enroll in the Plan, You and Your Eligible Dependents must make appropriate application, which includes:

- a completed Enrollment Application which must be received by the Issuer,
- payment of the Premium when due; and
- except for Your Covered Dependents age 18 and under, medical underwriting approval by the Issuer.

A Member who fails to pay any Required Payments when due shall be disenrolled from the Plan, in accordance with the procedures set forth in the Agreement.

### *Dependent Special Enrollment*

#### ***Newborn Children***

Coverage of the Subscriber's newborn child will be automatic for the first thirty-one (31) days following the birth of the Subscriber's child. For coverage to continue beyond this time, the Subscriber must notify the Issuer within thirty-one (31) days of birth and pay any required Premium within that thirty-one (31) day period or a period consistent with the next billing cycle. With such notice, the Effective Date for the Subscriber's newborn child will be the date of birth.

#### ***Adopted Children, Children Involved in a Suit for Adoption, and Children Placed for Adoption***

Coverage of the Subscriber's adopted child will be automatic for the first thirty-one (31) days following the date of adoption, the date the Subscriber become a party to a lawsuit for adoption or the date the child was placed with the Subscriber for adoption. For coverage to continue beyond this time, the Subscriber must notify the Issuer within thirty-one (31) days of the date the adoption became final, the date the Subscriber became a party to the lawsuit for adoption, or the date the child was placed with the Subscriber for adoption and pay any required Premium within that thirty-one (31) day period or a period consistent with the next billing cycle. The Effective Date is the date of adoption, the date the Subscriber became a party to the lawsuit for adoption, or the date the child was placed with the Subscriber for adoption. If the Subscriber notifies the Issuer after that thirty-one (31) day period, the Subscriber's adopted child's coverage will become effective on the next renewal date.

#### ***Court Ordered Dependent Children***

If a court has ordered the Subscriber to provide coverage for a child, written application and the required Premium must be received within thirty-one (31) days after issuance of the court order. The Effective Date will be the day application for coverage is received by the Issuer, and the required Premium is received. If the Subscriber notifies the Issuer after the thirty-one (31) day period, the dependent child's Effective Date will be the next renewal date.

### **Preexisting Conditions**

Benefits for the Treatment of a Preexisting Condition will not be paid for a period of twelve (12) months from a Member's Effective Date.

The Preexisting Condition limitation shall not apply if a Member was continuously covered for an aggregate of eighteen (18) months under Creditable Coverage that was in effect up to a date not more than sixty-three (63) days before the Effective Date.

The Preexisting Condition limitation shall be reduced by the time a Member was covered under Creditable Coverage if the previous Creditable Coverage was in effect at any time during the eighteen (18) months before the Effective Date.

The Preexisting Condition limitation will not apply to any Covered Dependent age 18 and under.

### **Incontestability**

All statements made by the Subscriber on the Enrollment Application shall be considered representations and not warranties. The statements are truthful and are made to the best of the Subscriber's knowledge and belief. A statement may not be used in a contest to void, cancel or non-renew a Member's coverage or reduce benefits unless:

- it is in a written Enrollment Application signed by the Subscriber, and
- a signed copy of the Enrollment Application is or has been furnished to the Subscriber.

The Agreement may only be contested because of fraud or intentional misrepresentation of material fact on the Enrollment Application. If the Issuer determines that the Subscriber made an intentional material misrepresentation of material fact on the application, the Issuer may terminate the Subscriber's coverage in accordance with the Agreement. The validity of the policy may not be contested after the policy has been in force for two years after the date of issue.

### **Additional Requirements**

During the term of the Agreement, changes in coverage are not allowed unless approved in writing by the Issuer or authorized according to the terms stated in the Agreement.

It is Your responsibility to inform Us within thirty (30) days of all changes that affect Your eligibility and that of Your Covered Dependents, including, but not limited to:

- eligibility of Medicare
- marriage of a dependent grandchild
- death; and
- address changes.

In the event of the Subscriber's death, the spouse of the Subscriber shall become the Subscriber.

No person may receive coverage under this Plan as both a Subscriber and a Covered Dependent. In no event will Your Eligible Dependent's Effective Date be prior to Your Effective Date.

## Required Payments

You will be responsible for expenses incurred that are limited or not a covered benefit under the Plan. Participating Providers will not look to the Member for payment outside of the Member's Cost Share.

### Premiums

Premiums are due in the office of the Issuer, 1206 W. Campus Drive, Temple, Texas 76502 on or before the date indicated in the monthly billing statement. The Subscriber is responsible for remitting all Premiums due under the Agreement to the Issuer when due. Only Members for whom the stipulated Premium is actually received by the Issuer shall be eligible for coverage under this Agreement. Premiums are Required Payments.

In accordance with Title 5, Subtitle C, Chapter 116 of the Business and Commerce Code, Premium payments may be made to the Issuer by electronic funds transfer or paper check with no additional fee.

### Premium Changes

The Issuer may change Premium rates at any time upon sixty (60) days prior written notice. Not less than sixty (60) days prior to expiration of the Calendar Year, You shall be advised of the Premium rates applicable for the upcoming Calendar Year.

### Copayments, Coinsurance and Deductibles

The Schedule of Benefits identifies Your Copayments, Coinsurance, Deductible (individual or family), if any, and other expenses You are responsible to pay. Some benefits have Copayments that are applied differently than a typical Copayment. The office visit Copayment in the Schedule of Benefits is for an office visit only. Additional services provided during an office visit may be subject to additional Coinsurance or Copayments. If special payment rules apply, those rules will be explained under the specific benefit in the **Medical Benefit** section of this Policy.

You are responsible for paying any applicable Copayment, Coinsurance and/or Deductibles for covered benefits. Copayments and Coinsurance are due at the time the service is rendered. Copayments and Deductibles are Required Payments.

### Maximum Out of Pocket

If the amount of qualifying Out-of-Pocket Expenses You pay during a Calendar Year exceeds the Maximum Out-of-Pocket shown on the Schedule of Benefits:

- Covered benefits obtained through the In-Network after reaching the Maximum Out of Pocket will be covered at 100% and not be subject to Copayments or Coinsurance.
- Covered benefits obtained Out-of-Network after reaching the Maximum Out of Pocket will be subject to the Coinsurance amount specified in the Schedule of Benefits.

Required Payments paid under any Rider attached to this Policy are not considered Out-of-Pocket Expenses for purposes of meeting Your Maximum Out of Pocket. Copayments for a Specialty Drugs appearing on Level 4 of the Formulary in this Policy are not considered Out-of-Pocket Expenses for purposes of meeting Your Maximum Out of Pocket.

### *Maximum Out-of-Pocket Expense Credit*



We will credit cash payments made by a Member directly to a provider, regardless of network status, towards the Member's Deductible and Maximum Out-of-Pocket under the following circumstances:

- The Claim must not be submitted to Us, and
- The amount paid by the Member must be less than the average discounted rate for the service under the Plan.

For information regarding procedures and documentation necessary to claim a credit refer to **BSWHealthPlan.com**.

### **Grace Period and Cancellation of Coverage**

If any Premium is not received by the Issuer within thirty (30) days of the due date, the Issuer may terminate coverage under the Agreement after the 30th day. During the 30-day grace period, coverage shall remain in force. However, if payment is not received, the Issuer shall have no obligation to pay for any benefits provided to a Member during the 30-day grace period or thereafter; and the Subscriber shall be liable to the provider for the cost of those services.

## Medical Benefits

### Benefit Limitations

If a Member meets or exceeds a given benefit limitation during the Calendar Year, such Member will not be eligible for covered benefits for that particular service for the remainder of the Calendar Year in which the benefit limitation was met or exceeded.

### Medical Services

Members are entitled to Medically Necessary professional services of Participating and Non-Participating Providers on an inpatient and outpatient basis. Medical Necessity is determined the Participating Provider or Non-Participating Provider, subject to the review of Our Medical Director.

Covered services incurred for Treatment of Complications of Pregnancy will be the same as for Treatment of sickness. Coverage is provided for the administration of a newborn screening test including the cost of the test kit. Services and supplies incurred by a Member for delivery of a child shall be considered maternity care and are not covered under this Plan.

Medical services are subject to the applicable Deductibles, Copayments and/or Coinsurance listed in the Schedule of Benefits for medical services provided during an office visit to a Participating or Non-Participating Provider. Members may be responsible for both an office visit Copayment or Coinsurance and Coinsurance for the other medical services rendered in connection with the office visit. This may vary depending upon Your Participating or Non-Participating Provider's method of billing.

### Clinician-Administered Drugs

Coverage of clinician-administered drugs does not:

- require the use of a Participating Pharmacy,
- limit coverage when a prescription is not dispensed by a Participating Pharmacy,
- require a provider to be reimbursed through the pharmacy benefit, without:
  - informed written consent of the Member, and
  - a written attestation by the Member's Physician or Health Care Provider that a delay in the drug's administration will not place the Member at an increased health risk; or
- require a Member to pay an additional fee or other additional cost-sharing when a prescription is not dispensed by a Participating Pharmacy.

This provision applies:

- to a Member who has a chronic, complex, rare, or life-threatening medical condition, and
- if the Member's Physician determines that a delay of care would make disease progression probable, use of a Participating Pharmacy would make death or Member harm probable, the use of a Participating Pharmacy would potentially cause a barrier to adherence, or if timeliness of delivery necessitates delivery by a different pharmacy.

This provision does not apply to a Hospital, Hospital Facility-based practices, or hospital outpatient infusion center.

### Emergency Care

In the case of an emergency, Members may go to a Participating Provider or a Non-Participating Provider. The Plan will provide benefits for the Emergency Care received from a Non-Participating Provider to the same extent as would have been provided if care and Treatment were provided by a Participating Provider. However, follow-up care or Treatment by a Non-Participating Provider will be treated as Network coverage

only to the extent it is Medically Necessary and appropriate care or Treatment rendered before the Member can return to Participating Provider in the Service Area. If a Member receives care and Treatment for an emergency from a Non-Participating Provider, the Member should notify Us as soon as reasonably possible to receive assistance transitioning care to a Participating Provider.

Medically Necessary Emergency Care received from a Non-Participating Provider, including diagnostic imaging and laboratory providers will be reimbursed according to the terms of this Policy at the Usual and Customary Rate or agreed upon rate, except for Copayments, and charges for non-covered benefits. The Member will be held harmless for any amounts beyond the Copayment or other Out of Pocket Expenses that the Member would have paid had the Network included Participating Providers from whom the Member could obtain care.

Medically Necessary Emergency Care is provided by this Policy and includes the following benefits:

- An initial medical screening examination or other evaluation required by Texas or federal law that takes place in a Hospital emergency Facility or comparable Facility, and that is necessary to determine whether an emergency medical condition exists.
- Treatment and Stabilization of an emergency medical condition; and
- Post-Stabilization care originating in a Hospital emergency room, Freestanding Emergency Medical Care Facility, or comparable emergency Facility, if approved by the Us, provided that We must approve or deny coverage within the time appropriate to the circumstances relating to the delivery of care and the condition of the patient not to exceed one (1) hour of a request for approval by the treating Physician or the Hospital emergency room.

Examples of medical emergencies for which Emergency Care would be covered include but are not limited to:

- Heart attacks.
- Cardiovascular accidents.
- Poisoning.
- Loss of consciousness or breathing.
- Convulsions.
- Severe bleeding; and
- Broken bones.

Once a Member's condition is stabilized and as medically appropriate, We, upon authorization of Our Medical Director, may facilitate transportation to a Participating Facility. Where Stabilization of an emergency medical condition originates in a Hospital emergency Facility or comparable Facility, further Treatment following such Stabilization will require approval by Us.

## **Urgent Care**

Urgent Care provides for the immediate Treatment of a medical condition that requires prompt medical attention but where a brief time lapse before receiving services will not endanger life or permanent health. You shall be required to pay the Copayment stated in the Schedule of Benefits for Treatment administered at an Urgent Care Facility. Unless designated and recognized by the Issuer as an Urgent Care Facility, neither a Hospital nor an emergency room will be considered an Urgent Care Facility.

## **Ambulance Transportation**

Ground, Sea, or Air Ambulance transportation, when and to the extent it is Medically Necessary, is covered when transportation in any other vehicle would endanger the Member's health. We will not cover air transportation if ground transportation is medically appropriate and more economical. If these conditions are met, We will cover Ambulance transportation to the appropriate Hospital or Skilled Nursing Facility.

Emergency medical care provided by Ambulance personnel for which transport is unnecessary or is declined by Member will be subject to the Copayment listed in the Schedule of Benefits. Subject to the

paragraph above, if the Ambulance transports the Member after receiving medical care from Ambulance personnel, the Emergency Medical Services Copayment is waived.

Sea or Air non-emergency interfacility Ambulance transport as Medically Necessary is covered when Medically Necessary and is Preauthorized by Our Medical Director. For example, the Member is discharged from an inpatient Facility and needs to be moved to a Skilled Nursing Facility.

## Preventive Care

The following Preventive Care benefits from a Participating Provider will not be subject to Copayment, Cost share, or Deductible:

- (a) Evidence-based items or services that have in effect a rating of “A” or “B” in the current recommendations of the United States Preventive Services Task Force (USPSTF).
- (b) Immunizations recommended by the Advisory Committee on Immunization Practices of the Centers of Disease Control and Prevention (CDC) with respect to the individual involved.
- (c) Evidence-informed Preventive Care and screening provided for in the comprehensive guidelines supported by the Health Resources and Services Administration (HRSA) for infants, children, and adolescents; and
- (d) With respect to women, such additional Preventive Care and screening as provided for in comprehensive guidelines supported by HRSA.

The benefits listed below may include requirements pursuant to state regulatory mandates and are to be covered at no cost to the Member.

The Preventive Care services described in items (a) through (d) may change as USPSTF, CDC, and HRSA guidelines are modified and will be implemented by Baylor Scott & White Insurance Company in the quantities and at the times required by applicable law or regulatory guidance. For more information, You may access Our website **BSWHealthPlan.com** or contact customer service at **1.855.572.7238**.

Examples of covered Preventive Care may include, but are not limited to, the following:

- One (1) annual physical exam by Your Primary Care Physician or one (1) annual well-woman exam by your Primary Care Physician or OB/GYN,
- Well-child visits,
- Age-appropriate pediatric and adult immunizations and boosters as described in this Policy,
- Newborn hearing screenings,
- Lab and x-ray for screening purposes only as described in this Policy,
- Cancer screening mammograms,
- Bone density test,
- Screening for prostate cancer, and
- Screening for colorectal cancer.

The determination of whether a service is Preventive Care may be influenced by the type of service for which Your Participating Provider bills the Issuer. Specifically,

- if a recommended preventive service is billed separately from an office visit, then a Plan may impose cost-sharing requirements with respect to the office visit,
- if a recommended preventive service is not billed separately from an office visit and the primary purpose of the office visit is the delivery of a preventive service, then a Plan may not impose cost-sharing requirements with respect to the office visit, and
- if a recommended preventive service is not billed separately from an office visit and the primary purpose of the office visit is not the delivery of a preventive service, then a Plan may impose cost-sharing requirements with respect to the office visit.

## Immunizations

This Plan covers age-appropriate immunizations for Members against:

- diphtheria
- haemophilus influenzae type b
- hepatitis B
- measles
- mumps
- pertussis
- polio
- rotavirus
- rubella
- tetanus
- varicella
- other immunizations required by the laws of the State of Texas or the United States.

No Copayments, Coinsurance, or Deductibles are charged for age-appropriate immunization agents. Copayments, Coinsurance and Deductibles, if any, for other health care, including an office visit, rendered at the same time immunization agents are administered shall be payable at the applicable level for that service as indicated in the Schedule of Benefits.

#### *Certain Tests for Detection of Prostate Cancer*

Benefits are available for:

- An annual medically recognized diagnostic physical examination for the detection of prostate cancer, and
- A prostate-specific antigen test used for the detection of prostate cancer for each male Member under the Plan who is at least:
  - Fifty (50) years of age and asymptomatic; or
  - Forty (40) years of age with a family history of prostate cancer or another prostate cancer risk factor.

#### *Tests for Detection of Colorectal Cancer*

Benefits are available for a diagnostic, medically recognized screening examination for the detection of colorectal cancer for Members who are forty-five (45) years of age or older, and who are at normal risk for developing colon cancer.

- All colorectal cancer examinations, Preventive Care, and laboratory tests assigned a grade of “A” or “B” by the United States Preventive Services Task Force for average-risk individuals, including the services that may be assigned a grade of “A” or “B” in the future; and
- An initial colonoscopy or other medical test or procedure for colorectal cancer screening and a follow-up colonoscopy if the results of the initial colonoscopy, test, or procedure are abnormal.

