



**Important Notice from Fallon Community Health Plan About  
Our Prescription Drug Coverage and Medicare**

OPM has determined that Fallon Community Health Plan's prescription drug coverage is, on average, expected to pay out as much as the standard Medicare prescription drug coverage will pay for all plan participants and is considered Creditable Coverage. Thus you do not need to enroll in Medicare Part D and pay extra for prescription drug benefit coverage. If you decide to enroll in Medicare Part D later, you will not have to pay a penalty for late enrollment as long as you keep your FEHB coverage.

However, if you choose to enroll in Medicare Part D, you can keep your FEHB coverage and your FEHB plan will coordinate benefits with Medicare.

Remember: If you are an annuitant and you cancel your FEHB coverage, you may not re-enroll in the FEHB Program.

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Please be advised

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If you lose or drop your FEHB coverage and go 63 days or longer without prescription drug coverage that's at least as good as Medicare's prescription drug coverage, your monthly premium will go up at least 1% per month for every month that you did not have that coverage. For example, if you go 19 months without Medicare Part D prescription drug coverage, your premium will always be at least 19 percent higher than what many other people pay. You'll have to pay this higher premium as long as you have Medicare prescription drug coverage. In addition, you may have to wait until the next Annual Coordinated Election Period (November 15th through December 31st) to enroll in Medicare Part D.

**Medicare's Low Income Benefits**

*For people with limited income and resources, extra help paying for a Medicare prescription drug plan is available. Information regarding this program is available through the Social Security Administration (SSA) online at [www.socialsecurity.gov](http://www.socialsecurity.gov), or call the SSA at 1-800-772-1213 (TTY 1-800-325-0778).*

You can get more information about Medicare prescription drug plans and the coverage offered in your area from these places:

- Visit [www.medicare.gov](http://www.medicare.gov) for personalized help,
- Call 1-800-MEDICARE (1-800-633-4227). (TTY 1-877-486-2048.)

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## Table of Contents

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Introduction .....	3
Plain Language.....	3
Stop Health Care Fraud! .....	3
Preventing Medical Mistakes.....	4
Section 1. Facts about this HMO Plan .....	7
General features of our Basic and Standard Options .....	7
How we pay providers .....	7
Your Rights .....	7
Service Area .....	8
Section 2. How we change for 2010 .....	14
Section 3. How you get care .....	15
Identification cards.....	15
Where you get covered care.....	15
• Plan providers .....	15
• Plan facilities .....	15
What you must do to get covered care.....	15
• Primary care.....	16
• Specialty care.....	16
• Hospital care .....	18
• If you are hospitalized when your enrollment begins.....	18
Circumstances beyond our control.....	19
Services requiring preauthorization .....	19
Section 4. Your costs for covered services.....	21
Copayments.....	21
Cost-sharing .....	21
Deductible .....	21
Coinsurance.....	22
Your catastrophic protection out-of-pocket maximum .....	22
Carryover .....	22
When Government facilities bill us .....	23
Basic and Standard Option Benefits .....	24
Section 6. General exclusions – things we don’t cover .....	65
Section 7. Filing a claim for covered services .....	66
Section 8. The disputed claims process.....	67
Section 9. Coordinating benefits with other coverage .....	69
When you have other health coverage .....	69
What is Medicare? .....	69
• Should I enroll in Medicare? .....	69
• The Original Medicare Plan (Part A or Part B) .....	70
• Medicare Advantage (Part C) .....	70
• Medicare prescription drug coverage (Part D) .....	71
TRICARE and CHAMPVA .....	73
Workers’ Compensation .....	73
Medicaid.....	73
When other Government agencies are responsible for your care .....	73
When others are responsible for injuries.....	73

When you have Federal Employees Dental and Vision Insurance Plan (FEDVIP) coverage .....	73
Section 10. Definitions of terms we use in this brochure .....	75
Section 11. FEHB Facts .....	76
Coverage information .....	72
• No pre-existing condition limitation.....	76
• Where you can get information about enrolling in the FEHB Program .....	76
• Types of coverage available for you and your family .....	76
• Children’s Equity Act .....	76
• When benefits and premiums start .....	77
• When you retire .....	77
When you lose benefits.....	73
• When FEHB coverage ends.....	77
• Upon divorce .....	78
Temporary Continuation of Coverage (TCC) .....	78
• Converting to individual coverage .....	78
• Getting a Certificate of Group Health Plan Coverage.....	78
Section 12. Three Federal Programs complement FEHB benefits .....	79
The Federal Flexible Spending Account Program – FSAFEDS .....	75
The Federal Employees Dental and Vision Insurance Program - FEDVIP .....	76
The Federal Long Term Care Insurance Program- FLTCIP .....	75
Index.....	81
Summary of benefits for the Basic Option of the Fallon Community Health Plan - 2010.....	82
Summary of benefits for the Standard Option of the Fallon Community Health Plan - 2010.....	84
2010 Rate Information for Fallon Community Health Plan .....	86

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## Introduction

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This brochure describes the benefits of Fallon Community Health Plan under our contract (CS 1917) with the United States Office of Personnel Management, as authorized by the Federal Employees Health Benefits law. The address for Fallon Community Health Plan administrative offices is:

Fallon Community Health Plan, Inc.  
10 Chestnut Street  
Worcester, MA 01608

This brochure is the official statement of benefits. No oral statement can modify or otherwise affect the benefits, limitations, and exclusions of this brochure. It is your responsibility to be informed about your health benefits.

If you are enrolled in this Plan, you are entitled to the benefits described in this brochure. If you are enrolled in Self and Family coverage, each eligible family member is also entitled to these benefits. You do not have a right to benefits that were available before January 1, 2010, unless those benefits are also shown in this brochure.

OPM negotiates benefits and rates with each plan annually. Benefit changes are effective January 1, 2010, and changes are summarized on page 14. Rates are shown at the end of this brochure.

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## Plain Language

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All FEHB brochures are written in plain language to make them responsive, accessible, and understandable to the public. For instance,

- Except for necessary technical terms, we use common words. For instance, “you” means the enrollee or family member, “we” means Fallon Community Health Plan, Inc.
- We limit acronyms to ones you know. FEHB is the Federal Employees Health Benefits Program. OPM is the United States Office of Personnel Management. If we use others, we tell you what they mean first.
- Our brochure and other FEHB plans’ brochures have the same format and similar descriptions to help you compare plans.

If you have comments or suggestions about how to improve the structure of this brochure, let OPM know. Visit OPM’s “Rate Us” feedback area at [www.opm.gov/insure](http://www.opm.gov/insure) or e-mail OPM at [fehwebcomments@opm.gov](mailto:fehwebcomments@opm.gov). You may also write to OPM at the U.S. Office of Personnel Management, Insurance Services Programs, Program Planning & Evaluation Group, 1900 E Street, NW, Washington, DC 20415-3650.

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## Stop Health Care Fraud!

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Fraud increases the cost of health care for everyone and increases your Federal Employees Health Benefits Program premium.

OPM’s Office of the Inspector General investigates all allegations of fraud, waste, and abuse in the FEHB Program regardless of the agency that employs you or from which you retired.

**Protect Yourself From Fraud** – Here are some things that you can do to prevent fraud:

- Do not give your plan identification (ID) number over the telephone or to people you do not know, except for your health care providers, authorized health benefits plan, or OPM representative.
- Let only the appropriate medical professionals review your medical record or recommend services.
- Avoid using health care providers who say that an item or service is not usually covered, but they know how to bill us to get it paid.
- Carefully review explanations of benefits (EOBs) statements that you receive from us.

- Please review your claims history periodically for accuracy to ensure services are not being billed to your accounts that were never rendered.
- Do not ask your doctor to make false entries on certificates, bills or records in order to get us to pay for an item or service.
- If you suspect that a provider has charged you for services you did not receive, billed you twice for the same service, or misrepresented any information, do the following:

Call the provider and ask for an explanation. There may be an error.

If the provider does not resolve the matter, call us at 1-800-868-5200 (TDD/TTY: 1-877-608-7677), and explain the situation.

If we do not resolve the issue:

**CALL - THE HEALTH CARE FRAUD HOTLINE**

**202-418-3300**

**OR WRITE TO:**

**United States Office of Personnel Management**

**Office of the Inspector General Fraud Hotline**

**1900 E Street NW Room 6400**

**Washington, DC 20415-1100**

- Do not maintain as a family member on your policy:
  - Your former spouse after a divorce decree or annulment is final (even if a court order stipulates otherwise); or
  - Your child over age 22 (unless he/she is disabled and incapable of self-support).
- If you have any questions about the eligibility of a dependent, check with your personnel office if you are employed, with your retirement office (such as OPM) if you are retired, or with the National Finance Center if you are enrolled under Temporary Continuation of Coverage.
- You can be prosecuted for fraud and your agency may take action against you if you falsify a claim to obtain FEHB benefits or try to obtain services for someone who is not an eligible family member or who is no longer enrolled in the Plan.

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## **Preventing Medical Mistakes**

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An influential report from the Institute of Medicine estimates that up to 98,000 Americans die every year from medical mistakes in hospitals alone. That’s about 3,230 preventable deaths in the FEHB Program a year. While death is the most tragic outcome, medical mistakes cause other problems such as permanent disabilities, extended hospital stays, longer recoveries, and even additional treatments. By asking questions, learning more and understanding your risks, you can improve the safety of your own health care, and that of your family members. Take these simple steps:

**1. Ask questions if you have doubts or concerns.**

- Ask questions and make sure you understand the answers.
- Choose a doctor with whom you feel comfortable talking.
- Take a relative or friend with you to help you ask questions and understand answers.

**2. Keep and bring a list of all the medicines you take.**

- Bring the actual medicines or give your doctor and pharmacist a list of all the medicines that you take, including non-prescription (over-the-counter) medicines.
- Tell them about any drug allergies you have.
- Ask about any risks or side effects of the medication and what to avoid while taking it. Be sure to write down what your doctor or pharmacist says.
- Make sure your medicine is what the doctor ordered. Ask the pharmacist about your medicine if it looks different than you expected.
- Read the label and patient package insert when you get your medicine, including all warnings and instructions.
- Know how to use your medicine. Especially note the times and conditions when your medicine should and should not be taken.
- Contact your doctor or pharmacist if you have any questions.

### **3. Get the results of any test or procedure.**

- Ask when and how you will get the results of tests or procedures.
- Don't assume the results are fine if you do not get them when expected, be it in person, by phone, or by mail.
- Call your doctor and ask for your results.
- Ask what the results mean for your care.

### **4. Talk to your doctor about which hospital is best for your health needs.**

- Ask your doctor about which hospital has the best care and results for your condition if you have more than one hospital to choose from to get the health care you need.
- Be sure you understand the instructions you get about follow-up care when you leave the hospital.

### **5. Make sure you understand what will happen if you need surgery.**

- Make sure you, your doctor, and your surgeon all agree on exactly what will be done during the operation.
- Ask your doctor, "Who will manage my care when I am in the hospital?"
- Ask your surgeon:
  - Exactly what will you be doing?
  - About how long will it take?
  - What will happen after surgery
  - How can I expect to feel during recovery?
- Tell the surgeon, anesthesiologist, and nurses about any allergies, bad reaction to anesthesia, and any medications you are taking.

### **Never Events**

Beginning January 1, 2010, you will no longer be billed for inpatient services related to treatment of specific hospital acquired conditions or for inpatient services needed to correct never events, if you use preferred providers. This new policy will help protect you from preventable medical errors and improve the quality of care you receive.

When you enter the hospital for treatment of one medical problem, you don't expect to leave with additional injuries, infections or other serious conditions that occur during the course of your stay. Although some of these complications may not be avoidable, too often patients suffer from injuries or illnesses that could have been prevented if the hospital had taken proper precautions.

We are adopting a benefit payment policy that will encourage hospitals to reduce the likelihood of hospital-acquired conditions such as certain infections, severe bedsores and fractures; and reduce medical errors that should never happen called "Never Events". When a Never Event occurs neither your FEHB plan or you will incur cost to correct the medical error.

Visit these Web sites for more information about patient safety.

- [www.ahrq.gov/path/beactive.htm](http://www.ahrq.gov/path/beactive.htm). The Agency for Healthcare Research and Quality makes available a wide-ranging list of topics not only to inform consumers about patient safety but to help choose quality health care providers and improve the quality of care you receive.
- [www.npsf.org](http://www.npsf.org). The National Patient Safety Foundation has information on how to ensure safer health care for you and your family.
- [www.talkaboutrx.org/](http://www.talkaboutrx.org/). The National Council on Patient Information and Education is dedicated to improving communication about the safe, appropriate use of medicines.
- [www.leapfroggroup.org](http://www.leapfroggroup.org). The Leapfrog Group is active in promoting safe practices in hospital care.
- [www.ahqa.org](http://www.ahqa.org). The American Health Quality Association represents organizations and health care professionals working to improve patient safety.
- [www.quic.gov/report](http://www.quic.gov/report). Find out what federal agencies are doing to identify threats to patient safety and help prevent mistakes in the nation's health care delivery system.

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## Section 1. Facts about this HMO Plan

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This Plan is a health maintenance organization (HMO). We require you to see specific physicians, hospitals, and other providers that contract with us. These Plan providers coordinate your health care services. The Plan is solely responsible for the selection of these providers in your area. Contact the Plan for a copy of their most recent provider directory. We give you a choice of enrollment in a Basic Option, or a Standard Option.

HMOs emphasize preventive care such as routine office visits, physical exams, well-baby care, and immunizations, in addition to treatment for illness and injury. Our providers follow generally accepted medical practice when prescribing any course of treatment.

When you receive services from Plan providers, you will not have to submit claim forms or pay bills. You pay only the copayments, coinsurance, and deductibles described in this brochure. When you receive emergency services from non-Plan providers, you may have to submit claim forms.

**You should join an HMO because you prefer the plan's benefits, not because a particular provider is available. You cannot change plans because a provider leaves our Plan. We cannot guarantee that any one physician, hospital, or other provider will be available and/or remain under contract with us.**

### **General features of our Basic and Standard Options**

Basic Option offers you the richest level of benefits. With Basic Option, you get comprehensive coverage without a deductible—you pay only the stated copayment for covered services. See Section 4 Your costs for covered services for more information.

Standard Option has a calendar year deductible for certain covered services. You must meet that deductible before we will begin to pay for those services. See Section 4 Your costs for covered services for more information.

### **How we pay providers**

We contract with individual physicians, medical groups, and hospitals to provide the benefits in this brochure. These Plan providers accept a negotiated payment from us, and you will only be responsible for your copayments or coinsurance.

### **Your rights**

OPM requires that all FEHB plans provide certain information to their FEHB members. You may get information about us, our networks, and our providers. OPM's FEHB Web site ([www.opm.gov/insure](http://www.opm.gov/insure)) lists the specific types of information that we must make available to you. Some of the required information is listed below.

- Fallon Community Health Plan is licensed in the Commonwealth of Massachusetts as an HMO. We also qualify under Federal law as an HMO.
- We have been in existence since 1977.
- Fallon Community Health Plan is a not-for-profit organization.
- We have been awarded an "Excellent" status for our HMO plans by the National Committee for Quality Assurance (NCQA).
- As a Fallon Community Health Plan member, you have certain rights and responsibilities:

*As a Fallon Community Health Plan member, you have the right to ...*

- Be informed about Fallon Community Health Plan and covered services.
- Receive information about the managed care organization, its services, its practitioners and providers, and members' rights and responsibilities.
- Be informed about how medical treatment decisions are made by the contracted medical group or Fallon Community Health Plan, including payment structure.
- Choose a qualified contracted primary care physician and contracted hospital.
- You have the right to timely access to your prescriptions at any network pharmacy.
- Know the names and qualifications of physicians and health care professionals involved in your medical treatment.
- Receive information about an illness, the course of treatment and prospects for recovery in terms that you can understand.

- Actively participate in decisions regarding your own health and treatment options, including the right to refuse treatment.
- Receive emergency services when you, as a prudent layperson acting reasonably, would have believed that an emergency medical condition existed.
- Candidly discuss appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage, presented by your provider in a manner appropriate to your condition and ability to understand.
- Be treated with dignity and respect, and to have your privacy recognized.
- Keep your personal health information private as protected under federal and state laws—including oral, written and electronic information across the organization. Unauthorized people do not see or change your records. You have the right to review and get a copy of certain personal health information (there may be a fee for photocopies).
- Make complaints and appeals without discrimination about the managed care organization or the care provided, and expect problems to be fairly examined and appropriately addressed.
- Exercise these rights regardless of your race, physical or mental ability, ethnicity, gender, sexual orientation, creed, age, religion or your national origin, cultural or educational background, economic or health status, English proficiency, reading skills, or source of payment for your care. Expect these rights to be upheld by both Fallon Community Health Plan and its contracted providers.
- You have the right to ask someone such as a family member or friend to help you with decisions about your health care. You can use a special form (such as a health care proxy, living will, or a power of attorney) to give someone the legal authority to make decisions for you if you ever become unable to make decisions for yourself.
- Make recommendations regarding Fallon Community Health Plan’s members’ rights and responsibilities policies.

*As a Fallon Community Health Plan member, you have the responsibility to ...*

- Get familiar with your coverage and the rules you must follow to get care as a member. You can use this Brochure to learn about your coverage, what you have to pay, and the rules you need to follow. Call Customer Service if you have questions.
- Provide, to the extent possible, information that Fallon Community Health Plan, your physician or other care providers need in order to care for you.
- Do your part to improve your own health condition by following treatment plan, instruction and care that you have agreed on with your physician(s).
- Understand your health problems, and participate in developing new and existing, mutually agreed-upon treatment goals to the degree possible.
- Act in a way that supports the care given to other patients and helps the smooth running of your doctor's office, hospitals, and other offices.

If you have any questions about your rights and responsibilities, or want more information about us, call 1-800-868-5200 (TDD/TTY: 1-877-608-7677), or write to Fallon Community Health Plan, 10 Chestnut Street, Worcester, MA 01608. You may also contact us by fax at 1-508-831-0912 or visit our Web site at [www.fchp.org](http://www.fchp.org).

For information about a physician, including physician profiling information, call 1-617-654-9800, or write to the Commonwealth of Massachusetts, Board of Registration in Medicine, 560 Harrison Avenue, Suite G4, Boston, MA 02118.

**Your medical and claims records are confidential**

We will keep your medical and claims records confidential. Please note that we may disclose your medical and claims information (including your prescription drug utilization) to any of your treating physicians or dispensing pharmacies.

**Service Area**

To enroll in this Plan, you must live in or work in our Service Area. This is where our providers practice. Our service area includes all of Essex, Franklin, Hamden, Hampshire, Middlesex, Norfolk, Suffolk, Worcester and Berkshire Counties, and parts of Bristol and Plymouth Counties.

The following is a list of the cities and towns in the **FCHP Direct Care** service area:

Abington	Clinton	Hudson
Acton	Concord	Ipswich
Amesbury	Danvers	Jefferson
Andover	Dedham	Lancaster
Arlington	Devens	Lawrence
Arlington Heights	Douglas	Leicester
Ashburnham	Dover	Leominster
Ashby	Dracut	Lexington
Ashland	Dudley	Lincoln
Auburn	Dunstable	Linwood
Auburndale	East Bridgewater	Littleton
Avon	East Brookfield	Lowell
Ayer	East Princeton	Lunenburg
Babson Park	East Taunton	Lynn
Baldwinville	East Templeton	Lynnfield
Barre	East Walpole	Malden
Bedford	East Weymouth	Manchaug
Bellingham	Easton	Manchester
Belmont	Essex	Mansfield
Berlin	Everett	Marblehead
Beverly	Fayville	Marlborough
Billerica	Fiskdale	Maynard
Blackstone	Fitchburg	Medfield
Bolton	Foxboro	Medford
Bondsville	Framingham	Medway
Boston College	Franklin	Melrose
Boxboro	Gardner	Mendon
Boxford	Georgetown	Merrimac
Boylston	Gilbertville	Methuen
Braintree	Gloucester	Middleton
Bridgewater	Grafton	Milford
Brimfield	Groton	Millbury
Brockton	Groveland	Millis
Brookfield	Halifax	Millville
Brookline	Hamilton	Milton
Brookline Village	Hanover	Monson
Burlington	Hanscom AFB	Morningdale
Byfield	Hanson	Nahant
Cambridge	Hardwick	Natick
Canton	Harvard	Needham
Carlisle	Haverhill	Needham Heights
Charlton	Holbrook	New Braintree
Charlton City	Holden	Newbury
Charlton Depot	Holland	Newburyport
Chelmsford	Holliston	Newton
Chelsea	Hopedale	
Cherry Valley	Hopkinton	
	Hubbardston	

Newton Center  
Newton Highlands  
Newton Lower Falls  
Newton Upper Falls  
Newtonville  
Norfolk  
North Andover  
North Billerica  
North Brookfield  
North Chelmsford  
North Dighton  
North Easton  
North Grafton  
North Reading  
North Uxbridge  
North Waltham  
North Weymouth  
Northborough  
Northbridge  
Norton  
Norwell  
Norwood  
Oakdale  
Oakham  
Oxford  
Palmer  
Paxton  
Peabody  
Pembroke  
Pepperell  
Petersham  
Phillipston  
Plainville  
Princeton  
Quincy  
Randolph  
Raynham  
Reading  
Revere  
Rochdale  
Rockland  
Rockport

Rowley  
Rutland  
Salem  
Salisbury  
Saugus  
Sharon  
Sheldenville  
Sherborn  
Shirley  
Shirley Center  
Shrewsbury  
Somerset  
Somerville  
South Barre  
South Easton  
South Grafton  
South Hamilton  
South Lancaster  
South Weymouth  
Southborough  
Southbridge  
Spencer  
Sterling  
Sterling Junction  
Still River  
Stoneham  
Stoughton  
Stow  
Sturbridge  
Sudbury  
Sutton  
Swampscott  
Taunton  
Templeton  
Tewksbury  
Thorndike  
Topsfield  
Townsend  
Tyngsborough  
Upton  
Uxbridge  
Village of Nagog Woods  
Waban

Wakefield  
Wales  
Walpole  
Waltham  
Ware  
Warren  
Watertown  
Wayland  
Webster  
Wellesley  
Wellesley Hills  
Wenham  
West Boxford  
West Boylston  
West Bridgewater  
West Brookfield  
West Groton  
West Medford  
West Millbury  
West Newbury  
West Newton  
West Townsend  
West Upton  
West Warren  
Westboro  
Westminster  
Weston  
Westwood  
Weymouth  
Wheelwright  
Whitman  
Whitinsville  
Wilkinsonville  
Wilmington  
Winchendon  
Winchendon Springs  
Winchester  
Winthrop  
Woburn  
Woodville  
Worcester  
Wrentham

The following is a list of the cities and towns in the **FCHP Select Care** service area:

