

# Schedule of Benefits

Harvard Pilgrim Health Care, Inc.

Clear Choice POS HSA Bronze 7200

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This Schedule of Benefits states any Benefit Limits and Member Cost Sharing amounts you must pay for Covered Benefits. However, it is only a summary of your benefits. Please see your Benefit Handbook for details. Your Member Cost Sharing may include a Deductible, Coinsurance, and Copayments. Please see the tables below for details.

## There are two levels of coverage: In-Network and Out-of-Network.

**In-Network** coverage applies when Covered Benefits are provided or arranged by your Primary Care Provider (PCP) in the Service Area, or provided by a Plan Provider outside of the Service Area.

**Out-of-Network** coverage applies when Covered Benefits are provided by a Non-Plan Provider or a provided by a Plan Provider without a Referral when a Referral is required. If a Non-Plan Provider charges any amount in excess of the Allowed Amount, you are responsible for the excess amount.

In a Medical Emergency, you should go to the nearest emergency facility or call 911 or other local emergency access number. A Referral from your PCP is not needed. Your emergency room Member Cost Sharing is listed in the tables below.

## Prior Approval

Prior Approval is required for certain benefits. Before you receive services from a Non-Plan Provider or a Plan Provider outside the Service Area, please refer to our website [www.harvardpilgrim.org](http://www.harvardpilgrim.org) or contact the Member Services Department at **1-888-333-4742** if you are covered under an Employer Group plan, or **1-877-907-4742** if you are covered under an Individual Member plan for the complete listing of services that require Prior Approval. To obtain Prior Approval, please call:

- **1-800-708-4414** for medical services
- **1-888-333-4742** for Medical Drugs
- **1-800-708-4414** for mental health and substance use disorder treatment

More information about Prior Approval can be found on our website at [www.harvardpilgrim.org](http://www.harvardpilgrim.org) and in your Benefit Handbook.

## Medical Necessity Guidelines

We use clinical review criteria to evaluate whether certain services or procedures are Medically Necessary for a Member's care. Members or their practitioners may obtain a copy of our Medical Necessity Guidelines on our website at [www.harvardpilgrim.org](http://www.harvardpilgrim.org) or by calling the Member Services Department at **1-888-333-4742** if you are covered under an Employer Group plan or **1-877-907-4742** if you are covered under an individual Member plan.

## Comparable Health Care Service Incentive: Reduce My Costs Program

You can obtain care for certain covered outpatient health care services and diagnostic tests from participating Plan Providers at a lower cost through Harvard Pilgrim's Reduce My Costs program. If you choose to receive care from one of the low-cost providers, you may be eligible to receive a cash reward (there is no limit to the number of rewards). Reward dollars vary depending on

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SCHEDULE OF BENEFITS | 1

the service and the associated cost savings. The medical services and diagnostic tests must be Covered Benefits within the following categories:

- Physical and occupational therapy services
- Radiology and imaging services
- Laboratory services and x-rays
- Infusion therapy services

To participate, call Harvard Pilgrim's Reduce My Costs Program at the toll-free Reduce My Costs number for all HPHC Members. The toll-free number is **1-855-772-8366**, and you can call whenever your doctor recommends a diagnostic test or procedure. You will be connected to a trained Reduce My Costs nurse. The nurse will compare the cost of health care facilities near your home or work, will inform you if there are any lower-cost Harvard Pilgrim participating providers available in the area, reschedule your appointment and help with any paperwork, and help you find available information about the quality of the health care providers.

For more information about this program, including details about the specific eligible Covered Benefits and incentive awards, please visit: **[www.harvardpilgrim.org/reducemycosts/maine](http://www.harvardpilgrim.org/reducemycosts/maine)**.

### Access to Lower-Priced Services

If you receive specific Covered Benefits from certain Non-Plan Providers located in Maine, New Hampshire, and Massachusetts, you may be able to receive credit for your payment for services provided by such Non-Plan Providers toward your Deductible and Out-of-Pocket Maximum. The specific Covered Benefits include services within the following categories:

- Physical and occupational therapy services
- Radiology and imaging services
- Laboratory services and x-rays
- Infusion therapy services

Go to HPHConnect for more information on this program.

### Covered Benefits

Your Covered Benefits are administered on a Calendar Year basis. Your Member Cost Sharing will depend upon the type of service provided and the location the service is provided in, as listed in this Schedule of Benefits. For example, for services provided in a Physician's office, see "Physician and Other Professional Office Visits." For services provided in a Hospital emergency room, see "Emergency Room Care," and for outpatient surgical procedures, please see "Surgery - Outpatient."

When you receive a service at your home (other than home health care), your Member Cost Sharing will be the same as when the service is provided in an office or facility. For example, if you have a physician visit in your home, see "Physician and Other Professional Office Visits." If you have blood drawn at home, see "Laboratory, Radiology and Other Diagnostic Services."

| General Cost Sharing Features: | In-Network Member Cost Sharing: | Out-of-Network Member Cost Sharing |
|--------------------------------|---------------------------------|------------------------------------|
| Coinsurance and Copayments     | See the benefits table below    |                                    |