#### *Detection and Prevention of Osteoporosis*

If a Member is a Qualified Individual, benefits are available for medically accepted bone mass measurement for the detection of low bone mass and to determine a Member’s risk of osteoporosis and fractures associated with osteoporosis.

Qualified Individual means:

- A postmenopausal woman not receiving estrogen replacement therapy.
- An individual with:
  - Vertebral abnormalities,
  - Primary hyperparathyroidism, or
  - A history of bone fractures.
- An individual who is:
  - Receiving long-term glucocorticoid therapy, or

- Being monitored to assess the response to or efficacy of an approved osteoporosis drug therapy.

### *Mammography Screening*

Benefits are available for:

- Annual screening Mammography provided for female Members thirty-five (35) years of age and older; and
- Diagnostic Imaging that is no less favorable than the coverage for a screening mammogram.

Screenings are provided by Low-Dose Mammography, Digital Mammography and Breast Tomosynthesis, to detect breast cancer. Refer to the **Definitions** section of this Policy for further explanation of Mammography procedures.

For purposes of this benefit provision, the current recommendations of the USPSTF regarding breast cancer screening and Mammography and prevention will be considered the most current.

### *Certain Tests for Detection of Human Papillomavirus and Cervical Cancer*

Benefits are available for certain tests for detection of Human Papillomavirus and Cervical Cancer for each woman enrolled in the Plan who is eighteen (18) years of age or older for an annual medically recognized diagnostic examination for the early detection of cervical cancer. Coverage includes, at a minimum, a conventional Pap smear screening or a screening using liquid-based cytology methods as approved by the United States Food and Drug Administration alone or in combination with a test approved by the United States Food and Drug Administration for the detection of the human papillomavirus. The well-woman examination may be performed by the Member's Primary Care Physician or designated obstetrician or gynecologist.

### *Early Detection Test for Ovarian Cancer*

Benefits are available once every twelve (12) months for each woman enrolled in the Plan who is eighteen (18) years of age or older for:

- a Cancer Antigen 125 (CA 125) blood test; and
- any other test or screenings approved by the United States Food and Drug Administration for the detection of ovarian cancer.

## **Hospital Services**

Members are entitled to the Medically Necessary services of any Participating Hospital to which a Member may be admitted Participating Provider. In the event a Member is admitted to a Non-Participating Hospital by a Participating Provider to whom the Member was referred in accordance with Our procedures, the services of the Non-Participating Hospital will be covered on the same basis as admission to a Participating Hospital, provided admission to the Non-Participating Hospital was approved in accordance with this Policy.

For a service provided in a Hospital to be a covered benefit, the Hospital should be the medically appropriate setting for that service.

If a Member is hospitalized at a Non-Participating Hospital, the Member must notify Us within forty-eight (48) hours of admission or as soon thereafter as it is reasonably possible, and We shall review the admission and the stay for Medical Necessity under this Policy. Failure to provide notification may result in denial of payment unless it is shown not to have been reasonably possible to give such notice.

The Issuer will cover the cost of a semi-private room, or the equivalent thereof, for covered Hospital admissions for routine acute care. For more intense levels of care, that level of care which is Medically Necessary will be covered. Medically Necessary services for an inpatient stay following a mastectomy shall be covered under this provision.

Examples of covered Hospital services may include, but are not limited to, the following:

- Semi-private room, or the equivalent, for routine care.
- Inpatient meals and special diets, when Medically Necessary.
- Inpatient medications and biologicals.
- Intensive care units.
- Nursing care, including private duty nursing, when Medically Necessary.
- Short term rehabilitation therapy services in the acute Hospital setting.
- Inpatient lab and x-ray, and other diagnostic tests.
- Skilled Nursing Facility care.
- Inpatient medical supplies and dressings.
- Anesthesia.
- Inpatient oxygen.
- Operating room and recovery room.
- Inpatient physical therapy.
- Inpatient radiation therapy.
- Inpatient inhalation therapy.
- Cost of and administration of whole blood and blood plasma, and blood plasma expanders.

### **Rehabilitative and Habilitative Therapy**

Medically Necessary outpatient rehabilitative habilitative therapy benefits are available for physical, speech, hearing, and occupational therapies that meet the following conditions:

- The Member's Participating Provider orders such therapy services; and
- The services can be expected to meet or exceed the goals established for the Member by the Member's Participating Provider; and
- The services are given by a doctor, a licensed therapist, or chiropractor; and
- The Member is progressing toward the goals in response to participating in the therapy.

For a Member with a physical disability, goals may include maintenance of functioning or prevention of or slowing of other deterioration.

### **Therapies for Children with Developmental Delays**

The Plan includes benefits for the Treatment of "Developmental Delays", which means a significant variation in normal development as measured by appropriate diagnostic instruments and procedures in one or more of the following areas:

- Cognitive.
- Physical.
- Communication.
- Social or Emotional; or
- Adaptive.

Treatment includes the necessary rehabilitative and habilitative therapies in accordance with an "Individualized Family Service Plan", which is the initial and ongoing Treatment plan developed and issued by the Interagency Council on Early Childhood Intervention under Chapter 73 of the Human Resources Code for a Dependent child with Developmental Delays, including:

- Occupational therapy evaluations and services.
- Physical therapy evaluations and services.
- Speech therapy evaluations and services; and
- Dietary or nutritional evaluations.

You must submit an Individualized Family Service Plan to Us before the Member receives any benefits, and again if the Individualized Family Service Plan is changed. After a child is three (3) years of age and

services under the Individualized Family Service Plan are completed, the standard contractual provisions in this Policy and any benefit exclusions or limitations will apply.

## Home Health Care

The Plan covers Medically Necessary Preauthorized Home Health Care consisting of:

- Skilled nursing by a registered nurse or licensed vocational nurse under the supervision of at least one registered nurse and at least one Physician.
- Physical, occupational, speech and respiratory therapy.
- The services of a home health aide under the supervision of a registered nurse; and
- The furnishing of medical equipment and supplies other than Prescription Drugs and medicines.

Home Health Care provides benefits for payment or other consideration in a patient's residence under a plan of care that is:

- Established, approved in writing, and reviewed at least every two (2) months by the attending Physician; and
- Certified by the attending Physician as necessary for medical purposes.

Home Health Care is provided unless the attending Physician certifies that hospitalization or confinement in a Skilled Nursing Facility would be required if Home Health Care were not provided.

## Home Infusion Therapy

As approved by the Issuer as Medically Necessary, Home Infusion Therapy services are available for high technology services, including line care, Chemotherapy, pain management infusion and antibiotic, antiviral, or antifungal therapy. Included within the Home Infusion Therapy benefit are administrative and professional pharmacy services and all necessary supplies and equipment to perform the home infusion. Not included in the Home Infusion Therapy benefit are medical professional services (physician, nursing, etc.), enteral formula, and covered Durable Medical Equipment not related to the Home Infusion Therapy some of which may be covered under other provisions of this Policy, and subject to additional Copayments. Specialty Drugs administered through Home Infusion Therapy will be covered under Your Specialty Drug benefit, if applicable, and will be subject to the appropriate Copayment under that benefit. Prescription Drugs administered through Home Infusion Therapy may be covered under your Prescription Drug Benefit, if any, and may be subject to additional Copayments under that benefit.

You are required to pay Deductible, if any, Coinsurance and Copayments for each day of Home Infusion Therapy as stated in the Schedule of Benefits.

## Hospice Care

Hospice Care benefits are included under the Plan when provided by a Hospice to a Member confined at home or in a Participating Facility due to a terminal sickness or terminal injury requiring skilled care if Preauthorized and the following conditions are met:

- The benefits are provided to Member by a Participating Provider licensed by the State of Texas; and,
- The Participating Provider certified the Member has a limited life expectancy of six (6) months or less due to a terminal illness.

Hospice Care includes the provision of pain relief, symptom management and supportive benefits to terminally ill Members and their immediate families on both an outpatient and inpatient basis.

## Family Planning

Family planning shall be provided as Medically Necessary. Examples include:

- counseling,



- sex education instruction in accordance with medically acceptable standards,
- diagnostic procedures to determine the cause of Infertility. Treatment of Infertility is not a covered benefit under this provision,
- vasectomies,
- tubal ligations, and
- laparoscopies.

Benefits are provided for FDA approved contraceptive methods and procedures for all women with reproductive capacity, including injectable drugs and implants, intra-uterine devices, diaphragms, and the professional services associated with them.

Coverage of prescription contraceptive drugs provides for a Member to obtain:

- a three (3) month supply of the covered prescription contraceptive drug when it is first prescribed; and
- a twelve (12) month supply of the covered prescription contraceptive drug for subsequent prescriptions of the same drug regardless of whether the Member was previously covered by the Plan for the first prescription.

A Member may obtain only one (1) twelve (12) month supply of a covered prescription contraceptive drug per Plan year.

### **Fertility Preservation**

The Plan provides coverage for fertility preservation services to a Member who will receive a Medically Necessary Treatment for cancer, including surgery, chemotherapy, or radiation, that the American Society of Clinical Oncology or the American Society for Reproductive Medicine has established may directly or indirectly cause impaired fertility.

### **Durable Medical Equipment and Devices**

Medically Necessary Durable Medical Equipment, Orthotic Devices, or Prosthetic Devices shall be covered under this Policy. The Medical Director in consultation with the treating Physician shall determine the conditions under which such equipment and appliances shall be covered. The conditions include but are not limited to the following:

- the length of time covered.
- the equipment covered.
- the supplier, and
- the basis of coverage.

The Issuer shall provide coverage for these benefits up to the maximum benefit per Calendar Year specified in the Schedule of Benefits.

### **Consumable Supplies**

Consumable supplies are non-durable medical supplies that:

- are usually disposable in nature.
- cannot withstand repeated use by more than one Member.
- are primarily and customarily used to serve medical purposes.
- generally, are not useful to a Member in the absence of illness or injury; and
- may be ordered and/or prescribed by a Physician.

Consumable supplies are a covered benefit only if the supply is required in order to use with covered Durable Medical Equipment, Orthotic Device, or Prosthetic Device. Repair, maintenance, and cleaning due to abnormal wear and tear or abuse are Your responsibility.

Benefits for consumable supplies will be applied to the maximum benefit for the device with which the consumable supply is associated.

### *Durable Medical Equipment*

Durable Medical Equipment may be covered as a purchased or rented item at the discretion of the Plan. Rented or loaned equipment must be returned in satisfactory condition and the Member is responsible for cleaning and repair required due to abnormal wear and tear or abuse. Coverage for rented or loaned equipment is limited to the amount such equipment would cost if purchased by the Issuer from a Participating Provider. We shall have no liability for installation, maintenance, or operation of such equipment for home-based use.

The Issuer shall provide coverage for Durable Medical Equipment up to the maximum benefit per Calendar Year specified in the Schedule of Benefits.

### *Orthotic Devices*

The Plan provides benefits for the following Medically Necessary devices consisting of the initial device, professional services for fitting and use, and replacement of the device, if replacement is not due to misuse or loss of the device and normal repairs:

- orthopedic or corrective shoes.
- shoe inserts.
- arch supports.
- orthotic inserts and other supportive devices including ankle braces required for recovery after surgery.

Orthotic Device coverage is limited to the most appropriate model of Orthotic Device that adequately meets the Member's needs as determined by the Member's Participating Provider.

### *Prosthetic Devices*

Prosthetic Devices may require Preauthorization to be covered under conditions determined by Our Medical Director as Medically Necessary to replace defective parts of the body following injury or illness. Members should contact Us to confirm whether the device requires Preauthorization. Examples of Medically Necessary covered devices including the initial device, professional services for fitting and use, and replacement of the device if replacement is not due to misuse or loss of the device, and normal repairs are:

- artificial arms, legs, hands, feet, eyes.
- breast prostheses, and surgical brassieres after mastectomy for breast cancer.

Prosthetic Device coverage is limited to the most appropriate model of Prosthetic Device that adequately meets the Member's needs as determined by the Member's Participating Provider.

### *Hearing Aids and Cochlear Implants*

The Plan provides the following benefits for hearing aids or cochlear implants:

- Fitting and dispensing services and the provision of ear molds as necessary to maintain optimal fit of hearing aids.
- Any Treatment related to hearing aids and cochlear implants, including coverage for habilitation and rehabilitation as necessary for educational gain; and
- For a cochlear implant, an external speech processor and controller with necessary component replacements every three (3) years.

We will not deny a Member's claim for hearing aids solely because the hearing aid is more expensive than the plan benefit, however, We are not required to pay more than the Plan's benefit for the hearing aid.

Limitations:

- One (1) hearing aid in each ear every three (3) years for Members through the age of 18; and
- Hearing aid prescription must be written by:
  - A Physician certified as an otolaryngologist or otologist; or
  - An audiologist who
    - is legally qualified in audiology; or
    - holds a certificate of Clinical Competence in Audiology from the American Speech and Hearing Association in the absence of any licensing requirements; and who performs the exam at the written direction of a legally qualified otolaryngologist or otologist.
- When alternate hearing aids can be used, the Plan's coverage may be limited to the cost of the least expensive device that is:
  - Customarily used nationwide for Treatment, and
  - Deemed by the medical profession to be appropriate for Treatment of the condition in question. The device must meet broadly accepted standards of medical practice, considering your physical condition. Members should review the differences in the cost of alternate Treatment with their Physician. A Member and their Physician may still choose the more costly Treatment method however the Member is responsible for any charges in excess of what The Plan will cover.
- One cochlear implant in each ear with internal replacement as medically or audio logically necessary.

Coverage required under this section is subject to any provision that applies generally to coverage provided for Durable Medical Equipment benefits under the Plan, including a provision relating to Deductibles, Copayments, Coinsurance or Preauthorization. Preauthorization may be required.

## **Coverage of Prescription Drugs**

Members may be entitled to Medically Necessary Prescription Drugs depending upon the type of drug, the setting in which the drug is administered, and whether a Prescription Drug Rider is attached to this Policy. This provision sets forth the circumstances in which Prescription Drugs are covered under this Plan.

### *Inpatient Prescription Drugs*

Prescription Drugs, including Specialty Drugs, administered while admitted to an inpatient Facility will be covered as part of a Members inpatient benefit, and no additional Deductibles, Coinsurance or Copayments are required for Prescription Drugs so administered.

### *Outpatient Specialty Drugs*

Outpatient Prescription Drugs designated on the drug Formulary as Specialty Drugs are covered under this Plan, subject to the outpatient Specialty Drug Copayments and Deductibles indicated in the Schedule of Benefits.

Members may contact the Issuer to obtain a copy of the Specialty Drugs appearing on the drug Formulary.

Specialty Drugs may require Preauthorization by Our Medical Director.

Copayments for Non-Preferred Specialty Drugs will not be considered Out-of-Pocket Expenses for purposes of meeting the Maximum Out of Pocket.

### *Outpatient Non-Specialty Drugs Administered in Outpatient Setting*

Outpatient Prescription Drugs which do not meet the definition of Specialty Drugs, and which are dispensed and administered to a Member in the office of a Participating Provider or in another outpatient setting, will be covered as a part of a Member's Medical Benefit, and no additional Copayments are required for outpatient Prescription Drugs so dispensed and administered.

Outpatient Prescription Drugs which do not meet the definition of Specialty Drugs, and which are dispensed and administered to a Member in the office of a Participating Provider or in another outpatient setting which cost \$450 or more for a single dose, and refillable prescriptions whose total cost during a twelve (12) month period could equal or exceed \$1,000, may require Preauthorization by the Issuer.

Outpatient Prescription Drugs which do not meet the definition of Specialty Drugs, and which are dispensed by a pharmacy and administered to a Member in the office of a Participating Provider, or in another outpatient setting, require approval of the Issuer in order to be covered as a part of a Member's Medical Benefit. Without the Preauthorization from the Issuer, coverage for outpatient Prescription Drugs which do not meet the definition of Specialty Drugs and are dispensed by a pharmacy and administered by a Participating Provider will be excluded under this Plan, unless covered by a Prescription Drug Rider.

Outpatient Specialty Drugs will be covered pursuant to the outpatient Specialty Drug benefit of this Plan, regardless of whether or not the Specialty Drug is administered in the office of a Participating Provider or other outpatient setting.

### *Outpatient Prescription Drugs*

Unless otherwise covered by a Prescription Drug Rider, this Plan excludes outpatient Prescription Drugs that:

- do not meet the definition of Specialty Drugs,
- are not dispensed and administered in the office of a Participating Provider or other outpatient setting; or
- are dispensed at a pharmacy and administered in the office of a Participating Provider, or other outpatient setting, without prior approval of Our Medical Director.

### *Determination of Coverage Level for Prescription Drug Benefits*

The determination of the coverage level of Prescription Drugs under this Plan and the Prescription Drug Rider, if attached to this Policy, shall be assigned in the following order:

- Prescription Drug administered while admitted in an inpatient setting.
- Outpatient Specialty Drug.
- Outpatient Prescription Drug that is not a Specialty Drug, administered in the office of a Participating Provider or other outpatient setting; or
- Outpatient Prescription Drug that is not a Specialty Drug and is not administered in the office of a Participating Provider, or other outpatient setting, if Prescription Drug Rider is attached to this Policy.

