Harvard Pilgrim Health Care of New England

Summary of Benefits and Coverage: What this Plan Covers & What You Pay for Covered Services
The Harvard Pilgrim Virtual Choice℠ HMO

Coverage Period: 01/01/2023 — 12/31/2023
Coverage for: Individual + Family | Plan Type: HMO

⚠	**The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan would share the cost for covered health care services. NOTE: Information about the cost of this plan (called the premium) will be provided separately. This is only a summary.** For more information about your coverage, or to get a copy of the complete terms of coverage, **www.harvardpilgrim.org/LGsampleEOC**. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other **underlined** terms, see the Glossary. You can view the Glossary at **www.healthcare.gov/sbc-glossary** or call **1-888-333-4742** to request a copy.

Important Questions	Answers	Why This Matters
What is the overall deductible?	$3,000 member /$9,000 family Benefits are administered on a calendar year basis.	Generally you must pay all the costs up to the deductible amount before this plan begins to pay. If you have other family members on the policy, they have to meet their own individual deductible until the overall family deductible amount has been met.
Are there services covered before you meet your deductible?	Yes: Preventive care, prescription drugs, Virtual PCP provider office visits, Office-Based PCP provider office visits, Virtual PCP laboratory, Virtual PCP Rehabilitation services and Habilitation services, Office-Based PCP Rehabilitation services and Rehabilitation services, are covered before you meet your deductible.	This plan covers some items and services even if you haven't yet met the deductible amount. But, a copayment or coinsurance may apply. For example, this plan covers certain preventive services without cost-sharing and before you meet your deductible. See a list of covered preventive services at **https://www.healthcare.gov/coverage/preventive-care-benefits/**
Are there other deductibles for specific services?	No.	You don't have to meet deductibles for specific services
What is the out–of–pocket limit for this plan?	$6,500 member/$13,000 family	The out-of-pocket limit is the most you could pay in a year for covered services. If you have other family members in this plan, they have to meet their own out-of-pocket limit until the overall family out-of-pocket limit has been met.

Important Questions	Answers	Why This Matters
What is not included in the out–of–pocket limit?	Premiums, balance-billing charges, and health care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the out–of–pocket limit.
Will you pay less if you use a network provider?	Yes. See **https://www.harvardpilgrim.org/public/find-a-provider** or call **1-888-333-4742** for a list of network providers.	This plan uses a provider network. You will pay less if you use a provider in the plan's network. You will pay the most if you use an out-of-network provider, and you might receive a bill from a provider for the difference between the provider's charge and what your plan pays (balance-billing). Be aware, your network provider might use an out-of-network provider for some services (such as lab work). Check with your provider before you get services.
Do you need a referral to see a specialist?	Yes.	This plan will pay some or all of the costs to see a specialist for covered services but only if you have a referral before you see the specialist.

All copayment and coinsurance costs shown in this chart are after your deductible has been met, if a deductible applies.

Common Medical Event	Services You May Need	What You Will Pay			Limitations & Exceptions
		Participating Provider		Non-Participating Provider	
		Virtual PCP	Office-Based PCP		
If you visit a health care provider's office or clinic	Primary care visit to treat an injury or illness	Level 1: $10 copay per visit; deductible does not apply	Level 1: $40 copay per visit; deductible does not apply	Not covered	Members under 19 will apply Virtual PCP cost sharing
	Specialist visit	Level 1: $10 copay per visit; deductible does not apply Level 2: $45 copay per visit ; deductible does not apply	Level 1: $40 copay per visit; deductible does not apply Level 2: $75 copay per visit ; deductible does not apply	Not covered	Members under 19 will apply Virtual PCP cost sharing
	Preventive care/ screening/ immunization	No charge; deductible does not apply		Not covered	You may have to pay for services that aren't preventive. Ask your provider if the services needed are preventive. Then check what your plan will pay for.