| General Cost Sharing Features:   | In-Network Member Cost Sharing:   | Out-of-Network Member Cost Sharing  |
|--|---|---|
| <b>Deductible</b>  |   |   |
|  | \$7,200 for Individual Coverage per Calendar Year<br>\$14,400 for Family Coverage per Calendar Year<br>– with a \$7,200 embedded individual Deductible per Calendar Year            | \$14,400 for Individual Coverage per Calendar Year<br>\$28,800 for Family Coverage per Calendar Year<br>– with a \$14,400 embedded individual Deductible per Calendar Year            |
| <p><b>Important Notice:</b> If you have Individual Coverage, the Individual Coverage Deductible applies (the Family Coverage Deductible will never apply). If you have Family Coverage, the Family Coverage Deductible can be satisfied in one of two ways:</p> <p>a. If a Member of a covered family meets the embedded individual Deductible, then services for that Member that are subject to that Deductible are covered by the Plan for the remainder of the Calendar Year.</p> <p>b. If any number of Members in a covered family collectively meet the Family Coverage Deductible, then all Members of the covered family receive coverage for services subject to that Deductible for the remainder of the Calendar Year. No one family member may contribute more than the embedded individual Deductible amount toward the Family Coverage Deductible.</p> <p>An embedded individual Deductible may <b>not</b> be less than the applicable minimum family Deductible, as defined by the Internal Revenue Service.</p> <p>Once a Deductible is met, coverage by the Plan is subject to any other Member Cost sharing that may apply.</p> |   |   |
| <b>Out-of-Pocket Maximum</b>   |   |   |
| Includes all Member Cost Sharing<br>Any charges above the Allowed Amount and any penalty for failure to receive Prior Approval when using Non-Plan Providers do not apply to the Out-of-Pocket Maximum   | \$7,200 for Individual Coverage per Calendar Year<br>\$14,400 for Family Coverage per Calendar Year<br>– with a \$7,200 embedded individual Out-of-Pocket Maximum per Calendar Year | \$14,400 for Individual Coverage per Calendar Year<br>\$28,800 for Family Coverage per Calendar Year<br>– with a \$14,400 embedded individual Out-of-Pocket Maximum per Calendar Year |
| <p><b>Important Notice:</b> If you have Individual Coverage, the Individual Coverage Out-of-Pocket Maximum applies (the Family Coverage Out-of-Pocket Maximum will never apply). If you have Family Coverage, the Family Coverage Out-of-Pocket Maximum can be satisfied in one of two ways:</p> <p>a. If a Member of a covered family meets the embedded individual Out-of-Pocket Maximum, then that Member has no additional Member Cost Sharing for the remainder of the Calendar Year.</p> <p>b. If any number of Members in a covered family collectively meet the Family Coverage Out-of-Pocket Maximum, then all Members of the covered family have no additional Member Cost Sharing for the remainder of the Calendar Year. No one family member may contribute more than the embedded individual Out-of-Pocket Maximum amount toward the Family Coverage Out-of-Pocket Maximum.</p>  |   |   |
| <b>Out-of-Network Penalty Payment</b>  |   |   |
| Applies when the Member fails to obtain required Prior Approval for services from a Non-Plan Provider.<br>Does not count toward the Deductible or Out-of-Pocket Maximum.   | \$500   |   |

| Benefit  | In-Network Plan Providers with a proper Referral Member Cost Sharing  | Out-of-Network Non-Plan Providers and Plan Providers without a Referral Member Cost Sharing |
|--|---|---|
| Acupuncture Treatment for Injury or Illness  |   |   |
|  | Deductible, then no charge  | Deductible, then no charge  |
| Ambulance and Medical Transport  |   |   |
| Emergency ambulance transport  | Deductible, then no charge  | Same as In-Network  |
| Non-emergency air ambulance transport  | Deductible, then no charge  | Same as In-Network  |
| Non-emergency medical transport  | Deductible, then no charge  | Deductible, then no charge  |
| Autism Spectrum Disorders Treatment  |   |   |
| Applied behavior analysis  | Deductible, then no charge  | Deductible, then no charge  |
| Chemotherapy and Radiation Therapy   |   |   |
| Chemotherapy   | Deductible, then no charge  | Deductible, then no charge  |
| Radiation therapy  | Deductible, then no charge  | Deductible, then no charge  |
| Chiropractic Care  |   |   |
|  | Deductible, then no charge  | Deductible, then no charge  |
| Clinical Trials  |   |   |
|  | Your Member Cost Sharing will depend upon the types of services provided, as listed in this Schedule of Benefits. For example, for services provided in a Physician's office, see "Physician and Other Professional Office Visits." For inpatient Hospital care, see "Hospital – Inpatient Services." |   |
| Dental Services  |   |   |
| Important Notice: Coverage of Dental Services is very limited. Please see your Benefit Handbook for the details of your coverage.  |   |   |
| Emergency Dental Care (within six months of injury or within six months of the effective date of coverage, whichever is later)<br>Other dental services, including setting a jaw fracture and removing a tumor (but not a root cyst)<br>General anesthesia for dentistry | Your Member Cost Sharing will depend upon the types of services provided, as listed in this Schedule of Benefits. For example, for services provided in a Physician's office, see "Physician and Other Professional Office Visits." For inpatient Hospital care, see "Hospital – Inpatient Services." |   |
| Extraction of teeth impacted in bone (performed in a Physician's office)   | Deductible, then no charge  | Deductible, then no charge  |
| Dialysis   |   |   |
| Dialysis services, including dialysis training   | Deductible, then no charge  | Deductible, then no charge  |
| Durable Medical Equipment  |   |   |
| Durable medical equipment, including orthotic devices as described in the Benefit Handbook   | Deductible, then no charge  | Deductible, then no charge  |
| Blood glucose monitors, infusion devices, and insulin pumps (including supplies)   | Deductible, then no charge  | Deductible, then no charge  |