NOTE: All Prescription Drug coverage is subject to the Exclusions and Limitations provision of this Policy.

### **Outpatient Radiological or Diagnostic Examinations**

Outpatient radiological and diagnostic exams shall be covered as Medically Necessary and as prescribed and authorized by a Participating Provider. Examples of such services include:

- Angiograms (but not including cardiac angiograms),
- CT scans,
- MRIs,
- Myelography,
- PET scans; and
- stress tests with radioisotope imaging.

You are required to pay the Deductible, if any, Coinsurance, and/or Copayments listed in the Schedule of Benefits for outpatient radiological or diagnostic examinations.

An ultrasound or cardiac angiogram shall not be subject to the radiological or diagnostic examination Coinsurance or Copayment, but if performed in conjunction with an office visit or outpatient surgery, You will be responsible for the appropriate office visit or outpatient surgery Coinsurance or Copayment as listed in the Schedule of Benefits.

### **Phenylketonuria (PKU) or a Heritable Metabolic Disease**

Coverage for specialty dietary formulas necessary to treat Phenylketonuria (PKU) or a Heritable Metabolic Disease are available to Members as prescribed by a Participating Provider. The formulas are provided to the extent this Plan provides coverage for other drugs that are available upon Physician orders. Heritable Metabolic Diseases are inherited diseases that may result in mental or physical retardation or death. Phenylketonuria is an inherited condition that may cause severe mental retardation if not treated.

### **Breast Reconstruction Benefits**

If a Member has had or will have a mastectomy to treat disease, trauma, or physical complications, coverage for breast reconstruction incident to mastectomy shall be provided under the same terms and conditions of this Policy as for the mastectomy, as deemed medically appropriate by the Participating Provider who will perform the surgery.

Breast reconstruction means surgical reconstruction of a breast and nipple areola complex to restore and achieve breast symmetry necessitated by mastectomy surgery. The term includes surgical reconstruction of a breast on which mastectomy surgery has been performed under the terms of this Policy as well as surgical reconstruction of an unaffected breast to achieve or restore symmetry with such reconstructed breast. The term also includes prostheses and Treatment of physical complications, including lymphedemas, at all stages of mastectomy.

Once symmetry has been attained, the term does not include subsequent breast surgery to affect a cosmetic change, such as cosmetic surgery to change the size and shape of the breasts. However, the term shall include Treatment for functional problems, such as functional problems with a breast implant used in the breast reconstruction. Symmetry means the breasts are similar, as opposed to identical, in size and shape.

Coverage for the Treatment of breast cancer includes coverage of a minimum of forty-eight (48) hours of inpatient care following a mastectomy and twenty-four (24) hours of inpatient care following a lymph node dissection for the Treatment of breast cancer unless a Member and the attending Physician determines that a shorter period of inpatient care is appropriate.

You are required to pay the same Coinsurance, Copayments and Deductibles for breast reconstruction benefits as would be required for other benefits provided under this Policy.

### **Amino Acid-Based Elemental Formulas**

As ordered by a Participating Provider, Medically Necessary Amino Acid-Based Elemental Formulas may be covered under this Policy. The Issuer shall provide coverage for these benefits up to the maximum benefit per Calendar Year specified in the Schedule of Benefits.

Regardless of the formula delivery method, Medically Necessary Amino Acid-Based Elemental Formulas provided under the written order of a treating Participating Provider is covered for Treatment or diagnosis of:

- Immunoglobulin E and non-immunoglobulin E mediated allergies to multiple food proteins.
- Severe food protein-induced enterocolitis syndrome.
- Eosinophilic disorders, as evidenced by the results of a biopsy; and
- Impaired absorption of nutrients caused by disorders affecting the absorptive surface, functional length, and motility of the gastrointestinal tract.

Medically Necessary services associated with the administration of the formula are also covered.

You are required to pay the Deductible, if any, Coinsurance and/or Copayments as stated in the Schedule of Benefits for Amino Acid-Based Elemental Formulas. Benefits for Amino Acid-Based Elemental Formulas shall be limited to the Calendar Year maximum as stated in the Schedule of Benefits.

## **Organ and Tissue Transplants**

Subject to the conditions described below, benefits are provided to a Member by a Participating Provider related to an organ or tissue transplant will be determined as follows, but only if all the following conditions are met:

- The transplant procedure is not Experimental or Investigational in nature.
- Donated human organs or tissue or an FDA-approved artificial device are used.
- The recipient is a Member under the Plan.
- The transplant procedure is Preauthorized as required under the Plan.
- A Member meets all the criteria used by Us to determine Medical Necessity for the transplant.
- A Member meets all the protocols and has been approved for transplant by the Participating Facility in which the transplant is performed.
- Benefits related to an organ or tissue transplant, or FDA approved artificial device include, but are not limited to, imaging studies (e.g., x-rays, CT scan, MRI, scan), laboratory testing, Chemotherapy, radiation therapy, Prescription Drugs, procurement of organs or tissues from a living or deceased donor, and complications arising from such transplant.
- Services are coordinated through Our health services department.
- A Member uses a Preauthorized transplant network which may be different than a Member's Plan Network.

Covered transplants, using human tissue only, if determined Medically Necessary and approved by Our Medical Director as not Experimental or not Investigational for a Member's condition may include:

- kidney transplants,
- corneal transplants,
- liver transplants,
- bone marrow transplants for aplastic anemia, leukemia, severe combined immunodeficiency disease, and Wiskott-Aldrich syndrome,
- heart,
- heart-lung,
- lung,
- pancreas; and
- pancreas-kidney.

Coverage of each type of solid Organ Transplant is limited to:

- one (1) initial transplant; and
- one (1) subsequent re-transplant due to rejection.

Member transplant medical costs for the removal of organs, tissues, or bone marrow from a live donor are covered, but only to the extent that such costs are not covered by the donor's group or individual health plan, benefit contract, prepayment plan, or other arrangement for coverage of medical costs, whether on an insured or uninsured basis.

If the donor is also a Member, coverage is subject to all procedures, limitations, exclusions, Copayments, Coinsurance and Deductibles that apply under the donor-Member's plan only if all the above conditions are met.

## **Acquired Brain Injuries**

Coverage includes:

- Cognitive Rehabilitation Therapy.
- Cognitive Communication Therapy.
- Neurocognitive Therapy and Rehabilitation.
- Neurobehavioral, Neuropsychological, Neurophysiological and Psychophysiological Testing and Treatment.
- Neurofeedback Therapy.
- Remediation.
- Post-Acute Transition and Community Reintegration Services, including Outpatient Day Treatment; and
- Post-Acute Care Treatment

Treatment for an Acquired Brain Injury may be provided at a Hospital, an acute or post-acute rehabilitation Hospital, an assisted living Facility or any other Facility at which appropriate benefits may be provided.

Service means the work of testing, Treatment, and providing therapies to a Member with an Acquired Brain Injury.

Therapy means the scheduled remedial Treatment provided through direct interaction with a Member to improve a pathological condition resulting from an Acquired Brain Injury.

To ensure that appropriate Post-Acute-Care Treatment Service is provided, the Plan includes benefits for reasonable expenses related to periodic reevaluation of the care of a Member who:

- Has incurred an Acquired Brain Injury.
- Has been unresponsive to Treatment; and
- Becomes responsive to Treatment later.

Treatment goals for a Member may include the maintenance of functioning or the prevention of or slowing of further deterioration.

Benefits for the Medically Necessary Treatment of an Acquired Brain Injury will be determined on the same basis as Treatment for any other physical condition.

### **Clinical Trials – Routine Patient Care**

Benefits are available to Members for Routine Patient Care Costs in connection with a Member participating in a phase I, phase II, phase III, or phase IV clinical trial if the clinical trial is conducted in relation to the prevention, detection, or Treatment of cancer or other Life-Threatening Disease or Condition and is described in any of the following:

- Federally funded trials for the study or investigation are approved or funded by one or more of the following:
  - The Centers of Disease Control and Prevention of the United State Department of Health and Human Services.
  - The National Institutes of Health.
  - The Agency for Health Care Research and Quality.
  - The Centers for Medicare and Medicaid Services.
  - Cooperation group or centers of any of the entities described in clauses (i)-(iv) of the Department of Defense or the Department of Veteran Affairs.
  - A qualified non-government research entity identified in the guidelines issued by the National Institutes of Health for center support grants.
  - An institutional review board of an institution in this state that has an agreement with the Office for Human Research Protections of the United States Department of Health and Human Services.
  - Any of the following, if the study or investigation conducted by such Department has been reviewed and approved through a system of peer review that the Secretary determines to be comparable to the system of peer review of studies and investigations used by the National

Institute of Health and assured unbiased review of the highest scientific standards by qualified individuals who have no interest in the outcome of the review.

- The United State Department of Defense.
- The United States Department of Veterans Affairs.
- The United States Department of Energy.
- The study or investigation is conducted under an investigational new drug application reviewed by the United States Food and Drug Administration.
- The study or investigation is a drug trial that is exempt from having such an investigational new drug application.

We are not required to reimburse the Research Institute conducting the clinical trial for the Routine Patient Care Cost provided through the Research Institute unless the Research Institute and each provider providing routine patient care through the Research Institute, agrees to accept reimbursement at the rates that are established under the Plan, as payment in full for the routine patient care provided in connection with the clinical trial.

This provision does not provide benefits for services that are a part of the subject matter of the clinical trial and that are customarily paid for by the Research Institute conducting the clinical trial.

We do not provide benefits for routine patient care services provided by Non-Participating Providers.

You are required to pay the Deductible, if any, Coinsurance and/or Copayments as stated in the Schedule of Benefits for Routine Patient Care Costs.

We may not cancel or refuse to renew coverage under this Policy solely because a Member participates in a clinical trial.

### **Treatment for Craniofacial Abnormalities of a Child**

Benefits for Covered Dependents younger than 18 years, include reconstructive surgery for craniofacial abnormalities to improve the function of, or to attempt to create a normal appearance of, an abnormal structure caused by congenital defects, developmental deformities, trauma, tumors, infection, or disease. Cosmetic surgery is an excluded service to the extent it is not necessary to improve the function of, or to attempt to create a normal appearance of, an abnormal structure caused by congenital defects, developmental deformities, trauma, tumors, infection, or disease for a Covered Dependent younger than 18 years. The Issuer is not required to provide dental services, unless the Schedule of Benefits indicates that a Member otherwise has benefits for dental services. Coverage for dental benefits is subject to the dental Rider, if any, attached to this Policy.

### **Diabetes Care**

If a Member has been diagnosed with insulin dependent diabetes, non-insulin dependent diabetes, or abnormal elevated blood glucose levels induced by pregnancy or another medical condition, as Medically Necessary and prescribed by a Participating Provider or Health Professional, Members are eligible for coverage for:

- Diabetes Self-Management Training
- Diabetes Education
- Diabetes Care Management
- Diabetes Equipment, and
- Diabetes Supplies

Coverage shall be provided on the same basis as other comparable chronic medical conditions. Benefits shall also be provided for new or improved Diabetes Supplies or Diabetes Equipment, upon approval of the United States Food and Drug Administration, as Medically Necessary and prescribed by a Participating Provider.



Refills of diabetes supplies will not be covered until the Member is reasonably due for a refill as calculated based upon the supplies being utilized at the prescribed and appropriate intervals.

### **Newborn Hearing Screenings**

Reimbursement for a screening for hearing loss for newborns is covered under this Plan. This includes necessary follow-up care related to the screening test from birth through Your Covered Dependent's second birthday. The applicable Copayment and Coinsurance apply to newborn hearing screenings and follow-up care, but no Deductible or benefit maximums will be applied to newborn hearing screenings or follow-up care.

### **Cardiovascular Disease Screening**

Benefits are available for one of the following noninvasive screening tests for atherosclerosis and abnormal artery structure and function every five (5) years when performed by a laboratory that is certified by a recognized national organization:

- Preauthorized as Medically Necessary Computed tomography (CT) scanning measuring coronary artery calcifications; or
- Ultrasonography measuring carotid intima-media thickness and plaque.

Tests are available to each Member who is:

- A male older than 45 years of age and younger than 76 years of age, or
- A female older than 55 years of age and younger than 76 years of age.

A Member must have diabetes or have a risk of developing coronary heart disease, based on a score derived using the Framingham Heart Study coronary prediction algorithm that is intermediate or higher.

### **Telehealth Service and Telemedicine Medical Services**

Benefits include Telehealth Services and Telemedicine Medical Services. An in-person consultation is not required between the health care provider and a Member for benefits to be provided. Covered benefits provided by telemedicine and telehealth are subject to the same terms and conditions under the Policy as any benefit provided in-person. You may find additional information regarding Telehealth Services or Telemedicine Medical Services at [BSWHealthPlan.com](https://www.bswhealthplan.com).

### **Biomarker Testing**

We provide coverage for biomarker testing for the purpose of diagnosis, treatment, appropriate management, or ongoing monitoring of a Member's disease or condition to guide treatment when the test is supported by the following kinds of medical and scientific evidence:

- a labeled indication for a test approved or cleared by the United States Food and Drug Administration,
- an indicated test for a drug approved by the United States Food and Drug Administration,
- a national coverage determination made by the Centers for Medicare and Medicaid Services, or a local coverage determination made by a Medicare administrative contractor,
- nationally recognized clinical practice guidelines; or
- consensus statements.

## Exclusions and Limitations

The benefits under this Policy shall not include or shall be limited by the following:

### **Abortions**

Elective abortions, which are not necessary to preserve a Member's health, are excluded.

### **Altered Sexual Characteristics**

Any procedures or Treatments designed to alter physical characteristics of a Member, or a Member's biologically determined sex to those of another sex, regardless of any diagnosis of gender role disorientation or psychosexual orientation, including Treatment for hermaphroditism and any studies or Treatment related to sex transformation or hermaphroditism, are excluded.

### **Blood and Blood Products**

Blood, blood plasma, and other blood products are excluded.

### **Breast Implants**

Non-Medically Necessary implantation of breast augmentation devices, removal of breast implants, and replacement of breast implants are excluded.

### **Chiropractic Care**

Chiropractic services are excluded.

### **Cosmetic or Reconstructive Procedures or Treatments**

Unless otherwise covered under this Policy, cosmetic or reconstructive procedures or other Treatments which improve or modify a Member's appearance are excluded, except breast reconstruction incident to mastectomy and reconstructive surgery to improve the function of, or to attempt to create a normal appearance of, an abnormal structure caused by congenital defects, developmental deformities, trauma, tumors, infection, or disease for a Covered Dependent younger than 18 years. Examples of excluded procedures include, but are not limited to, gastric stapling or other Treatments relating to obesity, face lifts, osteotomies, correction of malocclusions, rhinoplasties, and mammoplasties. The only exceptions to this exclusion include certain procedures determined as Medically Necessary and approved by Our Medical Director which are required solely because of any of the following: (1) an accidental bodily injury; (2) disease of the breast tissue; (3) a congenital or birth defect which was present upon birth; or (4) surgical Treatment of an illness. As medically appropriate and at the discretion of Our Medical Director, any Treatment which would result in a cosmetic benefit may be delayed until such time as a Member has completed other alternative, more conservative Treatments recommended by Our Medical Director.

### **Court-Ordered Care**

Health care provided solely because of the order of a court or administrative body, in which health care would otherwise not be covered under this Policy, is excluded.

### **Criminal Offenses, Injuries Sustained In**

Treatment or services required as the result of a Member's, voluntary participation in the commission of a felony which results in a guilty plea or conviction are excluded.

### **Custodial Care**

Custodial Care as follows is excluded:

- Any service, supply, care, or Treatment that Our Medical Director determines to be incurred for rest, domiciliary, convalescent or Custodial Care.
- Any assistance with activities of daily living which include activities such as walking, getting in and out of bed, bathing, dressing, feeding, toileting, and taking drugs; or

- Any Care that can be performed safely and effectively by a person who does not require a license or certification or the presence of a supervisory nurse.

Such services will not be covered benefits no matter who provides, prescribes, recommends, or performs those services. The fact that certain covered benefits are provided while a Member is receiving Custodial Care does not require the Issuer to cover Custodial Care.

### **Dental Care**

All dental care is excluded.

### **Disaster or Epidemic**

In the event of a major disaster or epidemic, care shall be reimbursed at the In-Network benefit level to the extent available at Participating Providers within the limitations of facilities and personnel available; but neither the Issuer, nor any Participating Provider shall have any liability for delay or failure to reimburse at the In-Network benefit level due to a lack of available facilities or personnel.

