

# Schedule of Benefits

Harvard Pilgrim Health Care of New England, Inc.  
THE HARVARD PILGRIM BEST BUY HMO – LP  
NEW HAMPSHIRE

Coverage under this Plan is under the jurisdiction of the New Hampshire Insurance Commissioner.

**IMPORTANT INFORMATION: This policy reflects the known requirements for compliance under The Affordable Care Act as passed on March 23, 2010. As additional guidance is forthcoming from the U.S. Department of Health and Human Services, and the New Hampshire Insurance Department, those changes will be incorporated into your health insurance policy.**

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.

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

## Clinical Review Criteria

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 clinical review criteria on our website at [www.harvardpilgrim.org](http://www.harvardpilgrim.org) or by calling 1-888-888-4742 ext. 38723.

## Outpatient Surgery, Laboratory and Scopic Procedures – Outpatient Diagnostic and Therapeutic Services

HPHC-NE has designated certain outpatient surgical centers, laboratory and scopic procedure facilities as Select LP Providers. These providers were chosen based on their cost efficiency and render the same quality of service at a lower cost than other providers in the network. When you receive services from a Select LP Provider, your Member out-of-pocket costs will be less than if you received the same service from providers that are not Select LP Providers. The tables set forth below list the Member Cost Sharing for each type of Select LP Provider.

The Plan's Provider Directory lists all Plan Providers including those providers that are Select LP Providers. You can access the Provider Directory at [www.harvardpilgrim.org](http://www.harvardpilgrim.org). You may also obtain a paper copy of the directory, free of charge by calling the Member Services Department at 1-888-333-4742.

HPHC-NE establishes its list of Select LP Providers in January of each year. HPHC-NE will not remove providers from its Select LP Provider List during January through the following December of each year. HPHC-NE may also add Select LP Providers to its list any time during the year.

## Copayment Levels

There are two types of office visit Copayments that apply to your Plan: a lower Copayment, known as "Level 1" and a higher Copayment known as "Level 2."

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Level 1 applies to covered outpatient professional services from the following types of providers: all Primary Care Providers (PCPs); obstetricians and gynecologists; Licensed Mental Health Professionals; certified midwives; and nurse practitioners.

Level 2 applies to most outpatient specialty care.

If a provider is categorized as both a Level 1 provider and a Level 2 provider, Level 1 applies. For example, if a provider is both a PCP and a cardiologist, you will be responsible for a Level 1 Copayment.

Your Plan may have other Copayment amounts. Please see the benefit table below for specific Copayment requirements.

### 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 doctor'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."

General Cost Sharing Features:		Member Cost Sharing:
<b>Coinsurance and Copayments</b>		
		See the benefits table below
<b>Deductible</b>		
		\$1,000 per Member per Calendar Year \$3,000 per family per Calendar Year
<b>Deductible Rollover</b>		
None		
<b>Durable Medical Equipment and Prosthetic Devices Deductible</b>		
		\$100 per Member per Calendar Year
<b>Out-of-Pocket Maximum</b>		
Includes all Member Cost Sharing		\$4,000 per Member per Calendar Year \$12,000 per family per Calendar Year
<b>Prior Carrier Credit</b>		
Your Plan has a Prior Carrier Credit for the first year of coverage toward the Deductible and Coinsurance that applies to your Out-of-Pocket Maximum. See Prior Carrier Credit in your Benefit Handbook for details.		

