HPHC Insurance Company

Commonwealth of Massachusetts
Group Insurance Commission

Benefit Handbook

MEDICARE ENHANCE PLAN FOR MASSACHUSETTS GROUP INSURANCE COMMISSION MEMBERS

This benefit plan is provided to you by the Group Insurance Commission (GIC) on a self-insured basis. HPHC Insurance Company, Inc. will be performing various benefit and claim administration services on behalf of the GIC. Although some materials may refer to you as a member of one of HPHC Insurance Company products, the GIC is the insurer of your coverage.

This booklet gives the details about your Medicare health coverage and explains how to get the care you need. This booklet is an important legal document. Please keep it in a safe place.

EFFECTIVE DATE: 11/01/2023
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INTRODUCTION

Welcome to the Medicare Enhance Plan for Massachusetts Group Insurance Commission Members ("the Plan"). This is a self-insured health benefits Plan sponsored by the Group Insurance Commission (GIC). The GIC is your Plan Sponsor and is financially responsible for this Plan's health care benefits. The health care services under this Plan are administered by HPHC Insurance Company, Inc. (HPHC). HPHC provides benefits and claims administration on behalf of the GIC as outlined in this *Benefit Handbook* and the *Schedule of Benefits*.

Please Note: Your outpatient prescription drug coverage is not administered by HPHC. Please see your SilverScript Prescription Drug Plan brochure or call **SilverScript at 1-877-876-7214** for information on coverage of outpatient prescription drugs. Regardless of whether the SilverScript brochure is specifically noted in a handbook section, any reference to outpatient drugs found within this handbook is governed by the SilverScript Prescription Drug Plan brochure.

This *Benefit Handbook* (Handbook) describes the benefits and the terms and conditions of coverage under the Plan. The Plan is designed to complement a Subscriber's Medicare coverage by:

1. Paying most Medicare Deductible and Coinsurance amounts for services covered by Medicare Parts A and B;
2. Covering certain services that Medicare does not cover at all; and
3. Paying for some Medicare-covered services after your Medicare benefits have been exhausted.

To use Plan benefits, simply obtain services from any health care Provider eligible for payment by Medicare. (A few cases in which you do not need to use a Provider eligible for payment by Medicare are described in section *III.D. ADDITIONAL COVERED SERVICES*.) Please see section *I. About the Plan* of this Handbook for further information on how to use the Plan.

To understand your Medicare Enhance benefits fully, you should read the Medicare program handbook *Medicare and You*. *Medicare and You* describes your Medicare benefits in detail.

To learn more about health coverage for people with Medicare, you may want to review the *Guide to Health Insurance for People with Medicare*. You may obtain Medicare publications at most Social Security Offices or by calling Medicare at **1-800-633-4227**. (TTY service is available at **1-877-486-2048**.) A number of publications explaining Medicare benefits may be obtained on the Internet at the following website: **http://www.medicare.gov/publications/home.asp**.

Changes in Medicare benefits or the Medicare program itself may result in changes to this Handbook. HPHC is not responsible for notifying the GIC or Subscribers of changes in Medicare benefits or in the Medicare program. In the event such changes affect the terms and conditions of this Handbook or Plan benefits, the GIC will be notified and Subscribers will be sent any necessary amendment(s) to this Handbook.

Important Note: THIS MEDICARE ENHANCE PLAN IS ONLY AVAILABLE TO SUBSCRIBERS ENROLLED THROUGH THE GIC. IF A SUBSCRIBER'S ELIGIBILITY FOR GIC COVERAGE ENDS, ENROLLMENT IN THE PLAN MUST ALSO END.

When we use the words "we," "us," and "our" in this Handbook, we are referring to HPHC. When we use the words "you" or "your," we are referring to Subscribers. Please see the Glossary to learn the definition of special terms we have capitalized in this Handbook.

To use the Plan effectively, you will want to review this Handbook and the *Schedule of Benefits*, which describe your benefits.