### **Elective Treatment or Elective Surgery**

Elective Treatments or elective surgery, and complications of elective Treatments or elective surgery, are excluded.

### **Exceeding Benefit Limits**

Any benefits provided to a Member who has exceeded a benefit maximum is excluded from coverage, regardless of authorization status, as permitted by law.

### **Experimental or Investigational Treatment**

Any Treatment that is considered to be Experimental or Investigational are excluded.

### **Family Member (Services Provided by)**

Treatments or services furnished by a Physician or provider who is related to a Member, by blood or marriage, and who ordinarily dwells in a Member's household, or any services or supplies for which a Member would have no legal obligation to pay in the absence of this Policy or any similar coverage; or for which no charge or a different charge is usually made in the absence of insurance coverage, are excluded.

### **Family Planning Treatment**

The reversal of an elective sterilization procedure; condoms, foams, contraceptive jellies, and ointments are excluded.

### **Genetic Testing**

Genetic tests are excluded.

### **Household Equipment**

The purchase or rental of household equipment which has a customary purpose other than medical, such as, but not limited to exercise cycles, air purifiers, central or unit air conditioners, water purifiers, allergenic pillows, mattresses, or waterbeds is excluded.

### **Household Fixtures**

Fixtures, including, but not limited to, the purchase or rental of escalators or elevators, saunas, swimming pools or other household fixtures are excluded.

### **Infertility Diagnosis and Treatment**

Unless covered by a Rider, the following Infertility services are not covered:

- in vitro fertilization unless covered by a Rider,
- artificial insemination,
- gamete intrafallopian transfer,
- zygote intrafallopian transfer, and similar procedures,
- drugs whose primary purpose is the Treatment of Infertility,

- reversal of voluntarily induced sterility,
- surrogate parent services and fertilization,
- donor egg or sperm,
- abortions unless determined to be Medically Necessary or required to preserve the life of the mother.

### **Maternity Care**

Services and supplies for delivery of a child are not covered under this Policy.

### **Mental Health**

Any services or supplies for mental and nervous disorders, except for organic brain disease, are excluded. Any services or supplies for the Treatment of Chemical Dependency are excluded.

### **Miscellaneous**

Artificial aids, corrective appliances, and medical supplies, such as batteries (other than batteries for diabetes equipment and supplies), crutches, condoms, canes, dressings, syringes (other than diabetic syringes), braces, dentures, hearing aids, eyeglasses, and corrective lenses, unless covered by Rider, are excluded.

### **Non-Covered Benefits/Services**

Treatments, which are excluded from coverage under this Policy and complications of such Treatments, are excluded.

**Non-Emergency Care** when traveling outside the U.S.

### **Non-Payment for Excess Charges**

No payment will be made for any portion of the charges for a service or supply in excess of the Usual and Customary Rate for such services or supply prevailing in the area in which the service or supply was received.

**Organ Transplants and Post-Transplant Care** is not covered if:

- the transplant operation is performed in China, or another country known to have participated in Forced Organ Harvesting,

the human organ to be transplanted was procured by a sale or donation originating from China or another country known to have participated in Forced Organ Harvesting,

### **Personal Comfort Items**

Personal items, comfort items, food products, guest meals, accommodations, telephone charges, travel expenses, private rooms unless Medically Necessary, take-home supplies, barber and beauty services, radio, television or videos of procedures, vitamins, minerals, dietary supplements, and similar products except to the extent specifically listed as covered under this Policy, are excluded.

**Prescription Drug Benefit** excludes the following:

- drugs which do not require a Physician's order for dispensing (sometimes commonly referred to as "over-the-counter" drugs). except insulin.
- Anything which is not specified as covered or not defined as a drug, such as therapeutic devices, appliances, machines including syringes, except disposable syringes for insulin dependent Members, support garments, etc.
- Experimental or Investigational drugs or other drugs which, in the opinion of the Pharmacy and Therapeutics Committee or Medical Director, have not been proven to be effective. NOTE: Denials based upon Experimental or Investigational reasons are considered Adverse Determinations and are subject to the Appeal of Adverse Determination and Independent Review provisions of Your Policy.
- drugs not approved by the Food and Drug Administration for use in humans or for the condition being treated.

- drugs used for cosmetic purposes.
- drugs used for Treatments or medical conditions not covered by the Agreement.
- drugs used primarily for the Treatment of Infertility.
- vitamins not requiring a prescription.
- any initial or refill prescription dispensed more than one (1) year after the date of the Physician's order.
- drugs given or administered to You or a Covered Dependent while at a Hospital, Skilled Nursing Facility, or other Facility.
- biological products.
- initial or refill prescriptions, the supply of which would extend past the termination of the Agreement, even if the Physician order were issued prior to termination.

### **Physical and Mental Exams**

Physical, psychiatric, psychological, other testing or examinations and reports for the following are excluded:

- obtaining or maintaining employment,
- obtaining or maintaining licenses of any type,
- obtaining or maintaining insurance,
- otherwise relating to insurance purposes and the like,
- educational purposes,
- services for non-medically necessary special education and developmental programs,
- premarital and pre-adoptive purposes by court order,
- relating to any judicial or administrative proceeding, and
- medical research.

### **Preexisting Conditions**

Subject to the Preexisting Conditions provision of this Policy, benefits for the Treatment of a Preexisting Condition will not be paid for a period of twelve (12) months from a Member's Effective Date.

### **Prescription Drugs**

Over-the-counter drugs are not covered. Unless covered by a Prescription Drug Rider, coverage for drugs is limited to:

- those pharmaceutical products prescribed or ordered by a Participating Provider or Non-Participating Provider, utilized by a Member while in the Hospital, approved by the Food and Drug Administration (FDA) to sell for the use in humans, and used for the purpose approved by the FDA.
- Specialty Drugs as provided in the outpatient Specialty Drugs provision of this Policy.
- Non-Specialty Drugs that are dispensed and administered in the office of a Participating Provider, or other outpatient setting, pursuant to the Coverage of Prescription Drugs provision of this Policy.
- Non-Specialty Drugs that are dispensed at a pharmacy and administered in the office of a Participating Provider, or other outpatient setting, with prior approval of a Medical Director pursuant to the Coverage of Prescription Drugs provision of this Policy.

### **Refractive Keratotomy**

Radial Keratotomy and other refractive eye surgery are excluded.

### **Rehabilitation Services**

Rehabilitation services and therapies are subject to the limitations set forth above under the Rehabilitative Therapy provision.

### **Reimbursement**

The Issuer shall not pay any provider or reimburse a Member for any health care service for which a Member would have no obligation to pay in the absence of coverage under this Policy.

### **Routine Foot Care**

Services for routine foot care, including, but not limited to, trimming of corns, calluses, and nails, except those services related to systemic conditions are excluded.

#### **Self-Inflicted Injury**

Any charges as a result of suicide or attempted suicide, or intentionally self-inflicted injury, while sane or insane, are excluded.

#### **Speech and Hearing Loss**

Unless covered by a Rider, services for the loss or impairment of speech or hearing are limited to those rehabilitative services described in the Rehabilitative Therapy provision.

#### **Storage of Bodily Fluids and Body Parts**

Long term storage (longer than 6 months) of blood and blood products is excluded. Storage of semen, ova, bone marrow, stem cells, DNA, or any other bodily fluid or body part is excluded unless approved by Our Medical Director.

#### **Temporomandibular Joint (TMJ)**

Services and supplies (except for Medically Necessary diagnostic and surgical procedures) for Treatment or related services to the temporomandibular (jaw) joint or jaw-related neuromuscular conditions with oral appliances, oral splints, oral orthotics, devices, prosthetics, dental restorations, orthodontics, physical therapy or alteration of the occlusal relationship of the teeth or jaws to eliminate pain or dysfunction of the temporomandibular joint and all adjacent or related muscles and nerves are excluded.

#### **Transplants**

Organ and bone marrow transplants and associated donor/procurement costs for a Member are excluded except to the extent specifically listed as covered in this Policy.

#### **Treatment Received in State or Federal Facilities or Institutions**

No payment will be made for services, except Emergency Care, received in Federal facilities or for any items or services provided in any institutions operated by any state, government, or agency when a Member has no legal obligation to pay for such items or services; except, however, payment will be made to the extent required by law provided such care is approved in advance by Our Medical Director.

#### **Vision Corrective Surgery**

Traditional or laser surgery for the purposes of correcting visual acuity is excluded.

#### **War, Insurrection or Riot**

Treatment for injuries or sickness as a result of war, riot, civil insurrection, or act of terrorism are excluded.

#### **Weight Reduction**

Any services or supplies provided for reduction of obesity or weight, including surgical procedures, even if a Member has other health conditions which might be helped by a reduction of obesity or weight, are not covered.

#### **Work Related Injury**

Treatments rendered to a Member for the care of a work related or occupational injury or disease are excluded.

## **Claim Filing, Complaints and Appeal Procedures**

The Issuer has the authority to review Claims in accordance with the procedures contained herein to determine if the Claims are covered by the Agreement.

### **Claim Filing Procedure**

You will not ordinarily need to pay any provider or Facility for benefits provided under the Agreement. However, if a Member receives benefits from facilities which do not routinely contract with the Issuer, for example in case of an emergency, You may be asked to pay that provider or Facility directly. You are entitled to reimbursement for such payment to the extent that those benefits are covered under the Agreement provided:

- You submit written proof of and Claim for payment to the Issuer at Our office.
- The written proof and Claim for payment are acceptable to Us.
- We received the written proof and Claim for payment within ninety (90) days of the date the benefits were received by a Member; and
- The Member has complied with the terms of this Policy.

### **Failure to File Claim Within 90-Days**

Failure to submit written proof of and Claim for payment within the ninety (90) day period shall not invalidate or reduce Your entitlement to reimbursement provided it was not reasonably possible for You to submit such proof and Claim within the time allowed and written proof of and Claim for payment were filed as soon as reasonably possible.

Written proof and Claim for payment submission should consist of itemized receipts containing:

- Name and address where services were received.
- Date service was provided.
- Amount paid for service, and
- Diagnosis for visit.

Claims for reimbursement should be sent to:

Baylor Scott & White Insurance Company  
Attn: Claim Department  
1206 W. Campus Drive, Temple, TX 76502

In no event will the Issuer have any obligation under the Agreement if such proof of and Claim for payment is not received by the Issuer within one (1) year of the date the services were provided to a Member.

### **Acknowledgement of Claim**

Not later than the fifteenth (15th) day after receipt of Your Claim, the Issuer will acknowledge in writing receipt of the Claim; begin any investigation of the Claim; and request from You any necessary information, statements, or forms. Additional requests for information may be made during the course of the investigation.

### **Acceptance or Rejection of Claim**

Not later than the fifteenth (15th) business day after receipt of all requested items and information, the Issuer will notify You in writing of the acceptance or rejection of the Claim and the reason if rejected; or notify You that additional time is needed to process the Claim and state the reason the Issuer needs additional time. If additional time is needed to make a decision, the Issuer shall accept or reject the Claim no later than the forty-fifth (45<sup>th</sup>) day after You have been notified of the need for additional time.

## Payment of Claim

Claims will be paid no later than the fifth (5th) business day after notification of acceptance.

## Payment to Physician or Provider

Payment by the Issuer to the person or facility providing the services to a Member shall discharge the Issuer's obligations under this section.

## Limitations on Actions

No action at law or in equity shall be brought to recover payment of a Claim under the Agreement prior to the expiration of ninety (90) days from the date written proof of and Claim for payment, as described above, was received by the Issuer. In no event shall such action be brought after three (3) years from such date.

## Payment to Texas Health and Human Services Commission

All benefits paid on behalf of Your Covered Dependent children will be paid to the Texas Health and Human Services Commission whenever:

- the Texas Health and Human Services Commission is paying benefits under the financial or medical assistance service programs administered pursuant to the Texas Human Resources Code,
- You have possession or access to the child pursuant to a court order, or You are not entitled to access or possession of the child but are required by the court to pay child support; and
- When the Claim is first submitted You notify the Issuer that the benefits must be paid directly to the Texas Health and Human Services Commission.

## Payment to a Managing Conservator

Benefits paid on behalf of a Covered Dependent child may be someone other than You, if an order issued by a court of competent jurisdiction in this or any other state names such other person the managing conservator of the Covered Dependent child.

To be entitled to receive benefits, a managing conservator must submit with the Claim form, written notice that such person is the managing conservator of the child on whose behalf the Claim is made and submit a certified copy of a court order establishing the person as managing conservator. This will not apply in the case of any unpaid medical bill submitted as a Claim by a Participating Provider or to Claims submitted by You where You have been paid any portion of a medical bill that would be covered under the terms of the Agreement.

## Physical Examination or Autopsy

We retain the right and opportunity to:

- Conduct a physical examination of a Member for whom a Claim is made when and as often as We reasonably require during the pendency of the Claim under the Agreement; and
- In the case of a death, may require that an autopsy be conducted, unless the autopsy is prohibited by law.

## Complaint Procedure

We recognize that a Member, Physician, provider, or other person designated to act on behalf of a Member may encounter an event in which performance under the Agreement does not meet expectations. It is important that such an event be brought to the attention of Issuer. We are dedicated to addressing problems quickly, managing the delivery of benefits effectively, and preventing future Complaints and Appeals. The Issuer will not retaliate against a Member because a Member, a Member's provider, or a person acting on a Member's behalf files a Complaint or appeals a decision made by the Issuer.



We offer Members the opportunity to file a Complaint within one hundred eighty (180) days to dispute the benefit/Claim processing. Members are required to file a Complaint in writing and can call Customer Service to begin the process. If Our resolution of the Complaint is unsatisfactory Member, a Member will be afforded the opportunity to Appeal that Complaint.

In some cases, We may ask for additional time to process a Member's Complaint. If a Member does not wish to allow additional time, We will decide a Member's Complaint based on the information We have. This may result in a denial of a Member's Complaint.

We will send an acknowledgment letter upon receipt of oral or written Complaints no later than five (5) business days after the date of receipt. The acknowledgment letter will include a description of Our Complaint procedures and time frames. If the Complaint is received orally, We will also enclose a one-page Complaint form, which must be returned for prompt resolution of the Complaint.

We will acknowledge, investigate, and resolve all Complaints within thirty (30) calendar days after the date of receipt of the written Complaint or one-page Complaint form.

The Complaint resolution letter will include the specific reason(s) for Our determination. The response letter will also contain a full description of the process for Appeal, including the time frames for the Appeals process and the time frames for the final decision on the Appeal.

Complaints concerning an emergency, or a denial of continued hospitalization are resolved no later than one (1) business day after We receive the Complaint.

## **Appeal of Complaints**

If the Complainant is not satisfied with Our resolution of the Complaint, the Complainant will be given the opportunity to appear in person before an Appeal panel at the site of which a Member normally receives benefits or at another site agreed to by the Complainant or address a written Appeal to an Appeal panel.

We will send an acknowledgment letter of the receipt of oral or written Appeal from Complainants no later than five (5) business days after the date of the receipt of the Appeal. The acknowledgment letter will include a description of Our Appeal procedures and time frames. If the Appeal is received orally, We will also enclose a one-page Appeal form, which must be returned for prompt resolution of the Appeal.

We will appoint members to the Complaint Appeal panel, which shall advise Us on the resolution of the Complaint. The Complaint Appeal panel shall be composed of one Issuer staff member, one Participating Provider, and one Member. No member of the Complaint Appeal panel may have been previously involved in the disputed decision. The Participating Provider must have experience in the same or similar specialty that typically treats the medical condition, performs the procedure, or provides the Treatment in the area of care that is in dispute and must be independent of any Physician or provider who made any prior determination. If specialty care is in dispute, the Participating Provider serving on the Appeal panel must be a specialist in the field of care to which the Appeal relates. A Member may not be an employee of Issuer.

No later than five (5) business days before the scheduled meeting of the panel, unless the Complainant agrees otherwise, We will provide to the Complainant or the Complainant's designated representative:

- any documentation to be presented to the panel Our staff.
- the specialization of any Physicians or providers consulted during the investigation; and
- the name and affiliation of each Issuer representative on the panel.

The Complainant, or designated representative if a Member is a minor or disabled, is entitled to:

- appear before the Complaint Appeal panel in person or by other appropriate means.
- present alternative expert testimony; and
- request the presence of and question any person responsible for making the prior determination that resulted in the Appeal.

Notice of the final decision of the Issuer on the Appeal will include a statement of:

- The specific medical determination.
- The clinical basis for the Appeal's denial.
- The contractual criteria used to reach the final decision.
- The notice will also include the toll-free telephone number and the address of the Texas Department of Insurance.

We will complete the Appeals Process no later than thirty (30) calendar days after the date of receipt of the written request for Appeal or one-page Appeal form.