Common Medical Event	Services You May Need	What You Will Pay			Limitations & Exceptions
		Participating Provider		Non-Participating Provider	
		Virtual PCP	Office-Based PCP		
If you have a test	Diagnostic test (x-ray, blood work)	X-rays: No charge Laboratory: No charge; deductible does not apply	X-rays: 20% coinsurance Laboratory: 20% coinsurance	Not covered	Members under 19 will apply Virtual PCP cost sharing
	Imaging (CT/PET scans, MRIs)	$250 copay per visit	20% coinsurance	Not covered	Cost sharing may vary for certain imaging services Members under 19 will apply Virtual PCP cost sharing
If you need drugs to treat your illness or condition More information about prescription drug coverage is available at **www.harvardpilgrim.org/2023Value4T**.	Generic drugs	30-Day Retail Tier 1: $10 copay/prescription; deductible does not apply 90-Day Mail Tier 1: $20 copay/prescription; deductible does not apply		Not covered	Value formulary - covers a limited list; not all drugs are covered. You pay retail price for Out of Network pharmacy drugs and are reimbursed minus applicable cost sharing. Covered only outside of service area.
	Preferred brand drugs	30-Day Retail Tier 2: $35 copay/prescription; deductible does not apply 90-Day Mail Tier 2: $70 copay/prescription; deductible does not apply		Not covered	
	Non-preferred brand drugs	30-Day Retail Tier 3: 30% coinsurance up to $300; deductible does not apply 90-Day Mail Tier 3: 30% coinsurance up to $600; deductible does not apply		Not covered	

Common Medical Event	Services You May Need	What You Will Pay			Limitations & Exceptions
		Participating Provider		Non-Participating Provider	
		Virtual PCP	Office-Based PCP		
	Specialty drugs	30-Day Retail Tier 3: 30% coinsurance up to $300; deductible does not apply 90-Day Mail Tier 3: 30% coinsurance up to $600; deductible does not apply 30-Day Retail Tier 4: 50% coinsurance up to $300; deductible does not apply 90-Day Mail Tier 4: 50% coinsurance up to $600; deductible does not apply		Not covered	Some drugs must be obtained through a Specialty Pharmacy.
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	$250 copay per visit	20% coinsurance	Not covered	Members under 19 will apply Virtual PCP cost sharing
	Physician/surgeon fees	No charge	20% coinsurance	Not covered	
If you need immediate medical attention	Emergency room care	Medical Emergency Services: $250 copay/visit Services that do not meet the definition of Medical Emergency: 50% coinsurance			None
	Emergency Medical Transportation	No charge			None
	Urgent Care	Urgent care center: $45 copay per visit; deductible does not apply	Urgent care center: $75 copay per visit; deductible does not apply	Not covered	Services with non-participating providers are only covered outside of the service area Members under 19 will apply Virtual PCP Cost sharing may vary based on Urgent Care location.
If you have a hospital stay	Facility fee (e.g., hospital room)	No charge	20% coinsurance	Not covered	Members under 19 will apply Virtual PCP cost sharing
	Physician/surgeon fee	No charge	20% coinsurance	Not covered	

Common Medical Event	Services You May Need	What You Will Pay			Limitations & Exceptions
		Participating Provider		Non-Participating Provider	
		Virtual PCP	Office-Based PCP		
If you need mental health, behavioral health, or substance abuse services	Outpatient services	$10 copay/visit; deductible does not apply		Not covered	None
	Inpatient services	No charge		Not covered	None
If you are pregnant	Office visits	$10 copay per visit; deductible does not apply	$40 copay per visit; deductible does not apply	Not covered	Cost sharing does not apply for preventive services. Members under 19 will apply Virtual PCP cost sharing
	Childbirth/delivery professional services	No charge	20% coinsurance	Not covered	
	Childbirth/delivery facility services	No charge	20% coinsurance	Not covered	
If you need help recovering or have other special health needs	Home health care	No charge		Not covered	None
	Rehabilitation services Habilitation services	Occupational Therapy: $45 copay per visit ; deductible does not apply Physical Therapy: $45 copay per visit ; deductible does not apply Speech Therapy: $45 copay per visit ; deductible does not apply	Occupational Therapy: $75 copay per visit ; deductible does not apply Physical Therapy: $75 copay per visit ; deductible does not apply Speech Therapy: $75 copay per visit ; deductible does not apply	Not covered	Occupational, physical & speech therapy – 60 combined visits /calendar year
	Skilled nursing care	No charge	20% coinsurance	Not covered	100 days/calendar year combined with Inpatient Rehabilitation services. Members under 19 will apply Virtual PCP cost sharing