Abington	Brookline	East Otis	Hathorne	Marblehead
Accord	Brookline Village	East Princeton	Haverhill	Marion
Acton	Bryantville	East Tauton	Haydenville	Marlborough
Acushnet	Buckland	East Templeton	Heath	Marshfield
Adams	Burlington	East Walpole	Hingham	Marshfield Hills
Agawam	Byfield	East Wareham	Hinsdale	Mattapan
Allston	Cambridge	Easthampton	Holbrook	Mattapoissett
Amesbury	Campello Station	Easton	Holden	Maynard
Amherst	Canton	East Weymouth	Holland	Medfield
Andover	Carlisle	Elmwood	Holliston	Medford
Arlington	Carver	Erving	Holyoke	Medway
Arlington Heights	Central Square	Essex	Hopedale	Melrose
Ashburnham	Charlemont	Essex Station	Hopkinton	Melrose Highlands
Ashby	Charlestown	Everett	Housatonic	Mendon
Ashfield	Charlton	Fairhaven	Hubbardston	Merrimac
Ashland	Charlton City	Fall River	Hudson	Methuen
Ashley Falls	Charlton Depot	Fayville	Hull	Middleborough
Assonet	Chelmsford	Federal Bldg. Tip	Humarock	Middlefield
Athol	Chelsea	O'Neil	Huntington	Middleton
Attleboro	Cherry Valley	Feeding Hills	Hyde Park	Milford
Auburn	Cheshire	Fiskdale	Indian Orchard	Mill River
Auburndale	Chesterfield	Fitchburg	Ipswich	Millbury
Avon	Chestnut Hill and	Florence	Jamaica Plain	Millis
Ayer	Boston College	Foxboro	Jefferson	Millville
Babson Park	Chicopee	Framingham	Kendall Square	Milton
Back Bay	Clinton	Franklin	Kenmore	Milton Village
Baldwinville	Cohasset	Gardner	Kingston	Minot
Barre	Colrain	Georgetown	Lake Pleasant	Monponset Station
Becket	Concord	Gilbertville	Lakeville	Monroe Bridge
Bedford	Conway	Glendale	Lancaster	Monson
Belchertown	Cumington	Gloucester	Lanesboro	Montague
Bellingham	Dalton	Goshen	Lawrence	Montello Station
Belmont	Danvers	Government Center	Lee	Monterey
Berkley	Dartmouth	Grafton	Leeds	Nahant
Berkshire	Dedham	Granby	Leicester	Natick
Berlin	Deerfield	Granville	Lenox	Needham
Bernardston	Dighton	Great Barrington	Lenox Dale	Needham Heights
Beverly	Dorchester	Green Harbor	Leominster	New Bedford
Billerica	Dorchester Center	Greenbush	Leverett	New Braintree
Blackstone	Douglas	Greenfield	Lexington	New Salem
Blandford	Dover	Groton	Lincoln	New Town
Bolton	Dracut	Grove Hall	Linwood	Newbury
Bondsville	Drury	Groveland	Littleton	Newburyport
Boston	Dudley	Hadley	Longmeadow	Newton
Boxboro	Dunstable	Halifax	Lowell	Newton Center
Boxford	Duxbury	Hamilton	Ludlow	Newton Corner
Boylston	East Arlington	Hampden	Lunenburg	Newton Highlands
Braintree	East Boston	Hanover	Lynn	Newton Lower Falls
Brant Rock	East Bridgewater	Hanscomb AFB	Lynnfield	Newton Upper Falls
Bridgewater	East Brookfield	Hanson	Malden	Newtonville
Brighton	East Cambridge	Hardwick	Manchaug	Nonantum
Brimfield	East Freetown	Harvard	Manchester	Norfolk
Brockton	East Longmeadow	Harvard Square	Manomet	North Adams
Brookfield	East Mansfield	Hatfield	Mansfield	North Amherst

North Andover	Raynham	Southbridge	Wenham
North Attleboro	Raynham Center	Southfield	West Boxford
North Billerica	Reading	Southwick	West Boylston
North Brookfield	Readville	Spencer	West Bridgewater
North Cambridge	Rehoboth	Springfield	West Brookfield
North Carver	Revere	Sterling	West Chesterfield
North Chelmsford	Richmond	Still River	West End
North Dartmouth	Rochdale	Stockbridge	West Groton
North Dighton	Rochester	Stoneham	West Hatfield
North Easton	Rockland	Stoughton	West Medford
North Egremont	Rockport	Stow	West Millbury
North Grafton	Roslindale	Sturbridge	West Newbury
North Hatfield	Rowe	Sudbury	West Roxbury
North Marshfield	Rowley	Sunderland	West Somerville
North Oxford	Roxbury	Sutton	West Springfield
North Pembroke	Roxbury Crossing	Swampscott	West Stockbridge
North Reading	Royalston	Swansea	West Townsend
North Scituate	Russell	Taunton	West Wareham
North Uxbridge	Rutland	Templeton	West Warren
North Waltham	Salem	Tewksbury	Westboro
North Weymouth	Salisbury	Thorndike	Westfield
Northampton	Saugus	Three Rivers	Westford
Northborough	Savoy	Topsfield	Westminster
Northbridge	Scituate	Townsend	Weston
Northfield	Seekonk	Tufts University	Westport
Norton	Sharon	Turners Falls	Westport Point
Norwell	Shelburne Falls	Tyngsboro	Westwood
Norwood	Sheldonville	Tyringham	Weymouth
Nutting Lake	Sherborn	Uphams Corner	Whately
Oakdale	Shirley	Upton	Wheelwright
Oakham	Shrewsbury	Uxbridge	White Horse Beach
Ocean Bluff	Shutesbury	Village of Nagog Woods	Whitinsville
Orange	Somerset	Waban	Whitman
Otis	Somerset Center	Wakefield	Wilbraham
Oxford	Somerville	Wales	Williamsburg
Palmer	South Barre	Walpole	Wilmington
Paxton	South Boston	Waltham	Winchendon
Peabody	South Carver	Ware	Winchendon Springs
Pembroke	South Dartmouth	Wareham	Winchester
Pepperell	South Deerfield	Warren	Windsor
Petersham	South Easton	Warwick	Winter Hill - Somerville
Pinehurst	South Egremont	Watertown	Winthrop
Pittsfield	South Grafton	Waverly	Woburn
Plainfield	South Hadley	Wayland	Woodville
Plainville	South Hamilton	Webster	Worcester
Plymouth	South Lancaster	Wellesley	Woronco
Plympton	South Lee	Wellesley Hills	Worthington
Prides Crossing	South Walpole	Wendell	Wrentham
Princeton	South Weymouth	Wendell Depot	
Prudential Center	Southampton		
Quincy	Southborough		
Randolph			

Ordinarily, you must get your care from providers who contract with us. If you receive care outside our service area, we will pay only for emergency care benefits. We will not pay for any other health care services out of our service area unless the services have prior plan approval.

If you or a covered family member move outside of our service area, you can enroll in another plan. If your dependents live out of the area (for example, if your child goes to college in another state), we provide coverage for a limited number of services when authorized in advance by the Plan. See Section 5(g) Special features. If you or a family member move, you do not have to wait until Open Season to change plans. Contact your employing or retirement office.

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## Section 2. How we change for 2010

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Do not rely only on these change descriptions; this Section is not an official statement of benefits. For that, go to Section 5 Benefits. Also, we edited and clarified language throughout the brochure; any language change not shown here is a clarification that does not change benefits.

### **Program Wide Change**

- We have clarified cost categories associated with clinical trials. See page 75.

### **Changes to this Plan**

#### **Changes to Basic Option only**

- Canes are now covered. You pay nothing up to the benefit limit of \$1,500 per calendar year. You pay all the charges beyond the benefit limit. See page 37.
- Blood glucose monitors, insulin pumps and insulin pump supplies, voice synthesizers for blood glucose monitors, and oxygen and oxygen equipment are now covered. You pay nothing. See page 37.
- Food products modified to be low in protein for individuals that have been diagnosed with phenylketonuria and other inherited diseases of amino acids and organic acids are now covered up to \$5,000 per calendar year. You may be required to purchase these products over-the-counter and submit claims to the Plan for reimbursement. You pay nothing up to the maximum of \$5,000 per calendar year. See page 56.

#### **Changes to Standard Option only**

- Canes are now covered. You pay nothing up to the benefit limit of \$1,500 per calendar year., after you meet your calendar year deductible. See page 37.
- Blood glucose monitors, insulin pumps and insulin pump supplies, voice synthesizers for blood glucose monitors, and oxygen and oxygen equipment are now covered. You pay nothing after you meet your calendar year deductible. See page 37.
- Food products modified to be low in protein for individuals that have been diagnosed with phenylketonuria and other inherited diseases of amino acids and organic acids are now covered up to \$5,000 per calendar year. You may be required to purchase these products over-the-counter and submit claims to the Plan for reimbursement. You pay nothing up to the maximum of \$5,000 per calendar year, after you meet your calendar year deductible. See page 56.

#### **Changes to both Basic and Standard Options**

- Minute clinics (mini-clinics) are now covered with a \$20 copayment. See page 27.
- Infertility services - Approval for Assisted Reproductive Technology (ART) is contingent upon review of your medical history by the Plan medical director. See page 32.
- We have clarified that we cover orthotic and corrective shoes when part of a brace or for diabetic foot care. See page 37.
- We have clarified that adjustable shoe-styling positioning devices, such as Bebax™ Shoe is not a covered benefit. See page 37.
- We have clarified our dental coverage and the dental codes that apply.
  - D1110 Prophylaxis (adult, every six months). See page 58.
  - D1120 Prophylaxis (child, every six months). See page 58.
  - D1203 Topical application flouride excluding prophylaxis - ages 0-11 (every six months). See page 58.
  - D1204 Topical flouride excluding prophylaxis - ages 12 and up (every six months) - adult. See page 58.
  - D1205 Topical flouride varnish - for patients at moderate risk for caries. See page 58.

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## Section 3. How you get care

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### Identification cards

We will send you an identification (ID) card when you enroll. You should carry your ID card with you at all times. You must show it whenever you receive services from a Plan provider, or fill a prescription at a Plan pharmacy. Until you receive your ID card, use your copy of the Health Benefits Election Form, SF-2809, your health benefits enrollment confirmation letter (for annuitants), or your electronic enrollment system (such as Employee Express) confirmation letter.

If you do not receive your ID card within 30 days after the effective date of your enrollment, or if you need replacement cards, call us at 1-800-868-5200 (TDD/TTY: 1-877-608-7677) or write to us at Fallon Community Health Plan, Customer Service Department, 10 Chestnut Street, Worcester, MA 01608. You may also request replacement cards through our Web site at [www.fchp.org](http://www.fchp.org).

### Where you get covered care

You get care from “Plan providers” and “Plan facilities.” You will only pay copayments, deductibles and/or coinsurance.

- **Plan providers**

Plan providers are physicians and other health care professionals in our service area that we contract with to provide covered services to our members. We credential Plan providers according to national standards.

We list Plan providers in the provider directory, which we update periodically. The list is also on our Web site.

- **Plan facilities**

Plan facilities are hospitals and other facilities in our service area that we contract with to provide covered services to our members. We list these in the provider directory, which we update periodically. The list is also on our Web site.

### What you must do to get covered care

It depends on the type of care you need. First, you and each family member must choose a primary care provider. This decision is important since your primary care provider provides or arranges for most of your health care.

Once you become a Plan member, we will generally only pay for services that you receive from Plan providers. However, there are certain circumstances in which we will temporarily pay for services that you receive from a non-Plan provider if you had been receiving care from that provider before becoming a member of the Plan:

- If your prior primary care provider is not a participating provider in any health plan offered by the FEHB Program, we will pay for services from that provider for 30 days from your effective date.
- If you are receiving an ongoing course of treatment from a provider who is not a participating provider in any health insurance plan that the FEHB Program offers, we will pay for services from that provider for 30 days from your effective date.
- If you are in the second or third trimester of pregnancy and you are receiving services related to your pregnancy from a provider who is not a participating provider in any health insurance plan that the FEHB Program offers, we will pay for services from that provider through your postpartum period.
- If you are terminally ill and you are receiving ongoing treatment from a provider who is not a participating provider in any other health insurance plan that the FEHB Program offers, we will pay for services from that provider until your death.

In all cases, the provider must agree to accept reimbursement for services at our rates, and adhere to our quality assurance standards and other policies and procedures such as obtaining appropriate referrals and authorizations. You will be eligible for benefits as if the provider was under contract with us.

- **Primary care**

Your primary care provider can be a family practitioner, internist, pediatrician, or nurse practitioner. Your primary care provider will provide most of your health care, or give you a referral to see a specialist.

If you want to change primary care providers, call us. We will help you select a new one. You can also notify us when you want to change your primary care provider on our Web site at [www.fchp.org](http://www.fchp.org).

If your primary care provider leaves the Plan, we will notify you in writing, either 30 days prior to the date of termination or as soon as we are notified of the termination, whichever is later. You may continue to receive treatment from your primary care provider for 30 days beyond the date of termination of our contract (except in the case where the provider is terminated for reasons involving fraud, patient safety or quality of care). You will be required to choose a new primary care provider.

- **Specialty care**

When you have health care concerns, a good place to start is by contacting your primary care provider. Much of the time, your primary care provider can provide the care that you need. Sometimes, however, you may need specialty care or services that your primary care provider does not provide.

If you and your primary care provider decide that a visit with a specialist is medically necessary your primary care provider will make the arrangements for you. For some services your primary care provider is authorized to give you a referral to see a specialist. See *PCP referral* below. For other services, your primary care provider must get preauthorization from the Plan before giving you a referral. See *Services requiring preauthorization* below. If you get services from any physician, hospital or other health care provider without getting a referral from your primary care provider you will have to pay for those services yourself, with the exception of those services listed under *Self-referral* below.

*Self-referral*

In some instances, you can self-refer to a specialist. This means that you can call the specialist and make the appointment yourself. You do not need to have a referral from your primary care provider, but you must see a Plan provider.

Services you can self-refer for:

- Services with an obstetrician, gynecologist, certified nurse midwife or family practitioner, for an annual gynecological examination, including any subsequent obstetric or gynecological services determined to be medically necessary, including, but not limited to, Pap smear or mammogram; services for acute or emergent gynecological conditions; and maternity care. It does not include inpatient admissions or infertility treatment (unless provided by a Fallon Clinic specialist and you have a Fallon Clinic primary care provider).
- Office visits with a Fallon Clinic specialist (physician, physician assistant, nurse midwife or nurse practitioner only) if you have a Fallon Clinic primary care provider.
- Office visits to an oral surgeon for extraction of impacted teeth. Visits to an oral surgeon for any other procedure require a referral and authorization.
- Routine eye examinations with an ophthalmologist or optometrist
- Routine dental care
- Outpatient mental health and substance abuse services. For assistance in finding a network provider, call 1-888-421-8861 (TDD/TTY: 1-781-994-7660).

### *PCP referral*

In some instances your PCP can refer you to a specialist without preauthorization from the Plan. Your PCP can provide you with a copy of the referral form and then you can make an appointment with the specialist for services. You do not need to do anything further and you will not get a letter from the Plan.

Services that need a PCP referral but do not need preauthorization from the Plan include:

- Office visits with a specialist, with the exception of office visits with a Fallon Clinic specialist if you have a Fallon Clinic PCP. In some instances, your PCP may give you a “standing referral” to a specialist for covered services. Standing referrals are valid for up to a maximum of 12 visits within a 12-month period—your PCP has the discretion to allow fewer visits.
- Podiatric care. Your PCP will give you a referral to a podiatrist which may cover up to one year or until the condition is corrected, whichever comes first.
- Chiropractic care. Your PCP will give you a referral to a chiropractor which may cover up to five visits, if medically necessary. The chiropractor must obtain preauthorization from the Plan for all subsequent visits.
- Physical and occupational therapy. Your PCP will give you a written order to take to a physical or occupational therapist. The written order covers medically necessary services up to your benefit maximum.
- Speech therapy. Your PCP will give you a written order to take to a speech therapist. The written order covers up to six visits, if medically necessary. The therapist must obtain preauthorization from the Plan for all subsequent visits.
- If you are seeing a specialist when you enroll in our Plan, talk to your primary care provider. Your primary care provider will decide what treatment you need. If he or she decides to refer you to a specialist, ask if you can see your current specialist. If your current specialist does not participate with us, you must receive treatment from a specialist who does. Generally, we will not pay for you to see a specialist who does not participate with our Plan. (See below for a list of circumstances in which we will temporarily pay for services with a non-Plan provider.)
- We cannot guarantee that any one physician, hospital or other provider will remain under contract with us. We reserve the right at any time to end our contract with any Plan provider who may be furnishing you with care. If this occurs, we will generally no longer pay for services provided to you by that provider, except in the circumstances listed below.
- If you are seeing a specialist and your specialist leaves the Plan, call your primary care provider, who will arrange for you to see another specialist. You may receive services from your current specialist until we can make arrangements for you to see someone else.
- If you are terminally ill and our contract with a provider from whom you are receiving treatment related to your terminal illness ends, you may continue to receive treatment from that provider.
- If you have a chronic and disabling condition and lose access to your specialist because we:
  - Terminate our contract with your specialist for other than cause; or
  - Drop out of the Federal Employees Health Benefits (FEHB) Program and you enroll in another FEHB program Plan; or
  - Reduce our service area and you enroll in another FEHB Plan,

you may be able to continue seeing your specialist for up to 90 days after you receive notice of the change. Contact us, or if we drop out of the Program, contact your new plan.

If you are in the second or third trimester of pregnancy and you lose access to your specialist based on the above circumstances, you can continue to see your specialist until the end of your postpartum care, even if it is beyond the 90 days.

Here are some other things you should know about specialty care:

- If you need to see a specialist frequently because of a chronic, complex, or serious medical condition, your primary care provider will develop a treatment plan that allows you to see your specialist for a certain number of visits without additional referrals. Your primary care provider will use our criteria when creating your treatment plan (the physician may have to get an authorization or approval beforehand).
- If you are seeing a specialist when you enroll in our Plan, talk to your primary care provider. Your primary care provider will decide what treatment you need. If he or she decides to refer you to a specialist, ask if you can see your current specialist. If your current specialist does not participate with us, you must receive treatment from a specialist who does. Generally, we will not pay for you to see a specialist who does not participate with our Plan.
- If you are seeing a specialist and your specialist leaves the Plan, call your primary care provider, who will arrange for you to see another specialist. You may receive services from your current specialist until we can make arrangements for you to see someone else.
- If you have a chronic and disabling condition and lose access to your specialist because we:
  - Terminate our contract with your specialist for other than cause; or
  - Drop out of the Federal Employees Health Benefits (FEHB) Program and you enroll in another FEHB program Plan; or
  - Reduce our service area and you enroll in another FEHB Plan,

you may be able to continue seeing your specialist for up to 90 days after you receive notice of the change. Contact us, or if we drop out of the Program, contact your new plan.

If you are in the second or third trimester of pregnancy and you lose access to your specialist based on the above circumstances, you can continue to see your specialist until the end of your postpartum care, even if it is beyond the 90 days.

• **Hospital care**

Your Plan primary care provider or specialist will make necessary hospital arrangements and supervise your care. This includes admission to a skilled nursing or other type of facility.

**If you are hospitalized when your enrollment begins**

We pay for covered services from the effective date of your enrollment. However, if you are in the hospital when your enrollment in our Plan begins, call our Customer Service department immediately at 1-800-868-5200 (TDD/TTY: 1-877-608-7677). If you are new to the FEHB Program, we will arrange for you to receive care and provide benefits for your covered services while you are in the hospital beginning on the effective date of your coverage.

If you changed from another FEHB plan to us, your former plan will pay for the hospital stay until:

- You are discharged, not merely moved to an alternative care center; or
- The day your benefits from your former plan run out; or
- The 92<sup>nd</sup> day after you become a member of this Plan, whichever happens first.

These provisions apply only to the benefits of the hospitalized person. If your plan terminates participation in the FEHB Program in whole or in part, or if OPM orders an enrollment change, this continuation of coverage provision does not apply. In such case, the hospitalized family member's benefits under the new plan begin on the effective date of enrollment.

• **Circumstances beyond our control**

Under certain extraordinary circumstances, such as natural disasters, we may have to delay your services or we may be unable to provide them. In that case, we will make all reasonable efforts to provide you with the necessary care.

**Services requiring preauthorization**

For certain types of specialist visits and for certain specialty services, your PCP will need to get preauthorization from the Plan before giving you a referral. An authorization is an assurance by the Plan to pay for medically necessary covered services provided by an FCHP Select Care network provider to an eligible Plan member.

**Services that need preauthorization from the Plan**

- Admissions to a hospital or other inpatient facility
- Some same-day surgery (outpatient) and ambulatory procedures
- Services with a non-network provider
- Organ transplant evaluation and procedures
- Reconstructive surgery
- Infertility/assisted reproductive technology services
- Oral surgery (with the exception of the extraction of impacted teeth)
- Genetic testing
- Neuropsychological testing
- Prosthetics/orthotics and durable medical equipment
- Home health care and hospice care
- Nonemergency ambulance
- PET scans

When a service needs preauthorization, your PCP will send a request for services to the Plan. We will review the request and make an authorization decision within two business days of receipt of all the necessary information. For the purposes of this section, "necessary information" may include the results of any face-to-face clinical evaluation or second opinion that may be required.

We will tell your PCP of our decision within 24 hours of the time that we make the decision. If we authorize the service, we will send you and your PCP an authorization letter within two business days thereafter. When you get the letter, you can call a Plan specialist to make an appointment. The authorization letter will state the services the Plan has approved for coverage. Make sure that you have this authorization letter before any services requiring authorization are furnished to you. If the specialist feels you need services beyond those authorized, the specialist will ask for preauthorization directly from the Plan. If we approve the request for additional services, we will send both you and your PCP an authorization letter.

If we do not authorize a service, we will send you and your PCP a denial letter within one business day of the decision. The denial letter will explain the reasons for our decision and your right to file a grievance. Pending the outcome of the grievance process, in certain circumstances, such as for immediate or urgently needed services, the Plan will provide for an automatic reversal of a denial of coverage for services or durable medical equipment, within 48 hours, or sooner for durable medical equipment, if your PCP tells us that in his or her opinion the provision of such service or durable medical equipment should not await the outcome of the normal grievance process and that the service or durable medical equipment is medically necessary and that immediate and severe harm will result if you do not receive the service within 48 hours or sooner for durable medical equipment. The Plan will provide the coverage until we notify you of the outcome of your grievance.

**Please note:**

If a physician or other health care provider discusses treatment options with you, this does not necessarily make that treatment a covered service. Physicians and other health care providers are freely able to discuss treatment options without restraint from the Plan. Services or supplies that are not described as covered in Section 5, *Benefits*, and that did not receive any necessary authorization from the Plan are not covered services. Services that are not medically necessary are not covered services. Services and supplies you receive from providers who are not network providers are not covered services, unless you received authorization from the Plan to go to that provider.

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## Section 4. Your costs for covered services

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This is what you will pay out-of-pocket for covered care

### **Copayments**

A copayment is a fixed amount of money you pay to the physician or other health care provider, facility, pharmacy, etc., when you receive certain services. The amount of the copayment varies, depending on the type of provider or service.

- With both Basic Option and Standard Option, you have no copayment for routine physical examinations or well-child care with your PCP.
- Under Basic Option, you pay a \$20 copayment per office visit with your primary care provider and certain other providers, and a \$30 copayment per office visit with a specialist. After you pay your copayment, the Plan pays the remainder of the cost for the office visit and any covered services you receive during the office visit. See Section 5 (c) for your copayments for services provided in a hospital or other facility, Section 5 (d) for your copayments for emergency services and Section 5 (f) for your copayments for prescription drugs.
- Under Standard Option, you pay a \$20 copayment per office visit and the Plan pays the remainder of the amount billed by the physician or other health care professional for the office visit. Covered services you receive during the office visit, such as labs, X-rays and other diagnostic tests, or medical or surgical care are subject to your calendar year deductible. See Section 5 (c) for your copayments for services provided in a hospital or other facility, Section 5 (d) for your copayments for emergency services and Section 5 (f) for your copayments for prescription drugs.