| <b>Benefit</b>  | <b>In-Network Plan Providers with a proper Referral Member Cost Sharing</b> | <b>Out-of-Network Non-Plan Providers and Plan Providers without a Referral Member Cost Sharing</b> |
|---|---|--|
| <b>Durable Medical Equipment (Continued)</b>  |   |  |
| Oxygen and respiratory equipment  | Deductible, then no charge  | Deductible, then no charge   |
| <b>Early Intervention Services (for Members up to the age of 3)</b>   |   |  |
| – Limited to 40 visits per Calendar Year  | Deductible, then no charge  | Deductible, then no charge   |
| <b>Emergency Admission</b>  |   |  |
|   | Deductible, then no charge  | Same as In-Network   |
| <b>Emergency Room Care</b>  |   |  |
|   | Deductible, then no charge  | Same as In-Network   |
| <b>Fertility Treatment (see the Benefit Handbook for details)</b>   |   |  |
|   | Deductible, then no charge  | Deductible, then no charge   |
| <b>Hearing Aids</b>   |   |  |
| For Members up to age 19:<br>– Limited to 1 hearing aid per hearing impaired ear every 36 months<br>For all other Members:<br>– Limited to \$3,000 per hearing aid every 36 months, for each hearing impaired ear | Deductible, then no charge  | Deductible, then no charge   |
| <b>Home Health Care</b>   |   |  |
| Including infusion therapy and nutritional counseling   | Deductible, then no charge  | Deductible, then no charge   |
| If services include the administration of drugs, please see the benefit for “Medical Drugs” for Member Cost Sharing details.  |   |  |
| <b>Hospice Services</b>   |   |  |
|   | Deductible, then no charge  | Deductible, then no charge   |
| If inpatient services or respite care are required, please see “Hospital – Inpatient Services” for Member Cost Sharing details.   |   |  |
| <b>Hospital – Inpatient Services</b>  |   |  |
| Acute Hospital care, including bariatric surgery, blood transfusions, infusion therapy, inhalation therapy, organ or tissue transplants and breast reduction surgery and symptomatic varicose vein surgery        | Deductible, then no charge  | Deductible, then no charge   |
| Inpatient maternity care  | Deductible, then no charge  | Deductible, then no charge   |
| Inpatient routine nursery care  | No charge   | Deductible, then no charge   |
| Inpatient rehabilitation – limited to 150 days per Calendar Year<br>Inpatient rehabilitation and skilled nursing facility care limits are combined  | Deductible, then no charge  | Deductible, then no charge   |
| Skilled nursing facility – limited to 150 days per Calendar Year<br>Inpatient rehabilitation and skilled nursing facility care limits are combined  | Deductible, then no charge  | Deductible, then no charge   |

| <b>Benefit</b>  | <b>In-Network Plan Providers with a proper Referral Member Cost Sharing</b> | <b>Out-of-Network Non-Plan Providers and Plan Providers without a Referral Member Cost Sharing</b> |
|---|---|--|
| <b>Laboratory, Radiology and Other Diagnostic Services (including Independent Laboratories and Freestanding Imaging Centers)</b>  |   |  |
| Laboratory, including but not limited to human leukocyte antigen testing as described in the Benefit Handbook   | Deductible, then no charge  | Deductible, then no charge   |
| Genetic testing   | Deductible, then no charge  | Deductible, then no charge   |
| Radiology   | Deductible, then no charge  | Deductible, then no charge   |
| Breast ultrasound screening   | Deductible, then no charge  | Deductible, then no charge   |
| Advanced radiology, including CT scans, PET scans, MRI, MRA and nuclear medicine services   | Deductible, then no charge  | Deductible, then no charge   |
| Breast MRI screening  | Deductible, then no charge  | Deductible, then no charge   |
| Other diagnostic services (including allergy testing)   | Deductible, then no charge  | Deductible, then no charge   |
| <b>Low Protein Foods</b>  |   |  |
|   | Deductible, then no charge  | Deductible, then no charge   |
| <b>Maternity Care – Outpatient</b>  |   |  |
| Routine outpatient prenatal and postpartum care   | No charge   | Deductible, then no charge   |
| Routine prenatal and postpartum care is usually received and billed from the same Provider as a single or bundled service. Different Member Cost Sharing may apply to any specialized or non-routine service that is billed separately from your routine outpatient prenatal and postpartum care. For example, Member Cost Sharing for services provided by a specialist is listed under “Physician and Other Professional Office Visits” and Member Cost Sharing for an ultrasound billed as a specialized or non-routine service is listed under “Laboratory, Radiology and Other Diagnostic Services (including Independent Laboratories and Freestanding Imaging Centers).” |   |  |
| <b>Medical Drugs (drugs that cannot be self-administered)</b>   |   |  |
| Medical drugs, including infusion therapy, received in a Physician’s office or other outpatient facility  | Deductible, then no charge  | Deductible, then no charge   |
| Medical drugs, including infusion therapy, received in the home   | Deductible, then no charge  | Deductible, then no charge   |
| Some Medical Drugs may be supplied by a specialty pharmacy. When Medical Drugs are supplied by a specialty pharmacy, the Member Cost Sharing listed above will apply.   |   |  |
| <b>Medical Formulas and Donor Breast Milk</b>   |   |  |
| State mandated formulas and donor breast milk   | Deductible, then no charge  | Deductible, then no charge   |
| <b>Mental Health and Substance Use Disorder Treatment</b>   |   |  |
| Inpatient Services  | Deductible, then no charge  | Deductible, then no charge   |