### **Voluntary Binding Arbitration**

If the appeal and complaint process has been exhausted, any remaining dispute regarding a claim for damages may be submitted to voluntary binding arbitration, if both parties agree. Under this coverage, if binding arbitration is agreed to by both parties, the arbitration findings will be final and binding.

Arbitration will be administered by the American Arbitration Association (AAA) in accordance with its Healthcare Payor Provider Arbitration Rules and a judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. Claims shall be heard by a single arbitrator. The arbitrator shall have at least 15 years of relevant industry experience and will be selected using the AAA list process. The arbitrator shall set a time and place for the arbitration hearing and notify each party. The arbitration shall be governed by the laws of the State of Texas. The arbitrators shall have no authority to award loss of profit, incidental, consequential, special, indirect, punitive, or similar damages or any damages not measured by the prevailing party's actual direct damages, and may not make any ruling, finding or award that does not conform to the terms and conditions of the Agreement including, without limitation, the terms and conditions relating to the exclusion or limitation of damages. All fees and expenses of the arbitration shall be borne by the parties equally; except that each party shall bear the expense of its own counsel, experts, witnesses, and preparation and presentation of the arbitration matter. Except as may be required by law, neither a party nor an arbitrator may disclose the existence, content, or results of any arbitration hereunder without the prior written consent of both parties.

## Medicare and Subrogation

### Medicare

Regardless of any other provisions of the Agreement to the contrary, on and after the first day You or Your Covered Dependent become covered under Medicare and in instances where Medicare would be the primary payor of benefits, You or Your Covered Dependent shall agree to:

1. You and Your Covered Dependent shall qualify for, and remain continuously qualified for, coverage under Part B of Medicare; and
2. You shall pay the required Premiums for Medicare coverage; and
3. You shall cooperate fully in the coordination of Your health care benefits, including coverage under other terms of the Agreement, and perform such acts as shall be necessary and desirable to facilitate the maximum reimbursement by Medicare, the Issuer, and Participating Providers for the services provided.

### Effect on the Benefits of the Plan

The Issuer will pay the difference between the Allowable Expense and the amount paid by Medicare in accordance with the Medicare explanation of medical benefits. Benefits will be reduced proportionally whenever a reduction is required under this provision. The Issuer will then charge these amounts against any applicable benefit limitations.

### Method of Payment

The Issuer will have the right, exercisable alone in its sole discretions, to pay directly to any organization making such other payments any amount it determines to be warranted in order to satisfy the intent of this provision. Amounts so paid will be deemed to be benefits under the Plan. These payments will fully discharge the Issuer from all further liability.

### Subrogation /Lien/Assignment/Reimbursement

If the Plan pays or provides medical benefits for an illness or injury that was caused by an act or omission of any person or entity, the Plan will be subrogated to all rights of recovery of a plan participant, to the extent of such benefits provided or the reasonable value of services or benefits provided by the Plan. The Plan, once it has provided any benefits, is granted a lien on the proceeds of any payment, settlement, judgment, or other remuneration received by the plan participant from any sources, as allowed by law, including but not limited to:

- a third party or any insurance company on behalf of a third party, including but not limited to premises, automobile, homeowners, professional, DRAM shop, or any other applicable liability or excess insurance policy whether Premium funded or self-insured.
- underinsured/uninsured automobile insurance coverage if You or Your family did not pay the Premium.
- no fault insurance coverage, such as personal injury or medical payments protection.
- any award, settlement or benefit paid under any worker's compensation law, Claim or award.
- any indemnity agreement or contract.
- any other payment designated, delineated, earmarked, or intended to be paid to a plan participant as compensation, restitution, remuneration for injuries sustained or illness suffered as a result of the negligence or liability, including contractual, of any individual or entity.
- any source that reimburses, arranges, or pays for the cost of care.

Regardless of the foregoing, the Plan will comply with the requirements of any applicable state law.

### *Right to Recovery*

The Plan has the right to recover benefits it has paid on the plan participant's behalf that were:

- made in error.
- due to a mistake in fact.
- incorrectly paid by the Plan during the time period of meeting any Maximum Out of Pocket for the Calendar Year.

Benefits paid because the plan participant misrepresented facts are also subject to recovery.

If the Plan provides a benefit for the plan participant that exceeds the amount that should have been paid, the Plan will:

- require that the overpayment be returned when requested, or
- reduce a future benefit payment for you or your dependent by the amount of the overpayment.

If the Plan incorrectly pays benefits to you or your dependent during the time period of meeting the Maximum Out of Pocket for the Calendar Year, the Plan will send you or your dependent a monthly statement identifying the amount you owe with payment instructions. The Plan has the right to recover benefits by:

- submitting a reminder letter to you or a Covered Dependent that details any outstanding balance owed to the Plan; and
- conducting courtesy calls to you or a Covered Dependent to discuss any outstanding balance owed to the Plan.

### *Assignment*

Upon being provided any benefits from the Plan, a plan participant is considered to have **assigned** his or her rights of recovery from any source including those listed herein to the Plan to the extent of the reasonable value of services as determined by the Plan or benefits provided by the Plan.

No plan participant may assign, waive, compromise, or settle any rights or causes of action that he/she or any dependent may have against any person or entity who causes an injury or illness, or those listed herein, without the express prior written consent of the Plan and/or the Plan administrator.

### *Reimbursement*

If a plan participant does not reimburse the Plan from any settlement, judgment, insurance proceeds or other source of payment, including those identified herein, the Plan is entitled to reduce current or future benefits payable to or on behalf of a plan participant until the Plan has been fully reimbursed.

### *Plan's Actions*

The Plan in furtherance of the rights obtained herein may take any action it deems necessary to protect its interest, which will include, but not be limited to:

- bring an action on its own behalf, or on the plan participant's behalf, against the responsible party or his insurance company and/or anyone listed herein; and
- cease paying the plan participant's benefits until the plan participant provides the Plan Sponsor with the documents necessary for the Plan to exercise its rights and privileges.

### *Obligations of the Plan Participant to the Plan*

- If a plan participant receives services or benefits under the Plan, the plan participant must immediately notify the Plan Sponsor of the name of any individual or entity against whom the plan participant might have a Claim as a result of illness or injury (including any insurance company that provides coverage for any party to the Claim) regardless of whether the plan participant intends to make a Claim. For example, if a plan participant is injured in an automobile accident and the person

who hit the plan participant was at fault, the person who hit the plan participant is a person whose act or omission has caused the plan participant's illness or injury.

- A plan participant must also notify any third-party and any other individual or entity acting on behalf of the third-party and the plan participant's own insurance carriers of the Plan's rights of Subrogation, lien, reimbursement, and assignment.
- A plan participant must cooperate with the Plan to provide information about the plan participant's illness or injury including, but not limited to providing information about all anticipated future Treatment related to the subject injury or illness.
- A plan participant authorizes the Plan to pursue, sue, compromise, and settle any claim described herein, and agrees to execute a medical authorization in furtherance of the plan's prosecution of its claim.
- The plan participant agrees to obtain consent of the Plan before settling any Claim or suit or releasing any party from liability for the payment of medical expenses resulting from an injury or illness. The plan participant also agrees to refrain from taking any action to prejudice the Plan's recovery rights.
- The Plan may designate a person, agency, or organization to act for it in matters related to the Plan's rights described herein, and the plan participant agrees to cooperate with such designated person, agency, or organization the same as if dealing with the Plan itself.

### *Wrongful Death/Survivorship Claims*

In the event that the plan participant dies as a result of his/her injuries and a wrongful death or survivorship Claim is asserted the plan participant's obligations become the obligations of the plan participant's wrongful death beneficiaries, heirs and/or estate.

### *Death of Plan Participant*

Should a plan participant die, all obligations set forth herein shall become the obligations of his/her heirs, survivors and/or estate.

### *Payment*

The plan participant agrees to include the Plan's name as a co-payer on any and all settlement drafts or payments from any source.

The fact that the Plan does not assert or invoke its rights until a time after a plan participant, acting without prior written approval of the authorized Plan representative, has made any settlement or other disposition of, or has received any proceeds as full or partial satisfaction of, plan participant's loss recovery rights, shall not relieve the plan participant of his/her obligation to reimburse the Plan in the full amount of the Plan's rights.

### *Severability*

In the event that any section of these provisions is considered invalid or illegal for any reason, said invalidity or illegality shall not affect the remaining sections of the Plan. The Plan shall be construed and enforced as if such invalid or illegal sections had never been inserted in the plan.

## Coordination of Benefits

The Coordination of Benefits (COB) provision applies when a person has health care coverage under more than one plan. Plan is defined below.

The order of benefit determination rules governs the order in which each plan will pay a Claim for benefits. The plan that pays first is called the primary plan. The primary plan must pay benefits in accord with its policy terms without regard to the possibility that another plan may cover some expenses. The plan that pays after the primary plan is the secondary plan. The secondary plan may reduce the benefits it pays so that payments from all plans' equal 100 percent of the total allowable expense.

### Definitions

- (a) A “plan” is any of the following that provides benefits or services for medical or dental care or Treatment. If separate contracts are used to provide coordinated coverage for members of a group, the separate contracts are considered parts of the same plan and there is no COB among those separate contracts.
- (1) Plan includes: group, blanket, or franchise accident and health insurance policies, excluding disability income protection coverage; individual and group health maintenance organization evidences of coverage; individual accident and health insurance policies; individual and group preferred provider benefit plans and exclusive provider benefit plans; group insurance contracts, individual insurance contracts and subscriber contracts that pay or reimburse for the cost of dental care; medical care components of individual and group long-term care contracts; limited benefit coverage that is not issued to supplement individual or group in force policies; uninsured arrangements of group or group-type coverage; the medical benefits coverage in automobile insurance contracts; and Medicare or other governmental benefits, as permitted by law.
  - (2) Plan does not include: disability income protection coverage; the Texas Health Insurance Pool; workers' compensation insurance coverage; Hospital confinement indemnity coverage or other fixed indemnity coverage; specified disease coverage; supplemental benefit coverage; accident only coverage; specified accident coverage; school accident-type coverages that cover students for accidents only, including athletic injuries, either on a “24-hour” or a “to and from school” basis; benefits provided in long-term care insurance contracts for non-medical services, for example, personal care, adult day care, homemaker services, assistance with activities of daily living, respite care, and Custodial Care or for contracts that pay a fixed daily benefit without regard to expenses incurred or the receipt of services; Medicare supplement policies; a state plan under Medicaid; a governmental plan that, by law, provides benefits that are in excess of those of any private insurance plan; or other nongovernmental plan; or an individual accident and health insurance policy that is designed to fully integrate with other policies through a variable Deductible.

Each contract for coverage under (a)(1) or (a)(2) is a separate plan. If a plan has two parts and COB rules apply only to one of the two, each of the parts is treated as a separate plan.

- (b) “This plan” means, in a COB provision, the part of the contract providing the health care benefits to which the COB provision applies, and which may be reduced because of the benefits of other plans. Any other part of the contract providing health care benefits is separate from this plan. A contract may apply one COB provision to certain benefits, such as dental benefits, coordinating only with like benefits, and may apply other separate COB provisions to coordinate other benefits.

The order of benefit determination rules determines whether this plan is a primary plan or secondary plan when the person has health care coverage under more than one plan. When this plan is primary, it determines payment for its benefits first before those of any other plan without considering any other plan's benefits. When this plan is secondary, it determines its benefits after those of another plan and may reduce the benefits it pays so that all plan benefits equal 100 percent of the total allowable expense.

- (c) "Allowable expense" is a health care expense, including Deductibles, Coinsurance, and Copayments, which is covered at least in part by any plan covering the person. When a plan provides benefits in the form of services, the reasonable cash value of each service will be considered an allowable expense and a benefit paid. An expense that is not covered by any plan covering the person is not an allowable expense. In addition, any expense that a health care provider or Physician by law or in accord with a contractual agreement is prohibited from charging a Member is not an allowable expense.

The following are examples of expenses that are not allowable expenses:

- (1) The difference between the cost of a semi-private Hospital room and a private Hospital room is not an allowable expense, unless one of the plans provides coverage for private Hospital room expenses.
  - (2) If a person is covered by two or more plans that do not have negotiated fees and compute their benefit payments based on the usual and customary fees, allowed amounts, or relative value schedule reimbursement methodology, or other similar reimbursement methodology, any amount in excess of the highest reimbursement amount for a specific benefit is not an allowable expense.
  - (3) If a person is covered by two or more plans that provide benefits or services based on negotiated fees, an amount in excess of the highest of the negotiated fees is not an allowable expense.
  - (4) If a person is covered by one plan that does not have negotiated fees and that calculates its benefits or services based on usual and customary fees, allowed amounts, relative value schedule reimbursement methodology, or other similar reimbursement methodology, and another plan that provides its benefits or services based on negotiated fees, the primary plan's payment arrangement must be the allowable expense for all plans. However, if the health care provider or Physician has contracted with the secondary plan to provide the benefit or service for a specific negotiated fee or payment amount that is different than the primary plan's payment arrangement and if the health care provider's or Physician's contract permits, the negotiated fee or payment must be the allowable expense used by the secondary plan to determine its benefits.
  - (5) The amount of any benefit reduction by the primary plan because a Member has failed to comply with the plan provisions is not an allowable expense. Examples of these types of plan provisions include second surgical opinions, prior authorization of admissions, and preferred health care provider and Physician arrangements.
- (d) "Allowed amount" is the amount of a billed charge that a carrier determines to be covered for services provided by a nonpreferred health care provider or Physician. The Allowed Amount includes both the carrier's payment and any applicable Deductible, Copayment, or Coinsurance amounts for which the insured is responsible.
  - (e) "Closed panel plan" is a plan that provides health care benefits to Members primarily in the form of services through a panel of health care providers and Physicians that have contracted with or are employed by the plan, and that excludes coverage for services provided by other health care providers and Physicians, except in cases of emergency or referral by a panel member.

- (f) "Custodial parent" is the parent with the right to designate the primary residence of a child by a court order under the Texas Family Code or other applicable law, or in the absence of a court order, is the parent with whom the child resides more than one-half of the Year, excluding any temporary visitation.

## **Order of Benefit Determination Rules**

When a person is covered by two or more plans, the rules for determining the order of benefit payments are as follows:

- (a) The primary plan pays or provides its benefits according to its terms of coverage and without regard to the benefits under any other plan.
- (b) Except as provided in (c), a plan that does not contain a COB provision that is consistent with this policy is always primary unless the provisions of both plans state that the complying plan is primary.
- (c) Coverage that is obtained by virtue of membership in a group that is designed to supplement a part of a basic package of benefits and provides that this supplementary coverage must be excess to any other parts of the plan provided by the contract holder. Examples of these types of situations are major medical coverages that are superimposed over base plan Hospital and surgical benefits, and insurance type coverages that are written in connection with a closed panel plan to provide out-of-network benefits.
- (d) A plan may consider the benefits paid or provided by another plan in calculating payment of its benefits only when it is secondary to that other plan.
- (e) If the primary plan is a closed panel plan and the secondary plan is not, the secondary plan must pay or provide benefits as if it were the primary plan when a Member uses a noncontracted health care provider or Physician, except for emergency services or authorized referrals that are paid or provided by the primary plan.
- (f) When multiple contracts providing coordinated coverage are treated as a single plan under this subchapter, this section applies only to the plan, and coordination among the component contracts is governed by the terms of the contracts. If more than one carrier pays or provides benefits under the plan, the carrier designated as primary within the plan must be responsible for the plan's compliance with this subchapter.
- (g) If a person is covered by more than one secondary plan, the order of benefit determination rules of this subchapter decides the order in which secondary plans' benefits are determined in relation to each other. Each secondary plan must take into consideration the benefits of the primary plan or plans and the benefits of any other plan that, under the rules of this contract, has its benefits determined before those of that secondary plan.
- (h) Each plan determines its order of benefits using the first of the following rules that apply.
  - (1) Nondependent or Dependent. The plan that covers the person other than as a dependent, for example as an employee, Member, policyholder, Subscriber, or retiree, is the primary plan, and the plan that covers the person as a dependent is the secondary plan. However, if the person is a Medicare beneficiary and, as a result of federal law, Medicare is secondary to the plan covering the person as a dependent and primary to the plan covering the person as other than a dependent, then the order of benefits between the two plans is reversed so that the plan covering the person as an employee, Member, policyholder, Subscriber, or retiree is the secondary plan and the other plan is the primary plan. An example includes a retired employee.