Contacting Member Services. You may call the HPHC Member Services Department at **1–844–442–7324** if you have any questions.

We can usually accommodate questions from non-English speaking Subscribers. We offer free language interpretation services in more than 180 languages.

Deaf and hard-of-hearing Subscribers who use a Teletypewriter (TTY) may communicate directly with the Member Services Department by calling **711**.

As we value your input, we would appreciate hearing from you with any comments or suggestions that will help us improve the quality of service we bring you.

HPHC Insurance Company, Inc.
Member Services Department
1 Wellness Way
Canton, MA 02021
1-844-442-7324
www.harvardpilgrim.org/GIC

Exclusions or Limitations for Preexisting Conditions. The Plan does not impose any restrictions, limitations or exclusions related to preexisting conditions on your Covered Benefits.

Language Assistance Services

Español (Spanish) ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están a su disposición. Llame al 1-844-442-7324 (TTY: 711).

Português (Portuguese) ATENÇÃO: Se você fala português, encontram-se disponíveis serviços linguísticos gratuitos. Ligue para 1-844-442-7324 (TTY: 711).

Kreyòl Ayisyen (French Creole) ATANSYON: Si nou palé Kreyòl Ayisyen, gen asistans pou sèvis ki disponib nan lang nou pou gratis. Rele 1-844-442-7324 (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 1-844-442-7324（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 1-844-442-7324 (TTY: 711).

Русский (Russian) ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-442-7324 (телетайп: 711).

العربية (Arabic)
إنتباه: إذا أنت تتكلم اللُغة **العربية** ، خدمات المُساعدة اللُغوية مُتوفرة لك مَجانا. **إتصل على 1-844-442-7324**
(TTY: 711)

ខ្មែរ (Cambodian) ប្រសុំជូនដំណឹង៖ បើអ្នកនិយាយភាសាខ្មែរ, យើងមានសេវាកម្មបកប្រែ ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ ចូរ ទូរស័ព្ទ 1-844-442-7324 (TTY: 711)។

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-442-7324 (ATS: 711).

Italiano (Italian) ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-844-442-7324 (TTY: 711).

한국어 (Korean) '알림': 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-442-7324 (TTY: 711) 번으로 전화해 주십시오.

Ελληνικά (Greek) ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, υπάρχουν στη διάθεσή σας δωρεάν υπηρεσίες γλωσσικής υποστήριξης. Καλέστε 1-844-442-7324 (TTY: 711).

Polski (Polish) UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-844-442-7324 (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. 1-844-442-7324 (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. 1-844-442-7324 (TTY: 711)

ພາສາລາວ (Lao) ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ 1-844-442-7324 (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, 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. 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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TABLE OF CONTENTS

Benefit Handbook

I. About the Plan

This section describes how to use your Handbook and how your coverage works under the Plan.

A. HOW TO USE THIS BENEFIT HANDBOOK

1. The Documents That Explain Your Coverage

This Handbook and the *Schedule of Benefits* make up the agreement stating the terms of the Plan.

The Handbook contains most of the details of your coverage. The *Schedule of Benefits* states the Copayments and any other charges that apply to the GIC's plan. It also may be used as a brief summary of your benefits.

Please Note: Your outpatient prescription drug coverage is not administered by HPHC. Please see your *SilverScript Prescription Drug Plan brochure* or call **SilverScript at 1-877-876-7214** for information on coverage of outpatient prescription drugs. Regardless of whether the SilverScript brochure is specifically noted in a handbook section, any reference to outpatient drugs found within this handbook is governed by the *SilverScript Prescription Drug Plan brochure*.

In writing these documents, we have tried to provide you with all of the information you need to make full use of your benefits under the Plan. You may use these documents to learn:

- What is covered;
- What is not covered;
- Any limits or special rules for coverage;
- Any Copayments or other charges you have to pay for Covered Benefits; and
- Procedures for filing claims and obtaining reimbursement for services.

2. Words With Special Meaning

Some words in this Handbook have a special meaning. These words are capitalized and are defined in the *Glossary*.