Benefit	Member Cost Sharing
<b>Acupuncture Treatment for Injury or Illness</b>	
– Limited to 20 visits per Calendar Year	Level 1: \$25 Copayment per visit
<b>Ambulance Transport</b>	
Emergency ambulance transport	Deductible, then 20% Coinsurance
Non-emergency ambulance transport	Deductible, then 20% Coinsurance

Benefit		Member Cost Sharing
<b>Autism Spectrum Disorders Treatment</b>		
Applied behavior analysis		Level 1: \$25 Copayment per visit
<b>Chemotherapy and Radiation Therapy</b>		
Chemotherapy		No charge
Radiation therapy		No charge
<b>Chiropractic Care</b>		
– Limited to 12 visits per Calendar Year		Level 1: \$25 Copayment per visit
<b>Dental Services</b>		
<b>Important Notice:</b> Coverage of Dental Care is very limited. Please see your Benefit Handbook for the details of your coverage.		
Extraction of teeth impacted in bone		Not covered
Preventive dental care for children		Not covered
Outpatient surgery expenses for dental care		Your Member Cost Sharing will depend upon the types of services provided, as listed in this Schedule of Benefits. For example, for services provided by a physician, see "Physician and Other Professional Office Visits." For day surgery, see "Surgery – Outpatient."
<b>Dialysis</b>		
		Deductible, then no charge
<b>Durable Medical Equipment</b>		
Durable medical equipment		Durable Medical Equipment and Prosthetic Devices Deductible, then 20% Coinsurance
Blood glucose monitors, infusion devices and insulin pumps (including supplies)		No charge
Oxygen and respiratory equipment		No charge
<b>Early Intervention</b>		
– Limited to \$3,200 per Member per Calendar Year, up to \$9,600 per lifetime		Level 1: \$25 Copayment per visit
<b>Emergency Room Care</b>		
		Deductible, then \$250 Copayment per visit
This Copayment is waived if admitted to the hospital directly from the emergency room.		
<b>Gender Reassignment Surgery</b>		
		Your Member Cost Sharing will depend upon the types of services provided, as listed in this Schedule of Benefits. For example, for services provided by a physician, see "Physician and Other Professional Office Visits." For inpatient hospital care, see "Hospital - Inpatient Services."
<b>Hearing Aids</b>		
– Limited to \$1,500 per hearing aid every 60 months, for each hearing impaired ear		No charge

Benefit		Member Cost Sharing
<b>Home Health Care</b>		
		No charge
If services include the administration of drugs, please see the benefit for “Medical Drugs” for Member Cost Sharing details.		
<b>Hospice - Outpatient</b>		
		No charge
<b>Hospital – Inpatient Services</b>		
Acute hospital care		Deductible, then 20% Coinsurance
Inpatient maternity care		Deductible, then 20% Coinsurance
Inpatient routine nursery care		No charge
Inpatient rehabilitation – limited to 100 days per Calendar Year Day limits combined with skilled nursing facility care		Deductible, then 20% Coinsurance
Skilled nursing facility – limited to 100 days per Calendar Year Day limits combined with inpatient rehabilitation care		Deductible, then 20% Coinsurance
<b>Infertility Services and Treatments</b>		
Diagnostic services for infertility including: consultation, evaluation and laboratory tests		Your Member Cost Sharing will depend upon the types of services provided, as listed in this Schedule of Benefits. For example, for services provided by a physician, see “Physician and Other Professional Office Visits.”
Infertility treatment (see the Benefit Handbook for details)		Not covered
<b>Laboratory and Radiology Services</b>		
Laboratory		<b>Select LP Providers</b> No charge <b>Other Plan Providers</b> Deductible, then no charge
X-rays		Deductible, then no charge
Advanced radiology, including CT scans, PET scans, MRI, MRA and nuclear medicine services		Deductible, then 20% Coinsurance
<b>Low Protein Foods</b>		
– Limited to \$1,800 per Member per Calendar Year		No charge
<b>Maternity Care – Outpatient</b>		
Routine outpatient prenatal and postpartum care		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 and Radiology Services.”		
<b>Medical Drugs (drugs that cannot be self-administered)</b>		
Medical drugs received in a doctor’s office or other outpatient facility		No charge