### **Cost-sharing**

Cost-sharing is the general term used to refer to your out-of-pocket costs (e.g., deductible, coinsurance and copayments) for the covered care you receive.

### **Deductible**

A calendar year deductible is a fixed expense you must incur for certain covered services and supplies before the Plan starts paying benefits for them. Copayments do not count toward your calendar year deductible. When a covered service or supply is subject to your calendar year deductible, only the Plan allowance that you pay for that service or supply goes toward your calendar year deductible. The calendar year deductible does not apply to preventive care office visits for adults and children, including immunizations, mammograms, cytological exams and other tests associated with preventive care; prenatal maternity care, well-child care (from birth to age 22) including vision and auditory screening; voluntary family planning; or nutrition and health education.

- Under Basic Option, there is no calendar year deductible.
- Under Standard Option, for Self Only coverage, the calendar year deductible is \$600.
- Under Standard Option, for Self and Family coverage, the calendar year deductible is \$1,200. The Self and Family calendar year deductible is considered satisfied and benefits are payable for all family members when the combined covered expenses applied to the calendar year deductible for all family members reach \$1,200. No individual family member must pay more than \$600 per calendar year deductible.

Note: For the Standard Option, any calendar year deductible amounts paid during the last three months of the calendar year may be applied to your calendar year deductible for the next calendar year. We call this the deductible carryover. In order for the deductible carryover to apply you must have had continuous coverage under the Plan at the time the charges for the prior year were incurred.

Note: If you change plans during Open Season, you do not have to start a new calendar year deductible under your old plan between January 1 and the effective date of your new plan. If you change plans at another time during the year, you must begin a new calendar year deductible under your new plan.

If you change options in this Plan during the year, we will credit the amount of covered expenses already applied toward the calendar year deductible of your old option to the calendar year deductible of your new option.

### **Coinsurance**

Your share of the allowed charges for certain covered benefits, expressed as a percentage. For example, if your coinsurance is 20%, you pay 20% of the allowed charges for the services you received, and we pay the remaining 80%.

### **Your catastrophic protection out-of-pocket maximum**

- We do not have a catastrophic protection out-of-pocket maximum for Basic Option and Standard Option. However, under Basic Option, you have an annual out-of-pocket copayment maximum. This is a dollar limit to the number of copayments you must pay in each calendar year for inpatient admissions and outpatient surgery combined.

Inpatient admissions include admissions to hospitals and skilled nursing or rehabilitation facilities. Outpatient surgery includes same-day surgery in a hospital outpatient department or ambulatory care facility.

You are responsible for a copayment maximum of \$1,000 per member/\$2,000 per family for inpatient admissions and outpatient surgery combined in each calendar year. Each member must meet the per-member copayment maximum unless the family copayment maximum applies. The family copayment maximum is considered met when any combination of family members reaches the copayment maximum. No individual family member will pay more than the per-member copayment maximum in a calendar year. After you have met your copayment maximum, you will no longer pay a copayment for inpatient admissions or outpatient surgery.

The plan will keep track of the copayments that apply to your copayment maximum. When you reach the copayment maximum, we will send you a letter that indicates that you have reached your copayment maximum and that no further copayments will be required for inpatient admissions or outpatient surgery.

If you pay any copayments that you are not responsible for, please contact Customer Service, or you may send a letter to Fallon Community Health Plan, Customer Service, 10 Chestnut St., Worcester, MA 01608. Include your name, address, member ID, proof of payment and an address to which the reimbursement should be sent. You must submit a claim for reimbursement within one year of the date of service.

### **Carryover**

If you changed to this Plan during open season from a plan with a catastrophic protection benefit and the effective date of the change was after January 1, any expenses that would have applied to that plan's catastrophic protection benefit during the prior year will be covered by your old plan if they are for care you received in January before your effective date of coverage in this Plan. If you have already met your old plan's catastrophic protection benefit level in full, it will continue to apply until the effective date of your coverage in this Plan. If you have not met this expense level in full, your old plan will first apply your covered out-of-pocket expenses until the prior year's catastrophic level is reached and then apply the catastrophic protection benefit to covered out-of-pocket expenses incurred from that point until the effective date of your coverage in this Plan. Your old plan will pay these covered expenses according to this year's benefits; benefit changes are effective January 1.

Note: If you change options in this Plan during the year, we will credit the amount of covered expenses already accumulated toward the catastrophic out-of-pocket limit of your old option to the catastrophic protection limit of your new option.

**When Government facilities bill us**

Facilities of the Department of Veterans Affairs, the Department of Defense and the Indian Health Services are entitled to seek reimbursement from us for certain services and supplies they provide to you or a family member. They may not seek more than the governing laws allow.

**Basic and Standard Option Benefits**

See page 14 for how our benefits changed this year. Page 82 and page 84 are a benefits summary of each option. Make sure that you review the benefits that are available under the option in which you are enrolled.

Section 5. Basic and Standard Option Benefits Overview.....26

Section 5(a). Medical services and supplies provided by physicians and other health care professionals.....27

    Diagnostic and treatment services.....27

    Lab, X-ray and other diagnostic tests.....28

    Preventive care, adult.....28

    Preventive care, children.....29

    Maternity care.....30

    Family planning.....31

    Infertility services.....32

    Allergy care.....33

    Treatment therapies.....33

    Physical and occupational therapies.....34

    Speech therapy.....35

    Hearing services (testing, treatment, and supplies).....35

    Vision services (testing, treatment, and supplies).....35

    Foot care.....36

    Orthotic and prosthetic devices.....36

    Durable medical equipment (DME).....37

    Home health services.....38

    Chiropractic.....39

    Alternative treatments.....39

    Educational classes and programs.....39

Section 5(b). Surgical and anesthesia services provided by physicians and other health care professionals.....40

    Surgical procedures.....40

    Reconstructive surgery.....41

    Oral and maxillofacial surgery.....42

    Organ/tissue transplants.....42

    Anesthesia.....45

Section 5(c). Services provided by a hospital or other facility, and ambulance services.....46

    Inpatient hospital.....46

    Outpatient hospital or ambulatory surgical center.....47

    Extended care benefits/Skilled nursing care facility benefits.....47

    Hospice care.....48

    Ambulance.....48

Section 5(d). Emergency services/accidents.....49

    Emergency within our service area.....50

    Emergency outside our service area.....50

    Ambulance.....51

Section 5(e). Mental health and substance abuse benefits.....52

    Mental health and substance abuse benefits.....52

Section 5(f). Prescription drug benefits.....54

    Covered medications and supplies.....55

Section 5(g). Dental benefits.....57

    Accidental injury benefit.....57

Out-of-area dental care.....57  
Diagnostic (exams) .....58  
Preventive (cleanings).....58  
Minor restorative (fillings).....58  
Section 5(h). Special features.....60  
Section 5(i). Health education resources and account management tools .....63  
Section 5(j). Non-FEHB benefits available to Plan members .....64  
Summary of benefits for the Basic Option of the Fallon Community Health Plan - 2010.....82  
Summary of benefits for the Standard Option of the Fallon Community Health Plan - 2010.....84

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## Section 5. Basic and Standard Option Benefits Overview

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This Plan offers both a Basic and Standard Option. Both benefit packages are described in Section 5. Make sure that you review the benefits that are available under the option in which you are enrolled.

The Basic and Standard Option Section 5 is divided into subsections. Please read *Important things you should keep in mind* at the beginning of the subsections. Also read the General exclusions in Section 6, they apply to the benefits in the following subsections. To obtain claim forms, claims filling advice, or more information about Basic and Standard Option benefits, contact us at 1-800-868-5200 (TDD/TTY: 1-877-608-7677) or at our Web site at [www.fchp.org](http://www.fchp.org).

Each option offers unique features.

<ul style="list-style-type: none"> <li>• <b>Basic Option</b></li> </ul>	<p>Basic Option offers you the richest level of benefits. It has no deductible - you pay only the stated copayment for covered services. Basic Option has an annual out-of-pocket maximum. See Section 4 <i>Your costs for covered services</i> for more information.</p>
<ul style="list-style-type: none"> <li>• <b>Standard Option</b></li> </ul>	<p>Standard Option has a calendar year deductible for certain covered services. You must meet that deductible before we will begin to pay for those services. See Section 4 <i>Your costs for covered services</i> for more information.</p>

**Section 5(a). Medical services and supplies  
provided by physicians and other health care professionals**

**Important things you should keep in mind about these benefits:**

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan providers must provide or arrange your care.
- A facility copay applies to services that appear in this section but are performed in an ambulatory surgical center or the outpatient department of a hospital.
- The Standard Option calendar year deductible is: \$600 per person (\$1,200 per family). The calendar year deductible applies to almost all benefits in this Section. We added “(No deductible)” to show when the calendar year deductible does not apply.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.

Benefit Description	You pay After the calendar year deductible...	
<p><b>Note: The calendar year deductible applies to almost all benefits in this Section. We say “(No deductible)” when it does not apply.</b></p>		
Diagnostic and treatment services	Basic Option	Standard Option
Professional services of physicians or other health care professionals <ul style="list-style-type: none"> <li>• In physician’s office</li> <li>• Second surgical opinion</li> <li>• Office medical consultations</li> <li>• Minute clinics (mini-clinics)</li> <li>• At home</li> </ul> <p>Note: See Section 5(d), <i>Emergency services</i>, for care of a minor emergency in a doctor’s office or urgent care center.</p>	\$20 copayment per office visit to your primary care provider or obstetrician/gynecologist  \$30 copayment per office visit to a specialist	\$20 copayment per office visit  Services provided to you during the office visit, such as diagnostic tests and medical or surgical procedures are subject to the calendar year deductible.
Professional services of physicians or other health care professionals <ul style="list-style-type: none"> <li>• During a hospital stay</li> <li>• In a skilled nursing facility</li> </ul>	Nothing	Nothing after you meet your calendar year deductible

Benefit Description	You pay After the calendar year deductible...	
Lab, X-ray and other diagnostic tests	Basic Option	Standard Option
Tests, such as: <ul style="list-style-type: none"> <li>• Blood tests</li> <li>• Urinalysis</li> <li>• Non-routine Pap tests</li> <li>• Pathology</li> <li>• X-rays</li> <li>• Non-routine mammograms</li> <li>• CAT Scans/MRI</li> <li>• Ultrasound</li> <li>• Electrocardiogram and EEG</li> </ul>	Nothing for lab, X-ray and other diagnostic tests  \$20 copayment per associated office visit to your primary care provider or obstetrician/gynecologist  \$30 copayment per associated office visit to a specialist	Nothing for lab, X-ray and other diagnostic tests after you meet your calendar year deductible  \$20 copayment per associated office visit
Preventive care, adult	Basic Option	Standard Option
Routine physical examinations and related services with your PCP, such as: <ul style="list-style-type: none"> <li>• History and risk assessment</li> <li>• Urinalysis</li> <li>• CBC</li> <li>• Total blood cholesterol</li> <li>• Fecal occult blood test</li> </ul>	Nothing	Nothing
Routine screenings, such as: <ul style="list-style-type: none"> <li>• Colorectal cancer screening, including               <ul style="list-style-type: none"> <li>- Fecal occult blood test</li> <li>- Sigmoidoscopy, screening – every five years starting at age 50</li> <li>- Double contrast barium enema – every five years starting at age 50</li> <li>- Colonoscopy screening – every ten years starting at age 50</li> </ul> </li> <li>• Osteoporosis screening for women age 65 and older (beginning at age 60 for women at increased risk)</li> <li>• Abdominal Aortic Aneurysm screening (ultrasound) – one time test for men age 65 to 75 with a history of smoking</li> </ul>	Nothing for routine screenings  \$20 copayment per associated office visit to your primary care provider  \$30 copayment per associated office visit to a specialist	Nothing for routine screenings (No deductible)  \$20 copayment per associated office visit
Routine Prostate Specific Antigen (PSA) test – one annually for men age 40 and older	Nothing for PSA test  \$20 copayment per associated office visit to your primary care provider  \$30 copayment per associated office visit to a specialist	Nothing for PSA test (No deductible)  \$20 copayment per associated office visit
Routine Pap test	Nothing for Pap test	Nothing for Pap test

*Preventive care, adult - continued on next page*  
Basic and Standard Option Section 5(a)

Benefit Description	You pay After the calendar year deductible...	
Preventive care, adult (cont.)	Basic Option	Standard Option
	Nothing for routine annual gynecological exam  \$30 copayment per associated office visit to a specialist	Nothing for routine annual gynecological exam  (No deductible)
Routine mammogram – covered for women age 35 and older, as follows: <ul style="list-style-type: none"> <li>• From age 35 through 39, one during this five year period</li> <li>• From age 40 and older, one every calendar year</li> </ul>	Nothing for mammogram	Nothing for mammogram  (No deductible)
Adult routine immunizations endorsed by the Centers for Disease Control and Prevention (CDC):	Nothing for immunizations  \$20 copayment per associated office visit to your primary care provider (unless provided during a routine examination with your primary care provider)  \$30 copayment per associated office visit to a specialist	Nothing for immunizations  (No deductible)  \$20 copayment per associated office visit (unless provided during a routine examination with your primary care provider)
Travel-related immunizations	Nothing for immunizations  \$20 copayment per associated office visit to your primary care provider (unless provided during a routine examination with your primary care provider)  \$30 copayment per associated office visit to a specialist	Nothing for immunizations  (No deductible)  \$20 copayment per associated office visit (unless provided during a routine examination with your primary care provider)
<i>Not covered: Physical exams and immunizations required for obtaining or continuing employment or insurance, attending schools or camp.</i>	<i>All charges</i>	<i>All charges</i>
Preventive care, children	Basic Option	Standard Option
Well-child care (up to age 22) including: <ul style="list-style-type: none"> <li>• History and physical examination, measurements, sensory screening, neuropsychiatric evaluations, development screening and assessment.</li> <li>• Screening of all children under six years of age for the presence of lead poisoning</li> <li>• Hereditary and metabolic screening at birth, newborn hearing screening, tuberculin tests, hematocrit, hemoglobin or other appropriate blood tests, and urinalysis as recommended by the provider.</li> </ul>	Nothing	Nothing  (No deductible)

*Preventive care, children - continued on next page*

Benefit Description	You pay After the calendar year deductible...	
<b>Preventive care, children (cont.)</b>	<b>Basic Option</b>	<b>Standard Option</b>
<ul style="list-style-type: none"> <li>• Childhood immunizations recommended by the American Academy of Pediatrics including hepatitis A for infants 12 to 23 months of age, and tetanus, diphtheria, and pertussis, (Tdap) at 11 to 12 years of age (or 13 to 18 years of age for those who did not previously receive the vaccination).</li> <li>• Meningococcal Conjugate Vaccine for children at risk as indicated by the American Academy of Pediatrics</li> <li>• Examinations, such as:               <ul style="list-style-type: none"> <li>- Vision screening to age 22 to determine the need for vision correction</li> <li>- Hearing screening to age 22 to determine the need for hearing correction</li> <li>- Examinations done on the day of immunizations (up to age 22)</li> </ul> </li> </ul>	Nothing	Nothing  (No deductible)
Travel-related immunizations	Nothing for immunizations  \$20 copayment per associated office visit to your primary care provider (unless provided during a routine examination with your primary care provider)  \$30 copayment per associated office visit to a specialist	Nothing for immunizations  (No deductible)  \$20 copayment per associated office visit (unless provided during a routine examination with your primary care provider)
<i>Not covered: Physical exams and immunizations required for obtaining or continuing employment or insurance, or attending schools or camp</i>	<i>All charges</i>	<i>All charges</i>
<b>Maternity care</b>	<b>Basic Option</b>	<b>Standard Option</b>
Complete maternity (obstetrical) care, such as: <ul style="list-style-type: none"> <li>• Prenatal care</li> <li>• Delivery</li> <li>• Postnatal care</li> </ul> Note: Here are some things to keep in mind: <ul style="list-style-type: none"> <li>• You do not need to precertify your normal delivery; see page 16 for other circumstances, such as extended stays for you or your baby.</li> </ul>	\$20 copayment for the first prenatal office visit. All other prenatal office visits covered in full.  \$20 copayment per postnatal office visit	\$20 copayment for the first prenatal office visit. All other prenatal office visits covered in full  \$20 copayment per postnatal office visit  (No deductible)

*Maternity care - continued on next page*

Benefit Description	You pay After the calendar year deductible...	
Maternity care (cont.)	Basic Option	Standard Option
<ul style="list-style-type: none"> <li>You may remain in the hospital up to 48 hours after a regular delivery and 96 hours after a cesarean delivery. We will extend your inpatient stay if medically necessary. If you are discharged sooner (the mother must decide to accept an early discharge), you are covered for one home visit by a registered nurse, physician or certified nurse midwife.</li> <li>We cover routine nursery care, including examination, newborn hearing screening and circumcision, of the newborn child during the covered portion of the mother’s maternity stay. We will cover other care of an infant who requires non-routine treatment only if we cover the infant under a Self and Family enrollment. Surgical benefits, not maternity benefits, apply to circumcision.</li> <li>We pay hospitalization and surgeon services (delivery) the same as for illness and injury. See Hospital benefits (Section 5c) and Surgery benefits (Section 5b).</li> <li>We pay non-routine maternity care the same as for illness and injury. See Medical services and supplies provided by physicians and other health care professionals (Section 5(a)).</li> </ul>	<p>\$20 copayment for the first prenatal office visit. All other prenatal office visits covered in full.</p> <p>\$20 copayment per postnatal office visit</p>	<p>\$20 copayment for the first prenatal office visit. All other prenatal office visits covered in full</p> <p>\$20 copayment per postnatal office visit</p> <p>(No deductible)</p>
<p><i>Not covered: Routine sonograms to determine fetal age, size or sex.</i></p>	<p><i>All charges</i></p>	<p><i>All charges</i></p>
Family planning	Basic Option	Standard Option
<p>A range of voluntary family planning services, limited to:</p> <ul style="list-style-type: none"> <li>Consultations, examinations, procedures and medical services related to the use of all contraceptive methods</li> <li>Contraceptives furnished by a Plan provider during a covered office visit, such as: <ul style="list-style-type: none"> <li>Surgically implanted contraceptives</li> <li>Intrauterine devices (IUDs)</li> <li>Diaphragms</li> <li>Cervical caps</li> </ul> </li> <li>Voluntary sterilization (See <i>Surgical procedures</i> Section 5 (b).)</li> </ul> <p>Note: We cover oral contraceptives and certain other contraceptives, such as Depo-Provera and the contraceptive patch, under the prescription drug benefit.</p>	<p>Nothing for family planning services</p> <p>\$20 copayment per associated office visit to your primary care provider or obstetrician/ gynecologist</p> <p>\$30 copayment per associated office visit to a specialist</p>	<p>Nothing for family planning services</p> <p>(No deductible)</p> <p>\$20 copayment per associated office visit</p>
<p><i>Not covered:</i></p>	<p><i>All charges</i></p>	<p><i>All charges</i></p>

Benefit Description	You pay After the calendar year deductible...	
Family planning (cont.)	Basic Option	Standard Option
<p><i>Not Covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Reversal of voluntary surgical sterilization</i></li> <li>• <i>Over-the-counter contraceptive drugs or devices</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>
Infertility services	Basic Option	Standard Option
<p>Diagnosis and treatment of infertility such as:</p> <ul style="list-style-type: none"> <li>• Evaluation and diagnosis of infertility</li> <li>• The following procedures for the treatment of infertility               <ul style="list-style-type: none"> <li>- Artificial insemination (AI)</li> </ul> </li> </ul> <p><i>Intrauterine insemination (IUI)</i></p> <p><i>Intracervical insemination (ICI)</i></p> <ul style="list-style-type: none"> <li>- In vitro fertilization and embryo placement (IVF-EP)</li> <li>- Gamete intrafallopian transfer (GIFT)</li> <li>- Zygote intrafallopian transfer (ZIFT)</li> <li>- Intracytoplasmic sperm injection (ICSI)</li> <li>- Sperm, egg and/or inseminated egg procurement and processing, and banking of sperm or inseminated egg</li> </ul> <p>To be eligible, you must be an individual who:</p> <p>(1) is unable to conceive or produce conception during a period of one year; and</p> <p>(2) should expect fertility as a natural state; or</p> <p>(3) is a premenopausal female or a female who is experiencing menopause at a premature age</p> <p>Approval for Assisted Reproductive Technology (ART) is contingent upon review of your medical history by the Plan medical director. A benefits pamphlet is available by contacting Customer Service at 1-800-868-5200 (TDD/TTY: 1-877-608-7677).</p> <p>Note: We cover injectable fertility drugs under medical benefits and oral fertility drugs under the prescription drug benefit.</p>	<p>Nothing for infertility procedures</p> <p>\$20 copayment per associated office visit to your primary care provider or obstetrician/gynecologist</p> <p>\$30 copayment per associated office visit to a specialist</p>	<p>Nothing for infertility procedures after you meet your calendar year deductible</p> <p>\$20 copayment per associated office visit</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Treatments, services and supplies which have not been determined to be medically necessary by a Plan specialist in fertility and the Plan medical director or when the member has a medical contraindication or when there is no diagnosis of infertility</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>

*Infertility services - continued on next page*

Benefit Description	You pay After the calendar year deductible...	
<b>Infertility services (cont.)</b>	<b>Basic Option</b>	<b>Standard Option</b>
<ul style="list-style-type: none"> <li>• Donor egg transfer or harvesting for women who are menopausal (except as stated above) or have genetic oocyte defects</li> <li>• Chromosome studies of a donor (sperm or egg)</li> <li>• Pre-implant Genetic Diagnosis (PGD) or testing (genetic testing on the embryo before it is inserted into the uterus)</li> <li>• Charges for the storage of donor sperm, eggs or embryo that remain in storage after the completion of an approved infertility cycle.</li> <li>• Supplies that may be purchased without a physician's written order, such as ovulation test kits</li> <li>• Services which are necessary due to a voluntary sterilization, such as tubal ligation or vasectomy</li> <li>• Surrogacy or gestational carrier services</li> <li>• Transportation costs to or from the medical facility</li> <li>• Services that are covered by another insurer</li> <li>• Service fees, charges or compensation for a donated egg. (This does not include charges related to the medical procedure of removing an egg for the purpose of donation when the recipient is a member of the Plan.)</li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>
<b>Allergy care</b>	<b>Basic Option</b>	<b>Standard Option</b>
<p>Allergy testing and treatment, including:</p> <ul style="list-style-type: none"> <li>• Allergy serum</li> <li>• Allergy injections</li> </ul>	<p>Nothing for allergy testing, serum and treatment</p> <p>\$20 copayment per associated office visit to your primary care provider</p> <p>\$30 copayment per associated office visit to a specialist</p>	<p>Nothing for allergy testing, serum and treatment</p> <p>(No deductible)</p> <p>\$20 copayment per associated office visit</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• Provocative food testing</li> <li>• Sublingual allergy desensitization</li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>
<b>Treatment therapies</b>	<b>Basic Option</b>	<b>Standard Option</b>
<ul style="list-style-type: none"> <li>• Chemotherapy</li> </ul> <p>Note: High dose chemotherapy in association with autologous bone marrow transplants is limited to those transplants listed under Organ/Tissue Transplants on page 40. We cover prescription chemotherapy drugs purchased at a pharmacy under the prescription drug benefit, with the applicable copayments.</p>	<p>Nothing for treatment therapies</p> <p>\$20 copayment per associated office visit to your primary care provider</p> <p>\$30 copayment per associated office visit to a specialist</p>	<p>Nothing for treatment therapies after you meet your calendar year deductible</p> <p>\$20 copayment per associated office visit</p>