3. How To Find What You Need To Know

The Handbook's Table of Contents will help you find the information you need.

We have also organized this Handbook with the most important information first. For example, the Plan's benefits are described in section *III. Covered Benefits* and are listed in the same order as they are listed in your *Schedule of Benefits*. As noted above, Copayments and other charges you need to pay are stated in the *Schedule of Benefits*. You should review section *III. Covered Benefits* and your *Schedule of Benefits* together for a complete understanding of your benefits. The list of services that are not covered, known as "exclusions," follow the description of the Plan's Covered Benefits. Procedures for obtaining reimbursement follow the list of exclusions.

4. INFORMATION ABOUT YOUR MEDICARE BENEFITS

Medicare Enhance complements the coverage you receive from the Medicare program. The information on Medicare benefits contained in this Handbook is only designed to help you make use of your benefits under the Plan. You should read the Medicare program handbook, *Medicare and You* for information on your Medicare benefits. You may obtain a copy of *Medicare and You* at most Social Security Offices and by calling Medicare at **1-800-633-4227**. (TTY service is available at **1-877-486-2048**.) A number of publications explaining Medicare benefits may be obtained on the Internet at the following web address: **http://www.medicare.gov/publications/home.asp**.

5. YOUR IDENTIFICATION CARD

Each Subscriber receives an identification card. The card contains important information about your coverage. It must be presented along with your Medicare card whenever you receive health care services.

B. HOW MEDICARE ENHANCE WORKS

Medicare Enhance (the "Plan") provides GIC sponsored health coverage for persons enrolled in Medicare Parts A and B. A Medicare-eligible Spouse or dependent of an eligible Subscriber may also be enrolled under a separate contract if he or she meets the eligibility requirements of the Plan and the GIC. The Plan complements Medicare coverage by:

- paying most Medicare Deductible and Coinsurance amounts for services covered by Medicare;
- covering a number of services not covered by Medicare; and
- covering a number of additional services. The benefits of the Plan are explained in detail in section *III. Covered Benefits*.

To use Plan benefits, simply obtain services from any health care Provider eligible for payment by Medicare. (A few cases in which you do not need to

use a Provider eligible for payment by Medicare are described in section *III.D. ADDITIONAL COVERED SERVICES*.) In the case of Medicare-covered services, your health care Provider will first bill Medicare for services you receive. You or your Provider may then submit a Medicare Summary Notice (MSN) to the Plan for payment of the Medicare Deductible and Coinsurance amount. In the case of services that are not covered by Medicare, the Plan may be billed directly by either you or your Provider. Please see section *V. Reimbursement and Claims Procedures*, for a detailed explanation of the Plan's claim filing procedures.

C. COVERAGE IN A MEDICAL EMERGENCY

You are always covered for care you need in a Medical Emergency. In a Medical Emergency you may obtain services from a physician, a Hospital, or a Hospital emergency room. Within the United States, you are also covered for ambulance transportation to the nearest Hospital that can provide the care you need. Please see your *Schedule of Benefits* for information on the Copayments that apply to the different types of emergency care.

In a Medical Emergency, you should go to the nearest emergency facility or call 911 or other local emergency number.

The Plan also provides special benefits for emergency care outside of the United States. (With very limited exceptions, Medicare does not cover any services received outside of the United States.) Please see section *III.D. ADDITIONAL COVERED SERVICES* for a description of the Plan's coverage for services received outside of the United States.

A Medical Emergency is a medical condition, whether physical or mental, manifesting itself by symptoms of sufficient severity, including severe pain, that the absence of prompt medical attention could reasonably be expected by a prudent layperson who possesses an average knowledge of health and medicine, to result in placing the health of the Subscriber or another person in serious jeopardy, serious impairment to body function, or serious dysfunction of any body organ or part. With respect to a pregnant woman who is having contractions, Medical Emergency also means that there is inadequate time to safely transfer to another Hospital before delivery or that transfer may pose a threat to the health or safety of the woman or the unborn child.