Common Medical Event	Services You May Need	What You Will Pay			Limitations & Exceptions
		Participating Provider		Non-Participating Provider	
		Virtual PCP	Office-Based PCP		
	Durable medical equipment	20% coinsurance		Not covered	None
	Hospice services	No charge		Not covered	For inpatient see "If you have a hospital stay".
If your child needs dental or eye care	Children's eye exam	$10 copay per visit; deductible does not apply	$40 copay per visit; deductible does not apply	Not covered	1 exam/calendar year Members under 19 will apply Virtual PCP cost sharing
	Children's glasses	Not covered		Not covered	None
	Children's dental check-up	Not covered		Not covered	None

Excluded Services & Other Covered Services:

Services Your Plan Does NOT Cover (This isn't a complete list. Check your policy or plan document for other excluded services.)

- Children's glasses
- Cosmetic Surgery
- Long-Term Care
- Non-emergency care when traveling outside the U.S.
- Private-duty nursing
- Routine foot care (except for diabetes or systemic circulatory diseases)
- Services that are not Medically Necessary
- Weight Loss Programs

Other Covered Services (This isn't a complete list. Check your policy or plan document for other covered services and your costs for these services.)

- Acupuncture - 20 visits/calendar year
- Bariatric surgery
- Chiropractic Care - 12 visits/calendar year
- Hearing Aids - $1,500/aid every 60 months, for each impaired ear
- Infertility Treatment
- Routine eye care (Adult) – 1 exam/calendar year

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: the Department of Labor, Employee Benefits Security Administration at 1-866-444-EBSA (3272) or **www.dol.gov/ebsa/healthreform**, or the Department of Health and Human Services, Centers for Consumer Information and Insurance Oversight, at **1-877-267-2323 x61565** or **www.cciio.cms.gov**, or for more information on your rights to continue coverage, you can contact the Member Service number listed on your ID card or call **1-888-333-4742**. Other coverage options may be available to you, too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit **www.HealthCare.gov** or call **1-800-318-2596**.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your **plan** for a denial of a **claim**. This complaint is called a **grievance** or **appeal**. For more information about your rights, look at the explanation of benefits you will receive for that medical **claim**. Your **plan** documents also provide complete information on how to submit a **claim**, **appeal**, or a **grievance** for any reason to your **plan**. For more information about your rights, this notice, or assistance, contact:

HPHC Member Appeals-Member Services Department
Harvard Pilgrim Health Care of New England, Inc.
1 Wellness Way
Canton, MA 02021-1166
Telephone: 1-888-333-4742
Fax: 1-617-509-3085

Department of Labor's Employee Benefits Security Administration
1-866-444-3272
www.dol.gov/ebsa/healthreform

New Hampshire Insurance Department
21 South Fruit Street, Suite 14
Concord, NH 03301
1-800-852-3416
www.nh.gov/insurance
consumerservices@ins.nh.gov

State of New Hampshire Insurance Department
21 South Fruit Street, Suite 14
Concord, NH 03301
1-603-271-2261

Does this plan meet the Minimum Value Standard? Yes

If your **plan** doesn't meet the **Minimum Value Standards**, you may be eligible for a **premium tax credit** to help you pay for a **plan** through the **Marketplace**.