Benefit		Member Cost Sharing
<b>Medical Drugs (drugs that cannot be self-administered) (Continued)</b>		
Medical drugs received in the home		No charge
Some medical drugs received in a physician's office or outpatient facility may be provided by the Specialty Pharmacy Program under your outpatient prescription drug benefit. If you have outpatient prescription drug coverage, your Member Cost Sharing will be listed on your ID Card. Please see the Prescription Drug Brochure for a detailed explanation of your benefits.		
<b>Medical Formulas</b>		
		No charge
<b>Mental Health and Drug and Alcohol Rehabilitation Services</b>		
Inpatient services		No charge
Partial hospitalization services		No charge
Outpatient group therapy		\$10 Copayment per visit
Outpatient treatment including individual therapy, detoxification, and medication management		Level 1: \$25 Copayment per visit
Outpatient methadone maintenance		\$25 Copayment per week
Outpatient psychological testing		Level 1: \$25 Copayment per visit
eVisits		No charge
<b>Ostomy Supplies</b>		
		Durable Medical Equipment and Prosthetic Devices Deductible, then 20% Coinsurance
<b>Physician and Other Professional Office Visits (This includes all covered Plan Providers unless otherwise listed in this Schedule of Benefits)</b>		
Routine examinations for preventive care, including immunizations		No charge
Not all 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 and Radiology Services" for the Member Cost Sharing that applies to diagnostic services not included on this list.		
Consultations, evaluations, sickness and injury care		Level 1: \$25 Copayment per visit Level 2: \$50 Copayment per visit
Office based treatment and procedures including but not limited to: casting, suturing and the application of dressings, non-routine foot care, and surgical procedures		Deductible, then no charge
Administration of allergy injections		\$5 Copayment per visit
eVisits		No charge
<b>Preventive Services and Tests</b>		
		No charge
Under federal law, many preventive services and tests are covered with no Member Cost Sharing, including preventive colonoscopies, 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 guidance.		

<b>Benefit</b>		<b>Member Cost Sharing</b>
<b>Prosthetic Devices</b>		
		Durable Medical Equipment and Prosthetic Devices Deductible, then 20% Coinsurance
<b>Rehabilitation and Habilitation Services – Outpatient</b>		
Cardiac rehabilitation		Level 1: \$25 Copayment per visit
Pulmonary rehabilitation therapy		Level 2: \$50 Copayment per visit
Occupational, physical and speech therapy – limited to 60 visits combined per Calendar Year		Level 2: \$50 Copayment per visit
<b>Please Note:</b> Outpatient physical, occupational and speech therapies are covered without limits to the extent Medically Necessary for children under the age of three.		
<b>Scopic Procedures - Outpatient Diagnostic and Therapeutic</b>		
Colonoscopy, endoscopy and sigmoidoscopy		<b>Select LP Providers</b> \$100 Copayment per visit <b>Other Plan Providers</b> Deductible, then 20% Coinsurance
<b>Surgery – Outpatient</b>		
		<b>Select LP Providers</b> \$100 Copayment per visit <b>Other Plan Providers</b> Deductible, then 20% Coinsurance
<b>Telemedicine</b>		
Outpatient and inpatient telemedicine services		Your Member Cost Sharing will depend upon the types of services provided, as listed in this Schedule of Benefits. For example, for services provided by a physician, see “Physician and Other Professional Office Visits.” For inpatient hospital care, see “Hospital – Inpatient Services.”
<b>Urgent Care Services</b>		
Convenience care clinic		Level 1: \$25 Copayment per visit
Urgent care clinic		\$50 Copayment per visit
Hospital urgent care clinic		Deductible, then \$50 Copayment per visit
Additional Member Cost Sharing may apply. Please refer to the specific benefit in this Schedule of Benefit. For example, if you have an x-ray or have blood drawn, please refer to “Laboratory and Radiology Services.”		
<b>Vision Services</b>		
Routine eye examinations – limited to 1 exam per Calendar Year		Level 1: \$25 Copayment per visit
Vision hardware for special conditions		No charge
<b>Voluntary Sterilization – in a Physician’s Office</b>		
		Deductible, then no charge
<b>Voluntary Termination of Pregnancy</b>		
		Your Member Cost Sharing will depend upon where the service is provided, as listed in this Schedule of Benefits. For example, for a service provided in an outpatient surgical center, see “Surgery – Outpatient.” For services provided in a physician’s office, see “Office based treatments and procedures.” For inpatient hospital care, see “Hospital – Inpatient Services.”