*Treatment therapies - continued on next page*  
 Basic and Standard Option Section 5(a)

Benefit Description	You pay After the calendar year deductible...	
Treatment therapies (cont.)	Basic Option	Standard Option
<ul style="list-style-type: none"> <li>• Radiation therapy</li> <li>• Respiratory and inhalation therapy</li> </ul> <p>Note: Drug therapies for the treatment of respiratory diseases are covered under the prescription drug benefit.</p> <ul style="list-style-type: none"> <li>• Dialysis – hemodialysis and continuous ambulatory peritoneal dialysis</li> <li>• Intravenous (IV)/Infusion Therapy – Home IV and antibiotic therapy</li> <li>• Growth hormone therapy (GHT)</li> </ul> <p>Note: Growth hormone is covered under the prescription drug benefit. We only cover GHT when we authorize the treatment. Your Plan provider will submit a request for preauthorization before you begin treatment. If your Plan provider does not ask or if we determine GHT is not medically necessary, we will not cover the GHT or related services and supplies. See <i>Services requiring preauthorization</i> in Section 3.</p>	<p>Nothing for treatment therapies</p> <p>\$20 copayment per associated office visit to your primary care provider</p> <p>\$30 copayment per associated office visit to a specialist</p>	<p>Nothing for treatment therapies after you meet your calendar year deductible</p> <p>\$20 copayment per associated office visit</p>
Physical and occupational therapies	Basic Option	Standard Option
<ul style="list-style-type: none"> <li>• Up to 60 visits per illness or injury per calendar year for:</li> <li>• physical therapy</li> <li>• occupational therapy</li> <li>• acupuncture, aquatic or massage therapy</li> </ul> <p>Note: We only cover therapy to restore bodily function when there has been a total or partial loss of bodily function due to illness or injury.</p>	<p>\$20 copayment per office visit</p>	<p>\$20 copayment per office visit after you meet your calendar year deductible</p>
<ul style="list-style-type: none"> <li>• Cardiac rehabilitation for persons with documented cardiovascular disease, initiated within 26 weeks after the diagnosis of cardiovascular disease.</li> <li>• Early intervention services delivered by certified early intervention specialists according to operational standards developed by the Department of Public Health, for children from birth to their 3rd birthday.</li> </ul>	<p>Nothing</p>	<p>\$20 copayment per office visit after you meet your calendar year deductible</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Long-term rehabilitative therapy</i></li> <li>• <i>Exercise programs</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>

## Basic and Standard Option

Benefit Description	You pay After the calendar year deductible...	
Speech therapy	Basic Option	Standard Option
Medically necessary services for the diagnosis and treatment of speech, hearing and language disorders when services are provided by a Plan provider who is a speech-language pathologist or audiologist; at a Plan facility or provider's office.	\$20 copayment per office visit	\$20 copayment per visit after you meet your calendar year deductible
Hearing services (testing, treatment, and supplies)	Basic Option	Standard Option
<ul style="list-style-type: none"> <li>Hearing screening for children to age 22 to determine the need for hearing correction (See <i>Preventive care, children.</i>)</li> </ul>	Nothing	Nothing
Hearing aids and testing and examinations for them	100% coverage for the first \$500, 80% coverage of the next \$1,500.  Maximum benefit of \$1,700; limited to once every 24 months.	100% coverage for the first \$500, 80% coverage of the next \$1,500.  Maximum benefit of \$1,700; limited to once every 24 months.
<i>Not covered:</i> <ul style="list-style-type: none"> <li>All other hearing testing</li> </ul>	<i>All charges</i>	<i>All charges</i>
Vision services (testing, treatment, and supplies)	Basic Option	Standard Option
<ul style="list-style-type: none"> <li>Diagnosis and treatment of diseases or injuries to the eye</li> </ul>	\$20 copayment per office visit to your primary care provider  \$30 copayment per office visit to a specialist	Nothing for treatment of diseases or injuries to the eye after you meet your calendar year deductible  \$20 copayment per associated office visit
<ul style="list-style-type: none"> <li>Annual eye exam</li> </ul> <p>Note: See <i>Preventive care, children</i> for vision screening for children to age 22.</p>	\$20 copayment per office visit	\$20 copayment per office visit  (No deductible)
<i>Not covered:</i> <ul style="list-style-type: none"> <li>Eye exercises and orthoptics</li> <li>Radial keratotomy and other refractive surgery</li> </ul>	<i>All charges</i>	<i>All charges</i>

Benefit Description	You pay After the calendar year deductible...	
Foot care	Basic Option	Standard Option
<ul style="list-style-type: none"> <li>Routine foot care for members with diabetes that is complicated by peripheral vascular disease.</li> <li>Non-routine foot care, including but not limited to : treatment of bunions, ganglion, heel spurs, plantar fasciitis, osteoarthritis and plantar warts.</li> </ul> <p>Note: See <i>Orthotic and prosthetic devices</i> for information on podiatric shoe inserts on page 37.</p>	\$20 copayment per office visit	\$20 copayment per associated office visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>Routine foot care for members unless specified above.</li> </ul>	<i>All charges</i>	<i>All charges</i>
Orthotic and prosthetic devices	Basic Option	Standard Option
<p>Prosthetic limbs, which replace in whole or in part, an arm or leg.</p> <ul style="list-style-type: none"> <li>Orthotic devices (devices that support part of the body and/or eliminate motion) such as neck collars for cervical support, molded body jacket for curvature of the spine and braces with rigid support.</li> <li>Prosthetic devices (not including dental) such as artificial eyes, implanted corrective lenses following cataract surgery and electric speech aids.</li> <li>Corrective orthotic appliances for nondental treatment of temporomandibular joint (TMJ) pain dysfunction syndrome.</li> </ul> <p>Note: All orthotic and prosthetic devices must be ordered by a Plan provider and authorized by the Plan.</p>	<p>20% coinsurance</p> <p>Nothing up to the benefit limit of \$1,500 per calendar year. You pay all charges beyond the benefit limit.</p> <p>Orthotic and prosthetic devices and durable medical equipment are subject to a combined benefit limit.</p>	<p>20% coinsurance</p> <p>Nothing, up to the benefit limit of \$1,500 per calendar year, after you meet your deductible. You pay all charges beyond the benefit limit.</p> <p>Orthotic and prosthetic devices and durable medical equipment are subject to a combined benefit limit.</p>
<p>Scalp hair prosthesis (wigs) for individuals who have suffered hair loss as a result of the treatment of any form of cancer or leukemia.</p>	<p>Nothing up to the benefit limit of \$350 per calendar year. You pay all charges beyond the benefit limit.</p>	<p>Nothing, up to the benefit limit of \$350 per calendar year, after you meet your calendar year deductible. You pay all charges beyond the benefit limit.</p>
<ul style="list-style-type: none"> <li>Externally worn breast prostheses and surgical bras, including necessary replacements following a mastectomy</li> <li>Internal prosthetic devices, such as artificial joints, pacemakers, cochlear implants, and surgically implanted breast implant following mastectomy.</li> </ul> <p>Note: Internal prosthetic devices are paid as hospital benefits; see Section 5(c) for payment information. See Section 5(b) for coverage of the surgery to insert the device.</p>	<p>Nothing</p>	<p>Nothing after you meet your calendar year deductible</p>

*Orthotic and prosthetic devices - continued on next page*

Benefit Description	You pay After the calendar year deductible...	
Orthotic and prosthetic devices (cont.)	Basic Option	Standard Option
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Orthotic and corrective shoes (except when part of a brace or for diabetic foot care)</i></li> <li>• <i>Arch supports</i></li> <li>• <i>Foot orthotics</i></li> <li>• <i>Heel pads and heel cups</i></li> <li>• <i>Lumbosacral supports</i></li> <li>• <i>Adjustable shoe-styling positioning devices, such as Bebax™ Shoe.</i></li> <li>• <i>Corsets, trusses, elastic stockings, support hose, and other supportive devices</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>
Durable medical equipment (DME)	Basic Option	Standard Option
<p>We cover rental or purchase of durable medical equipment, at our option, including repair and adjustment. Covered items include:</p> <ul style="list-style-type: none"> <li>• Hospital beds;</li> <li>• Wheelchairs;</li> <li>• Crutches and canes;</li> <li>• Walkers;</li> <li>• Visual magnifying aids for use by the legally blind;</li> <li>• Therapeutic/molded shoes and shoe inserts for the treatment of severe diabetic foot disease.</li> </ul> <p>Note: Insulin and insulin pump supplies are covered under the prescription drug benefit. All durable medical equipment must be ordered by a Plan provider and preauthorized by the Plan.</p>	<p>Nothing, up to the benefit limit of \$1,500 per calendar year. You pay all charges beyond the benefit limit.</p>	<p>Nothing, up to the benefit limit of \$1,500 per calendar year, after you meet your calendar year deductible. You pay all charges beyond the benefit limit.</p>
<ul style="list-style-type: none"> <li>• Blood glucose monitors</li> <li>• Insulin pump and insulin pump supplies</li> <li>• Voice synthesizers for blood glucose monitors</li> <li>• Oxygen and oxygen equipment</li> </ul>	<p>Nothing</p>	<p>Nothing after you meet your calendar year deductible</p>

*Durable medical equipment (DME) - continued on next page*

Benefit Description	You pay After the calendar year deductible...	
Durable medical equipment (DME) (cont.)	Basic Option	Standard Option
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Not covered: Items that are not covered include, but are not limited to, air conditioners, air purifiers, arch supports, ear plugs (to prevent fluid from entering the ear canal during water activities), foot orthotics, orthopedic shoes (except when part of a brace) or other supportive devices for the feet, articles of special clothing, compression garments (such as Jobst® stockings), bed-pans, raised toilet seats, dehumidifiers, dentures, elevators, safety grab bars, car seats, seizure helmets, hearing aids, heating pads, hot water bottles, tinnitus maskers, exercise equipment or similar equipment.</i></li> <li>• <i>Not covered: Oxygen and related equipment when received from a non-Plan provider. This includes oxygen and related equipment that you are supplied with while you are out of our service area.</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>
Home health services	Basic Option	Standard Option
<p>Home health care ordered by a Plan provider and authorized by the Plan, including part-time or intermittent skilled nursing care and physical therapy. Additional services such as occupational and speech therapy, oxygen and intravenous therapy, medical social services, home health aide services, medical and surgical supplies, durable medical equipment and nutritional consultations are covered to the extent that they are determined to be a medically necessary component of covered skilled nursing care and physical therapy.</p> <p>Note: Durable medical equipment and physical and occupational therapy provided as a medically necessary component of home health care are not subject to the benefit limits.</p>	<p>Nothing</p>	<p>Nothing after you meet your calendar year deductible</p>

*Home health services - continued on next page*

Benefit Description	You pay After the calendar year deductible...	
<b>Home health services (cont.)</b>	<b>Basic Option</b>	<b>Standard Option</b>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Nursing care requested by, or for the convenience of, the patient or the patient's family</i></li> <li>• <i>Home care primarily for personal assistance that does not include a medical component and is not diagnostic, therapeutic, or rehabilitative</i></li> </ul>	<i>All charges</i>	<i>All charges</i>
<b>Chiropractic</b>	<b>Basic Option</b>	<b>Standard Option</b>
<ul style="list-style-type: none"> <li>• Chiropractic services for acute musculoskeletal conditions. The condition must be new or an exacerbation of a previous condition. Coverage is provided for up to 20 visits in each calendar year.</li> </ul>	\$20 copayment per office visit	\$20 copayment per office visit (No deductible)
<b>Alternative treatments</b>	<b>Basic Option</b>	<b>Standard Option</b>
<i>No benefit</i>	<i>All charges</i>	<i>All charges</i>
<b>Educational classes and programs</b>	<b>Basic Option</b>	<b>Standard Option</b>
<p>Coverage is limited to:</p> <ul style="list-style-type: none"> <li>• Smoking cessation – Up to \$100 for one smoking cessation program per member per lifetime, including all related expenses such as drugs.</li> </ul>	Nothing	Nothing (No deductible)
<ul style="list-style-type: none"> <li>• Diabetes self-management training and education, including medical nutrition therapy, provided by a certified diabetes health care provider.</li> </ul>	\$20 copayment per office visit	\$20 copayment per office visit (No deductible)

**Section 5(b). Surgical and anesthesia services provided by physicians and other health care professionals**

**Important things you should keep in mind about these benefits:**

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan providers must provide or arrange your care.
- Under Basic Option, there is no calendar year deductible.
- Under Basic Option, you have an annual out-of-pocket copayment maximum of \$1,000 per person or \$2,000 per family for inpatient admissions and outpatient surgery combined.
- Under Standard Option, the calendar year deductible is \$600 per person or \$1,200 per family. The calendar year deductible applies to almost all benefits in this Section. We added "(No deductible)" to show when the calendar year deductible does not apply.
- Under Standard Option, you pay a copayment for each office visit to a physician or other health care professional. Services provided to you during the office visit, such as diagnostic tests and medical or surgical procedures, are subject to the calendar year deductible.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- The amounts listed below are for the charges billed by a physician or other health care professional for your surgical care. Look in Section 5(c) for charges associated with the facility (i.e. hospital, surgical center, etc.).

**YOUR PROVIDER MUST GET PRECERTIFICATION FOR SOME SURGICAL PROCEDURES. Please refer to the precertification information shown in Section 3 to be sure which services require precertification and identify which surgeries require precertification.**

Benefit Description	You pay After the calendar year deductible...	
Note: The calendar year deductible applies to almost all benefits in this Section. We say "(No deductible)" when it does not apply.		
Surgical procedures	Basic Option	Standard Option
A comprehensive range of services, such as: <ul style="list-style-type: none"> <li>• Operative procedures</li> <li>• Treatment of fractures, including casting</li> <li>• Normal pre- and post-operative care by the surgeon</li> <li>• Correction of amblyopia and strabismus</li> <li>• Endoscopy procedures</li> <li>• Biopsy procedures</li> <li>• Removal of tumors and cysts</li> <li>• Correction of congenital anomalies (see <i>Reconstructive surgery</i>)</li> <li>• Surgical treatment of morbid obesity (bariatric surgery). Candidates must:                             <ul style="list-style-type: none"> <li>- Meet the definition of morbid obesity</li> <li>- Have been morbidly obese for at least five years</li> <li>- Be at least 18 years old</li> </ul> </li> </ul>	\$20 copayment per associated office visit to your primary care provider or obstetrician/gynecologist  \$30 copayment per associated office visit to a specialist  See Section 5(c) for charges associated with the facility (i.e. hospital, surgical center, etc.).	Nothing for surgical procedure after you meet your calendar year deductible  \$20 copayment per associated office visit  See Section 5(c) for charges associated with the facility (i.e. hospital, surgical center, etc.).

*Surgical procedures - continued on next page*

Benefit Description	You pay After the calendar year deductible...	
Surgical procedures (cont.)	Basic Option	Standard Option
<ul style="list-style-type: none"> <li>- Have no untreated metabolic cause for obesity (e.g. adrenal or thyroid disorders)</li> <li>- Have a history of failure with two or more nonsurgical measures, supervised, over at least a one year period</li> <li>- Insertion of internal prosthetic devices. See 5(a) – <i>Orthotic and prosthetic devices</i> for device coverage information.</li> <li>• Voluntary sterilization (e.g., tubal ligation, vasectomy)</li> <li>• Treatment of burns</li> </ul>	<p>\$20 copayment per associated office visit to your primary care provider or obstetrician/ gynecologist</p> <p>\$30 copayment per associated office visit to a specialist</p> <p>See Section 5(c) for charges associated with the facility (i.e. hospital, surgical center, etc.).</p>	<p>Nothing for surgical procedure after you meet your calendar year deductible</p> <p>\$20 copayment per associated office visit</p> <p>See Section 5(c) for charges associated with the facility (i.e. hospital, surgical center, etc.).</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Reversal of voluntary sterilization</i></li> <li>• <i>Routine treatment of conditions of the foot; see Foot care</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>
Reconstructive surgery	Basic Option	Standard Option
<ul style="list-style-type: none"> <li>• Surgery to correct a functional defect</li> <li>• Surgery to correct a condition caused by injury or illness if:               <ul style="list-style-type: none"> <li>- the condition produced a major effect on the member’s appearance and</li> <li>- the condition can reasonably be expected to be corrected by such surgery</li> </ul> </li> <li>• Surgery to correct a condition that existed at or from birth and is a significant deviation from the common form or norm. Examples of congenital anomalies are: protruding ear deformities; cleft lip; cleft palate; birthmarks; webbed fingers; and webbed toes.</li> <li>• All stages of breast reconstruction surgery following a mastectomy, such as:               <ul style="list-style-type: none"> <li>- reconstruction of the breast on which the mastectomy was performed;</li> <li>- surgery to produce a symmetrical appearance on the other breast;</li> <li>- treatment of any physical complications, such as lymphedemas.</li> </ul> </li> </ul> <p>Note: If you need a mastectomy, you may choose to have the procedure performed on an inpatient basis and remain in the hospital up to 48 hours after the procedure.</p>	<p>\$20 copayment per associated office visit to your primary care provider or obstetrician/ gynecologist</p> <p>\$30 copayment per associated office visit to a specialist</p>	<p>Nothing for reconstructive surgery after you meet your calendar year deductible</p> <p>\$20 copayment per associated office visit</p>
<ul style="list-style-type: none"> <li>• Breast prostheses and surgical bras and replacements (see Section 5 (a) Orthopedic and prosthetic devices)</li> </ul>	<p>Nothing</p>	<p>Nothing after you meet your calendar year deductible</p>
<p><i>Not covered:</i></p>	<p><i>All charges</i></p>	<p><i>All charges</i></p>

*Reconstructive surgery - continued on next page*

Benefit Description	You pay After the calendar year deductible...	
<b>Reconstructive surgery (cont.)</b>	<b>Basic Option</b>	<b>Standard Option</b>
<ul style="list-style-type: none"> <li>• <i>Cosmetic surgery – any surgical procedure (or any portion of a procedure) performed primarily to improve physical appearance through change in bodily form, except repair of accidental injury</i></li> <li>• <i>Surgeries related to sex transformation</i></li> </ul>	<i>All charges</i>	<i>All charges</i>
<b>Oral and maxillofacial surgery</b>	<b>Basic Option</b>	<b>Standard Option</b>
<p>Oral surgical procedures, limited to:</p> <ul style="list-style-type: none"> <li>• Reduction of fractures of the jaws or facial bones;</li> <li>• Surgical correction of cleft lip, cleft palate or severe functional malocclusion;</li> <li>• Removal of stones from salivary ducts;</li> <li>• Excision of leukoplakia or malignancies;</li> <li>• Excision of cysts and incision of abscesses when done as independent procedures; and</li> <li>• Other surgical procedures that do not involve the teeth or their supporting structures.</li> </ul>	<p>\$20 copayment per associated office visit to your primary care provider</p> <p>\$30 copayment per associated office visit to a specialist</p> <p>See Section 5(c) for charges associated with the facility (i.e. hospital, surgical center, etc.)</p>	<p>Nothing for oral and maxillofacial surgery after you meet your calendar year deductible</p> <p>\$20 copayment per associated office visit</p> <p>See Section 5(c) for charges associated with the facility (i.e. hospital, surgical center, etc.)</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Oral implants and transplants</i></li> <li>• <i>Procedures that involve the teeth or their supporting structures (such as the periodontal membrane, gingiva, and alveolar bone)</i></li> </ul>	<i>All charges</i>	<i>All charges</i>
<b>Organ/tissue transplants</b>	<b>Basic Option</b>	<b>Standard Option</b>
<p>Solid organ transplants are subject to medical necessity and experimental/investigational review. Refer to <i>Other services</i> in Section 3 for prior authorization procedures. The medical necessity limitation is considered satisfied for other tissue transplants if the patient meets the staging description.</p> <ul style="list-style-type: none"> <li>• Cornea</li> <li>• Heart</li> <li>• Heart/lung</li> <li>• Single, double or lobar lung</li> <li>• Kidney</li> <li>• Liver</li> <li>• Pancreas</li> <li>• Autologous pancreas islet cell transplant (as an adjunct to total or near total pancreatectomy) only for patients with chronic pancreatitis</li> <li>• Intestinal transplants <ul style="list-style-type: none"> <li>- Small intestine</li> <li>- Small intestine with the liver</li> </ul> </li> </ul>	Nothing	Nothing

*Organ/tissue transplants - continued on next page*

Benefit Description	You pay After the calendar year deductible...	
Organ/tissue transplants (cont.)	Basic Option	Standard Option
<ul style="list-style-type: none"> <li>- Small intestine with multiple organs, such as the liver, stomach, and pancreas</li> <li>- Lung: Single/bilateral/lobar</li> </ul>	Nothing	Nothing
<p>Blood or marrow stem cell transplants limited to the stages of the following diagnoses:</p> <ul style="list-style-type: none"> <li>• Allogeneic transplants for               <ul style="list-style-type: none"> <li>- Acute lymphocytic or non-lymphocytic (i.e., myelogenous) leukemia</li> <li>- Chronic lymphocytic leukemia/small lymphocytic lymphoma (CLL/SLL)</li> <li>- Advanced Hodgkin’s lymphoma</li> <li>- Advanced non-Hodgkin’s lymphoma</li> <li>- Marrow Failure and Related Disorders (i.e. Fanconi’s PNH, pure red cell aplasia)</li> <li>- Chronic myelogenous leukemia</li> <li>- Hemoglobinopathies</li> <li>- Myelodysplasia/Myelodysplastic syndromes</li> <li>- Severe combined immunodeficiency</li> <li>- Severe or very severe aplastic anemia</li> <li>- Amyloidosis</li> <li>- Paroxysmal Nocturnal Hemoglobinuria</li> </ul> </li> <li>• Autologous transplants for               <ul style="list-style-type: none"> <li>- Acute lymphocytic or nonlymphocytic (i.e., myelogenous) leukemia</li> <li>- Advanced Hodgkin’s lymphoma</li> <li>- Advanced non-Hodgkin’s lymphoma</li> <li>- Neuroblastoma</li> <li>- Amyloidosis</li> </ul> </li> <li>• Autologous tandem transplants for               <ul style="list-style-type: none"> <li>- Recurrent germ cell tumors (including testicular cancer)</li> <li>- Multiple myeloma</li> <li>- Denovo myeloma</li> </ul> </li> </ul>	Nothing	Nothing
<p>Blood or marrow stem cell transplants for</p> <ul style="list-style-type: none"> <li>• Allogeneic transplants for               <ul style="list-style-type: none"> <li>- Phagocytic/Hemophagocytic deficiency diseases (e. g., Wiskott-Aldrich syndrome)</li> <li>- Advanced neuroblastoma</li> <li>- Infantile malignant osteopetrosis</li> <li>- Kostmann’s syndrome</li> </ul> </li> </ul>	Nothing	Nothing