- (2) **Dependent Child Covered Under More Than One Plan.** Unless there is a court order stating otherwise, plans covering a dependent child must determine the order of benefits using the following rules that apply.
- (A) For a dependent child, whose parents are married or are living together, whether they have ever been married:
- i. The plan of the parent whose birthday falls earlier in the year is the primary plan; or
  - ii. If both parents have the same birthday, the plan that has covered the parent the longest is the primary plan.
- (B) For a dependent child, whose parents are divorced, separated, or not living together, whether they have ever been married:
- i. if a court order states that one of the parents is responsible for the dependent child's health care expenses or health care coverage and the plan of that parent has actual knowledge of those terms, that plan is primary. This rule applies to plan years commencing after the plan is given notice of the court decree.
  - ii. if a court order states that both parents are responsible for the dependent child's health care expenses or health care coverage, the provisions of (h)(2)(A) must determine the order of benefits.
  - iii. if a court order states that the parents have joint custody without specifying that one parent has responsibility for the health care expenses or health care coverage of the dependent child, the provisions of (h)(2)(A) must determine the order of benefits.
  - iv. if there is no court order allocating responsibility for the dependent child's health care expenses or health care coverage, the order of benefits for the child are as follows:
    - (I) the plan covering the custodial parent.
    - (II) the plan covering the spouse of the custodial parent.
    - (III) the plan covering the noncustodial parent; then
    - (IV) the plan covering the spouse of the noncustodial parent.
- (C) For a dependent child covered under more than one plan of individuals who are not the parents of the child, the provisions of (h)(2)(A) or (h)(2)(B) must determine the order of benefits as if those individuals were the parents of the child.
- (D) For a dependent child who has coverage under either or both parents' plans and has his or her own coverage as a dependent under a spouse's plan, (h)(5) applies.
- (E) In the event the dependent child's coverage under the spouse's plan began on the same date as the dependent child's coverage under either or both parents' plans, the order of benefits must be determined by applying the birthday rule in (h)(2)(A) to the dependent child's parent(s) and the dependent's spouse.
- (3) **Active, Retired, or Laid-off Employee.** The plan that covers a person as an active employee, that is, an employee who is neither laid off nor retired, is the primary plan. The plan that covers that same person as a retired or laid-off employee is the secondary plan. The same would hold true if a person is a dependent of an active employee and that same person is a dependent of a retired or laid-off employee. If the plan that covers the same person as a retired or laid-off employee or as a dependent of a retired or laid-off employee does not have this rule, and as a result, the plans do not agree on the order of benefits, this rule does not apply. This rule does not apply if (h)(1) can determine the order of benefits.

- (4) COBRA or State Continuation Coverage. If a person whose coverage is provided under COBRA or under a right of continuation provided by state or other federal law is covered under another plan, the plan covering the person as an employee, Member, Subscriber, or retiree or covering the person as a dependent of an employee, Member, Subscriber, or retiree is the primary plan, and the COBRA, state, or other federal continuation coverage is the secondary plan. If the other plan does not have this rule, and as a result, the plans do not agree on the order of benefits, this rule does not apply. This rule does not apply if (h)(1) can determine the order of benefits.
- (5) Longer or Shorter Length of Coverage. The plan that has covered the person as an employee, Member, policyholder, Subscriber, or retiree longer is the primary plan, and the plan that has covered the person the shorter period is the secondary plan.
- (6) If the preceding rules do not determine the order of benefits, the allowable expenses must be shared equally between the plans meeting the definition of plan. In addition, this plan will not pay more than it would have paid had it been the primary plan.

### **Effect on the Benefits of this Plan**

- (a) When this plan is secondary, it may reduce its benefits so that the total benefits paid or provided by all plans are not more than the total allowable expenses. In determining the amount to be paid for any Claim, the secondary plan will calculate the benefits it would have paid in the absence of other health care coverage and apply that calculated amount to any allowable expense under its plan that is unpaid by the primary plan. The secondary plan may then reduce its payment by the amount so that, when combined with the amount paid by the primary plan, the total benefits paid or provided by all plans for the Claim equal 100 percent of the total allowable expense for that Claim. In addition, the secondary plan must credit to its plan Deductible any amounts it would have credited to its Deductible in the absence of other health care coverage.
- (b) If a Member is enrolled in two or more closed panel plans and if, for any reason, including the provision of service by a non-panel provider, benefits are not payable by one closed panel plan, COB must not apply between that plan and other closed panel plans.

### **Compliance with Federal and State Laws Concerning Confidential Information**

Certain facts about health care coverage and services are needed to apply the COB rules and to determine benefits payable under this plan and other plans. Organization responsible for COB administration will comply with federal and state law concerning confidential information for the purpose of applying these rules and determining benefits payable under this plan and other plans covering the person claiming benefits. Each person claiming benefits under this plan must give Organization responsible for COB administration any facts it needs to apply those rules and determine benefits.

### **Facility of Payment**

A payment made under another plan may include an amount that should have been paid under this plan. If it does, Organization responsible for COB administration may pay that amount to the organization that made that payment. That amount will then be treated as though it were a benefit paid under this plan. Organization responsible for COB administration will not have to pay that amount again. The term “payment made” includes providing benefits in the form of services, in which case “payment made” means the reasonable cash value of the benefits provided in the form of services.

### **Right of Recovery**

If the amount of the payments made by Organization responsible for COB administration is more than it should have paid under this COB provision, it may recover the excess from one or more of the persons it has paid or for whom it has paid or any other person or organization that may be responsible for the benefits

or services provided for a Member. The “amount of the payments made” includes the reasonable cash value of any benefits provided in the form of services.

## General Provisions

### Assignment

All Benefits payable by the Issuer under this Plan and any amendment hereto are personal to a Member and are not assignable in whole or in part by a Member, but the Issuer has the right to make payment to a Hospital, Physician, or other provider (instead of to a Member) for covered benefits which they provide while:

- there is in effect between the Issuer and any such Hospital, Physician, or other provider, an agreement calling for the Issuer to make payment directly to them,
- if payment relates to an emergency or its attendant episode of care as required by law, or
- If payment relates to specialty or other healthcare services at the request of the Issuer or Physician or provider because the services are not reasonably available within the network.

In the absence of such direct payments by the Issuer to Hospital, Physician, or other provider, the Issuer will pay to a Member and only a Member those benefits called for herein and the Issuer will not recognize a Member's attempted assignment to, or direction to pay, another.

### Confidentiality

In accordance with applicable law, all records and information pertaining to the diagnosis, Treatment, or health of a Member, or to an application obtained from a Member, or received from any provider shall be held by the Issuer in confidence and shall not be disclosed to any person except:

- to the extent it is necessary to carry out the purpose of the Agreement and administer the Agreement.
- with a Member's express authorization; or
- when required or authorized by law, regulation, or court order; or
- in the event of claim or litigation between a Member and the Issuer.

More details about how We may use or disclose Member medical information can be found in Our Notice of Privacy Practices on Our website [BSWHealthPlan.com](http://BSWHealthPlan.com).

### Conformity with State Law

If it is determined by a regulatory or judicial body that any provision of the Agreement is not in conformity with the laws of the state of Texas, the Agreement shall not be rendered invalid, but instead will be construed and applied as if it were in full compliance with the laws of the state of Texas.

### Modification of Agreement Terms

During the term of the Agreement and without Your consent or concurrence, the Agreement shall be subject to amendment, modification, or termination in accordance with any provision hereof or by mutual agreement between the Issuer and the Subscriber, or as required by law. By electing coverage pursuant to the Agreement or by accepting benefits hereunder, You agree to all terms, conditions, and provisions hereof.

### Not a Waiver

The failure of the Issuer to enforce any provision of the Agreement shall not be deemed or construed to be a waiver of the enforceability of such provision. Similarly, the Issuer's failure to enforce any remedy arising from a default under the terms of the Agreement shall not be deemed or construed to be a waiver of such default.

## Notice

Any notice, under the Agreement shall be given by United States Mail, postage prepaid, addressed as follows:

If to the Issuer:

Baylor Scott & White Insurance Company  
1206 W. Campus Drive  
Temple, Texas 76502

If to You:

To the latest address provided by You

## Office of Foreign Assets Control (OFAC) Notice

Notwithstanding any other provisions of the Agreement or any requirement of Texas law, the Issuer shall not be liable to pay any Claim, provide any benefit, or take any other action to the extent that such payment, provision of benefit, or action would be in violation of any economic or trade sanctions of the United States of America, including, but not limited to, policies and regulations administered and enforced by the United States Treasury's Office of Foreign Assets Control (OFAC).

## Records

The Issuer is entitled to maintain the records necessary to administer the Agreement. The Subscriber and Members shall provide the information required by Us within a reasonable period. The records of the Subscriber and Members which have a bearing on the Agreement shall be made available to Us for Inspection at any reasonable time.

To the extent an appropriate determination is dependent upon requested information, the Issuer shall not be required to discharge an obligation under the Agreement until requested information has been received by in acceptable form. Incorrect information furnished to the Issuer may be corrected without the Issuer invoking any remedies available to it under the Agreement or at law provided the Issuer shall not have relied upon such information to its detriment.

Subject to all applicable confidentiality requirements, We are entitled to receive a Member's information from any Physician or provider of health care in connection with the administration of the Agreement. By accepting benefits under the Agreement, You authorize every Physician or provider rendering health care to a Member to disclose, as permitted by law, all information and records pertaining to a Member's care, Treatment and physical condition to Us, any other Physician or provider who is a Participating Provider, or referral Physician rendering services to a Member, and to render reports and permit copying of such records and reports by Us or other such Physicians and providers.

## Recovery

If any action at law or in equity is brought to enforce or interpret the provisions of the Agreement, the prevailing party shall be entitled to recover its costs and expenses associated with such action (including, but not limited to, reasonable attorney's fees), in addition to any other relief to which the party may be entitled.

The Issuer is also entitled to recover from the Subscriber or Member any overpayment or other inappropriate payment, including, but not limited to, a payment for non-covered services rendered to a person who was ineligible for group coverage at the time services were provided (collectively, "Excess Payments"). Such Excess Payments are Required Payments. Failure by the Subscriber or Member to remit any Excess Payments to the Issuer may result in legal action by the Issuer.

## **Severability**

In the event of the unenforceability or invalidity of any section or provision of the Agreement, such section or provision shall be enforceable in part to the fullest extent permitted by law, and such invalidity or unenforceability shall not otherwise affect any other section of the Agreement, and the Agreement shall otherwise remain in full force and effect.

## **Venue**

The Agreement shall be governed by the laws of the State of Texas, and federal laws where applicable. Any action at law or in equity, including any suit to enforce any of the terms, conditions, rights, or privileges under the Agreement, shall be brought in a court located within the BSWIC Service Area.

## Required Notices

### Texas Department of Insurance Notice - 28 TAC §3.3705(f)(1)

- You have the right to an adequate network of preferred providers (also known as "network providers"). If you believe that the network is inadequate, you may file a complaint with the Texas Department of Insurance.
- You have the right, in most cases, to obtain estimates in advance:
  - from out-of-network providers of what they will charge for their services; and
  - from your insurer of what it will pay for the services.
- You may obtain a current directory of preferred providers at the following website: **BSWHealthPlan.com** or by calling **1.855.572.7238** for assistance in finding available preferred providers.
- If you are treated by a provider or facility that is not a preferred provider, you may be billed for anything not paid by the insurer unless balance billing for those services is prohibited.
- If directory information is materially inaccurate and you rely on it, you may be entitled to have an out-of-network claim paid at the in-network percentage level of reimbursement and your out-of-pocket expenses counted toward your in-network deductible and out-of-pocket maximum.

### Mandatory Benefit Notices

This notice is to advise you of certain coverage and/or benefits provided in the plan provided by Us. This notice is required by legislation to be provided to you. If you have questions regarding this notice, call us at **1.855.572.7238**. If you have any questions about the claim procedures or the review procedure, call us at **1.855.572.7238** or write to us at 1206 W. Campus Drive, Temple, Texas 76502.

#### *Mastectomy or Lymph Node Dissection - 28 TAC §21.2106(b)(1)*

Minimum Inpatient Stay: If due to treatment of breast cancer, any member covered by this plan has either a mastectomy or a lymph node dissection, this plan will provide coverage for inpatient care for a minimum of:

- 48 hours following a mastectomy; and
- 24 hours following a lymph node dissection.

The minimum number of inpatient hours is not required if a Member receiving the treatment and the attending physician determine that a shorter period of inpatient care is appropriate.

**Prohibitions:** We may not (a) deny any member eligibility or continued eligibility or fail to renew this plan solely to avoid providing the minimum inpatient hours; (b) provide money payments or rebates to encourage any member to accept less than the minimum inpatient hours; (c) reduce or limit the amount paid to the attending physician, or otherwise penalize the physician, because the physician required a member to receive the minimum inpatient hours; or (d) provide financial or other incentives to the attending physician to encourage the physician to provide care that is less than the minimum hours.

#### *Coverage and/or Benefits for Reconstructive Surgery After Mastectomy - Enrollment- 28 TAC §21.2106(b)(2)*

Coverage and/or benefits are provided to each member for reconstructive surgery after mastectomy, including:

- All stages of the reconstruction of the breast on which mastectomy has been performed.
- Surgery and reconstruction of the other breast to achieve a symmetrical appearance; and
- Prostheses and treatment of physical complications, including lymphedemas, at all stages of mastectomy.

The coverage and/or benefits must be provided in a manner determined to be appropriate in consultation with a Member and the attending physician.

Deductibles and copayment amounts will be the same as those applied to other similarly covered inpatient hospital expenses or medical-surgical expense, as shown on the Schedule of Benefits.

**Prohibitions:** We may not (a) offer a Member a financial incentive to forego breast reconstruction or waive the coverage and/or benefits shown above; (b) condition, limit, or deny any member's eligibility or continued eligibility to enroll in the plan or fail to renew this plan solely to avoid providing the coverage and/or benefits shown above; or (c) reduce or limit the amount paid to the physician or provider, nor otherwise penalize, or provide a financial incentive to induce the physician or provider to provide care to a member in a manner inconsistent with the coverage and/or benefits shown above.

#### *Coverage and/or Benefits for Reconstructive Surgery After Mastectomy - Annual - 28 TAC §21.2106(b)(3)*

Your contract, as required by the federal Women's Health and Cancer Rights Act of 1998, provides benefits for mastectomy-related services including reconstruction and surgery to achieve symmetry between the breasts, prostheses, and complications resulting from a mastectomy (including lymphedema).

#### *Examinations for Detection of Prostate Cancer - 28 TAC §21.2106(b)(4)*

Benefits are provided for each male member for an annual medically recognized diagnostic examination for the detection of prostate cancer. Benefits include:

- A physical examination for the detection of prostate cancer; and
- A prostate-specific antigen test for each covered male who is:
  - At least 50 years of age; or
  - At least 40 years of age with a family history of prostate cancer or other prostate cancer risk factor.

#### *Coverage for Tests for Detection of Colorectal Cancer - 28 TAC §21.2106(b)(6)*

Benefits are provided, for each member in the plan who is 45 years of age or older and at normal risk for developing colon cancer, for expenses incurred in conducting a medically recognized screening examination for the detection of colorectal cancer. Benefits include:

- All colorectal cancer examinations, preventive services, and laboratory tests assigned a grade of "A" or "B" by the United States Preventive Services Task Force for average-risk individuals, including the services that may be assigned a grade of "A" or "B" in the future.
- An initial colonoscopy or other medical test or procedure for colorectal cancer screening and a follow-up colonoscopy if the results of the initial colonoscopy, test, or procedure are abnormal.

#### *Coverage of Tests for Detection of Human Papillomavirus, Ovarian Cancer, and Cervical Cancer - 28 TAC §21.2106(b)(7)*

Coverage is provided, for each woman enrolled in the plan who is 18 years of age or older for expenses incurred for an annual, medically recognized diagnostic examination for the early detection of ovarian cancer and cervical cancer. Coverage required under this section includes:

- a CA 125 blood test,
- a conventional pap smear screening or a screening using liquid-based cytology methods, as approved by the FDA, alone or in combination with a test approved by the FDA for the detection of the human papillomavirus, and
- any other test or screening approved by the FDA for the detection of ovarian cancer.

#### *Coverage for Acquired Brain Injury – 28 TAC §21.3107(a)*



Your health benefit plan coverage for an acquired brain injury includes the following services when they are medically necessary:

- Cognitive rehabilitation therapy
- Cognitive communication therapy
- Neurocognitive therapy and rehabilitation
- Neurobehavioral, neurophysiological, neuropsychological, and psychophysiological testing and treatment
- Neurofeedback therapy and remediation
- Post-acute transition services and community reintegration services, including outpatient day treatment services or other post-acute-care treatment services.
- Reasonable expenses related to periodic reevaluation of the care of an individual covered under the plan who has incurred an acquired brain injury, has been unresponsive to treatment, and becomes responsive to treatment at a later date, at which time the cognitive rehabilitation services would be a covered benefit.

The fact that an acquired brain injury does not result in hospitalization or acute-care treatment does not affect the right of the insured or the enrollee to receive the preceding treatments or services commensurate with their condition. Post-acute-care treatment or services may be obtained in any facility where those services may legally be provided, including acute or post-acute rehabilitation hospitals and assisted living facilities regulated under the Health and Safety Code.