Does this plan provide Minimum Essential Coverage? Yes

Minimum Essential Coverage generally includes **plans**, **health insurance** available through the **Marketplace** or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of **Minimum Essential Coverage**, you may not be eligible for the **premium tax credit**.

Language Access Services:

Para obtener asistencia en Español, llame al **1–888–333–4742**.
如果需要中文的帮助, 请拨打这个号码 **1–888–333–4742**.
De assistência em Português, por favor ligue **1–888–333–4742**.

To see examples of how this plan might cover costs for a sample medical situation, see the next section.

About these Coverage Examples:

This is not a cost estimator. Treatments shown are just examples of how this plan might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your **providers** charge, and many other factors. Focus on the cost-sharing amounts (deductible, copayment and coinsurance) and excluded services under the plan. Use this information to compare the portion of costs you might pay under different health plans. Please note these coverage examples are based on self-only coverage.

Peg is Having a Baby (9 months of in-network pre-natal care and a hospital delivery)		Managing Joe's type 2 Diabetes (a year of routine in-network care of a well-controlled condition)		Mia's Simple Fracture (in-network emergency room visit and follow up care)	
■ **The plan's overall deductible**	$3,000	■ **The plan's overall deductible**	$3,000	■ **The plan's overall deductible**	$3,000
■ **Specialist coinsurance**	$45	■ **Specialist coinsurance**	$45	■ **Specialist coinsurance**	$45
■ **Hospital (facility) coinsurance**	20%	■ **Hospital (facility) coinsurance**	20%	■ **Hospital (facility)**	20%
■ **Other coinsurance**	20%	■ **Other coinsurance**	20%	■ **Other coinsurance**	20%
This EXAMPLE event includes services like:		**This EXAMPLE event includes services like:**		**This EXAMPLE event includes services like:**	
Specialist office visits (*prenatal care*)		Primary care physician office visits (*including disease education*)		Emergency room care (*including medical supplies*)	
Childbirth/Delivery Professional Services		Diagnostic tests (*blood work*)		Diagnostic test (*x-ray*)	
Childbirth/Delivery Facility Services		Prescription drugs		Durable medical equipment (*crutches*)	
Diagnostic tests (*ultrasounds and blood work*)		Durable medical equipment (*glucose meter*)		Rehabilitation services (*physical therapy*)	
Specialist visit (*anesthesia*)					
Total Example Cost	**$12,700**	**Total Example Cost**	**$5,600**	**Total Example Cost**	**$2,800**
In this example, Peg would pay:		**In this example, Joe would pay:**		**In this example, Mia would pay:**	
Cost Sharing		*Cost Sharing*		*Cost Sharing*	
Deductibles	$3,000	Deductibles	$0	Deductibles	$2,200
Copayments	$60	Copayments	$1,200	Copayments	$300
Coinsurance	$0	Coinsurance	$0	Coinsurance	$0
What isn't covered		*What isn't covered*		*What isn't covered*	
Limits or exclusions	$0	Limits or exclusions	$0	Limits or exclusions	$0
The total Peg would pay is	**$3,060**	**The total Joe would pay is**	**$1,200**	**The total Mia would pay is**	**$2,500**

The plan would be responsible for the other costs of these EXAMPLE covered services.

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 quí vị nói Tiếng Việt, dịch vụ thông dịch của chúng tôi sẵn sàng phục vụ quí 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)

إنتباه: إذا أنت تتكلم اَللُّغة **اَلعربية** ، خَدَمات اَلمُساعَدة اَللُّغوية مُتَوفرة لك مَجانا. ً **إتصل على 1 888-333-4742**

(TTY: 711)

ខ្មែរ (Cambodian) ប្រសុំជូនដំណឹង៖ បើអ្នកនិយាយភាសាខ្មែរ, យើងមានសេវាកម្មបកប្រែ ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ ចូរ 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 मुफ्तमें 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, ໂດຍບໍ່ເສັງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ 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 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, sex, sexual orientation, or gender identity. HPHC does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, or 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, sex, sexual orientation, or 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. 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.