*Organ/tissue transplants - continued on next page*

Benefit Description	You pay After the calendar year deductible...	
Organ/tissue transplants (cont.)	Basic Option	Standard Option
<ul style="list-style-type: none"> <li>- Leukocyte adhesion deficiencies</li> <li>- Mucopolidosis (e.g., Gaucher’s disease, metachromatic leukodystrophy, adrenoleukodystrophy)</li> <li>- Mucopolysaccharidosis (e.g., Hunter’s syndrome, Hurler’s syndrome, Sanfilippo’s syndrome, Maroteaux-Lamy syndrome variants)</li> <li>- Myeloproliferative disorders</li> <li>- Sickle cell anemia</li> <li>- Thalassemia major (homozygous beta-thalassemia)</li> <li>- X-linked lymphoproliferative syndrome</li> <li>• Autologous transplants for               <ul style="list-style-type: none"> <li>- Multiple myeloma</li> <li>- Testicular, mediastinal, retroperitoneal, and ovarian germ cell tumors</li> <li>- Breast cancer</li> <li>- Epithelial ovarian cancer</li> <li>- Amyloidosis</li> <li>- Ependyoblastoma</li> <li>- Ewing’s sarcoma</li> <li>- Medulloblastoma</li> <li>- Pineoblastoma</li> </ul> </li> </ul>	Nothing	Nothing
Mini-transplants (nonmyeloblative, reduced intensity conditioning) for covered transplants: Subject to medical necessity	Nothing	Nothing
Tandem transplants for covered transplants: Subject to medical necessity	Nothing	Nothing
<p>Blood or marrow stem cell transplants covered only in a National Cancer Institute or National Institutes of Health approved clinical trial or a Plan-designated center of excellence and if approved by the Plan’s medical director in accordance with the Plan’s protocols for.</p> <ul style="list-style-type: none"> <li>• Allogeneic transplants for               <ul style="list-style-type: none"> <li>- Acute lymphocytic or non-lymphocytic (i.e., myelogenous) leukemia</li> <li>- Advanced Hodgkin's lymphoma</li> <li>- Advanced non-Hodgkin's lymphoma</li> </ul> </li> <li>• Breast cancer</li> <li>• Chronic lymphocytic leukemia</li> <li>• Chronic myelogenous leukemia</li> </ul>	Nothing	Nothing

*Organ/tissue transplants - continued on next page*

Benefit Description	You pay After the calendar year deductible...	
Organ/tissue transplants (cont.)	Basic Option	Standard Option
<ul style="list-style-type: none"> <li>• Colon cancer</li> <li>• Early stage (indolent or non-advanced) small cell lymphocytic lymphoma</li> <li>• Multiple myeloma</li> <li>• Myeloproliferative disorders</li> <li>• Non-small cell lung cancer</li> <li>• Ovarian cancer</li> <li>• Prostate cancer</li> <li>• Renal cell carcinoma</li> <li>• Sarcomas</li> <li>• Autologous transplants for               <ul style="list-style-type: none"> <li>- Chronic lymphocytic leukemia</li> <li>- Chronic myelogenous leukemia</li> <li>- Early stage (indolent or non-advanced) small cell lymphocytic lymphoma</li> <li>- National Transplant Program (NTP)</li> </ul> </li> </ul> <p>Note: We cover related medical and hospital expenses of the donor when we cover the recipient.</p>	Nothing	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• Donor screening tests and donor search expenses, except those performed for the actual donor</li> <li>• Implants of artificial organs</li> <li>• Transplants not listed as covered</li> </ul>	<i>All charges</i>	<i>All charges</i>
Anesthesia	Basic Option	Standard Option
<p>Professional services provided in –</p> <ul style="list-style-type: none"> <li>• Hospital (inpatient)</li> <li>• Hospital outpatient department</li> <li>• Skilled nursing facility</li> <li>• Ambulatory surgical center</li> </ul>	Nothing	Nothing for anesthesia services after you meet your calendar year deductible
<p>Professional services provided in –</p> <ul style="list-style-type: none"> <li>• Office</li> </ul>	\$30 copayment per office visit	<p>Nothing for anesthesia services after you meet your calendar year deductible</p> <p>\$20 copayment per associated office visit</p>

**Section 5(c). Services provided by a hospital or other facility, and ambulance services**

**Important things you should keep in mind about these benefits:**

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan providers must provide or arrange your care and you must be hospitalized in a Plan facility.
- Under Basic Option, there is no calendar year deductible.
- Under Basic Option, you have an annual out-of-pocket copayment maximum of \$1,000 per person or \$2,000 per family for inpatient admissions and outpatient surgery combined.
- Under Standard Option, the calendar year deductible is \$600 per person or \$1,200 per family. The calendar year deductible applies to almost all benefits in this Section. We added "(No deductible)" to show when the calendar year deductible does not apply.
- Be sure to read Section 4, *Your costs for covered services* for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- The amounts listed below are for the charges billed by the facility (i.e., hospital or surgical center) or ambulance service for your surgery or care. Any costs associated with the professional charge (i.e., physicians, etc.) are in Sections 5(a) or (b).

**YOUR PROVIDER MUST GET PRECERTIFICATION FOR HOSPITAL STAYS. Please refer to Section 3 to be sure which services require precertification**

Benefit Description	You pay	
Note: The calendar year deductible applies only when we say below: “(calendar year deductible applies)”.		
Inpatient hospital	Basic Option	Standard Option
Room and board, such as <ul style="list-style-type: none"> <li>• Ward, semiprivate, or intensive care accommodations;</li> <li>• General nursing care; and</li> <li>• Meals and special diets.</li> </ul> Note: If you want a private room when it is not medically necessary, you pay the additional charge above the semiprivate room rate.	\$100 copayment per day up to \$500 per admission until you meet your annual out-of-pocket maximum	Nothing after you meet your calendar year deductible
Other hospital services and supplies, such as: <ul style="list-style-type: none"> <li>• Operating, recovery, maternity, and other treatment rooms</li> <li>• Prescribed drugs and medicines</li> <li>• Diagnostic laboratory tests and X-rays</li> <li>• Dressings, splints, casts, and sterile tray services</li> <li>• Medical supplies and equipment, including oxygen</li> </ul>	\$100 copayment per day up to \$500 per admission until you meet your annual out-of-pocket maximum	Nothing after you meet your calendar year deductible
<ul style="list-style-type: none"> <li>• Anesthetics, including nurse anesthetist services</li> <li>• Take-home items</li> </ul>	\$100 copayment per day up to \$500 per admission until you meet your annual out-of-pocket maximum	Nothing after you meet your calendar year deductible

*Inpatient hospital - continued on next page*

Benefit Description	You pay	
Inpatient hospital (cont.)	Basic Option	Standard Option
<ul style="list-style-type: none"> <li>Medical supplies, appliances, medical equipment, and any covered items billed by a hospital for use at home (Note: calendar year deductible applies.)</li> </ul>	\$100 copayment per day up to \$500 per admission until you meet your annual out-of-pocket maximum	Nothing after you meet your calendar year deductible
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>Custodial care</li> <li>Non-covered facilities, such as nursing homes, schools</li> <li>Personal comfort items, such as telephone, television, barber services, guest meals and beds</li> <li>Private nursing care</li> </ul>	<i>All charges</i>	<i>All charges</i>
Outpatient hospital or ambulatory surgical center	Basic Option	Standard Option
<ul style="list-style-type: none"> <li>Operating, recovery, and other treatment rooms</li> <li>Prescribed drugs and medicines</li> <li>Diagnostic laboratory tests, X-rays, and pathology services</li> <li>Administration of blood, blood plasma, and other biologicals</li> <li>Blood and blood plasma, if not donated or replaced</li> <li>Pre-surgical testing</li> <li>Dressings, casts, and sterile tray services</li> <li>Medical supplies, including oxygen</li> <li>Anesthetics and anesthesia service</li> </ul> <p>Note: We cover hospital services and supplies related to dental procedures when necessitated by a non-dental physical impairment. We do not cover the dental procedures.</p>	\$100 copayment per outpatient surgery until you meet your annual out-of-pocket maximum	Nothing after you meet your calendar year deductible
Extended care benefits/Skilled nursing care facility benefits	Basic Option	Standard Option
<ul style="list-style-type: none"> <li>Skilled nursing facility (SNF): The Plan covers inpatient services in a SNF for up to 100 days in each calendar year. You may be admitted to a SNF if, based on your medical condition, you need daily skilled nursing care, skilled rehabilitation services or other medical services that may require access to 24-hour medical care but does not require the specialized care of an acute care hospital.</li> </ul> <p>Services provided are:</p> <ul style="list-style-type: none"> <li>Room and board in a semiprivate room (or private room if medically necessary)</li> </ul>	\$100 copayment per day up to \$500 per admission until you meet your annual out-of-pocket maximum	Nothing after you meet your calendar year deductible

*Extended care benefits/Skilled nursing care facility benefits - continued on next page*

Benefit Description	You pay	
	Basic Option	Standard Option
<b>Extended care benefits/Skilled nursing care facility benefits (cont.)</b>		
<ul style="list-style-type: none"> <li>The services and supplies that would ordinarily be furnished to you while you are an inpatient. These include, but are not limited to, nursing services, physical, speech and occupational therapy, medical supplies and equipment.</li> <li>Drugs, biologicals, equipment and supplies ordinarily provided or arranged by the skilled nursing facility, when prescribed by a Plan provider</li> </ul>	\$100 copayment per day up to \$500 per admission until you meet your annual out-of-pocket maximum	Nothing after you meet your calendar year deductible
<i>Not covered: Custodial care or personal comfort items such as telephone, radio or television</i>	<i>All charges</i>	<i>All charges</i>
<b>Hospice care</b>	<b>Basic Option</b>	<b>Standard Option</b>
<p>Hospice care is a method of caring for the terminally ill that helps those individuals continue their lives with as little disruption as possible. This type of care emphasizes supportive services, such as home care and pain control, rather than the cure-oriented services that are provided in hospitals. To be eligible for hospice care, you must be terminally ill with a life expectancy of less than six months.</p> <ul style="list-style-type: none"> <li>Hospice services are provided, as necessary, to maintain the terminally ill individual at home such as: <ul style="list-style-type: none"> <li>Physicians' services, nursing care and medical social services</li> <li>Medical appliances and supplies including drugs and biologicals (prescription copayments may apply)</li> </ul> </li> </ul>	Nothing	Nothing after you meet the calendar year deductible
<ul style="list-style-type: none"> <li>Short-term inpatient care for the control of pain and management of acute and severe clinical problems that cannot be managed in a home setting.</li> </ul>	\$100 copayment per day up to \$500 per admission until you meet your annual out-of-pocket maximum	Nothing after you meet your calendar year deductible
<i>Not covered: Independent nursing, homemaker services</i>	<i>All charges</i>	<i>All charges</i>
<b>Ambulance</b>	<b>Basic Option</b>	<b>Standard Option</b>
<ul style="list-style-type: none"> <li>Ambulance service when medically appropriate</li> </ul> <p>Note: See Section 5 (d) for coverage of emergency ambulance.</p>	\$50 copayment per occurrence.	Nothing after you meet your calendar year deductible

## Section 5(d). Emergency services/accidents

### Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Under Basic Option, there is no calendar year deductible.
- Under Basic Option, you have an annual out-of-pocket copayment maximum of \$1,000 per person or \$2,000 per family for inpatient admissions and outpatient surgery combined.
- Under Standard Option, the calendar year deductible is \$600 per person or \$1,200 per family. The calendar year deductible applies to almost all benefits in this Section. We added “(No deductible)” to show when the calendar year deductible does not apply.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.

### What is a medical emergency?

A medical emergency is the sudden and unexpected onset of a condition or an injury that you believe endangers your life or could result in serious injury or disability, and requires immediate medical or surgical care. Some problems are emergencies because, if not treated promptly, they might become more serious; examples include deep cuts and broken bones. Others are emergencies because they are potentially life-threatening, such as heart attacks, strokes, poisonings, gunshot wounds, or sudden inability to breathe. There are many other acute conditions that we may determine are medical emergencies – what they all have in common is the need for quick action.

### What to do in case of emergency:

#### Emergency care

The Plan covers emergency care worldwide. When you have a medical emergency (as described above) you should go to the nearest emergency room for care or call your local emergency communications system (e.g., police or fire department, or 911).

Emergency services do not require referral or preauthorization, but after receiving emergency care, you should notify your primary care provider, who will arrange for any follow-up or continuing care that is medically necessary for you.

#### Urgent care

Sometimes you may need care for minor medical emergencies such as cuts that require stitches or a sprained ankle. If you are within the Plan service area, call your primary care provider’s office for information on how and where to seek treatment. If your primary care provider is not available, a provider on call will make arrangements for your care. Providers’ telephones are answered 24 hours a day, seven days a week. Explain the medical situation to the provider and state where you are calling from so that the provider can refer you to the most appropriate facility.

If you are outside the Plan service area, go to the nearest medical facility for care. You do not need a referral or preauthorization, but you should notify your primary care provider, who will arrange for any follow-up or continuing care that is medically necessary for you.

Benefit Description	You pay After the calendar year deductible...	
Emergency within our service area	Basic Option	Standard Option
<ul style="list-style-type: none"> <li>Emergency care in an emergency room</li> </ul>	\$75 copayment per visit (waived if admitted)	\$75 copayment per visit (waived if admitted)  (No deductible)
<ul style="list-style-type: none"> <li>Emergency care at a doctor's office</li> <li>Emergency care at an urgent care center</li> <li>Emergency care as an outpatient at a hospital, including doctors' services</li> </ul> <p><i>Note: We waive the ER copay if you are admitted to the hospital.</i></p>	\$20 copayment per visit	\$20 copayment per visit  (No deductible)
Urgent care at an urgent care center or a doctors' office	\$20 copayment per visit	\$20 copayment per visit  (No deductible)
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li><i>Elective or non-emergency care received in an emergency room</i></li> <li><i>Follow-up care, unless provided by your primary care provider or authorized by the Plan. This includes follow-up care provided in an emergency room or urgent care facility.</i></li> </ul>	<i>All charges</i>	<i>All charges</i>
Emergency outside our service area	Basic Option	Standard Option
<ul style="list-style-type: none"> <li>Emergency care in an emergency room</li> </ul>	\$75 copayment per visit (waived if admitted)	\$75 copayment per visit (waived if admitted)  (No deductible)
<ul style="list-style-type: none"> <li>Emergency care at a doctor's office</li> <li>Emergency care at an urgent care center</li> <li>Emergency care as an outpatient at a hospital, including doctors' services</li> </ul> <p>Note: We waive the ER copay if you are admitted to the hospital.</p>	\$20 copayment per visit	\$20 copayment per visit  (No deductible)
<ul style="list-style-type: none"> <li>Urgent care at an urgent care center or a doctors' office</li> </ul>	\$20 copayment per visit	\$20 copayment per visit  (No deductible)
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li><i>Elective or non-emergency care received in an emergency room</i></li> <li><i>Follow-up care, unless provided by your primary care provider or authorized by the Plan. This includes follow-up care provided in an emergency room or urgent care facility.</i></li> </ul>	<i>All charges</i>	<i>All charges</i>

Benefit Description	You pay After the calendar year deductible...	
<b>Ambulance</b>	<b>Basic Option</b>	<b>Standard Option</b>
Emergency ambulance service when medically appropriate  Note: See Section 5(c) for non-emergency ambulance service.	\$50 copayment per service until you meet your annual out-of-pocket maximum	Nothing after you meet your calendar year deductible
<i>Not covered:</i> <ul style="list-style-type: none"> <li>• <i>Air ambulance when not appropriate to medical condition or geographic location</i></li> <li>• <i>Transfers between hospitals when the patient's medical condition does not warrant that he or she be transported to another facility</i></li> <li>• <i>Commercial airline transportation</i></li> </ul>	<i>All charges</i>	<i>All charges</i>

**Section 5(e). Mental health and substance abuse benefits**

When you get our approval for services and follow a treatment plan we approve, cost-sharing and limitations for Plan mental health and substance abuse benefits will be no greater than for similar benefits for other illnesses and conditions.

**Important things you should keep in mind about these benefits:**

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Under Basic Option, you have an annual out-of-pocket copayment maximum of \$1,000 per person or \$2,000 per family for inpatient admissions and outpatient surgery combined.
- The Standard Option calendar year deductible does not apply to benefits in this section.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.

**YOUR PROVIDER MUST GET PREAUTHORIZATION FOR INPATIENT MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES.** See the instructions after the benefits description below.

Benefit Description	You pay After the calendar year deductible...	
<b>Note: The calendar year deductible applies to almost all benefits in this Section. We say “(No deductible)” when it does not apply.</b>		
Mental health and substance abuse benefits	Basic Option	Standard Option
<p>All diagnostic and treatment services recommended by a Plan provider and contained in a treatment plan that we approve. The treatment plan may include services, drugs, and supplies described elsewhere in this brochure.</p> <p>Note: Plan benefits are payable only when we determine the care is clinically appropriate to treat your condition and only when you receive the care as part of a treatment plan that we approve.</p>	<p>Your cost-sharing responsibilities are no greater than for other illnesses or conditions.</p>	<p>Your cost-sharing responsibilities are no greater than for other illnesses or conditions.</p>
<ul style="list-style-type: none"> <li>• Professional services, including individual or group therapy by providers such as psychiatrists, psychologists, or clinical social workers</li> <li>• Medication management</li> </ul>	<p>\$20 copayment per office visit</p>	<p>\$20 copayment per office visit</p>
<p>Note: See Section 5 (a) for coverage of labs, X-rays and other diagnostic tests.</p> <ul style="list-style-type: none"> <li>• Services provided by a hospital or other facility</li> <li>• Services in approved alternative care settings such as partial hospitalization, half-way house, residential treatment, full-day hospitalization, facility based intensive outpatient treatment</li> </ul>	<p>Nothing</p>	<p>Nothing</p>
<p><i>Not covered: Services we have not approved.</i></p>	<p><i>All charges</i></p>	<p><i>All charges</i></p>

*Mental health and substance abuse benefits - continued on next page*

Benefit Description	You pay After the calendar year deductible...	
Mental health and substance abuse benefits (cont.)	Basic Option	Standard Option
<p><i>Note: OPM will base its review of disputes about treatment plans on the treatment plan's clinical appropriateness. OPM will generally not order us to pay or provide one clinically appropriate treatment plan in favor of another.</i></p>	<p><i>All charges</i></p>	<p><i>All charges</i></p>

**Preauthorization**

To be eligible to receive these benefits you must obtain a treatment plan and follow all of the following network authorization processes:

You may self-refer for outpatient mental health and substance abuse services with a Plan provider. For assistance in finding a Plan provider, call 1-888-421-8861 (TDD/TTY: 1-781-994-7660).

Inpatient mental health and substance abuse services require preauthorization. Call 1-888-421-8861 (TDD/TTY: 1-781-994-7660).

For mental health and substance abuse emergencies, follow the same procedures as for any other medical emergency. See Section 5(d), *Emergency services*.

**Limitation**

We may limit your benefits if you do not obtain a treatment plan.

## Section 5(f). Prescription drug benefits

### Important things you should keep in mind about these benefits:

- We cover prescribed drugs and medications, as described in the chart beginning on the next page.
- Please remember that all benefits are subject to the definitions, limitations and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Under Basic Option there is no calendar year deductible.
- Under Standard Option, the calendar year deductible is \$600 per person or \$1,200 per family. The calendar year deductible applies to some benefits in this Section. We added “(No deductible)” to show when the calendar year deductible does not apply.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare

### There are important features you should be aware of. These include:

- **Who can write your prescription.** A licensed Plan provider or a provider who you have seen on an authorized referral can write your prescription.
- **Where you can obtain them.** You may fill your prescription at a Plan pharmacy or through our mail-order program. In emergencies, when you are out of the Plan service area and cannot fill your prescription at a Plan pharmacy, we will provide coverage for up to a 14-day supply. You may fill the prescription at any location and submit the receipt for reimbursement. You will be reimbursed the cost of a 14-day supply, less the applicable copayment. See “When you have to file a claim” below for information on submitting proof of payment for reimbursement.
- **We use a formulary.** Our formulary is a list of medications that shows the copayment tier and preauthorization requirements for each medication. We have chosen the tiers and determined the criteria for preauthorization based on cost and efficacy. Coverage of certain drugs is based on medical necessity. They are designated on the formulary as “MN”. Your provider must get authorization from the Plan before giving you a prescription for one of these medications.
- **These are the dispensing limitations.** When you fill a covered prescription at a Plan pharmacy, you pay one copayment for up to a 30-day supply. Occasionally, for safety reasons or as directed by your provider, the length of therapy may be less than 30 days. We follow FDA dispensing guidelines. You generally cannot refill a prescription until most of the previous supply has been used.

A generic drug is a drug that meets the approval of the FDA and is equivalent to a brand name drug in terms of quality and performance. You will generally receive a generic drug from a Plan pharmacy anytime one is available, unless your prescriber has directed the pharmacist to only dispense a specific brand name drug. However, some drugs do not have a generic equivalent. In this case, you will receive the brand name drug and you will be responsible for the appropriate copayment for that drug.

- **Mail-order program.** When you fill or refill your prescription through our mail-order program, you may order up to a 90-day supply of most medications. You have a fixed copayment for each tier of medication through our mail-order program. The copayment for up to a 90-day supply of covered prescription medications is equal to the cost of two pharmacy (30-day supply) copayments.
- **Why use generic drugs?** Generic drugs offer a safe and economic way to meet your prescription drug needs. The generic name of a drug is its chemical name; the name brand is the name under which the manufacturer advertises and sells a drug. Under Federal law, generic and name brand drugs must meet the same standards for safety, purity, strength, and effectiveness. A generic prescription costs you - and us - less than a name brand prescription.
- **If you are called to active duty or need medication during a national or other emergency** you can get up to a 90-day supply of a maintenance medication at a participating pharmacy or through our mail-order program. If you need assistance with the process, call Customer Service at 1-800-868-5200.

- **When you have to file a claim.** If you need an emergency prescription as part of an approved emergency treatment while you are out of the Plan service area, the Plan will reimburse you for the cost of a 14-day supply of medication, less the appropriate copayment. Submit proof of payment to: Fallon Community Health Plan, Claims Department, PO Box 15121, Worcester, MA 01615-0121.