## **COVID-19**

Baylor Scott & White Insurance Company will not require a prospective or current Member to provide any documentation certifying receiving a COVID-19 vaccination or post-transmission recovery as a condition for obtaining coverage or receiving benefits under this Plan.

If any member has questions concerning the above, please call us at **1.855.572.7238** or write to us at 1206 W. Campus Drive, Temple, Texas 76502.

# How you're protected if your life or health insurance company fails

The Texas Life and Health Insurance Guaranty Association protects you by paying your covered claims if your life or health insurance company is insolvent (can't pay its debts). **This notice summarizes your protections.**

The Association will pay your claims, with some exceptions required by law, if your company is licensed in Texas and a court has declared it insolvent. You must live in Texas when your company fails. If you don't live in Texas, you may still have some protections.

## For each insolvent company, the Association will pay a person's claims only up to these dollar limits set by law:

- **Accident, accident and health, or health insurance (including HMOs):**
  - Up to \$500,000 for health benefit plans, with some exceptions.
  - Up to \$300,000 for disability income benefits.
  - Up to \$300,000 for long-term care insurance benefits.
  - Up to \$200,000 for all other types of health insurance.
- **Life insurance:**
  - Up to \$100,000 in net cash surrender or withdrawal value.
  - Up to \$300,000 in death benefits.
- **Individual annuities:** Up to \$250,000 in the present value of benefits, including cash surrender and net cash withdrawal values.
- **Other policy types:** Limits for group policies, retirement plans and structured settlement annuities are in Chapter 463 of the Texas Insurance Code.
- **Individual aggregate limit:** Up to \$300,000 per person, regardless of the number of policies or contracts. A limit of \$500,000 may apply for people with health benefit plans.
- **Parts of some policies might not be protected:** For example, there is no protection for parts of a policy or contract that the insurance company doesn't guarantee, such as some additions to the value of variable life or annuity policies.

To learn more about the Association and your protections, contact:

**Texas Life and Health Insurance Guaranty Association**  
1717 West 6<sup>th</sup> Street, Suite 230  
Austin, TX 78703-4776  
1-800-982-6362 or [www.txlifega.org](http://www.txlifega.org)

For questions about insurance, contact:

**Texas Department of Insurance**  
P.O. Box 12030  
Austin, TX 78711  
1-800-252-3439 or [www.tdi.texas.gov](http://www.tdi.texas.gov)

**Note:** You're receiving this notice because Texas law requires your insurance company to send you a summary of your protections under the Texas Life and Health Insurance Guaranty Association Act (Insurance Code, Chapter 463). **There may be other exceptions that aren't included in this notice.** When choosing an insurance company, you should not rely on the Association's coverage. Texas law prohibits companies and agents from using the Association as an inducement to buy insurance or HMO coverage.

Chapter 463 controls if there are differences between the law and this summary.

**Individual  
Preferred Provider Organization  
MYPLAN 80 50 1500  
Schedule of Benefits**

<b>Description</b>	<b><i>In-Network Participating Provider</i></b>	<b><i>Out-of-Network ** Non-Participating Provider</i></b>
<b>Calendar Year Deductible</b> Does apply to Maximum Out of Pocket	Member/Family \$1,500 / \$3,000	Member/Family \$3,000 / \$6,000
<b>Family Deductible is cumulative</b> The Deductible does apply to Maximum Out of Pocket	Payments for services In-Network will only apply toward In-Network Deductible	Payments for services Out-of-Network will apply toward In-Network and Out-of-Network Deductible
<b>Preauthorization Penalty</b>		50% reduction in payable benefits or \$500, whichever is less
<b>Calendar Year * Maximum Out of Pocket</b> No carryover will be allowed. The Deductible does apply to Maximum Out of Pocket. Copayments for Non-Preferred Specialty Drugs will not be considered Out of Pocket Expenses for purposes of meeting Maximum Out of Pocket	\$4,500 / \$9,000 Once the Maximum Out of Pocket for In-Network services is reached, then In-Network Services will be covered at 100%.	\$9,000 / \$18,000 Once the Maximum Out of Pocket for Out-of-Network services is reached, then Out-of-Network Services will be covered at 100%
Except for services received from a Participating Provider facility, Emergency Care, Air Ambulance Transportation services, and EMS Provider Transportation services and covered supplies, a Member may be balance billed and will be responsible for Non-Participating Provider balance billing charges over the Usual and Customary Rate. Balance billing charges will not be applied toward the Maximum Out-of-Pocket.		

<b>Benefit</b>	<b><i>In-Network Participating Provider Member Copayment</i></b>	<b><i>Out-of-Network ** Non-Participating Provider Member Copayment</i></b>
<b>Medical Services that are not Preventive Care</b> Services performed by a Primary Care Physician in Physician Office (non-surgical, including lab and X-ray)	\$25 copayment per visit	50% after deductible
Copayment for each outpatient visit to or by a Physician other than a Primary Care Physician	\$50 copayment per visit	50% after deductible
Physician surgical services in any setting Lab and X-ray in other outpatient facilities	20% after deductible	50% after deductible
Infusion Therapy	20% after deductible	50% after deductible
All other outpatient services and supplies	20% after deductible	50% after deductible

<b>Benefit</b>	<b><i>In-Network Participating Provider Member Copayment</i></b>	<b><i>Out-of-Network ** Non-Participating Provider Member Copayment</i></b>
Office & Outpatient Surgery	20% after deductible	50% after deductible
Independent Lab/Freestanding Imaging Centers	20% after deductible	50% after deductible
Outpatient Facility Lab & X-ray Services	20% after deductible	50% after deductible
Renal Dialysis, Chemotherapy & Radiation Therapy	20% after deductible	50% after deductible
<b>Preventive Care</b>	None	50% after deductible
<b>Hospital Services</b> Semiprivate room and board, services and supplies, intensive care unit	20% after deductible	50% after deductible
Per Admission Deductible	\$0	\$0
<b>Emergency Care</b> Physician and Facility charges (Copayment waived if admitted)	20% after deductible	
Copayment for diagnostic procedures in conjunction with Emergency Care	20% after deductible	
<b>Urgent Care</b> Copayment for Treatment received at an Urgent Care Facility.	\$75 copayment per visit	
Copayment for diagnostic procedures in conjunction with Urgent Care	20% after deductible	
<b>Ambulance Transportation</b> Copayment for Ambulance Transportation.	20% after deductible	
<b>Emergency Medical Services</b> Copayment for emergency medical services provided by ambulance personnel for which transport is unnecessary or is declined by Member.	20% after deductible	
<b>Rehabilitative Therapy</b> (Physical, Occupational, Speech, Respiratory and Manipulative Therapy)	20% after deductible	20% after deductible
Maximum number of outpatient rehabilitative therapy visits per Calendar Year.	20	20
<b>Home Health Care</b> Copayment for each home health visit to or by a Participating Provider other than a Primary Care Physician.	20% after deductible	50% after deductible
Maximum number of Home Health Care visits per Calendar Year.	60	60
<b>Home Infusion Therapy</b> Copayment for each day of home infusion therapy (NOTE: Specialty Drugs administered through home infusion will be subject to the applicable Specialty Drug Copayment)	20% after deductible	50% after deductible
<b>Hospice Care</b> Copayment for each day of Hospice Care.	20% after deductible	50% after deductible
Maximum number of days per Hospice admission for which Copayment is due	365 Days	365 Days

<b>Benefit</b>	<b><i>In-Network Participating Provider Member Copayment</i></b>	<b><i>Out-of-Network ** Non-Participating Provider Member Copayment</i></b>
<b>Family Planning</b> Copayment for each outpatient visit to or by a Participating Provider other than a Primary Care Physician.	20% after deductible	50% after deductible
Copayment for outpatient diagnostic procedures in conjunction with Family Planning	20% after deductible	50% after deductible
<b>Durable Medical Equipment (DME)/Orthotic Devices/Prosthetic Devices</b> Copayment for Durable Medical Equipment, Orthotic Devices and Prosthetic Devices and all other related covered services.	20% after deductible	50% after deductible
<b>Immunizations</b> Copayment for age-appropriate Immunization agent.	None	None
<b>Prescription Drugs</b>		
<b>Inpatient Prescription Drugs</b> Includes Specialty Drugs administered in an inpatient setting	Same as other inpatient services	Same as other inpatient services
<b>Outpatient Specialty Drugs</b> Deductible - You are required to pay a deductible prior to receiving coverage for covered outpatient Specialty Drugs.	\$250	50% after deductible
Copayments Specialty Drugs on the Formulary at Tier 1 (Preferred Generic Specialty Drugs)	10% after deductible	50% after deductible
Specialty Drugs on the Formulary at Tier 2 (Preferred Brand Specialty Drugs)	20% after deductible	50% after deductible
Specialty Drugs on the Formulary at Tier 3 (Non-Preferred Specialty Drugs)	30% after deductible	50% after deductible
Non-Formulary Specialty Drugs NOTE: Copayments for Non-Formulary Specialty Drugs will not be considered Out of Pocket Expenses for purposes of meeting Maximum Out of Pockets.	50% after deductible	50% after deductible
<b>Prescription Drugs Administered in Outpatient Setting</b> Non-Specialty Drugs Administered in Provider's Office or another Outpatient setting	Same as other outpatient services	Same as other outpatient services
<b>Outpatient Prescription Drugs</b> Non-Specialty Drugs and Outpatient Prescription Drugs not administered in Provider's office	Not covered unless Prescription Drug Rider is attached	Not covered unless Prescription Drug Rider is attached
<b>Outpatient Radiological or Diagnostic Examinations</b> Member is required to pay Copayment and /or Coinsurance for Outpatient radiological/Diagnostic examinations described below.		

<b>Benefit</b>	<b><i>In-Network Participating Provider Member Copayment</i></b>	<b><i>Out-of-Network ** Non-Participating Provider Member Copayment</i></b>
Angiograms, CT scans, MRIs, Myelography, PET scans, stress tests with radioisotope imaging.	20% after deductible for the first 3 tests, thereafter, 50% of Allowed Amount for additional examinations.	50% after deductible
Radiology daily Copayment maximum	Not applicable	Not applicable
<b>Benefits for Screening Exams that are Preventive Care</b> Copayment for each outpatient visit	No charge	50% after deductible
<b>Benefits for Screening Exams that are not Preventive Care</b> Copayment for each outpatient visit to or by a Primary Care Physician.	Same as Office Visit for Medical Services that are not Preventive Care Services	50% after deductible
Copayment for each outpatient visit to or by a Participating Provider other than a Primary Care Physician.	Same as Office Visit for Medical Services that are not Preventive Care Services	50% after deductible
Note: Coverage for formulas necessary to treat Phenylketonuria or a Heritable Metabolic Disease are available only on the orders of a Physician.		
<b>Breast Reconstruction Benefits</b> Copayment for breast reconstruction benefits.	Same as for other benefits	Same as for other benefits
<b>Inpatient stay following mastectomy</b>	Same as other inpatient health care services	Same as other inpatient health care services
<b>Treatment for Craniofacial Abnormalities of a Child</b>	Same as for other benefits	Same as for other benefits
<b>Diabetes Supplies, Equipment, and Self-Management Training</b> Copayment for Preferred Level test strips for blood glucose monitors.	10% after deductible	50% after deductible
Copayment for Non-Preferred Level test strips for blood glucose monitors.	20% after deductible	50% after deductible
Copayment for Diabetes Equipment and Diabetes Supplies.	Same as Prescription Drugs or Durable Medical Equipment and supplies, as appropriate	Same as Prescription Drugs or Durable Medical Equipment and supplies, as appropriate
Copayment for Diabetes Self-Management Training.	Same as other outpatient services	Same as other outpatient services
<b>Acquired Brain Injury</b>	Same as for other similar benefits	Same as for other similar benefits
<b>Amino Acid-Based Elemental Formulas</b> Copayment for Amino Acid-Based Elemental Formulas	20% after deductible	50% after deductible
Note: Coverage for Amino Acid-Based Elemental Formulas are available only on the orders of a Physician.		
<b>Cardiovascular Disease Screening Test</b> Copayment for CT scan measuring coronary artery calcification	20% after deductible	50% after deductible
Copayment for ultrasonography measuring carotid intima-media thickness and plaque	20% after deductible	50% after deductible

<b>Benefit</b>	<b><i>In-Network Participating Provider Member Copayment</i></b>	<b><i>Out-of-Network ** Non-Participating Provider Member Copayment</i></b>
Maximum benefit per Member every 5 years for cardiovascular disease screening test.	\$200	\$200
<b>Routine Patient Care Costs for Clinical Trials</b> Copayments for Routine Patient Care Costs by Member in Clinical Trial	Same as for other benefits	Same as for other benefits

\*Maximum Benefit includes In-Network and Out-of-Network.

\*\*Out-of-Network services will be reimbursed based upon the Usual and Customary Rate established by the Issuer. Failure to obtain Preauthorization will result in benefits being reduced an additional 50%.

**Individual  
Preferred Provider Organization  
MyPlan  
Prescription Drug Rider RXINDPPO**

**Covered Prescription Drugs, Pharmaceuticals and Other Medications**

The only Covered Prescription Drugs, pharmaceuticals, or other medications, including contraceptives (referred to as "drug" or "drugs") covered under the Policy are those which, under Federal or State law, may be dispensed following a Prescription Order from a licensed Participating Health Professional with appropriate law enforcement agency registrations, which are prescribed by:

- A Participating Provider.
- In connection with Emergency Care Treatment, a Participating Provider or Participating Health Professional in attendance to a Member at an Emergency Care Facility.
- A Participating Health Professional to whom a Member has been referred to by a Participating Provider, which is used for the Treatment of an illness or injury covered under the Policy; or
- Filled through a Participating Pharmacy in accordance with the Policy.

As medically appropriate, the Medical Director may require the substitution of any Prescription Drug for another Prescription Drug or form of Treatment which, based upon the recommendations of the Pharmacy and Therapeutics Committee, and Our Medical Director's professional judgment, provides equal or better results at a lower cost.

Benefits for Medically Necessary Covered Prescription Drugs prescribed to treat a Member for an acute, chronic, disabling, or Life-Threatening Disease or Condition are available under the Policy if the Prescription Drug:

- has been approved by the Food and Drug Administration (FDA) for at least one indication; and
- is recognized for Treatment of the indication for which the drug is prescribed by the following:
  - a standard reference compendium, or
  - substantially accepted peer reviewed medical literature.

Refer to the Exclusions section of this Rider for details regarding pharmacy benefit exclusions.

The Member is not required to pay more than the lesser of:

- the applicable copayment
- the allowable claim amount for the prescription drug; or
- the amount a Member would pay for the drug if the Member purchased the drug without using a health benefit plan or any other source of drug benefits or discounts.

**Evidence Based Formulary**

We provide coverage for Prescription Drugs in accordance with an evidence-based Formulary developed by Physicians and pharmacists comprising the Pharmacy and Therapeutics Committee. A Formulary is a list of Prescription Drugs for which We provide coverage. The Pharmacy and Therapeutics Committee meets at least quarterly to review the scientific evidence, economic data, and a wide range of other information about drugs for potential Formulary placement and coverage. Based upon that review, the committee selects the Prescription Drugs it believes to be the safest and most effective of those Prescription Drugs which meet the desired goals of providing appropriate therapy at the most reasonable cost. Once such determination is made, We may obtain or access contracts with the manufacturer of the Prescription Drugs for rebates. The committee will not select a Prescription Drug for the Formulary until enough clinical evidence is available to allow the committee to determine the drug's comparable safety and effectiveness. The committee defines this timeframe as one hundred eighty (180) days of availability. The committee determines which Prescription Drugs to add or delete, supply and dosage limitations,



sequence of use, and all other aspects about Our Formulary. We will provide written notice of the modification to the Prescription Drug Formulary, which occurs at renewal, to the commissioner and each affected Member, not later than the 60<sup>th</sup> day before the date the modification is effective.

## Request for Formulary Information

A Member may contact Us to find out if a specific Prescription Drug is on the Formulary. We must respond to the Member's request about the Prescription Drug Formulary no later than the third business day after the date of the request to disclose whether a specific Prescription Drug is on the Formulary. However, the presence of a Prescription Drug on a Formulary does not guarantee that the Member's Participating Provider will prescribe the drug for a medical condition or mental illness or that the Prescription Drug will be covered.

## Formulary Lists

Copayments vary based upon the tier level a Prescription Drug has been placed on by Us. Prescription Drugs on Our Formulary, which are preferred generic Prescription Drugs, require the lowest Copayment. Prescription Drugs on Our Formulary, which are preferred Name Brand Prescription Drugs require an increased Copayment. If the negotiated cost or Usual and Customary Rate of a drug is less than the Copayment, the Member is only required to pay the lower cost. Name Brand Prescription Drugs with a generic equivalent may not be covered by Us and require preauthorization. If Member receives approval for a Name Brand Prescription Drug when a generic equivalent is available, the Member may pay the non-preferred copayment or the largest Copayment, depending on the Plan selected. Prescription Drugs, which are non-preferred, may not be covered by Us or may require the largest Copayment, depending on the Plan selected.