THE HARVARD PILGRIM BEST BUY HMO – LP - NEW HAMPSHIRE

Benefit		Member Cost Sharing	
Wigs and Scalp Hair Protheses as required by law			
See the Benefit Handbook for details		Durable Medical Equipment and Prosthetic Devices Deductible, then 20% Coinsurance	

Language Assistance Services

**Español (Spanish)** ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están a su disposición. Llame al 1-888-333-4742 (TTY: 711).

**Português (Portuguese)** ATENÇÃO: Se você fala português, encontram-se disponíveis serviços linguísticos gratuitos. Ligue para 1-888-333-4742 (TTY: 711).

**Kreyòl Ayisyen (French Creole)** ATANSYON: Si nou palé Kreyòl Ayisyen, gen asistans pou sèvis ki disponib nan lang nou pou gratis. Rele 1-888-333-4742 (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 1-888-333-4742 (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 1-888-333-4742 (TTY: 711).

**Русский (Russian)** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-333-4742 (телетайп: 711).

**العربية (Arabic)**  
إنشاء: إذا أنت تتكلم اللغة العربية، خدمات المساعدة اللغوية متوفرة لك مجاناً. اتصل على 1 888-333-4742 (TTY: 711)

**ខ្មែរ (Cambodian)** សូមជូនដំណឹង: បើអ្នកនិយាយភាសាខ្មែរ, យើងមានសេវាកម្មបកប្រែ ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ ជូរ ទូរស័ព្ទ 1-888-333-4742 (TTY: 711)។

**Français (French)** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-333-4742 (ATS: 711).

**Italiano (Italian)** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-888-333-4742 (TTY: 711).

**한국어 (Korean)** '알림': 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-333-4742 (TTY: 711) 번으로 전화해 주십시오.

**ελληνικά (Greek)** ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, υπάρχουν στη διάθεσή σας δωρεάν υπηρεσίες γλωσσικής υποστήριξης. Καλέστε 1-888-333-4742 (TTY: 711).

**Polski (Polish)** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-333-4742 (TTY: 711).

**हिंदी (Hindi)** ध्यान दीजिए: अगर आप हिंदी बोलते हैं तो आपके लिये भाषाकी सहायता मुफ्त में उपलब्ध है. जानकारी के लिये फोन करे. 1-888-333-4742 (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. 1-888-333-4742 (TTY: 711)

**ພາສາລາວ (Lao)** ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-888-333-4742 (TTY: 711).

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-888-333-4742 (TTY: 711).



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

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**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. HPHC does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

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, you can file a grievance with: Civil Rights Compliance Officer, 93 Worcester St, Wellesley, MA 02481, (866) 750-2074, TTY service: 711, Fax: (617) 509-3085, Email: [civil\\_rights@harvardpilgrim.org](mailto:civil_rights@harvardpilgrim.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>.



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**Harvard Pilgrim Health Care of New England, Inc.**  
**NEW HAMPSHIRE HMO**  
**General List of Exclusions**