Benefit Description	You pay After the calendar year deductible...	
<b>Note: The calendar year deductible applies to almost all benefits in this Section. We say "(No deductible)" when it does not apply.</b>		
Covered medications and supplies	Basic Option	Standard Option
<p>We cover the following medications and supplies prescribed by a Plan physician and obtained from a Plan pharmacy or through our mail-order program:</p> <ul style="list-style-type: none"> <li>• Drugs and medicines that by Federal law of the United States require a physician's prescription for their purchase, except those listed as <i>Not covered</i>.</li> <li>• Diabetic supplies and medications limited to insulin, insulin syringes, blood glucose monitoring strips, urine glucose strips, Ketone strips, lancets, insulin pumps, insulin pump supplies and insulin pens</li> <li>• Oral medications that influence blood sugar levels</li> <li>• Self-administered injectable agents</li> <li>• Hormone replacement therapy</li> <li>• Disposable needles and syringes for the administration of covered medications</li> <li>• Fertility drugs</li> <li>• Drugs for sexual dysfunction</li> <li>• Contraceptive drugs and devices</li> <li>• Off-label use of covered drugs in the treatment of HIV, AIDS or cancer</li> <li>• Contraceptive drugs and devices</li> </ul>	<p><i>At a Plan pharmacy:</i> up to a 30-day supply</p> <p>Tier 1: \$10 Tier 2: \$30 Tier 3: \$60</p> <p><i>Mail-order:</i> up to a 90-day supply</p> <p>Tier 1: \$20 Tier 2: \$60 Tier 3: \$120</p> <p>Note: If there is no generic equivalent available, you will still have to pay the brand name copayment.</p>	<p><i>At a Plan pharmacy:</i> up to a 30-day supply</p> <p>Tier 1: \$10 Tier 2: \$30 Tier 3: \$60</p> <p><i>Mail-order:</i> up to a 90-day supply</p> <p>Tier 1: \$20 Tier 2: \$60 Tier 3: \$120</p> <p>Note: If there is no generic equivalent available, you will still have to pay the brand name copayment.</p> <p>(No deductible)</p>
<p>Note: Injectables furnished and administered in a provider's office or under professional supervision are generally covered under the medical benefit.</p>	<p>Nothing</p>	<p>Nothing after you meet your calendar year deductible</p>
<p>The Plan covers the special medical formulas and food products limited to those listed below. Preauthorization is required.</p> <ul style="list-style-type: none"> <li>• Special medical formulas for the treatment of phenylketonuria, tyrosinemia, homocystinuria, maple syrup urine disease, propionic acidemia, or methylmalonic acidemia in infants and children or to protect the unborn fetuses of pregnant women with phenylketonuria.</li> </ul>	<p>Nothing</p>	<p>Nothing after you meet your deductible</p>

*Covered medications and supplies - continued on next page*

Benefit Description	You pay After the calendar year deductible...	
Covered medications and supplies (cont.)	Basic Option	Standard Option
<ul style="list-style-type: none"> <li>Enteral formulas for home use for which a physician has issued a written order and which are necessary for the treatment of malabsorption caused by Crohn’s disease, ulcerative colitis, gastroesophageal reflux, gastrointestinal motility, chronic intestinal pseudo-obstruction and inherited diseases of amino acids and organic acids.</li> </ul>	Nothing	Nothing after you meet your deductible
<ul style="list-style-type: none"> <li>Food products modified to be low in protein for individuals that have been diagnosed with phenylketonuria and other inherited diseases of amino acids and organic acids. Coverage is provided for up to \$5,000 per calendar year. You may be required to purchase these products over-the-counter and submit claims to the Plan for reimbursement.</li> </ul>	Nothing up to a maximum of \$5,000 per calendar year	Nothing up to a maximum of \$5,000 per calendar year, after you meet your calendar year deductible
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li><i>Bio-identical hormone replacement therapy</i></li> <li><i>Drugs and supplies for cosmetic purposes</i></li> <li><i>Drugs to enhance athletic performance</i></li> <li><i>Drugs for appetite suppression</i></li> <li><i>Drugs obtained at a non-Plan pharmacy; except for out-of-area emergencies</i></li> <li><i>Vitamins, nutrients and food supplements even if a physician prescribes or administers them</i></li> <li><i>Nonprescription medicines, over-the-counter preparations, devices and medical supplies such as antiseptics.</i></li> <li><i>Drugs that are investigational or that have not been approved for general sale and distribution by the U. S. Food and Drug Administration.</i></li> <li><i>Nicotine patches and gum or other smoking cessation products, unless supplied to you as part of an approved smoking cessation program.</i></li> <li><i>Medications and products for noncovered dental conditions</i></li> <li><i>Prescription drugs that are a combination of a covered prescription item and an item that is specifically excluded, such as vitamins, minerals, medical foods or formulas</i></li> </ul>	<i>All charges</i>	<i>All charges</i>

**Section 5(g). Dental benefits**

**Important things you should keep in mind about these benefits:**

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary
- If you are enrolled in a Federal Employees Dental /Vision Insurance Program (FEDVIP) Dental Plan, your FEHB Plan will be First/Primary payor of any Benefit payments and your FEDVIP Plan is secondary to your FEHB Plan. See Section 9 Coordinating benefits with other coverage.
- Plan dentists must provide or arrange your care.
- The Standard Option calendar year deductible does not apply to dental benefits.
- We cover hospitalization for dental procedures only when a non-dental physical impairment exists which makes hospitalization necessary to safeguard the health of the patient. See Section 5(c) for inpatient hospital benefits. We do not cover the dental procedure unless it is described below.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.

Benefit Description	You Pay	
	Basic Option	Standard Option
<b>Accidental injury benefit</b>		
The Plan covers emergency medical care, such as to relieve pain and stop bleeding as a result of an accidental injury to sound natural teeth or tissues, when provided as soon as medically possible in the office of a physician or dentist. You do not need a referral or preauthorization for emergency care needed as a result of dental trauma. Go to the closest provider.  Note: This accidental injury benefit does not include restorative or other dental services.	\$20 copayment per office visit	\$20 copayment per office visit
<b>Out-of-area dental care</b>		
While you are out of the Plan service area, we will cover some limited urgent dental care services for minor ailments such as a toothache or loose filling. Go to the closest provider and notify the Plan within 48 hours of receiving urgent dental care.	\$10 per office visit  Coverage is provided for up to \$50 per incident.	\$10 per office visit  Coverage is provided for up to \$50 per incident.

**Dental benefits**

The Plan covers diagnostic, preventive and minor restorative dental services. Services not listed are not covered. You do not need Plan authorization for these services, but you must see a Plan dentist. Refer to our website, [www.fchp.org](http://www.fchp.org), for a list of Plan dentists, or call Customer Service at 1-800-868-5200 and we will help you find a Plan dentist.

Preventive care is covered once every six months. You are responsible for one copayment per visit for any visit in which exam, cleaning and X-rays (except full mouth series and panoramic) are performed.

The Plan covers minor restorative dental care such as metal or composite fillings. Copayments for these services vary from \$19 to \$51.

Additional dental benefits are available from participating Plan dentists at discounted rates. These discounted services are not to be considered Plan benefits and are not covered under this contract. See Section 5(j), *Non-FEHB benefits available to Plan members*, for more information about discounted dental services.

## Basic and Standard Option

Dental Benefits	You Pay	
<b>Diagnostic (exams)</b>	<b>Basic Option</b>	<b>Standard Option</b>
D0120 Periodic oral examination (every six months)	\$10	\$10
D0140 Limited oral evaluation (problem focused)	\$10	\$10
D0150 Comprehensive oral evaluation	\$10	\$10
D0170 Reevaluation limited (problem focused, not post-op visit)	\$10	\$10
D0220 Intraoral (periapical, first film)	\$10	\$10
D0230 Intraoral (periapical, each additional film)	\$10	\$10
D0240 Intraoral (occlusal film)	\$10	\$10
D0270 Bitewing (single film)	\$10	\$10
D0272 Bitewings (two films)	\$10	\$10
D0273 Bitewings (three films)	\$10	\$10
D0274 Bitewings (four films)	\$10	\$10
D0460 Pulp vitality tests	\$10	\$10
D0470 Diagnostic casts	\$10	\$10
<b>Preventive (cleanings)</b>	<b>Basic Option</b>	<b>Standard Option</b>
D1110 Prophylaxis (adult, every six months)	\$10	\$10
D1120 Prophylaxis (child, every six months)	\$10	\$10
D1203 Topical application fluoride excluding prophylaxis - ages 0-11 (every six months)	\$10	\$10
D1204 Topical application flouride excluding prophylaxis - ages 12 and up (every six months) - adult	\$10	\$10
D1205 Topical fluoride varnish - for patients at moderate risk for caries	\$10	\$10
<b>Minor restorative (fillings)</b>	<b>Basic Option</b>	<b>Standard Option</b>
D2140 Amalgam (one surface)	\$19	\$19
D2150 Amalgam (two surfaces)	\$25	\$25
D2160 Amalgam (three surfaces)	\$27	\$27
D2161 Amalgam (four or more surfaces)	\$36	\$36
D2330 Resin (one surface, anterior)	\$24	\$24
D2331 Resin (two surfaces, anterior)	\$27	\$27
D2332 Resin (three surfaces, anterior)	\$36	\$36
D2335 Resin (four or more surfaces, or involving incisal angle - anterior)	\$42	\$42
D2391 Resin-based composite (one surface, posterior)	\$24	\$24
D2392 Resin-based composite (two surfaces, posterior)	\$32	\$32
D2393 Resin-based composite (three surfaces, posterior)	\$44	\$44

*Minor restorative (fillings) - continued on next page*

**Basic and Standard Option**

<b>Dental Benefits</b>	<b>You Pay</b>	
<b>Minor restorative (fillings) (cont.)</b>	<b>Basic Option</b>	<b>Standard Option</b>
D2394 Resin-based composite (four or more surfaces, posterior)	\$51	\$51
<i>Not covered: Procedures not shown are not covered.</i>	<i>All charges</i>	<i>All charges</i>

**Section 5(h). Special features**

Feature	Description
<b>Flexible benefits option</b>	<p>Under the flexible benefits option, we determine the most effective way to provide services.</p> <ul style="list-style-type: none"> <li>• We may identify medically appropriate alternatives to traditional care and coordinate other benefits as a less costly alternative benefit. If we identify a less costly alternative, we will ask you to sign an alternative benefits agreement that will include all of the following terms. Until you sign and return the agreement, regular contract benefits will continue.</li> <li>• Alternative benefits will be made available for a limited time period and are subject to our ongoing review. You must cooperate with the review process.</li> <li>• By approving an alternative benefit, we cannot guarantee you will get it in the future.</li> <li>• The decision to offer an alternative benefit is solely ours, and except as expressly provided in the agreement, we may withdraw it at any time and resume regular contract benefits.</li> <li>• If you sign the agreement, we will provide the agreed-upon alternative benefits for the stated time period (unless circumstances change). You may request an extension of the time period, but regular benefits will resume if we do not approve your request.</li> <li>• Our decision to offer or withdraw alternative benefits is not subject to OPM review under the disputed claims process.</li> </ul>
<b>24 hour nurse line</b>	<p>For any of your health concerns, 24 hours a day, 7 days a week, you may call and talk with a registered nurse who will discuss treatment options and answer your health questions.</p>
<b>Services for deaf and hearing impaired</b>	<p>You may access our TDD/TTY equipment at 1-877-608-7677.</p>
<b>Clinical trials</b>	<p>The Plan covers the costs for services furnished to members enrolled in certain qualified clinical trials. To be eligible for coverage, you must have been diagnosed with cancer and the clinical trial must be one that is intended to treat cancer. Treatment must be consistent with the usual and customary standard of care for someone with the same diagnosis. Coverage is limited to those services covered by the Plan and subject to all the terms and requirements of the Plan, including, but not limited to, provisions requiring the use of Plan providers.</p> <p><i>Exclusion: All clinical trials with the exception of clinical trials for the treatment of cancer.</i></p>
<b>Interpreter services</b>	<p>The Plan will, upon request, provide members with interpreter and translation services related to our administrative procedures.</p>
<b>Out-of-area student coverage</b>	<p>Students attending school outside the Plan service area may not have easy access to a Plan provider. They are covered for a limited number of services while out-of-area, if authorized in advance by the Plan.</p> <p>With the exception of emergency care, all out-of-area student services must be preauthorized by the plan. This includes post-stabilization care or follow-up care needed as a result of an emergency.</p> <p>Services that are covered for students while out of the Plan service area include:</p> <ul style="list-style-type: none"> <li>• Non-routine medical office visits</li> <li>• Diagnostic lab and X-ray connected with a non-routine office visit</li> <li>• Non-elective inpatient services if the Plan is notified within 48 hours of admission</li> </ul>

	<ul style="list-style-type: none"> <li>• Outpatient services to treat the abuse of or addiction to alcohol or drugs, while out of the Plan service area</li> <li>• Outpatient services to diagnose and/or treat mental conditions</li> <li>• Short-term rehabilitation services, including physical, occupational and speech therapy. Coverage for physical and occupational therapy is provided for up to 60 visits per illness or injury in each calendar year (combined with any in-area visits). Coverage for speech therapy is determined by medical necessity.</li> </ul> <p><i>Aside from emergency care, the services listed above are the only services that are covered for students on an out-of-network basis. To be covered, all other services must be obtained when they return to the Plan service area.</i></p> <p>Services that are not covered for students while out of the Plan service area include:</p> <ul style="list-style-type: none"> <li>• Routine physical, gynecological exams, vision screening and hearing screening</li> <li>• Routine preventive care</li> <li>• Non-emergency prescription medication. You may use the prescription medication mail-order program to fill medication refills. (See page 55.)</li> <li>• Second opinion</li> <li>• Preventive dental care or minor restorative care (e.g., fillings)</li> <li>• Chiropractic care services</li> <li>• Home health care</li> <li>• Outpatient surgical procedures that could be delayed until return to the Plan service area</li> <li>• Maternity care or delivery</li> <li>• Durable medical equipment (e.g., wheelchairs), including maintenance or replacement</li> </ul>
<p><b>Peace of Mind Program™</b></p>	<p>FCHP’s Peace of Mind Program provides access to specialty services at specified Boston area medical centers. You may access Peace of Mind Program providers at your request if you meet the following conditions:</p> <ul style="list-style-type: none"> <li>• The specialty service is ordinarily available in our network</li> <li>• Care is for covered services as described in this brochure. The same copayments and benefit limits apply.</li> <li>• You have seen a plan specialist for this same condition within the past three months.</li> <li>• A referral to a specific Peace of Mind Program physician is made by your PCP and notification of the referral is given to the plan.</li> <li>• The provider to whom you are referred is on staff at one of the five medical centers listed below: <ul style="list-style-type: none"> <li>— Massachusetts General Hospital</li> <li>— Brigham and Women’s Hospital</li> <li>— Children’s Hospital (Boston)</li> <li>— Dana-Farber Cancer Institute</li> <li>— New England Medical Center</li> </ul> </li> </ul>

- If you receive any hospital-based services such as surgery, lab or X-rays, these services must be performed at one of the above hospitals or at another FCHP Select Care network hospital. If you see a specialist through the Peace of Mind Program, and the specialist recommends or arranges services to be performed at a hospital that is not listed above, these services will not be covered unless the physician has obtained authorization from the plan. You must have a copy of the written authorization from the plan; do not rely on assurances by the physician regarding plan coverage.

Once the plan has been notified of the Peace of Mind Program referral to a Peace of Mind Program specialist, you may see this specialist for a period of one year or until treatment for the presenting condition is complete, whichever comes first. When your course of treatment is complete, or for care for any non-related condition, you should return to your PCP for care.

If your Peace of Mind Program specialist wants you to see another specialist at the same facility for the same condition, your PCP must submit a separate referral to the plan before you see the other specialist.

If you want to see a Peace of Mind Program specialist for a different condition, the request must meet Peace of Mind Program conditions described above for the second condition, your PCP must submit a referral to the plan and you must receive prior authorization from the plan in order for the services related to the second condition to be covered.

Please note: For the period of time that you are authorized treatment with the Peace of Mind Program provider for a particular condition, the Peace of Mind Program provider may order X-rays, laboratory tests and other tests to evaluate that condition without prior authorization if these services would normally be covered and would require no prior authorization when ordered by a plan provider. All inpatient care or inpatient, outpatient, or office-based surgery requires prior authorization from the plan. For a complete list of services requiring prior authorization, see obtaining specialty care and services. Note that all PET scans and genetic testing require prior authorization.

If you need physical therapy or occupational therapy for the same condition for which your Peace of Mind Program specialist is treating you, your Peace of Mind Program specialist may refer you for such physical therapy or occupational therapy without prior authorization at the Peace of Mind Program facility, or you may return to a plan therapist if you want.

You may use the Peace of Mind Program for all specialty care except mental health, substance abuse, dental care, chiropractic services, obstetrics, speech therapy and infertility services. You may not use the Peace of Mind Program for any primary care services, including internal medicine, family practice or pediatrics. If you have not met the conditions listed above, or if you or your physician have not obtained plan authorization for a Peace of Mind Program service, the services will not be covered by the plan and the Peace of Mind Program provider may hold you financially responsible.

**Section 5(i). Health education resources and account management tools**

Special Feature	Description
<p><b>Health education resources</b></p>	<p>Visit our Web site at <a href="http://www.fchp.org">www.fchp.org</a> for:</p> <ul style="list-style-type: none"> <li>• <u>Healthwise Knowledgebase</u> : one of the nation’s leading online resources for helping people become informed about their health and health care in active partnership with their doctors. This comprehensive tool features a user-friendly format, hundreds of helpful illustrations and powerful search functions—all of which increase the usefulness of the in-depth medical content.</li> <li>• <u>Preventive Healthcare Guidelines</u>: access preventive health care guidelines and prenatal recommendations from the Massachusetts Health Quality Partners and the Massachusetts Department of Public Health’s guidelines for adult diabetes care.</li> <li>• <u>Leapfrog Group</u>: learn more about the Leapfrog Group, which encourages large employers to recognize and reward health plans and hospitals that make "big leaps" in patient safety and quality.</li> </ul> <p><u>Healthy Communities</u> : FCHP’s member magazine provides you with information about hot health topics plus interesting articles on how to improve your general health and well-being. Visit our Web site at <a href="http://www.fchp.org">www.fchp.org</a> for:</p>
<p><b>Care support (Patient Safety)</b></p>	<p><i>Leapfrog Group</i> - FCHP works in collaboration with the Mass Leapfrog Coalition to enhance patient safety for members treated at our contracted hospitals. We work with the Massachusetts Hospital Association to effectively prioritize and implement the Leapfrog project. FCHP publishes articles in the member magazine, which address information specific to Leapfrog compliance.</p> <p>We also report the following progress with our outpatient safety programs:</p> <p><i>Web-based Health Education Program</i> - FCHP has implemented Web-based education modules in nutrition, fitness, stress, smoking, and weight loss.</p> <p><i>Public Report Card on Quality</i> - FCHP is in the process of developing a physician report card on quality. These report cards will be based on statewide rates and offer you information to help you make health care choices.</p>
<p><b>Care Management</b></p>	<p>At FCHP, we focus on selected complex medical and psychological needs of members and their families. Our Care Management Nurses identify, assess, plan, coordinate, implement, monitor and evaluate options and services to meet your health care needs. This approach gives you access to the appropriate resources and services which can improve your quality of life.</p> <p>In addition to the general Care Management Program, FCHP has developed several disease care programs which identify, case manage, and provide educational resources for members with Congestive Heart Failure, Coronary Artery Disease, Asthma, Diabetes, High Risk Program, and Depression.</p> <p>Our specially trained Care Managers empower you to take a more active role in your health care, and give you the tools you need to manage your disease. This is done by coaching over the phone and by mailing appropriate educational packages to you. Care Managers may also refer you to local support groups, classes and rehabilitation programs.</p>

## Section 5(j). Non-FEHB benefits available to Plan members

The benefits on this page are not part of the FEHB contract or premium, **and you cannot file an FEHB disputed claim about them.** Fees you pay for these services do not count toward FEHB calendar year deductibles or catastrophic protection out-of-pocket maximums. These programs and materials are the responsibility of the Plan, and all appeals must follow their guidelines. For additional information, contact the plan at 800-868-5200 (TDD/TTY: 877-608-7677) or visit their website at [www.fchp.org](http://www.fchp.org).

### Discounted dental services

Plan members are eligible for discounts on non-covered dental services, such as sealants, crowns, inlays, bridges, root canals, gingivectomies and dentures when performed by participating Plan dentists. For a listing of discounted dental services, call Customer Service at 800-868-5200 (TDD/TTY: 877-608-7677).

### Eyewear discounts

The Plan has arranged for discounts on eyeglass frames, prescription lenses, non-prescription sunglasses and complete contact lens packages. For more information, contact Customer Service at 800-868-5200 (TDD/TTY: 877-608-7677).

### Hearing aid discounts

The Plan has arranged for discounts off the regular price of hearing aids. Contact Customer Service at 1-800-868-5200 (TDD/TTY: 877-608-7677) for a list of providers.

### *It Fits!*

Fallon Community Health Plan's wellness feature, gives you family up to \$400 (\$200 for self-only contract) to use toward a variety of healthy activities, like membership at local fitness centers, aerobics, Pilates and yoga classes when taught by a certified instructor), Weight Watchers® programs, as well as local, town and school sports programs for all ages when they include an aerobic and instructional component. With *It Fits!*, Plan members decide what type of health and fitness program best fits their lifestyle. For more information, contact Customer Service at 800-868-5200 (TDD/TTY: 877-608-7677).

### *Oh, Baby!*

*Oh, Baby!* is a health and wellness program for birth, baby and beyond. Whether expecting or planning to adopt, the *Oh Baby!* program gives you information and resources to help you take care of the "little things" in your life. Eligible participants receive useful and important items at no cost. For more information, contact Customer Service at 1-800-868-5200 (TDD/TTY: 1-877-608-7677).

### Medicare prepaid Plan enrollment

This Plan offers Medicare recipients the opportunity to enroll in the Plan through Medicare. As indicated on page 69, annuitants and former spouses with FEHB coverage and Medicare Part B may elect to drop their FEHB coverage and enroll in a Medicare prepaid Plan if one is available in their area. They may then later re-enroll in the FEHB program. Most Federal annuitants have Medicare Part A. Those without Medicare Part A may join this Medicare prepaid program but will probably have to pay for hospital coverage in addition to the Part B premium. Before you join the plan, ask whether the plan covers hospital benefits and, if so, what you have to pay. Contact your retirement system for information on dropping your FEHB enrollment and changing to a Medicare prepaid Plan. Contact Customer Service at 800-868-5200 (TDD/TTY: 877-608-7677) for information on benefits available under the Medicare HMO.

### Health education and wellness programs

FCHP offers a variety of health education and wellness programs, such as smoking cessation and worksite wellness. Fees for these programs vary and many are provided at no cost. Call Customer Service at 800-868-5200 (TDD/TTY: 877-608-7677) for more information.

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## Section 6. General exclusions – things we don't cover

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The exclusions in this section apply to all benefits. There may be other exclusions and limitations listed in Section 5 of this brochure. **Although we may list a specific service as a benefit, we will not cover it unless your Plan doctor determines it is medically necessary to prevent, diagnose, or treat your illness, disease, injury, or condition** (see specifics regarding transplants).

We do not cover the following:

- Care by non-plan providers except for authorized referrals or emergencies (see *Emergency services/accidents*);
- Services, drugs, or supplies you receive while you are not enrolled in this Plan;
- Services, drugs, or supplies not medically necessary;
- Services, drugs, or supplies not required according to accepted standards of medical, dental, or psychiatric practice;
- Experimental or investigational procedures, treatments, drugs or devices (see specifics regarding transplants);
- Services, drugs, or supplies related to abortions, except when the life of the mother would be endangered if the fetus were carried to term, or when the pregnancy is the result of an act of rape or incest;
- Services, drugs, or supplies related to sex transformations;
- Services, drugs, or supplies you receive from a provider or facility barred from the FEHB Program; or
- Services, drugs, or supplies you receive without charge while in active military service.
- All clinical trials with the exception of clinical trials for the treatment of cancer. We do not cover extra care costs related to taking part in a clinical trial, or research costs related to conducting the clinical trial.

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## Section 7. Filing a claim for covered services

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When you see Plan physicians, receive services at Plan hospitals and facilities, or obtain your prescription drugs at Plan pharmacies, you will not have to file claims. Just present your identification card and pay your copayment or deductible.