| Benefit   | In-Network Plan Providers with a proper Referral Member Cost Sharing | Out-of-Network Non-Plan Providers and Plan Providers without a Referral Member Cost Sharing |
|---|--|---|
| <b>Mental Health and Substance Use Disorder Treatment (Continued)</b>   |  |   |
| Partial hospitalization services  | Deductible, then no charge   | Deductible, then no charge  |
| Outpatient group therapy  | Deductible, then no charge   | Deductible, then no charge  |
| Mental health services in the home  | Deductible, then no charge   | Deductible, then no charge  |
| Outpatient treatment, including individual therapy, detoxification, and medication management   | Deductible, then no charge   | Deductible, then no charge  |
| Outpatient methadone maintenance  | Deductible, then no charge   | Deductible, then no charge  |
| Outpatient psychological testing and neuropsychological assessment  | Deductible, then no charge   | Deductible, then no charge  |
| Outpatient telemedicine virtual visit – group therapy   | Deductible, then no charge   | Deductible, then no charge  |
| Outpatient telemedicine virtual visit - including individual therapy, detoxification, and medication management   | Deductible, then no charge   | Deductible, then no charge  |
| <b>Observation Services</b>   |  |   |
|   | Deductible, then no charge   | Same as In-Network  |
| <b>Ostomy Supplies</b>  |  |   |
|   | Deductible, then no charge   | Deductible, then no charge  |
| <b>Physician and Other Professional Office Visits (This includes all covered Providers unless otherwise listed in this Schedule of Benefits.)</b>   |  |   |
| Routine examinations, including annual gynecological exams, for preventive care, including immunizations and annual digital rectal exams  | No charge  | Deductible, then no charge  |
| Not all In-Network services you receive during your routine exam are covered at no charge. Only preventive services designated under the Patient Protection and Affordable Care Act (PPACA) are covered at no charge. Other services not included under PPACA may be subject to additional cost sharing. For the current list of preventive services covered at no charge under PPACA, please see the Preventive Services Notice on our website at <a href="http://www.harvardpilgrim.org">www.harvardpilgrim.org</a> . Please see "Laboratory, Radiology and Other Diagnostic Services (including Independent Laboratories and Freestanding Imaging Centers)" for the Member Cost Sharing that applies to diagnostic services not included on this list. |  |   |
| Consultations, evaluations, Sickness and injury care, including nutritional counseling  | Deductible, then no charge   | Deductible, then no charge  |
| Additional Member Cost Sharing may apply. Please refer to the specific benefit in this Schedule of Benefits. For example, if you need sutures, please refer to office based treatments and procedures below. If you need an x-ray or have blood drawn, please refer to "Laboratory, Radiology and Other Diagnostic Services (including Independent Laboratories and Freestanding Imaging Centers)."   |  |   |
| Office based treatments and procedures, including but not limited to administration of injections, casting, suturing, the application of dressings, inhalation therapy, non-routine foot care, and surgical procedures  | Deductible, then no charge   | Deductible, then no charge  |
| Administration of allergy injections  | Deductible, then no charge   | Deductible, then no charge  |

| Benefit   | In-Network Plan Providers<br>with a proper Referral<br>Member Cost Sharing | Out-of-Network Non-Plan<br>Providers and Plan<br>Providers without a<br>Referral Member Cost<br>Sharing |
|---|--|---|
| <b>Preventive Services and Tests</b>  |  |   |
|   | No charge  | Deductible, then no charge  |
| Under Federal and state law, many preventive services and tests are covered with no Member Cost Sharing, including preventive colonoscopies (even if polyp removal or other necessary medically necessary procedure is required), screening mammograms (including a second screening in the event that the initial screening is inconclusive or an abnormality is discovered), pap tests, certain labs and x-rays, voluntary sterilization for women and all FDA approved contraceptive devices. For a complete list of covered preventive services, please see the Preventive Services Notice on our website at <a href="http://www.harvardpilgrim.org">www.harvardpilgrim.org</a> . You may also get a copy of the Preventive Services Notice by calling the Member Services Department at <b>1-888-333-4742</b> . Harvard Pilgrim will add or delete services from this benefit for preventive services and tests in accordance with Federal and state guidance. |  |   |
| The following additional preventive services, tests and devices:<br>alpha-fetoprotein (AFP), fetal ultrasound, hepatitis C testing, lead level testing, prostate-specific antigen (PSA) screening, routine hemoglobin tests, group B streptococcus (GBS), routine urinalysis, blood pressure monitor, retinopathy screening, and international normalized ratio (INR) testing.  | No charge  | Deductible, then no charge  |
| <b>Prosthetic Devices</b>   |  |   |
| Prosthetic devices (other than arms and legs)   | Deductible, then no charge   | Deductible, then no charge  |
| Prosthetic arms and legs  | Deductible, then no charge   | Deductible, then no charge  |
| <b>Rehabilitation and Habilitation Services – Outpatient</b>  |  |   |
| Cardiac rehabilitation<br>– limited to 36 visits per cardiac episode  | Deductible, then no charge   | Deductible, then no charge  |
| Pulmonary rehabilitation therapy  | Deductible, then no charge   | Deductible, then no charge  |
| Occupational therapy<br><b>Rehabilitation Services (including treatment for head injuries)</b><br>– limited to 60 visits per Calendar Year<br><b>Habilitation Services (including treatment for head injuries)</b><br>– limited to 60 visits per Calendar Year<br>Occupational, physical, and speech therapy limits are combined  | Deductible, then no charge   | Deductible, then no charge  |