The following list identifies services that are generally excluded from Harvard Pilgrim HMO 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>Description</b>
<b>Alternative Treatments</b>	
	<ol style="list-style-type: none"> <li>1. Acupuncture care except when specifically listed as a Covered Benefit.</li> <li>2. Acupuncture services that are outside the scope of standard acupuncture care.</li> <li>3. Alternative or holistic services and all procedures, laboratories and nutritional supplements associated with such treatments.</li> <li>4. Aromatherapy, treatment with crystals and alternative medicine.</li> <li>5. Health resorts, spas, recreational programs, camps, wilderness programs (therapeutic outdoor programs), outdoor skills programs, relaxation or lifestyle programs, including any services provided in conjunction with, or as part of such types of programs.</li> <li>6. Massage therapy when performed by anyone other than a licensed physical therapist, physical therapy assistant, occupational therapist, or certified occupational therapy assistant.</li> <li>7. Myotherapy.</li> <li>8. Services by a Naturopath that are not covered by other Providers under the Plan.</li> </ol>
<b>Dental Services</b>	
	<ol style="list-style-type: none"> <li>1. Dental Care, except when specifically listed as a Covered Benefit.</li> <li>2. All services of a dentist for Temporomandibular Joint Dysfunction (TMD).</li> <li>3. Extraction of teeth, except when specifically listed as a Covered Benefit.</li> <li>4. Pediatric dental care, except when specifically listed as a Covered Benefit.</li> </ol>
<b>Durable Medical Equipment and Prosthetic Devices</b>	
	<ol style="list-style-type: none"> <li>1. Any devices or special equipment needed for sports or occupational purposes.</li> <li>2. Any home adaptations, including, but not limited to home improvements and home adaptation equipment.</li> <li>3. 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>4. Repair or replacement of durable medical equipment or prosthetic devices as a result of loss, negligence, willful damage, or theft.</li> </ol>
<b>Experimental, Unproven or Investigational Services</b>	
	<ol style="list-style-type: none"> <li>1. Any products or services, including, but not limited to, drugs, devices, treatments, procedures, and diagnostic tests that are Experimental, Unproven, or Investigational.</li> </ol>

Exclusion	Description
<b>Foot Care</b>	
	<ol style="list-style-type: none"> <li>1. Foot orthotics, except for the treatment of severe diabetic foot disease.</li> <li>2. 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.</li> </ol>
<b>Gender Reassignment Surgery</b>	
	<ol style="list-style-type: none"> <li>1. Face-lifting.</li> <li>2. Lip reduction/enhancement.</li> <li>3. Blepharoplasty.</li> <li>4. Laryngoplasty, or other voice modification surgery.</li> <li>5. Facial implants or injections.</li> <li>6. Silicone injections of the breast.</li> <li>7. Liposuction.</li> <li>8. Electrolysis, hair removal, or hair transplantation.</li> <li>9. Collagen injections.</li> <li>10. Removal of redundant skin.</li> <li>11. Reversal of gender reassignment surgery and all related drugs and procedures.</li> <li>12. Gender reassignment surgery and all related drugs and procedures for self-insured groups, unless covered under a separate rider.</li> </ol>
<b>Maternity Services</b>	
	<ol style="list-style-type: none"> <li>1. Delivery outside the Service Area after the 37th week of pregnancy, or after you have been told that you are at risk for early delivery.</li> <li>2. Routine pre-natal and post-partum care when you are traveling outside the Service Area.</li> </ol>
<b>Mental Health Care</b>	
	<ol style="list-style-type: none"> <li>1. Biofeedback.</li> <li>2. Educational services or testing. No benefits are provided: (1) for educational services intended to enhance educational achievement; (2) to resolve problems of school performance; or (3) to treat learning disabilities.</li> <li>3. Methadone maintenance, except when specifically listed as a Covered Benefit.</li> <li>4. Sensory integrative praxis tests.</li> <li>5. 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.</li> <li>6. Services or supplies for the diagnosis or treatment of mental health and drug and alcohol rehabilitation services that, in the reasonable judgment of the Behavioral Health Access Center, are any of the following: <ul style="list-style-type: none"> <li>• Not consistent with prevailing national standards of clinical practice for the treatment of such conditions.</li> </ul> </li> </ol>