You will only need to file a claim when you receive emergency services from non-plan providers. Sometimes these providers bill us directly. Check with the provider. If you need to file the claim, here is the process:

**Medical, hospital and drug benefits** In most cases, providers and facilities file claims for you. Physicians must file on the form CMS-1500, Health Insurance Claim Form. Your facility will file on the UB-04 form. For claims questions and assistance, call Customer Service at 1-800-868-5200 (TDD/TTY: 1-877-608-7677).

When you must file a claim – such as for services you receive outside the Plan’s service area – submit it on the CMS-1500 or a claim form that includes the information shown below. Bills and receipts should be itemized and show:

- Covered member’s name and ID number;
- Name and address of the physician or facility that provided the service or supply;
- Dates you received the services or supplies;
- Diagnosis;
- Type of each service or supply;
- The charge for each service or supply;
- A copy of the explanation of benefits, payments, or denial from any primary payor – such as the Medicare Summary Notice (MSN); and
- Receipts, if you paid for your services.

**Submit your claims to:**

Fallon Community Health Plan  
Claims Department  
P. O. Box 15121  
Worcester, MA 01615-0121

**Deadline for filing your claim**

Send us all of the documents for your claim as soon as possible. You must submit the claim by December 31 of the year after the year you received the service, unless timely filing was prevented by administrative operations of Government or legal incapacity, provided the claim was submitted as soon as reasonably possible.

**When we need more information**

Please reply promptly when we ask for additional information. We may delay processing or deny benefits for your claim if you do not respond.

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## Section 8. The disputed claims process

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Follow this Federal Employees Health Benefits Program disputed claims process if you disagree with our decision on your claim or request for services, drugs, or supplies – including a request for preauthorization/prior approval required by Section 3.

Step	Description
<b>1</b>	<p>Ask us in writing to reconsider our initial decision. You must:</p> <ol style="list-style-type: none"><li>Write to us within 6 months from the date of our decision; and</li><li>Send or bring your request to us at: Fallon Community Health Plan, Appeals and Grievances Department, 10 Chestnut St., Worcester, MA 01608, fax it to us at: 1-508-755-7393, e-mail it to us at <a href="mailto:grievance@fchp.org">grievance@fchp.org</a>, or call us at 1-800-333-2535, extension 69950; and</li><li>Include a statement about why you believe our initial decision was wrong, based on specific benefit provisions in this brochure; and</li><li>Include copies of documents that support your claim, such as physician's letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms.</li></ol>
<b>2</b>	<p>We have 30 days from the date we receive your request to:</p> <ol style="list-style-type: none"><li>Pay the claim (or, if applicable, arrange for the health care provider to give you the care); or</li><li>Write to you and maintain our denial - go to step 4; or</li><li>Ask you or your provider for more information. If we ask your provider, we will send you a copy of our request - go to step 3.</li></ol>
<b>3</b>	<p>You or your provider must send the information so that we receive it within 60 days of our request. We will then decide within 30 more days.</p> <p>If we do not receive the information within 60 days, we will decide within 30 days of the date the information was due. We will base our decision on the information we already have.</p> <p>We will write to you with our decision.</p>
<b>4</b>	<p>If you do not agree with our decision, you may ask OPM to review it.</p> <p>You must write to OPM within</p> <ul style="list-style-type: none"><li>90 days after the date of our letter upholding our initial decision; or</li><li>120 days after you first wrote to us - if we did not answer that request in some way within 30 days; or</li><li>120 days after we asked for additional information.</li></ul> <p>Write to OPM at: United States Office of Personnel Management, Insurance Services Programs, Health Insurance Group 3, Room 3451, 1900 E Street, NW, Washington, DC 20415-3630.</p> <p>Send OPM the following information:</p> <ul style="list-style-type: none"><li>A statement about why you believe our decision was wrong, based on specific benefit provisions in this brochure;</li><li>Copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms;</li><li>Copies of all letters you sent to us about the claim;</li><li>Copies of all letters we sent to you about the claim; and</li><li>Your daytime phone number and the best time to call.</li></ul>

Note: If you want OPM to review more than one claim, you must clearly identify which documents apply to which claim.

Note: You are the only person who has a right to file a disputed claim with OPM. Parties acting as your representative, such as medical providers, must include a copy of your specific written consent with the review request.

Note: The above deadlines may be extended if you show that you were unable to meet the deadline because of reasons beyond your control.

## 5

OPM will review your disputed claim request and will use the information it collects from you and us to decide whether our decision is correct. OPM will send you a final decision within 60 days. There are no other administrative appeals.

If you do not agree with OPM's decision, your only recourse is to sue. If you decide to sue, you must file the suit against OPM in Federal court by December 31 of the third year after the year in which you received the disputed services, drugs, or supplies or from the year in which you were denied precertification or prior approval. This is the only deadline that may not be extended.

OPM may disclose the information it collects during the review process to support their disputed claim decision. This information will become part of the court record.

You may not sue until you have completed the disputed claims process. Further, Federal law governs your lawsuit, benefits, and payment of benefits. The Federal court will base its review on the record that was before OPM when OPM decided to uphold or overturn our decision. You may recover only the amount of benefits in dispute.

Note: **If you have a serious or life threatening condition** (one that may cause permanent loss of bodily functions or death if not treated as soon as possible), and

a) We haven't responded yet to your initial request for care or preauthorization/prior approval, then call us at 1-800-868-5200 (TDD/TTY: 1-877-608-7677) and we will expedite our review; or

b) We denied your initial request for care or preauthorization/prior approval, then:

- If we expedite our review and maintain our denial, we will inform OPM so that they can give your claim expedited treatment too, or
- You may call OPM's Health Insurance Group 3 at 202-606-0755 between 8 a.m. and 5 p.m. eastern time.

Note: **If you have a serious or life threatening condition** (one that may cause permanent loss of bodily functions or death if not treated as soon as possible), and

a) We haven't responded yet to your initial request for care or preauthorization/prior approval, then call us at 800-868-5200 (TDD/TTY: 877-608-7677) and we will expedite our review; or

b) We denied your initial request for care or preauthorization/prior approval, then:

- If we expedite our review and maintain our denial, we will inform OPM so that they can give your claim expedited treatment too, or
- You may call OPM's Health Insurance Group 3 at 202/606-0755 between 8 a.m. and 5 p.m. eastern time.

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## Section 9. Coordinating benefits with other coverage

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### When you have other health coverage

You must tell us if you or a covered family member has coverage under any other health plan or has automobile insurance that pays health care expenses without regard to fault. This is called “double coverage.”

When you have double coverage, one plan normally pays its benefits in full as the primary payor and the other plan pays a reduced benefit as the secondary payor. We, like other insurers, determine which coverage is primary according to the National Association of Insurance Commissioners’ guidelines.

When we are the primary payor, we will pay the benefits described in this brochure.

When we are the secondary payor, we will determine our allowance. After the primary plan pays, we will pay what is left of our allowance, up to our regular benefit. We will not pay more than our allowance.

### What is Medicare?

Medicare is a Health Insurance Program for:

- People 65 years of age or older;
- Some people with disabilities under 65 years of age; and
- People with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant).

Medicare has four parts:

- Part A (Hospital Insurance). Most people do not have to pay for Part A. If you or your spouse worked for at least 10 years in Medicare-covered employment, you should be able to qualify for premium-free Part A insurance. (If you were a Federal employee at any time both before and during January 1983, you will receive credit for your Federal employment before January 1983.) Otherwise, if you are age 65 or older, you may be able to buy it. Contact 1-800-MEDICARE (1-800-633-4227), (TTY 1-877-486-2048) for more information.
- Part B (Medical Insurance). Most people pay monthly for Part B. Generally, Part B premiums are withheld from your monthly Social Security check or your retirement check.
- Part C (Medicare Advantage). You can enroll in a Medicare Advantage plan to get your Medicare benefits. We offer a Medicare Advantage plan. Please review the information on coordinating benefits with Medicare Advantage plans on the next page.

Part D (Medicare prescription drug coverage). There is a monthly premium for Part D coverage. If you have limited savings and a low income, you may be eligible for Medicare’s Low-Income Benefits. For people with limited income and resources, extra help in paying for a Medicare prescription drug plan is available. Information regarding this program is available through the Social Security Administration (SSA). For more information about this extra help, visit SSA online at [www.socialsecurity.gov](http://www.socialsecurity.gov), or call them at 1-800-772-1213 (TTY 1-800-325-0778). Before enrolling in Medicare Part D, please review the important disclosure notice from us about the FEHB prescription drug coverage and Medicare. The notice is on the first inside page of this brochure. The notice will give you guidance on enrolling in Medicare Part D.

### • Should I enroll in Medicare?

The decision to enroll in Medicare is yours. We encourage you to apply for Medicare benefits 3 months before you turn age 65. It’s easy. Just call the Social Security Administration toll-free number 1-800-772-1213, (TTY 1-800-325-0778) to set up an appointment to apply. If you do not apply for one or more Parts of Medicare, you can still be covered under the FEHB Program.

If you can get premium-free Part A coverage, we advise you to enroll in it. Most Federal employees and annuitants are entitled to Medicare Part A at age 65 **without cost**. When you don't have to pay premiums for Medicare Part A, it makes good sense to obtain the coverage. It can reduce your out-of-pocket expenses as well as costs to the FEHB, which can help keep FEHB premiums down.

Everyone is charged a premium for Medicare Part B coverage. The Social Security Administration can provide you with premium and benefit information. Review the information and decide if it makes sense for you to buy the Medicare Part B coverage.

If you are eligible for Medicare, you may have choices in how you get your health care. Medicare Advantage is the term used to describe the various private health plan choices available to Medicare beneficiaries. The information in the next few pages shows how we coordinate benefits with Medicare, depending on whether you are in the Original Medicare Plan or a private Medicare Advantage plan.

- **The Original Medicare Plan (Part A or Part B)**

The Original Medicare Plan (Original Medicare) is available everywhere in the United States. It is the way everyone used to get Medicare benefits and is the way most people get their Medicare Part A and Part B benefits now. You may go to any doctor, specialist, or hospital that accepts Medicare. The Original Medicare Plan pays its share and you pay your share.

When you are enrolled in Original Medicare along with this Plan, you still need to follow the rules in this brochure for us to cover your care.

If your Plan physician does not participate in Medicare, you will have to file a claim with Medicare.

**Claims process when you have the Original Medicare Plan** – You will probably not need to file a claim form when you have both our Plan and the Original Medicare Plan.

When we are the primary payor, we process the claim first.

When Original Medicare is the primary payor, Medicare processes your claim first. In most cases, your claim will be coordinated automatically and we will then provide secondary benefits for covered charges. To find out if you need to do something to file your claim, call Customer Service at 1-800-868-5200 (TDD/TTY: 1-877-608-7677) or visit us at [www.fchp.org](http://www.fchp.org).

**We do not waive any costs if the Original Medicare Plan is your primary payor.**

- **Tell us about your Medicare coverage**

You must tell us if you or a covered family member has Medicare coverage, and let us obtain information about services denied or paid under Medicare if we ask. You must also tell us about other coverage you or your covered family members may have, as this coverage may affect the primary/secondary status of this Plan and Medicare.

- **Medicare Advantage (Part C)**

If you are eligible for Medicare, you may choose to enroll in and get your Medicare benefits from a Medicare Advantage plan. These are private health care choices (like HMOs and regional PPOs) in some areas of the country. To learn more about Medicare Advantage plans, contact Medicare at 1-800-MEDICARE (1-800-633-4227), (TTY 1-877-486-2048) or at [www.medicare.gov](http://www.medicare.gov).

If you enroll in a Medicare Advantage plan, the following options are available to you:

**This Plan and another plan's Medicare Advantage plan:** You may enroll in another plan's Medicare Advantage plan and also remain enrolled in our FEHB plan. We will still provide benefits when your Medicare Advantage plan is primary, even out of the Medicare Advantage plan's network and/or service area (if you use our Plan providers), but we will not waive any of our copayments, coinsurance, or deductibles. If you enroll in a Medicare Advantage plan, tell us. We will need to know whether you are in the Original Medicare Plan or in a Medicare Advantage plan so we can correctly coordinate benefits with Medicare.

**Suspended FEHB coverage to enroll in a Medicare Advantage plan:** If you are an annuitant or former spouse, you can suspend your FEHB coverage to enroll in a Medicare Advantage plan, eliminating your FEHB premium. (OPM does not contribute to your Medicare Advantage plan premium.) For information on suspending your FEHB enrollment, contact your retirement office. If you later want to re-enroll in the FEHB Program, generally you may do so only at the next Open Season unless you involuntarily lose coverage or move out of the Medicare Advantage plan's service area.

- **Medicare prescription drug coverage (Part D)**

When we are the primary payor, we process the claim first. If you enroll in Medicare Part D and we are the secondary payor, we will review claims for your prescription drug costs that are not covered by Medicare Part D and consider them for payment under the FEHB plan.

Medicare always makes the final determination as to whether they are the primary payor. The following chart illustrates whether Medicare or this Plan should be the primary payor for you according to your employment status and other factors determined by Medicare. It is critical that you tell us if you or a covered family member has Medicare coverage so we can administer these requirements correctly. **(Having coverage under more than two health plans may change the order of benefits determined on this chart.)**

<b>Primary Payor Chart</b>		
<b>A. When you - or your covered spouse - are age 65 or over and have Medicare and you...</b>	<b>The primary payor for the individual with Medicare is...</b>	
	<b>Medicare</b>	<b>This Plan</b>
1) Have FEHB coverage on your own as an active employee		✓
2) Have FEHB coverage on your own as an annuitant or through your spouse who is an annuitant	✓	
3) Have FEHB through your spouse who is an active employee		✓
4) Are a reemployed annuitant with the Federal government and your position is excluded from the FEHB (your employing office will know if this is the case) and you are not covered under FEHB through your spouse under #3 above	✓	
5) Are a reemployed annuitant with the Federal government and your position is not excluded from the FEHB (your employing office will know if this is the case) and...		
• You have FEHB coverage on your own or through your spouse who is also an active employee		✓
• You have FEHB coverage through your spouse who is an annuitant	✓	
6) Are a Federal judge who retired under title 28, U.S.C., or a Tax Court judge who retired under Section 7447 of title 26, U.S.C. (or if your covered spouse is this type of judge) and you are not covered under FEHB through your spouse under #3 above	✓	
7) Are enrolled in Part B only, regardless of your employment status	✓ for Part B services	✓ for other services
8) Are a Federal employee receiving Workers' Compensation disability benefits for six months or more	✓ *	
<b>B. When you or a covered family member...</b>		
1) Have Medicare solely based on end stage renal disease (ESRD) and...		
• It is within the first 30 months of eligibility for or entitlement to Medicare due to ESRD <b>(30-month coordination period)</b>		✓
• It is beyond the 30-month coordination period and you or a family member are still entitled to Medicare due to ESRD	✓	
2) Become eligible for Medicare due to ESRD while already a Medicare beneficiary and...		
• This Plan was the primary payor before eligibility due to ESRD <b>(for 30 month coordination period)</b>		✓
• Medicare was the primary payor before eligibility due to ESRD	✓	
3) Have Temporary Continuation of Coverage (TCC) and...		
• Medicare based on age and disability	✓	
• Medicare based on ESRD <b>(for the 30 month coordination period)</b>		✓
• Medicare based on ESRD <b>(after the 30 month coordination period)</b>	✓	
<b>C. When either you or a covered family member are eligible for Medicare solely due to disability and you...</b>		
1) Have FEHB coverage on your own as an active employee or through a family member who is an active employee		✓
2) Have FEHB coverage on your own as an annuitant or through a family member who is an annuitant	✓	
<b>D. When you are covered under the FEHB Spouse Equity provision as a former spouse</b>		
	✓	

\*Workers' Compensation is primary for claims related to your condition under Workers' Compensation.

**TRICARE and CHAMPVA**

TRICARE is the health care program for eligible dependents of military persons, and retirees of the military. TRICARE includes the CHAMPUS program. CHAMPVA provides health coverage to disabled Veterans and their eligible dependents. IF TRICARE or CHAMPVA and this Plan cover you, we pay first. See your TRICARE or CHAMPVA Health Benefits Advisor if you have questions about these programs.

**Suspended FEHB coverage to enroll in TRICARE or CHAMPVA:** If you are an annuitant or former spouse, you can suspend your FEHB coverage to enroll in one of these programs, eliminating your FEHB premium. (OPM does not contribute to any applicable plan premiums.) For information on suspending your FEHB enrollment, contact your retirement office. If you later want to re-enroll in the FEHB Program, generally you may do so only at the next Open Season unless you involuntarily lose coverage under TRICARE or CHAMPVA

**Workers' Compensation**

We do not cover services that:

- You need because of a workplace-related illness or injury that the Office of Workers' Compensation Programs (OWCP) or a similar Federal or State agency determines they must provide; or
- OWCP or a similar agency pays for through a third-party injury settlement or other similar proceeding that is based on a claim you filed under OWCP or similar laws.

Once OWCP or similar agency pays its maximum benefits for your treatment, we will cover your care.

**Medicaid**

When you have this Plan and Medicaid, we pay first.

**Suspended FEHB coverage to enroll in Medicaid or a similar State-sponsored program of medical assistance:** If you are an annuitant or former spouse, you can suspend your FEHB coverage to enroll in one of these State programs, eliminating your FEHB premium. For information on suspending your FEHB enrollment, contact your retirement office. If you later want to re-enroll in the FEHB Program, generally you may do so only at the next Open Season unless you involuntarily lose coverage under the State program.

**When other Government agencies are responsible for your care**

We do not cover services and supplies when a local, State, or Federal government agency directly or indirectly pays for them.

**When others are responsible for injuries**

When you receive money to compensate you for medical or hospital care for injuries or illness caused by another person, you must reimburse us for any expenses we paid. However, we will cover the cost of treatment that exceeds the amount you received in the settlement.

If you do not seek damages you must agree to let us try. This is called subrogation. If you need more information, contact us for our subrogation procedures.

**When you have Federal Employees Dental and Vision Insurance Plan (FEDVIP) coverage**

Some FEHB plans already cover some dental and vision services. When you are covered by more than one vision/dental plan, coverage provided under your FEHB plan remains as your primary coverage. FEDVIP coverage pays secondary to that coverage. When you enroll in a dental and/or vision plan on BENEFEDS.com, you will be asked to provide information on your FEHB plan so that your plans can coordinate benefits. Providing your FEHB information may reduce your out-of-pocket cost.

**Clinical Trials**

If you are a participant in a clinical trial, this health plan will provide related care as follows, if it is not provided by the clinical trial:

- Routine care costs - costs for routine services such as doctor visits, lab tests, x-rays and scans, and hospitalizations related to treating the patient's condition, whether the patient is in a clinical trial or is receiving standard therapy. These costs are covered by this plan.

- Extra care costs - costs related to taking part in a clinical trial such as additional tests that a patient may need as part of the trial, but not as part of the patient's routine care. This plan does not cover these costs.
- Research costs - costs related to conducting the clinical trial such as research physician and nurse time, analysis of results, and clinical tests performed only for research purposes. These costs are generally covered by the clinical trials, this plan does not cover these costs.

*Note: This plan follows M.G.L. 176G § 4P which requires us to cover qualified clinical trials intended to treat cancer. We do not cover clinical trials with the exception of clinical trials for the treatment of cancer.*

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## Section 10. Definitions of terms we use in this brochure

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<b>Calendar year</b>	January 1 through December 31 of the same year. For new enrollees, the calendar year begins on the effective date of their enrollment and ends on December 31 of the same year.
<b>Clinical Trials Cost Categories</b>	<ul style="list-style-type: none"><li>• Routine care costs - costs for routine services such as doctor visits, lab tests, x-rays and scans, and hospitalizations related to treating the patient's condition, whether the patient is in a clinical trial or is receiving standard therapy</li><li>• Extra care costs - costs related to taking part in a clinical trial such as additional tests that a patient may need as part of the trial, but not as part of the patient's routine care</li><li>• Research costs - costs related to conducting the clinical trial such as research physician and nurse time, analysis of results, and clinical tests performed only for research purposes</li></ul>
<b>Coinsurance</b>	Coinsurance is the percentage of our allowance that you must pay for your care. You may also be responsible for additional amounts. See page 22.
<b>Copayment</b>	A copayment is a fixed amount of money you pay when you receive covered services. See page 21.
<b>Cost-sharing</b>	Cost-sharing is the general term used to refer to your out-of-pocket costs (e.g., deductible, coinsurance, and copayments) for the covered care you receive.
<b>Covered services</b>	Care we provide benefits for, as described in this brochure.
<b>Custodial care</b>	Care furnished to meet non-medically necessary needs such as assistance in mobility, dressing, bathing, eating, preparation of special diets and taking medications. Custodial care that lasts 90 days or more is sometimes known as long-term care. Custodial care is not covered by the Plan.
<b>Deductible</b>	A deductible is a fixed amount of covered expenses you must incur for certain covered services and supplies before we start paying benefits for those services. See page 21.
<b>Experimental or investigational service</b>	Our Benefits & Technology Assessment Committee determines what procedures, devices and services are considered experimental or investigational, using FDA guidelines and long-term clinical studies. Clinical studies are used to ensure that the procedure, device or service has proven to be more effective than currently accepted procedures, devices or services.
<b>Group health coverage</b>	Health care coverage through a partnership, association or corporation that has an agreement to pay the Plan or its agent the Plan premium for a group of subscribers. FEHB is an example of a group.
<b>Medical necessity</b>	A service which is rendered for the diagnosis or treatment of an illness or injury, not furnished primarily for the convenience of the member or provider, and is in accordance with professionally recognized medical standards and Plan medical criteria.
<b>Out-of-pocket maximum</b>	A dollar limit to the number of copayments you must pay in each calendar year for inpatient admissions and outpatient surgery combined. Inpatient admissions include admissions to hospitals and skilled nursing or rehabilitation facilities. Outpatient surgery includes same-day surgery in a hospital outpatient department or ambulatory care facility.
<b>Us/We</b>	Us and We refer to Fallon Community Health Plan (FCHP).
<b>You</b>	You refers to the enrollee and each covered family member.

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## Section 11. FEHB Facts

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### Coverage information

#### No pre-existing condition limitation

We will not refuse to cover the treatment of a condition you had before you enrolled in this Plan solely because you had the condition before you enrolled.

#### Where you can get information about enrolling in the FEHB Program

See [www.opm.gov/insure/health](http://www.opm.gov/insure/health) for enrollment information as well as:

- Information on the FEHB Program and plans available to you
- A health plan comparison tool
- A list of agencies who participate in Employee Express
- A link to Employee Express
- Information on and links to other electronic enrollment systems

Also, your employing or retirement office can answer your questions, and give you a *Guide to Federal Benefits*, brochures for other plans, and other materials you need to make an informed decision about your FEHB coverage. These materials tell you:

- When you may change your enrollment;
- How you can cover your family members;
- What happens when you transfer to another Federal agency, go on leave without pay, enter military service, or retire;
- When your enrollment ends; and
- When the next open season for enrollment begins.

We don't determine who is eligible for coverage and, in most cases, cannot change your enrollment status without information from your employing or retirement office. For information on your premium deductions, you must also contact your employing or retirement office.