| Benefit  | In-Network Plan Providers with a proper Referral Member Cost Sharing | Out-of-Network Non-Plan Providers and Plan Providers without a Referral Member Cost Sharing |
|--|--|---|
| Rehabilitation and Habilitation Services – Outpatient (Continued)  |  |   |
| Physical therapy<br>Rehabilitation Services (including treatment for head injuries)<br>– limited to 60 visits per Calendar Year<br>Habilitation Services (including treatment for head injuries)<br>– limited to 60 visits per Calendar Year<br>Occupational, physical, and speech therapy limits are combined   | Deductible, then no charge   | Deductible, then no charge  |
| Speech therapy<br>Rehabilitation Services (including treatment for head injuries)<br>– limited to 60 visits per Calendar Year<br>Habilitation Services (including treatment for head injuries)<br>– limited to 60 visits per Calendar Year<br>Occupational, physical, and speech therapy limits are combined     | Deductible, then no charge   | Deductible, then no charge  |
| Outpatient physical, occupational and speech therapies are covered to the extent Medically Necessary for: (1) children up to the age of three and (2) the treatment of Autism Spectrum Disorders.<br>Outpatient physical therapy for postpartum related pelvic floor disorders is not subject to visit limits.   |  |   |
| Scopic Procedures - Outpatient Diagnostic and Therapeutic  |  |   |
| Colonoscopy, endoscopy and sigmoidoscopy   | Deductible, then no charge   | Deductible, then no charge  |
| Surgery – Outpatient   |  |   |
|  | Deductible, then no charge   | Deductible, then no charge  |
| Telemedicine Virtual Visit Services – Outpatient   |  |   |
|  | Deductible, then no charge   | Deductible, then no charge  |
| For inpatient Hospital care, see “Hospital – Inpatient Services” for cost sharing details.   |  |   |
| Urgent Care Services   |  |   |
| Doctor on Demand   | Deductible, then no charge   |   |
| Important Note: Doctor On Demand is a specific network of providers contracted to provide virtual Urgent Care services. For more information on Doctor On Demand, including how to access them, please visit our website at <a href="http://www.harvardpilgrim.org">www.harvardpilgrim.org</a> .                 |  |   |
| Convenience care clinic (retail health clinic)   | Deductible, then no charge   | Deductible, then no charge  |
| Urgent care center   | Deductible, then no charge   | Deductible, then no charge  |
| Hospital urgent care center  | Deductible, then no charge   | Deductible, then no charge  |
| Additional Member Cost Sharing may apply. Please refer to the specific benefit in this Schedule of Benefits. For example, if you have an x-ray or have blood drawn, please refer to “Laboratory, Radiology and Other Diagnostic Services (including Independent Laboratories and Freestanding Imaging Centers).” |  |   |

| <b>Benefit</b>  | <b>In-Network Plan Providers with a proper Referral Member Cost Sharing</b> | <b>Out-of-Network Non-Plan Providers and Plan Providers without a Referral Member Cost Sharing</b> |
|---|---|--|
| <b>Vision Services</b>  |   |  |
| Urgent eye care   | Deductible, then no charge  | Deductible, then no charge   |
| Routine adult eye examinations – limited to 1 exam per Calendar Year  | No charge   | Deductible, then no charge   |
| Routine pediatric eye examinations – limited to 1 exam per Calendar Year  | No charge   | Deductible, then no charge   |
| Vision hardware for special conditions  | Deductible, then no charge  | Deductible, then no charge   |
| Your Plan also includes coverage for pediatric vision hardware. Please see the additional Pediatric Vision section later in this Schedule of Benefits for more information. |   |  |
| <b>Voluntary Sterilization – in a Physician's Office</b>  |   |  |
|   | Deductible, then no charge  | Deductible, then no charge   |
| <b>Voluntary Termination of Pregnancy – Outpatient</b>  |   |  |
|   | Deductible, then no charge  | Deductible, then no charge   |

## Pediatric VisionCare

Dependents up to the age of 19 are eligible for coverage of prescription eyeglasses or contact lenses. Coverage under this benefit terminates at the end of the month in which the Dependent turns 19. Each Dependent is eligible for coverage every 24 months for *either* (A) prescription eyeglass frames and lenses or (B) prescription contact lenses, as described below:

### (A) PRESCRIPTION EYEGLASS FRAMES AND LENSES

The Plan will reimburse you for the purchase of one pair of Standard or Basic prescription eyeglass frames and lenses up to the following amounts:

The Plan will reimburse you for the first \$50 you pay toward covered prescription eyeglass frames and lenses. Thereafter, the Plan will reimburse you 50% of your remaining covered charges. Standard or Basic lenses are limited to glass or plastic single vision lenses, conventional bifocal lenses, conventional trifocal lenses and lenticular lenses. Coverage is excluded for lenses larger than 55mm and upgrades such as tints, scratch proofing and progressive lenses. Coverage is also excluded for deluxe and designer eyeglass frames.

### (B) PRESCRIPTION CONTACT LENSES

The Plan will reimburse you for the purchase of your first order of prescription contact lenses up to the following amounts:

The Plan will reimburse you for the first \$50 you pay toward your first order of covered prescription contact lenses. Thereafter, the plan will reimburse you 50% of your remaining covered charges. Reimbursement for disposable contact lenses is limited to a 6 month supply.

### OUT-OF-POCKET MAXIMUM

All Member Cost Sharing under this benefit applies toward your annual In-Network Out-of-Pocket Maximum. Please see the General Cost Sharing Table at the beginning of this Schedule of Benefits for the In-Network Out-of-Pocket Maximum amount that applies to your plan.

## WHERE TO PURCHASE EYEWEAR WITH YOUR PEDIATRIC VISION CARE BENEFIT

You can purchase your eyewear from any vision hardware provider with a valid prescription from your doctor. Only contact lenses may be purchased from an internet provider.

## HOW TO RECEIVE REIMBURSEMENT FOR THE PEDIATRIC VISION CARE BENEFIT

1. Complete a member reimbursement form. You can obtain this form by visiting our website at **www.harvardpilgrim.org** or by calling the Member Services Department at **1-888-333-4742** if you are covered under an Employer Group plan or **1-877-907-4742** if you are covered under an individual Member plan to request a form. For TTY service, please call **711**. A representative will be happy to assist you.
2. Each Member must use a separate member reimbursement form.
3. Attach the copy of an itemized bill to the form, showing proof of payment. Make a copy of the form for your records.
4. Mail the original form, together with the bill and proof of payment to:

**HPHC Claims**  
**P.O. Box 699183**  
**Quincy, MA 02269-9183**

We will reimburse you for your payment of covered eyeglasses or contact lenses as described above. The reimbursement is applied AFTER application of discounts, coupons or other offers. Please allow 30 days to receive your reimbursement.

## WHERE TO CALL WITH QUESTIONS

If you have any questions about your Pediatric Vision Care benefit, including how to receive reimbursement or eyewear discounts, please contact the Member Services Department at **1-888-333-4742** if you are covered under an Employer Group plan or **1-877-907-4742** if you are covered under an individual Member plan. This telephone number is also listed on your ID card. If you are deaf or hearing impaired, call **711** for TTY service. A representative will be happy to assist you.