Exclusion	Description
<b>Mental Health Care (Continued)</b>	
	<ul style="list-style-type: none"> <li>• Not consistent with prevailing professional research demonstrating that the services or supplies will have a measurable and beneficial health outcome.</li> <li>• Typically do not result in outcomes demonstrably better than other available treatment alternatives that are less intensive or more cost effective.</li> </ul>
<b>Physical Appearance</b>	
	<ol style="list-style-type: none"> <li>1. Cosmetic Services, including drugs, devices, treatments and procedures, except for (1) Cosmetic Services that are incidental to the correction of Physical Functional Impairment, (2) restorative surgery to repair or restore appearance damaged by an accidental injury, and (3) post-mastectomy care.</li> <li>2. Hair removal or restoration, including, but not limited to, electrolysis, laser treatment, transplantation or drug therapy.</li> <li>3. Liposuction or removal of fat deposits considered undesirable.</li> <li>4. Scar or tattoo removal or revision procedures (such as salabrasion, chemosurgery and other such skin abrasion procedures).</li> <li>5. Skin abrasion procedures performed as a treatment for acne.</li> <li>6. Treatment for skin wrinkles or any treatment to improve the appearance of the skin.</li> <li>7. Treatment for spider veins.</li> <li>8. Wigs, except as required by law or when specifically listed as a Covered Benefit.</li> </ol>
<b>Procedures and Treatments</b>	
	<ol style="list-style-type: none"> <li>1. Chiropractic care, except when specifically listed as a Covered Benefit.</li> <li>2. 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.</li> <li>3. Commercial diet plans, weight loss programs and any services in connection with such plans or programs.</li> <li>4. If a service is listed as requiring that it be provided at a Center of Excellence, no coverage will be provided if that service is received from a Provider that has not been designated as a Center of Excellence.</li> <li>5. 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).</li> <li>6. Physical examinations and testing for insurance, licensing or employment.</li> <li>7. Services for Members who are donors for non-members, except as described under Human Organ Transplant Services.</li> <li>8. Testing for central auditory processing.</li> <li>9. Group diabetes training, educational programs or camps.</li> </ol>

Exclusion	Description
<b>Providers</b>	
	<ol style="list-style-type: none"> <li>1. Charges for services which were provided after the date on which your membership ends.</li> <li>2. 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.</li> <li>3. Charges for missed appointments.</li> <li>4. Concierge service fees. (See the Plan's Benefit Handbook for more information.)</li> <li>5. Follow-up care after an emergency room visit, unless provided or arranged by your PCP.</li> <li>6. Inpatient charges after your hospital discharge.</li> <li>7. Provider's charge to file a claim or to transcribe or copy your medical records.</li> <li>8. Services or supplies provided by: (1) anyone related to you by blood, marriage or adoption, or (2) anyone who ordinarily lives with you.</li> </ol>
<b>Reproduction</b>	
	<ol style="list-style-type: none"> <li>1. Any form of Surrogacy or services for a gestational carrier.</li> <li>2. Infertility drugs if a member is not in a Plan authorized cycle of infertility treatment.</li> <li>3. Infertility drugs, if infertility services are not a Covered Benefit.</li> <li>4. Infertility drugs that must be purchased at an outpatient pharmacy, unless your Plan includes outpatient pharmacy coverage.</li> <li>5. Infertility treatment for Members who are not medically infertile.</li> <li>6. Infertility treatment, except when specifically listed as a Covered Benefit. ,</li> <li>7. Reversal of voluntary sterilization (including any services for infertility related to voluntary sterilization or its reversal).</li> <li>8. Sperm collection, freezing and storage except when infertility treatment is listed as a Covered Benefit.</li> <li>9. Sperm identification when not Medically Necessary (e.g., gender identification).</li> <li>10. The following fees; wait list fees, non-medical costs, shipping and handling charges etc.</li> <li>11. Voluntary sterilization, including tubal ligation and vasectomy, except when specifically listed as a Covered Benefit.</li> <li>12. Voluntary termination of pregnancy, unless either: 1) the life of the mother is in danger, or 2) voluntary termination of pregnancy is specifically listed as a Covered Benefit.</li> </ol>
<b>Services Provided Under Another Plan</b>	
	<ol style="list-style-type: none"> <li>1. Costs for any services for which you are entitled to treatment at government expense, including military service connected disabilities.</li> <li>2. Costs for services for which payment is required to be made by a Workers' Compensation plan or an Employer under state or federal law.</li> </ol>