#### Types of coverage available for you and your family

Self Only coverage is for you alone. Self and Family coverage is for you, your spouse, and your unmarried dependent children under age 22, including any foster children or stepchildren your employing or retirement office authorizes coverage for. Under certain circumstances, you may also continue coverage for a disabled child 22 years of age or older who is incapable of self-support.

If you have a Self Only enrollment, you may change to a Self and Family enrollment if you marry, give birth, or add a child to your family. You may change your enrollment 31 days before to 60 days after that event. The Self and Family enrollment begins on the first day of the pay period in which the child is born or becomes an eligible family member. When you change to Self and Family because you marry, the change is effective on the first day of the pay period that begins after your employing office receives your enrollment form; benefits will not be available to your spouse until you marry.

Your employing or retirement office will **not** notify you when a family member is no longer eligible to receive benefits, nor will we. Please tell us immediately when you add or remove family members from your coverage for any reason, including divorce, or when your child under age 22 marries or turns 22.

If you or one of your family members is enrolled in one FEHB plan, that person may not be enrolled in or covered as a family member by another FEHB plan.

#### Children's Equity Act

OPM has implemented the Federal Employees Health Benefits Children's Equity Act of 2000. This law mandates that you be enrolled for Self and Family coverage in the FEHB Program, if you are an employee subject to a court or administrative order requiring you to provide health benefits for your child(ren).

If this law applies to you, you must enroll for Self and Family coverage in a health plan that provides full benefits in the area where your children live or provide documentation to your employing office that you have obtained other health benefits coverage for your children. If you do not do so, your employing office will enroll you involuntarily as follows:

- If you have no FEHB coverage, your employing office will enroll you for Self and Family coverage in the Blue Cross and Blue Shield Service Benefit Plan's Basic Option;
- If you have a Self Only enrollment in a fee-for-service plan or in an HMO that serves the area where your children live, your employing office will change your enrollment to Self and Family in the same option of the same plan; or
- If you are enrolled in an HMO that does not serve the area where the children live, your employing office will change your enrollment to Self and Family in the Blue Cross and Blue Shield Service Benefit Plan's Basic Option.

As long as the court/administrative order is in effect, and you have at least one child identified in the order who is still eligible under the FEHB Program, you cannot cancel your enrollment, change to Self Only, or change to a plan that doesn't serve the area in which your children live, unless you provide documentation that you have other coverage for the children. If the court/administrative order is still in effect when you retire, and you have at least one child still eligible for FEHB coverage, you must continue your FEHB coverage into retirement (if eligible) and cannot cancel your coverage, change to Self Only, or change to a plan that doesn't serve the area in which your children live as long as the court/administrative order is in effect. Contact your employing office for further information.

**When benefits and premiums start**

The benefits in this brochure are effective January 1. If you joined this Plan during Open Season, your coverage begins on the first day of your first pay period that starts on or after January 1. **If you changed plans or plan options during Open Season and you receive care between January 1 and the effective date of coverage under your new plan or option, your claims will be paid according to the 2010 benefits of your old plan or option.** However, if your old plan left the FEHB Program at the end of the year, you are covered under that plan's 2009 benefits until the effective date of your coverage with your new plan. Annuitants' coverage and premiums begin on January 1. If you joined at any other time during the year, your employing office will tell you the effective date of coverage.

**When you retire**

When you retire, you can usually stay in the FEHB Program. Generally, you must have been enrolled in the FEHB Program for the last five years of your Federal service. If you do not meet this requirement, you may be eligible for other forms of coverage, such as Temporary Continuation of Coverage (TCC).

**When you lose benefits**

**When FEHB coverage ends**

You will receive an additional 31 days of coverage, for no additional premium, when:

- Your enrollment ends, unless you cancel your enrollment, or
- You are a family member no longer eligible for coverage.

Any person covered under the 31 day extension of coverage who is confined in a hospital or other institution for care or treatment on the 31<sup>st</sup> day of the temporary extension is entitled to continuation of the benefits of the Plan during the continuance of the confinement but not beyond the 60<sup>th</sup> day after the end of the 31 day temporary extension.

You may be eligible for spouse equity coverage or Temporary Continuation of Coverage (TCC), or a conversion policy (a non-FEHB individual policy.)

**Upon divorce**

If you are divorced from a Federal employee or annuitant, you may not continue to get benefits under your former spouse’s enrollment. This is the case even when the court has ordered your former spouse to provide health coverage for you. However, you may be eligible for your own FEHB coverage under either the spouse equity law or Temporary Continuation of Coverage (TCC). If you are recently divorced or are anticipating a divorce, contact your ex-spouse’s employing or retirement office to get RI 70-5, the *Guide To Federal Benefits for Temporary Continuation of Coverage and Former Spouse Enrollees*, or other information about your coverage choices. You can also download the guide from OPM’s Web site, [www.opm.gov/insure](http://www.opm.gov/insure).

**Temporary Continuation of Coverage (TCC)**

If you leave Federal service, or if you lose coverage because you no longer qualify as a family member, you may be eligible for Temporary Continuation of Coverage (TCC). For example, you can receive TCC if you are not able to continue your FEHB enrollment after you retire, if you lose your Federal job, if you are a covered dependent child and you turn 22 or marry, etc.

You may not elect TCC if you are fired from your Federal job due to gross misconduct.

**Enrolling in TCC.** Get the RI 79-27, which describes TCC, and the RI 70-5, the *Guide to Federal Benefits for Temporary Continuation of Coverage and Former Spouse Enrollees*, from your employing or retirement office or from [www.opm.gov/insure](http://www.opm.gov/insure). It explains what you have to do to enroll.

**Converting to individual coverage**

You may convert to a non-FEHB individual policy if:

- Your coverage under TCC or the spouse equity law ends (If you canceled your coverage or did not pay your premium, you cannot convert);
- You decided not to receive coverage under TCC or the spouse equity law; or
- You are not eligible for coverage under TCC or the spouse equity law.

If you leave Federal service, your employing office will notify you of your right to convert. You must apply in writing to us within 31 days after you receive this notice. However, if you are a family member who is losing coverage, the employing or retirement office will **not** notify you. You must apply in writing to us within 31 days after you are no longer eligible for coverage.

Your benefits and rates will differ from those under the FEHB Program; however, you will not have to answer questions about your health, and we will not impose a waiting period or limit your coverage due to pre-existing conditions.

**Getting a Certificate of Group Health Plan Coverage**

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a Federal law that offers limited Federal protections for health coverage availability and continuity to people who lose employer group coverage. If you leave the FEHB Program, we will give you a Certificate of Group Health Plan Coverage that indicates how long you have been enrolled with us. You can use this certificate when getting health insurance or other health care coverage. Your new plan must reduce or eliminate waiting periods, limitations, or exclusions for health related conditions based on the information in the certificate, as long as you enroll within 63 days of losing coverage under this Plan. If you have been enrolled with us for less than 12 months, but were previously enrolled in other FEHB plans, you may also request a certificate from those plans.

For more information, get OPM pamphlet RI 79-27, *Temporary Continuation of Coverage (TCC) under the FEHB Program*. See also the FEHB Web site at [www.opm.gov/insure/health](http://www.opm.gov/insure/health); refer to the “TCC and HIPAA” frequently asked questions. These highlight HIPAA rules, such as the requirement that Federal employees must exhaust any TCC eligibility as one condition for guaranteed access to individual health coverage under HIPAA, and information about Federal and State agencies you can contact for more information.

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## Section 12. Three Federal Programs complement FEHB benefits

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### Important information

OPM wants to be sure you are aware of three Federal programs that complement the FEHB Program.

First, the **Federal Flexible Spending Account Program**, also known as **FSAFEDS**, lets you set aside pre-tax money from your salary to reimburse you for eligible dependent care and/or health care expenses. You pay less in taxes so you save money. The result can be a discount of 20% to more than 40% on services/products you routinely pay for out-of-pocket.

Second, the **Federal Employees Dental and Vision Insurance Program (FEDVIP)** provides comprehensive dental and vision insurance at competitive group rates. There are several plans from which to choose. Under **FEDVIP** you may choose self only, self plus one, or self and family coverage for yourself and any eligible dependents.

Third, the **Federal Long Term Care Insurance Program (FLTCIP)** can help cover long term care costs, which are not covered under the FEHB Program.

### The Federal Flexible Spending Account Program – *FSAFEDS*

#### What is an FSA?

It is an account where you contribute money from your salary BEFORE taxes are withheld, then incur eligible expenses and get reimbursed. You pay less in taxes so you save money. **Annuitants are not eligible to enroll.**

There are three types of FSAs offered by FSAFEDS. Each type has a minimum annual election of \$250 and a maximum annual election of \$5,000.

- **Health Care FSA (HCFSA)** – Pays for eligible health care expenses (such as copayments, deductibles, over-the-counter medications and products, vision and dental expenses, and much more) for you and your dependents, which are not covered or reimbursed by FEHBP or FEDVIP coverage or any other insurance.
- **Limited Expense Health Care FSA (LEX HCFSA)** – Designed for employees enrolled in or covered by a High Deductible Health Plan with a Health Savings Account. Eligible expenses are limited to dental and vision care expenses for you and your dependents, which are not covered or reimbursed, by FEHBP or FEDVIP coverage or other insurance.
- **Dependent Care FSA (DCFSA)** – Reimburses you for eligible **non-medical** day care expenses for your child(ren) under age 13 and/or for any person you claim as a dependent on your Federal Income Tax return who is mentally or physically incapable of self-care. You (and your spouse if married) must be working, looking for work (income must be earned during the year), or attending school full-time to be eligible for a DCFSA.
- If you are new or newly eligible employee you have 60 days from your hire date to enroll in an HCFSA or LEX HCFSA and/or DCFSA, but you must enroll before October 1. If you are hired or become eligible on or after October 1 you must wait and enroll during the Federal Benefits Open Season held each fall.

#### Where can I get more information about FSAFEDS?

Visit [www.FSAFEDS.com](http://www.FSAFEDS.com) or call an FSAFEDS Benefits Counselor toll-free at 1-877-FSAFEDS (1-877-372-3337), Monday through Friday, 9 a.m. until 9 p.m., Eastern Time. TTY: 1-800-952-0450.

## **The Federal Employees Dental and Vision Insurance Program – *FEDVIP***

**Important Information** The Federal Employees Dental and Vision Insurance Program (FEDVIP) is a program, separate and different from the FEHB Program, established by the Federal Employee Dental and Vision Benefits Enhancement Act of 2004. This Program provides comprehensive dental and vision insurance at competitive group rates with no pre-existing condition limitations.

FEDVIP is available to eligible Federal and Postal Service employees, retirees, and their eligible family members on an enrollee-pay-all basis. Employee premiums are withheld from salary on a pre-tax basis.

**Dental Insurance** Dental plans provide a comprehensive range of services, including all the following:

- Class A (Basic) services, which include oral examinations, prophylaxis, diagnostic evaluations, sealants and x-rays.
- Class B (Intermediate) services, which include restorative procedures such as fillings, prefabricated stainless steel crowns, periodontal scaling, tooth extractions, and denture adjustments.
- Class C (Major) services, which include endodontic services such as root canals, periodontal services such as gingivectomy, major restorative services such as crowns, oral surgery, bridges and prosthodontic services such as complete dentures.
- Class D (Orthodontic) services with up to a 24-month waiting period.

**Vision Insurance** Vision plans provide comprehensive eye examinations and coverage for lenses, frames and contact lenses. Other benefits such as discounts on LASIK surgery may also be available.

**Additional Information** You can find a comparison of the plans available and their premiums on the OPM website at [www.opm.gov/insure/vision](http://www.opm.gov/insure/vision) and [www.opm.gov/insure/dental](http://www.opm.gov/insure/dental). These sites also provide links to each plan's website, where you can view detailed information about benefits and preferred providers.

**How do I enroll?** You enroll on the Internet at [www.BENEFEDS.com](http://www.BENEFEDS.com). For those without access to a computer, call 1-877-888-3337, (TTY 1-877-889-5680).

## **The Federal Long Term care Insurance Program - *FLTCIP***

**It's important protection** The Federal Long Term Care Insurance Program (FLTCIP) can help you pay for the potentially high cost of long term care services, which are not covered by FEHB plans. Long term care is help you receive to perform activities of daily living – such as bathing or dressing yourself - or supervision you receive because of a severe cognitive impairment. To qualify for coverage under the FLTCIP, you must apply and pass a medical screening (called underwriting). Certain medical conditions, or combinations of conditions, will prevent some people from being approved for coverage. You must apply to know if you will be approved for enrollment. For more information, call 1-800-LTC-FEDS (1-800-582-3337) (TTY 1-800-843-3557) or visit [www.ltcfeds.com](http://www.ltcfeds.com).

## Index

<b>Accidental injury</b> .....	42, 57	<b>Family planning</b> .....	31	<b>Pap test</b> .....	28
Allergy tests.....	33	Fecal occult blood test.....	28	Physician.....	7
Allogeneic (donor) bone marrow transplant .....	42-45	Fraud.....	3-4	Point of Service (POS)	
Alternative treatments.....	39	<b>General exclusions</b> .....	65	Precertification.....	19
Ambulance.....	48-51	<b>Hearing services</b> .....	35	Preferred Provider Organization (PPO)	
Anesthesia.....	45	Home health services.....	38	Prescription drugs.....	54-56
Autologous bone marrow transplant...42-45		Hospital.....	46-47	Preventive care, adult.....	28-29
<b>Biopsy</b> .....	40	<b>Immunizations</b> .....	29-30	Preventive care, children.....	29-30
Blood and blood plasma.....	47	Infertility.....	32	Preventive services.....	28-30
<b>Casts</b> .....	47	Inpatient hospital benefits.....	46-47	Prior approval.....	19
Catastrophic protection (out-of-pocket maximum).....	22	Insulin.....	37	Prosthetic devices.....	36-37
Catastrophic protection out-of-pocket maximum.....	22	<b>Magnetic Resonance Imagings (MRIs)</b> .....	28	Psychologist.....	52
Changes for 2009.....	14	Mammogram.....	28-29	<b>Radiation therapy</b> .....	34
Chemotherapy.....	33	mammograms.....	28-29	Room and board.....	46
Chiropractic.....	39	Maternity benefits.....	30-31	<b>Second surgical opinion</b> .....	19, 27, 61
Cholesterol tests.....	28	Medicaid.....	73	Skilled nursing facility care.....	47-48
Claims.....	66-68	Medically necessary.....	16, 19, 65	Social worker.....	52
Coinsurance.....	75	Medicare.....	69-71	Speech therapy.....	17, 35
Colorectal cancer screening.....	28	Members.....	7-8	Splints.....	46
Congenital anomalies.....	40	Associate.....	86	Subrogation.....	73
Contraceptive drugs and devices.....	55	Family.....	31	Substance abuse.....	52-53
Covered charges.....	70	Plan.....	3	Surgery.....	41-42
Crutches.....	37	Mental Health/Substance Abuse Benefits .....	52-53	Anesthesia.....	45
<b>Deductible</b> .....	21, 75	<b>Newborn Care</b> .....	29-31	Oral.....	19, 81
Definitions.....	75	Non-FEHB benefits.....	64	Outpatient.....	47
Dental care.....	16, 57	Nurse		Reconstructive.....	19, 41-42
Diagnostic services.....	27	Licensed Practical Nurse (LPN).....	54	Syringes.....	55
Donor expenses.....	45	Nurse Anesthetist (NA).....	46	<b>Temporary Continuation of Coverage</b> <b>(TCC)</b> .....	72
Dressings.....	46	Registered Nurse.....	60	Transplants.....	42-45
Durable medical equipment.....	37-38	<b>Occupational therapy</b> .....	34	Treatment therapies.....	33-34
<b>Effective date of enrollment</b> .....	15	Ocular injury.....	35	<b>Vision care</b> .....	35
Emergency.....	49-51	Office visits.....	7, 16-17, 21	Vision services.....	35
Experimental or investigational.....	65	Oral and maxillofacial surgical.....	42	<b>Wheelchairs</b> .....	37
Eye glasses.....	64	Out-of-pocket expenses.....	21-22	Workers Compensation.....	73
		Oxygen.....	37	<b>X-rays</b> .....	28

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## Summary of benefits for the Basic Option of the Fallon Community Health Plan - 2010

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- **Do not rely on this chart alone.** All benefits are provided in full unless indicated and are subject to the definitions, limitations, and exclusions in this brochure. On this page we summarize specific expenses we cover; for more detail, look inside.
- If you want to enroll or change your enrollment in this Plan, be sure to put the correct enrollment code from the cover on your enrollment form.
- We only cover services provided or arranged by Plan physicians, except in emergencies.

Basic Option Benefits	You pay	Page
<b>Medical services provided by physicians:</b>		
• Routine physical examinations and related services with your PCP	Nothing	28
• Preventive care for children to age 22	Nothing	29-30
• Diagnostic and treatment services provided in the office	\$20 copayment per office visit with your primary care physician or obstetrician or gynecologist  \$30 copayment per office visit with a specialist	27
<b>Services provided by a hospital:</b>		
• Inpatient	\$100 copayment per day up to \$500 per admission until you meet your annual copayment maximum	46-47
• Outpatient	\$100 copayment per admission until you meet your annual copayment maximum	47
<b>Emergency benefits:</b>		
• Emergency room	\$75 copayment per emergency room visit	50
• Doctor's office or urgent care facility	\$20 copayment per urgent care visit	50
<b>Mental health and substance abuse treatment:</b>		
	Regular cost-sharing	52-53
<b>Prescription drugs:</b>		
• Retail pharmacy	Tier 1, 2 and 3: up to a 30-day supply  \$10/\$30/\$60 copayment	55
• Mail order	Tier 1, 2, and 3: up to a 90-day supply  \$20/\$60/\$120 copayment	55
<b>Dental care:</b>		
	\$10 per office visit for preventive care; copayments vary from \$19 to \$51 for minor restorative care	57

Basic Option Benefits	You pay	Page
<b>Vision care:</b>		
<ul style="list-style-type: none"> <li>• Diagnosis and treatment of disease of the eye</li> </ul>	\$20 copayment per office visit with your primary care physician  \$30 copayment per office visit with a specialist	35
<ul style="list-style-type: none"> <li>• Annual eye exam</li> </ul>	\$20 copayment	35
<b>Special features:</b>	24 hour nurse line  Flexible benefits option  Services for deaf and hearing impaired  Clinical trials  Interpreter services  Out-of-area student coverage  Peace of Mind Program™	60-62
<b>Protection against catastrophic costs</b> (out-of-pocket maximum):	We do not have a catastrophic out-of-pocket maximum.	22

## Summary of benefits for the Standard Option of the Fallon Community Health Plan - 2010

- Do not rely on this chart alone. All benefits are provided in full unless indicated and are subject to the definitions, limitations, and exclusions in this brochure. On this page we summarize specific expenses we cover; for more detail, look inside.
- If you want to enroll or change your enrollment in this Plan, be sure to put the correct enrollment code from the cover on your enrollment form.
- We only cover services provided or arranged by Plan physicians, except in emergencies.
- Below, an asterisk (\*) means the item is subject to the \$600 per member or \$1,200 per family calendar year deductible.

Standard Option Benefits	You Pay	Page
<b>Medical services provided by physicians:</b>		
<ul style="list-style-type: none"> <li>• Routine physical examinations and related services with your PCP</li> </ul>	\$20 copayment per office visit	28
<ul style="list-style-type: none"> <li>• Preventive care for children to age 22</li> </ul>	Nothing	29-30
<ul style="list-style-type: none"> <li>• Diagnostic and treatment services provided in the office *</li> </ul>	\$20 copayment per office visit to a physician or other health care professional. Services provided to you during the office visit, such as diagnostic tests and medical or surgical procedures, are subject to your calendar year deductible.	27
<b>Services provided by a hospital:</b>		
<ul style="list-style-type: none"> <li>• Inpatient *</li> </ul>	Nothing after you meet your calendar year deductible	46-47
<ul style="list-style-type: none"> <li>• Outpatient *</li> </ul>	Nothing after you meet your calendar year deductible	47
<b>Emergency benefits:</b>		
<ul style="list-style-type: none"> <li>• Emergency room</li> </ul>	\$75 copayment per emergency room visit	50
<ul style="list-style-type: none"> <li>• Doctor's office or urgent care facility*</li> </ul>	\$20 copayment per urgent care visit	50
<b>Mental health and substance abuse treatment:</b>	Regular cost-sharing	52-53
<b>Prescription drugs:</b>		
<ul style="list-style-type: none"> <li>• Retail pharmacy</li> </ul>	Tier 1, 2 and 3: up to a 30-day supply \$10/\$30/\$60 copayment	55
<ul style="list-style-type: none"> <li>• Mail order</li> </ul>	Tier 1, 2, and 3: up to a 90-day supply \$20/\$60/\$120 copayment	55
<b>Dental care:</b>	\$10 per office visit for preventive care; copayments vary from \$19 to \$51 for minor restorative care	57
<b>Vision care:</b>		

Standard Option Benefits	You Pay	Page
<ul style="list-style-type: none"> <li>• Diagnosis and treatment of disease of the eye*</li> </ul>	Nothing for treatment of diseases or injuries to the eye after you meet your calendar year deductible  \$20 copayment per associated office visit	35
<ul style="list-style-type: none"> <li>• Annual eye exam</li> </ul>	\$20 copayment	35
<b>Special features:</b>	24 hour nurse line  Flexible benefits option  Services for deaf and hearing impaired  Clinical trials  Interpreter services  Out-of-area student coverage  Peace of Mind Program™	60-62
<b>Protection against catastrophic costs</b> (out-of-pocket maximum):	We do not have a catastrophic out-of-pocket maximum.	22

## 2010 Rate Information for Fallon Community Health Plan

**Non-Postal rates** apply to most non-Postal employees. If you are in a special enrollment category, refer to the Guide to Federal Benefits for that category or contact the agency that maintains your health benefits enrollment.

**Postal rates** apply to career Postal Service employees. Most employees should refer to the Guide to Benefits for Career United States Postal Service Employees, RI 70-2, and to the rates shown below.

The rates shown below do not apply to *Postal Service Inspectors, Office of Inspector General (OIG) employees and Postal Service Nurses*. Rates for members of these groups are published in special Guides. Postal Service Inspectors and OIG employees should refer to the *Guide to Benefits for United States Postal Inspectors and Office of Inspector General Employees (RI-2IN)*. Postal Service Nurses should refer to the *Guide to Benefits for United States Postal Nurses (RI-2NU)*.

Postal rates do not apply to non-career postal employees, postal retirees, or associate members of any postal employee organization who are not career postal employees. Refer to the applicable Guide to Federal Benefits.

Type of Enrollment	Enrollment Code	Non-Postal Premium				Postal Premium	
		Biweekly		Monthly		Biweekly	
		Gov't Share	Your Share	Gov't Share	Your Share	USPS Share	Your Share

Standard Option - Select Care service area

Basic Option - Direct Care service area

<b>Standard Option Self Only</b>	JV4	\$167.61	\$131.76	\$363.16	\$285.48	\$190.89	\$108.48
<b>Standard Option Self and Family</b>	JV5	\$376.04	\$351.55	\$814.75	\$761.70	\$428.27	\$299.32
<b>Basic Option Self Only</b>	JG1	\$167.61	\$106.32	\$363.16	\$230.36	\$190.89	\$83.04
<b>Basic Option Self and Family</b>	JG2	\$376.04	\$289.66	\$814.75	\$627.60	\$428.27	\$237.43