## EXCLUSIONS

- Expenses incurred prior to your effective date
- Colored contact lenses, special effect contact lenses
- Deluxe or designer frames
- Eyeglass or contact lens supplies
- Lost or broken lenses or frames, unless the Member has reached his/her normal interval for service
- Non-prescription or plano lenses
- Plain or prescription sunglasses, no-line bifocals, blended lenses or oversize lenses
- Safety glasses and accompanying frames
- Spectacle lens styles, materials, treatments or add ons
- Sunglasses and accompanying frames
- Two pairs of glasses in lieu of bifocals
- Vision hardware (with the exception of contact lenses) purchased from an internet provider

Language Assistance Services

**Español (Spanish)** ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están a su disposición. Llame al 1-877-907-4742 (TTY: 711).

**Português (Portuguese)** ATENÇÃO: Se você fala português, encontram-se disponíveis serviços linguísticos gratuitos. Ligue para 1-877-907-4742 (TTY: 711).

**Kreyòl Ayisyen (French Creole)** ATANSYON: Si nou palé Kreyòl Ayisyen, gen asistans pou sèvis ki disponib nan lang nou pou gratis. Rele 1-877-907-4742 (TTY: 711).

**繁體中文 (Traditional Chinese)** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-907-4742 (TTY: 711)。

**Tiếng Việt (Vietnamese)** CHÚ Ý: Nếu quý vị nói Tiếng Việt, dịch vụ thông dịch của chúng tôi sẵn sàng phục vụ quý vị miễn phí. Gọi số 1-877-907-4742 (TTY: 711).

**Русский (Russian)** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-907-4742 (телетайп: 711).

**العربية (Arabic)**  
 انتباه: إذا أنت تتكلم اللغة العربية، خدمات المساعدة اللغوية متوفرة لك مجاناً. اتصل على 1 877-907-4742 (TTY: 711)

**ខ្មែរ (Cambodian)** ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ, យើងមានសេវាកម្មបកប្រែ ជូនសេវាកម្មដោយឥតគិតថ្លៃ។ ជូរ ជូរលេខ 1-877-907-4742 (TTY: 711)។

**Français (French)** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-907-4742 (ATS: 711).

**Italiano (Italian)** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-877-907-4742 (TTY: 711).

**한국어 (Korean)** '알림': 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-907-4742 (TTY: 711) 번으로 전화해 주십시오.

**Ελληνικά (Greek)** ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, υπάρχουν στη διάθεσή σας δωρεάν υπηρεσίες γλωσσικής υποστήριξης. Καλέστε 1-877-907-4742 (TTY: 711).

**Polski (Polish)** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-907-4742 (TTY: 711).

**हिंदी (Hindi)** ध्यान दीजिए: अगर आप हिंदी बोलते हैं तो आपके लिये भाषाकी सहायता मुफ्तमें उपलब्ध है. जानकारी के लिये फोन करे. 1-877-907-4742 (TTY: 711)

**ગુજરાતી (Gujarati)** ધ્યાન આપો : જો તમે ગુજરાતી બોલતા હો તો આપને માટે ભાષાકીય સહાય તદ્દન મફત ઉપલબ્ધ છે. વિશેષ માહિતી માટે ફોન કરો. 1-877-907-4742 (TTY: 711)

**ພາສາລາວ (Lao)** ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ຄວບຄູ່າ, ຄ່າບໍລິໂພກໃຫ້ທ່ານ. ໂທ 1-877-907-4742 (TTY: 711).

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-877-907-4742 (TTY: 711).



Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.

(Continued)

### General Notice About Nondiscrimination and Accessibility Requirements

Harvard Pilgrim Health Care and its affiliates as noted below ("HPHC") comply with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). HPHC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

HPHC:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, other formats)
- Provides free language services to people whose primary language is not English, such as qualified interpreters.

If you need these services, contact our Civil Rights Compliance Officer.

If you believe that HPHC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with: Civil Rights Compliance Officer, 1 Wellness Way, Canton, MA 02021-1166, (866) 750-2074, TTY service: 711, Fax: (617) 509-3085, Email: [civil\\_rights@point32health.org](mailto:civil_rights@point32health.org). You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Civil Rights Compliance Officer is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

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

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.

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## General List of Exclusions

### Harvard Pilgrim Health Care, Inc. | MAINE

The following list identifies services that are generally excluded from Harvard Pilgrim Plans. Additional services may be excluded related to access or product design. For a complete list of exclusions please refer to the specific plan's Benefit Handbook.