Exclusion	Description
<b>Telemedicine</b>	
	<ol style="list-style-type: none"> <li>1. Telemedicine services involving e-mail, fax, texting, or audio-only telephone.</li> <li>2. Provider fees for technical costs for the provision of telemedicine services.</li> </ol>
<b>Types of Care</b>	
	<ol style="list-style-type: none"> <li>1. Custodial Care.</li> <li>2. Rest or domiciliary care.</li> <li>3. All institutional charges over the semi-private room rate, except when a private room is Medically Necessary.</li> <li>4. Pain management programs or clinics.</li> <li>5. Physical conditioning programs such as athletic training, body-building, exercise, fitness, flexibility, and diversion or general motivation.</li> <li>6. Private duty nursing.</li> <li>7. Sports medicine clinics.</li> <li>8. Vocational rehabilitation, or vocational evaluations on job adaptability, job placement, or therapy to restore function for a specific occupation.</li> </ol>
<b>Vision and Hearing</b>	
	<ol style="list-style-type: none"> <li>1. Eyeglasses, contact lenses and fittings, except when specifically listed as a Covered Benefit.</li> <li>2. Hearing aid batteries, cords, and individual or group auditory training devices and any instrument or device used by a public utility in providing telephone or other communication services.</li> <li>3. 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> <li>4. Routine eye examinations, except when specifically listed as a Covered Benefit.</li> </ol>
<b>All Other Exclusions</b>	
	<ol style="list-style-type: none"> <li>1. Any service or supply furnished in connection with a non-Covered Benefit.</li> <li>2. Beauty or barber service.</li> <li>3. 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>4. Food or nutritional supplements, including, but not limited to, FDA-approved medical foods obtained by prescription, except as required by law.</li> <li>5. Guest services.</li> <li>6. Services for non-Members.</li> <li>7. Services for which no charge would be made in the absence of insurance.</li> <li>8. Services for which no coverage is provided in the Plan's Benefit Handbook, Schedule of Benefits or Prescription Drug Brochure (if applicable).</li> <li>9. Services that are not Medically Necessary.</li> </ol>

Exclusion	Description
<b>All Other Exclusions (Continued)</b>	
	<ol style="list-style-type: none"> <li>10. Services your PCP or a Plan Provider has not provided, arranged or approved except as described in the Plan's Benefit Handbook.</li> <li>11. Taxes or governmental assessments on services or supplies.</li> <li>12. Transportation other than by ambulance.</li> <li>13. The following products and services: <ul style="list-style-type: none"> <li>• Air conditioners, air purifiers and filters, dehumidifiers and humidifiers.</li> <li>• Car seats.</li> <li>• Chairs, bath chairs, feeding chairs, toddler chairs, chair lifts, recliners.</li> <li>• Electric scooters.</li> <li>• Exercise equipment.</li> <li>• Home modifications including but not limited to elevators, handrails and ramps.</li> <li>• Hot tubs, jacuzzis, saunas or whirlpools.</li> <li>• Mattresses.</li> <li>• Medical alert systems.</li> <li>• Motorized beds.</li> <li>• Pillows.</li> <li>• Power-operated vehicles.</li> <li>• Stair lifts and stair glides.</li> <li>• Strollers.</li> <li>• Safety equipment.</li> <li>• Vehicle modifications including but not limited to van lifts.</li> <li>• Telephone.</li> <li>• Television.</li> </ul> </li> </ol>