Prescription Drugs designated on the Formulary as Specialty Drugs that are dispensed at a Participating Pharmacy and self-administered or administered in the office of a Participating Provider may be covered under the Policy, subject to the Specialty Pharmacy Copayments, Cost Share, and Deductibles indicated in the Schedule of Benefits.

Prescription Drugs on Our Formulary may require Preauthorization by Our Medical Director or be subject to coverage requirements.

If a Prescription Drug appeared on Our Formulary at the beginning of the Member's Plan Year, We shall make such Prescription Drug available at the contracted benefit level until the end of the Plan Year, regardless of whether the Prescription Drug has been removed from Our Formulary.

Prescription Drugs not listed on Formulary may be covered if:

- The drug is not excluded from coverage.
- The drug is Medically Necessary.
- The Formulary alternatives have been tried but were insufficient to treat the Member's condition, or there are clinically significant reasons why the Formulary alternatives would not be appropriate.

To request coverage for a non-Formulary medication, A Member, or the prescribing Participating Provider or Participating Health Professional must submit a request for Preauthorization to the Utilization Review agent for consideration of coverage. If the request is denied, the Member has the right to appeal. Refer to **BSWHealthPlan.com** for details regarding the appeal submission process for pharmacy benefit drugs.

## Specialty Drugs

Most Specialty Drugs obtained under the pharmacy benefit must be dispensed from one of the Participating Specialty Pharmacy Providers. Specialty Drugs dispensed by a Participating Specialty Pharmacy Provider will be subject to the Formulary Copayment for Specialty Drugs specified in the Schedule of Benefits. Failure to obtain Specialty Drugs from the Participating Specialty Pharmacy Provider may result in denial of coverage for the Specialty Drug. A Member may contact Us to obtain a

copy of the Specialty Drugs which must be obtained from the Participating Specialty Pharmacy Providers. Specialty Drugs may require Preauthorization by a Medical Director or be subject to coverage requirements.

## Authorization Requirements

Certain medications have restrictions in place to ensure they are being used appropriately and safely. Such restrictions may include:

- Quantity limits on the amount of a Prescription Drug the Member can receive over a period.
- Step therapy requiring trial of an alternative Prescription Drug(s) before a Prescription Drug is covered.
- Preauthorization requires the provider to submit documentation that the Prescription Drug is Medically Necessary before a Prescription Drug is covered.

Coverage of Prescription Drugs for stage-four advanced, metastatic cancer and associated conditions will not require that the Member fail to successfully respond to a different drug or prove a history of failure of a different drug. This applies only to a drug the use of which is:

- consistent with best practices for the treatment of stage-four advanced, metastatic cancer or an associated condition,
- supported by peer-reviewed, evidence-based literature; and
- approved by the United States Food and Drug Administration.

Coverage of Prescription Drugs for Serious Mental Illness will not require that the Member who is eighteen (18) years of age or older fail to respond to more than one (1) different drug, excluding generic or pharmaceutical equivalents for the prescribed drug. If a generic or pharmaceutical equivalent is added to the Plan's Formulary, a Plan may impose step therapy once in the Plan Year.

No more than one (1) preauthorization per Member per plan year is required to fulfill Prescription Drugs to treat an autoimmune disease, hemophilia, or Von Willebrand disease. This does not apply to:

- opioids, benzodiazepines, barbiturates, or carisoprodol,
- prescription drugs that have a typical treatment period of less than twelve (12) months,
- drugs that:
  - have a boxed warning assigned by the United States Food and Drug Administration for use; and
  - must have specific provider assessment; or
- the use of a drug approved for use by the United States Food and Drug Administration in a manner other than the approved use.

Coverage of Prescription Drugs for stage-four advanced, metastatic cancer and associated conditions will not require that the Member fail to successfully respond to a different drug or prove a history of failure of a different drug. This applies only to a drug the use of which is:

- consistent with best practices for the treatment of stage-four advanced, metastatic cancer or an associated condition,
- supported by peer-reviewed, evidence-based literature, and
- approved by the United States Food and Drug Administration.

If coverage for a Prescription Drug or quantity of Prescription Drug is denied, the Member and the Member's Participating Provider or Participating Health Professional may Appeal the denial. Refer to **BSWHealthPlan.com** for details regarding the appeal submission process for pharmacy benefit drugs. The Member's Participating Provider or Participating Health Professional may submit a request for an exception to step therapy protocol. If a step therapy exception request is not denied within seventy-two (72) hours of the request, the request will be considered granted. If the prescribing Participating Provider or Participating Health Professional feels that a denial of the step therapy exception request would result in death or serious harm, the request will be considered granted if not denied within twenty-four (24) hours of the request.

## Prescription Drug Refill

Refills of a Prescription Drug will not be covered until the Member is reasonably due for a refill as calculated based upon the Prescription Drug being taken at the prescribed dosage and appropriate intervals.

Refills of prescription eye drops to treat chronic eye disease are allowed if:

- the original Prescription Order states that additional quantities of the eye drops are needed.
- the refill does not exceed the total quantity of dosage units authorized by the prescribing Participating Provider or Participating Health Professional on the original prescription, including refills; and
- the refill is dispensed on or before the last day of the prescribed dosage period; and
  - not earlier than the 21<sup>st</sup> day after the date a prescription for a 30-day supply of eye drops is dispensed.
  - not earlier than the 42<sup>nd</sup> day after the date a prescription for a 60-day supply of eye drops is dispensed.
  - not earlier than the 63<sup>rd</sup> day after the date a prescription for a 90-day supply of eye drops is dispensed.

## Maintenance Prescription Drugs

Prescription Drugs taken for chronic conditions as defined by Us are designated as maintenance Prescription Drugs and will be considered for Medical Synchronization as follows:

- Meet Preauthorization criteria.
- Used for Treatment and management of a chronic illness.
- May be prescribed with refills.
- A formulation that can be effectively dispensed in accordance with the Medication Synchronization Plan.
- Not a Schedule II or III controlled substance, and
- May qualify for synchronizing refills and pro-rated Cost Sharing amounts for partial supplies of certain medications.

Emergency refills of Diabetes Equipment or Diabetes Supplies dispensed to the Member will be covered in the same manner as for non-emergency refills of Diabetes Equipment or Diabetes Supplies. Insulin/insulin analogs and supplies (e.g., needles, syringes, cartridges, prefilled pens, glucose meters and/or test strips, continuous glucose meter supplies) are allowed for the lesser of a 30 days' supply or smallest package size when specified conditions are met per Texas law.

## Copayment, Coinsurance and Deductible

A Member must pay the Copayment or Coinsurance for each Prescription Drug based on the quantity and days' supply dispensed as stated in the Schedule of Benefits. Any Deductible, and/or Copayments or Coinsurance for Prescription Drugs shall be considered Out of Pocket Expenses for purposes of meeting the Member's Maximum Out of Pocket. The amount a Member pays for a Prescription Drug will not be more than the Copayment or Coinsurance, as stated in the Schedule of Benefits, the Usual and Customary Rate for the Prescription Drug, or the actual price of the Prescription Drug.

We will apply any third-party payment, financial assistance, discount, product voucher, or other reduction of Out-of-Pocket Expenses for a Covered Drug to the Member's Deductible, Copayment, Coinsurance, Cost Share, or Maximum Out-of-Pocket.

This only applies when:

- A generic or interchangeable product does not exist; or

A generic or interchangeable product exists but the Member was approved by the health plan to use the drug.

## Direct Member Reimbursement

When prescriptions are processed through the Member's Plan, there is a maximum Allowed Amount that can be charged by the Participating Pharmacy. When requesting reimbursement for Medically Necessary and covered medications purchased out-of-pocket by the Member, reimbursement is calculated based on the Allowed Amount less the Copayment or Coinsurance and Deductible amounts due. Medications for which reimbursement is requested must still adhere to any coverage restrictions.

## Oral Anticancer Medications

Oral anticancer medications, covered on a basis no less favorable than intravenously or injected cancer medications, are covered under the Specialty Drug benefit and are subject to the Cost Sharing amounts applied to Specialty Drugs in the Schedule of Benefits.

Prescription Drugs included in the Oral Oncology Dispensing Program will be restricted to a 14/15-day supply for the first two (2) months of therapy. Note that for Members with a Copayment, drugs included in the Oral Oncology Dispensing Program will be subject to 50% of the applicable Copayment amount as listed in the Schedule of Benefits. Following the first four (4) fills of a drug in the Oral Oncology Dispensing Program, Members continuing therapy may fill their prescription for a maximum day supply allowed per the Schedule of Benefits.

## Discontinuance of Prescription Drugs or Intravenous Infusions

We shall provide notice of an Adverse Determination for a review of the provision of Prescription Drugs or intravenous infusions for which the Member is receiving covered benefits under the Policy not later than the 30<sup>th</sup> day before the date on which the provision of Prescription Drugs or intravenous infusions will be discontinued.

## Exclusions

This Prescription Drug benefit excludes the following:

- Covered drugs, devices, or other pharmacy services which a Member may properly obtain at no cost through a local, state, or federal government program, except if provided through Medicaid or this exclusion is specifically prohibited by law.
- "Over-the-counter" drugs which do not require a Participating Provider or Participating Health Professional's Prescription Order for dispensing. The exception is insulin and if the drug is listed on Our Formulary.
- Anything which is not specified as covered or not defined as a drug, such as therapeutic devices, appliances, support garments, glucometers, asthma spacers and machines, including syringes (except disposable syringes for insulin dependent Members) unless listed on Our Formulary.
- Experimental or Investigational drugs or other drugs which, in the opinion of the Pharmacy and Therapeutics Committee or Medical Director, have not been proven to be effective. NOTE: Denials based upon Experimental or Investigational use are considered Adverse Determinations and are subject to the Appeal of Adverse Determination and Independent Review provisions of the Policy.
- Drugs not recognized by the Food and Drug Administration, standard drug reference compendium, or substantially accepted peer-reviewed medical literature for the condition, dose, route, duration, or frequency prescribed.
- Drugs not approved by the Food and Drug Administration for use in humans.
- Drugs used for cosmetic purposes.
- Drugs used for Treatments or medical conditions not covered by the Policy.
- Drugs used primarily for the Treatment of Infertility.
- Vitamins except if drug is listed on Our Formulary.
- Any initial or refill prescription dispensed more than one (1) year after the date of the Participating Provider or Participating Health Professional's Prescription Order.

- Except for medical emergencies, drugs not obtained at a Participating Pharmacy.
- Drugs given or administered to a Member while at a Hospital, Skilled Nursing Facility, or other Facility.
- A prescription that has an over-the-counter alternative.
- Initial or refill prescriptions the supply of which would extend past the termination of the Policy, even if the Participating Provider or Participating Health Professional's Prescription Order was issued prior to termination.
- Drugs for the Treatment of sexual dysfunction, impotence, or inadequacy; or
- High-cost drugs that are chemically similar drugs and share the same mechanism of action to an existing, approved chemical entity and offer no significant clinical benefit.
- Drugs used for the treatment of obesity or weight reduction.

## Schedule of Benefits

Plan Year	Calendar Year	
	Participating Provider	Non-Participating Provider
Prescription Deductible	\$250	\$0
<p>Copayments/Coinsurance do not apply to Medical Deductible or Maximum Out of Pocket</p> <p><i>Members electing to purchase a brand name drugs when a generic equivalent is available, will be required to pay the non-formulary copayment, but in no case will a Member be required to pay more than the retail price of the drug.</i></p>		
Tier 1: Preferred generic drugs	\$3 copayment per prescription, deductible does not apply	50% after deductible
Tier 2: Preferred brand name drugs	50% after deductible	50% after deductible
Tier 3: Non-preferred generic drugs and non-preferred brand drugs	50% after deductible	50% after deductible
Non-Formulary drugs	50% after deductible	50% after deductible
Maintenance prescriptions: 90-day supply maximum	All copayments will be 2 times the amount indicated above.	All copayments will be 2 times the amount indicated above.
Formulary insulin prescriptions have a maximum copayment of \$25 per prescription per 30-day supply.		

**BAYLOR SCOTT & WHITE INSURANCE COMPANY  
PPO SERVICE AREA**

Subscribers must work, live, or reside within the Service Area to be eligible under the policy.

Service Area Description:

The following counties in Texas: Andrews, Armstrong, Austin, Bailey, Bastrop, Bell, Bexar, Blanco, Borden, Bosque, Brazos, Brewster, Briscoe, Brown, Burleson, Burnet, Caldwell, Callahan, Carson, Castro, Childress, Cochran, Coke, Coleman, Collin, Collingsworth, Comal, Comanche, Concho, Coryell, Cottle, Crane, Crockett, Crosby, Dallam, Dallas, Dawson, Deaf Smith, Denton, Dickens, Donley, Eastland, Ector, El Paso, Ellis, Erath, Falls, Fayette, Fisher, Floyd, Freestone, Gaines, Garza, Glasscock, Gray, Grayson, Grimes, Guadalupe, Hale, Hall, Hamilton, Hansford, Hartley, Haskell, Hays, Hemphill, Hill, Hockley, Hood, Houston, Howard, Hutchinson, Irion, Johnson, Jones, Kent, Kimble, King, Knox, Lamb, Lampasas, Lee, Leon, Limestone, Lipscomb, Llano, Loving, Lubbock, Lynn, Madison, Martin, Mason, McCulloch, McLennan, Menard, Midland, Milam, Mills, Mitchell, Moore, Motley, Navarro, Nolan, Ochiltrie, Oldham, Parmer, Pecos, Potter, Randall, Reagan, Reeves, Roberts, Robertson, Rockwall, Runnels, San Saba, Schleicher, Scurry, Shackelford, Sherman, Somervell, Stephens, Sterling, Stonewall, Sutton, Swisher, Tarrant, Taylor, Terry, Throckmorton, Tom Green, Travis, Upton, Walker, Waller, Ward, Washington, Wheeler, Williamson, Winkler, and Yoakum counties.



## Nondiscrimination Notice

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ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-633-5325 (TTY: 711).

Baylor Scott & White Insurance Company complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Baylor Scott & White Insurance Company does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Baylor Scott & White Insurance Company:

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

If you need these services, contact the Baylor Scott & White Insurance Company Compliance Officer at 1-214-820-8888 or send an email to [SWHPComplianceDepartment@BSWHealth.org](mailto:SWHPComplianceDepartment@BSWHealth.org)

If you believe that Baylor Scott & White Insurance Company has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Baylor Scott & White Insurance Company, Compliance Officer  
1206 West Campus Drive, Suite 151  
Temple, Texas 76502

Compliance HelpLine; 1-888-484-6977 or <https://app.mycompliancereport.com/report.aspx?cid=swhp>

You can file a grievance in person or by mail, online, or email. If you need help filing a grievance, the Compliance Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

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

Complaint forms are available at <https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>.

**English:**

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-633-5325 (TTY: 711).

**Spanish:**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-633-5325 (TTY: 711).

**Vietnamese:**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-633-5325 (TTY: 711).

**Chinese:**

注意: 如果 使用繁體中文, 可以免費獲得語言援助服務。請致電 1-844-633-5325 (TTY: 711)。

**Korean:**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-633-5325 (TTY: 711) 번으로 전화해 주십시오.

**Arabic:**

هاتف الصم والبكم: 711. ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-633-5325 (رقم

**Urdu:**

کریں (TTY: 711). 1-844-633-5325 خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال

**Tagalog:**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-633-5325 (TTY: 711).

**French:**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-633-5325 (ATS : 711).

**Hindi:**

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-844-633-5325 (TTY: 711) पर कॉल करें।

**Persian:**

فراهم می باشد. با 1-844-633-5325 (TTY: 711) تماس بگیرید. توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما

**German:**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-633-5325 (TTY: 711).

**Gujarati:**

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-844-633-5325 (TTY: 711).

**Russian:**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-633-5325 (телетайп: 711).

**Japanese:**

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-844-633-5325 (TTY: 711) まで、お電話にてご連絡ください。

**Laotian:**

ໂປຼດຊຽບ: ຖ້າ ງ່ວ ງ່າ ທ່ານ ເວົ້າ ພາສາ ລາວ, ການບໍ່ ຈິ ການຊ່ວຍເຫຼືອ ອັດ ການພາສາ, ໂດຍບໍ່ ເສັ້ນ ຕໍ່ ງ່າ, ແມ່ນ ມີ ພ້ອມ ໃຫ້ ທ່ານ. ໂທ 1-844-633-5325 (TTY: 711).