| <b>Exclusion</b>  |
|---|
| <b>Alternative Treatments</b> <ul style="list-style-type: none"> <li>• Acupuncture services that are outside the scope of standard acupuncture care.</li> <li>• Alternative or holistic services and all procedures, laboratories and nutritional supplements associated with such treatments.</li> <li>• Aromatherapy, treatment with crystals and alternative medicine.</li> <li>• Any of the following types of programs: Health resorts, spas, recreational programs, camps, wilderness programs (therapeutic outdoor programs), outdoor skills programs, life skills programs, therapeutic or educational boarding schools, and relaxation or lifestyle programs.</li> <li>• Massage therapy when performed by anyone other than a licensed physical therapist, physical therapy assistant, occupational therapist, or certified occupational therapy assistant.</li> <li>• Myotherapy.</li> <li>• Services by a Naturopath that are not covered by other Providers under the Plan.</li> </ul> |
| <b>Clinical Trials</b> <p>Coverage is not provided for the following:</p> <ul style="list-style-type: none"> <li>• The investigational item, device, or service itself; or</li> <li>• For services, tests or items that are provided solely to satisfy data collection and analysis for the clinical trial and that are not used for the direct clinical management of your condition.</li> </ul>   |
| <b>Dental Services</b> <ul style="list-style-type: none"> <li>• Dental Care, except the specific dental services listed in this Benefit Handbook, your Schedule of Benefits, and any associated Riders.</li> <li>• Office visits, consultations, and all related services for Temporomandibular Joint Dysfunction (TMD).</li> <li>• Pediatric dental care, except when specifically listed as a Covered Benefit.</li> </ul>   |
| <b>Durable Medical Equipment and Prosthetic Devices</b> <ul style="list-style-type: none"> <li>• Any devices or special equipment needed for sports or occupational purposes with the exception of prosthetics arms and legs for Members under the age of 18.</li> <li>• Any home adaptations, including, but not limited to home improvements and home adaptation equipment.</li> <li>• Non-durable medical equipment, unless used as part of the treatment at a medical facility or as part of approved home health care services.</li> <li>• Repair or replacement of durable medical equipment or prosthetic devices as a result of loss, negligence, willful damage, or theft.</li> </ul>  |
| <b>Experimental, Unproven or Investigational Services</b> <ul style="list-style-type: none"> <li>• Any products or services, including, but not limited to, drugs, devices, treatments, procedures, and diagnostic tests that are Experimental, Unproven, or Investigational.</li> </ul>  |
| <b>Foot Care</b> <ul style="list-style-type: none"> <li>• Foot orthotics, except for the treatment of systemic circulatory diseases or severe diabetic foot disease.</li> <li>• Routine foot care. Examples include nail trimming, cutting or debriding and the cutting or removal of corns and calluses. This exclusion does not apply to preventive foot care for Members with diabetes or systemic circulatory diseases.</li> </ul>  |
| <b>Maternity Services</b> <ul style="list-style-type: none"> <li>• Routine pre-natal and post-partum care when you are traveling outside the Service Area.</li> <li>• Planned home births.</li> </ul>   |

This exclusion list is not binding and is provided exclusively for information purposes. Please see your Benefit Handbook and Schedule of Benefits.

## Exclusion

### Mental Health Care

- Educational services or testing except services covered under the benefit for Early Intervention Services. No benefits are provided: (1) for educational services intended to enhance educational achievement or (2) to resolve problems of school performance.
- Sensory integrative praxis tests.
- Services for any condition with only a "Z Code" designation in the Diagnostic and Statistical Manual of Mental Disorders, which means that the condition is not attributable to a mental disorder.
- Mental health care that is (1) provided to Members who are confined or committed to a jail, house of correction, prison, or custodial facility of the Department of Youth Services; or (2) provided by the Department of Mental Health.
- Services or supplies for the diagnosis or treatment of mental health and substance use disorders that, in the reasonable judgment of the Behavioral Health Access Center, are any of the following: not consistent with prevailing national standards of clinical practice for the treatment of such conditions; not consistent with prevailing professional research demonstrating that the services or supplies will have a measurable and beneficial health outcome; typically do not result in outcomes demonstrably better than other available treatment alternatives that are less intensive or more cost effective.

### Physical Appearance

- Cosmetic Services, including drugs, devices, treatments and procedures, except for (1) Cosmetic Services that are incidental to the correction of Physical Functional Impairment, (2) reconstructive surgery to repair or restore appearance damaged by an Accidental Injury, (3) post-mastectomy care, and (4) gender affirming procedures and related services.
- Electrolysis or laser hair removal, except for what is Medically Necessary as part of gender affirming services.
- Hair removal or restoration, including, but not limited to, transplantation or drug therapy.
- Liposuction, except for what is Medically Necessary as part of gender affirming services, or removal of fat deposits considered undesirable.
- Scar or tattoo removal or revision procedures (such as salabrasion, chemosurgery and other such skin abrasion procedures).
- Skin abrasion procedures performed as a treatment for acne.
- Treatments and procedures related to appearance including but not limited to, abdominoplasty; chemical peels; collagen injections; dermabrasion; implantations (e.g. cheek, calf, pectoral, gluteal); lip reduction/enhancement; panniculectomy; removal of redundant skin; and silicone injections (e.g. for breast enlargement), except for what is Medically Necessary as part of gender affirming services or another Covered Benefit.
- Treatment for skin wrinkles and skin tags or any treatment to improve the appearance of the skin.
- Treatment for spider veins.
- Wigs.

### Procedures and Treatments

- Care by a chiropractor outside the scope of standard chiropractic practice, including but not limited to, surgery, prescription or dispensing of drugs or medications, internal examinations, obstetrical practice, or treatment of infections and diagnostic testing for chiropractic care other than the initial x-ray
- Commercial diet plans, weight loss programs and any services in connection with such plans or programs.
- Nutritional or cosmetic therapy using vitamins, minerals or elements, and other nutrition-based therapy. Examples include supplements, electrolytes, and foods of any kind (including high protein foods and low carbohydrate foods).
- If a service received in Massachusetts, Maine, Rhode Island or New Hampshire is listed as requiring that it be provided at a Center of Excellence, no In-Network coverage will be provided under this Handbook if that service is received in Massachusetts, Maine, Rhode Island or New Hampshire from a Provider that has not been designated as a Center of Excellence.
- Physical examinations and testing for insurance, licensing or employment.
- Services for Members who are donors for non-members, except as described under Human Organ Transplant Services.
- Testing for central auditory processing.
- Group diabetes educational programs or camps.

### Providers

- Charges for services which were provided after the date on which your membership ends, except as required by Maine law.
- Charges for any products or services, including, but not limited to, professional fees, medical equipment, drugs, and hospital or other facility charges, that are related to any care that is not a Covered Benefit.
- Charges for missed appointments.
- Concierge service fees. (See the Plan's Benefit Handbook for more information.)
- Inpatient charges after your Hospital discharge.
- Provider's charge to file a claim or to transcribe or copy your medical records.
- Services or supplies provided by: (1) anyone related to you by blood, marriage or adoption, or (2) anyone who ordinarily lives with you.

This exclusion list is not binding and is provided exclusively for information purposes. Please see your Benefit Handbook and Schedule of Benefits.

| <b>Exclusion</b>  |
|---|
| <b>Reproduction</b> <ul style="list-style-type: none"> <li>• Services for a surrogate or gestational carrier who is not a Member of the Plan.</li> <li>• Reversal of voluntary sterilization (including any services for infertility related to voluntary sterilization or its reversal).</li> <li>• Sperm identification when not Medically Necessary (e.g., gender identification).</li> <li>• The following fees: wait list fees, non-medical costs, shipping and handling charges etc.</li> </ul>   |
| <b>Services Provided Under Another Plan</b> <ul style="list-style-type: none"> <li>• Costs for any services for which you are entitled to treatment at government expense, including military service connected disabilities.</li> <li>• Costs for services by third party liability, other insurance coverage, and which are required to be covered by a Workers' Compensation plan or an employer under state or federal law, unless a notice of controversy has been filed with the Workers' Compensation Board contesting the work-relatedness of the claimant's condition and no decision has been made by the Board.</li> </ul>   |
| <b>Telemedicine</b> <ul style="list-style-type: none"> <li>• Telemedicine services involving e-mail or fax.</li> <li>• Telemedicine services involving audio-only telephone, except where telemedicine is technologically unavailable at a scheduled time and is medically appropriate for the corresponding covered health services.</li> <li>• Provider fees for technical costs for the provision of telemedicine services.</li> </ul>   |
| <b>Types of Care</b> <ul style="list-style-type: none"> <li>• Rest or domiciliary care.</li> <li>• All institutional charges over the semi-private room rate, except when a private room is Medically Necessary.</li> <li>• Pain management programs or clinics.</li> <li>• Physical conditioning programs such as athletic training, body-building, exercise, fitness, flexibility, and diversion or general motivation.</li> <li>• Private duty nursing.</li> <li>• Sports medicine clinics.</li> <li>• Vocational rehabilitation, or vocational evaluations on job adaptability, job placement, or therapy to restore function for a specific occupation.</li> </ul>   |
| <b>Vision and Hearing</b> <ul style="list-style-type: none"> <li>• Eyeglasses, contact lenses and fittings, except as listed in the Plan's Benefit Handbook and any associated Riders.</li> <li>• Over the counter hearing aids.</li> <li>• Refractive eye surgery, including, but not limited to, lasik surgery, orthokeratology and lens implantation for the correction of naturally occurring myopia, hyperopia and astigmatism.</li> </ul>   |
| <b>All Other Exclusions</b> <ul style="list-style-type: none"> <li>• Any drug or other product obtained at an outpatient pharmacy, except for pharmacy supplies covered under the benefit for diabetes services, unless your Plan includes outpatient pharmacy coverage.</li> <li>• Any service or supply furnished in connection with a non-Covered Benefit.</li> <li>• Any service, supply or medication when there is a less intensive Covered Benefit or most cost-effective alternative that can be safely and effectively provided.</li> <li>• Any service, supply or medication that is required by a third party that is not otherwise Medically Necessary (examples of a third party are an employer, an insurance company, a school or court).</li> <li>• Any service or supply (with the exception of contact lenses) purchased from the internet.</li> <li>• Beauty or barber service.</li> <li>• Any drug or other product obtained at an outpatient pharmacy, except for pharmacy supplies covered under the benefit for diabetes services, unless your Plan includes outpatient pharmacy coverage.</li> <li>• Diabetes equipment replacements when solely due to manufacturer warranty expiration.</li> <li>• Externally powered exoskeleton assistive devices and orthoses.</li> <li>• Food or nutritional supplements, including, but not limited to, FDA-approved medical foods obtained by prescription, except as required by law and prescribed for Members who meet HPHC policies for enteral tube feedings.</li> <li>• Guest services.</li> <li>• Medical equipment, devices or supplies except as listed in this Benefit Handbook.</li> <li>• Medical services that are provided to Members who are confined or committed to jail, house of correction, prison, or custodial facility of the Department of Youth Services..</li> <li>• Reimbursement for travel expenses.</li> <li>• Services for non-Members.</li> <li>• Services for which no charge would be made in the absence of insurance.</li> <li>• Services for which no coverage is provided in the Plan's Benefit Handbook, Schedule of Benefits, or Prescription Drug Brochure.</li> <li>• Services provided under an individualized education program (IEP), including any services provided under an IEP that are delivered by school personnel or any services provided under an IEP purchased from a contractor or vendor.</li> <li>• Services that are not Medically Necessary.</li> <li>• Taxes or governmental assessments on services or supplies.</li> <li>• Transportation, except for emergency ambulance transport, and non-emergency medical transport needed to transfer between Hospitals or other covered health care facilities or from a covered facility to your home when Medically Necessary.</li> <li>• Voice modification surgery, except when Medically Necessary for gender affirming services.</li> <li>• Air</li> </ul> |

This exclusion list is not binding and is provided exclusively for information purposes. Please see your Benefit Handbook and Schedule of Benefits.



## Exclusion

### All Other Exclusions (Continued)

conditioners, air purifiers and filters, dehumidifiers and humidifiers. • Car seats. • Chairs, bath chairs, feeding chairs, toddler chairs, chair lifts, recliners. • Electric scooters. • Exercise equipment. • Home modifications including but not limited to elevators, handrails and ramps. • Hot tubs, jacuzzis, saunas or whirlpools. • Mattresses. • Medical alert systems. • Motorized beds. • Pillows. • Power-operated vehicles. • Stair lifts and stair glides. • Strollers. • Safety equipment. • Vehicle modifications including but not limited to van lifts. • Telephone. • Television.

This exclusion list is not binding and is provided exclusively for information purposes. Please see your Benefit Handbook and Schedule of Benefits.