Examples of Medical Emergencies are: heart attack or suspected heart attack, stroke, shock, major blood loss, choking, severe head trauma, loss of consciousness, seizures and convulsions.

D. SUBSCRIBER COST SHARING AND PLAN PAYMENT LIMITS

Subscribers are required to share the cost of the benefits provided under the Plan. In some cases there may also be limits on the Plan's payments for certain services. General information about cost sharing and payment limits is set forth below. The specific cost sharing as well as payment limits that apply to your Plan are explained in your *Schedule of Benefits*.

1. Plan Copayments

Most cost sharing under the Plan is in the form of Copayments. Copayments are fixed dollar fees that Subscribers may pay for certain services covered by the Plan. Copayments are generally payable at the time of service.

The Copayments that apply to your Plan are listed in your *Schedule of Benefits*.

2. Limits on Payments by the Plan

The Plan has established a maximum amount it will pay for different types of Covered Benefits. This is called the "Payment Maximum." For services covered by Medicare, the Payment Maximum is the Medicare approved (or "allowable") amount for the service. However, Medicare Providers who do not "accept assignment" may charge somewhat more than the Medicare allowable amount. This is explained in section *V.D. CLAIMS FOR SERVICES COVERED BY MEDICARE PART B*. The Payment Maximum may also apply to services that are not covered by Medicare. This is explained in section *V.H. THE PAYMENT MAXIMUM*.

II. Glossary

The Plan follows the definitions adopted by the Medicare program in providing benefits for services covered by Medicare.
The following terms, as used in this Handbook, will have the meanings indicated below:

Anniversary Date July 1, the date upon which the yearly GIC premium rate is adjusted and benefit changes become effective. This Handbook and the *Schedule of Benefits* will terminate unless renewed on the Anniversary Date.

Benefit Handbook **(or Handbook)** This legal document, including the Handbook and *Schedule of Benefits* and any applicable riders or amendments which set forth the services covered by the Plan, the exclusions from coverage and the terms and conditions of coverage for Subscribers.

Benefit Period A Benefit Period is a way of measuring your use of services under Medicare Part A to determine Medicare coverage and your benefits under this Handbook. A Benefit Period begins with the first day of a Medicare covered inpatient Hospital stay and ends with the close of a period of 60 consecutive days during which you were neither an inpatient of a Hospital nor of a Skilled Nursing Facility (SNF). Generally, you are an inpatient of a Hospital if you are receiving inpatient services in the Hospital. The type of care actually received is not relevant. However, for purposes of determining when a Benefit Period starts and ends, you are an inpatient of a Skilled Nursing Facility only when your care in the Skilled Nursing Facility meets certain skilled level of care standards established by the Medicare program. Please refer to the definition of "Skilled Nursing Care."

Centers for Medicare and Medicaid Services (CMS) The Centers for Medicare and Medicaid Services is the federal agency responsible for administering the Medicare program.

Coinsurance Cost sharing amounts established by Medicare that Medicare beneficiaries must pay after any Medicare Deductible has been met. Coinsurance is usually a percentage. (For example, many services covered under Medicare Part B require beneficiaries to pay a 20% Coinsurance amount.) As used in this Handbook, "Coinsurance" also includes fixed dollar amounts established by Medicare that Medicare beneficiaries must pay for certain services.

The Plan provides coverage for Medicare established Coinsurance amounts minus any Copayments required by the Plan.

Copayments Cost sharing amounts established by the Plan that are payable by Subscribers for certain Covered Benefits under the Plan. Copayments are usually fixed dollar amounts payable at the time services are rendered or when billed by the provider. The Copayments that apply to the GIC's coverage are listed in your *Schedule of Benefits*.

Covered Benefits (Covered Services) The health care services or supplies for which benefits are provided under this Handbook. Covered Benefits are described in section *III. Covered Benefits* and the *Schedule of Benefits*.

Custodial Care Personal care that does not require the continuing attention of trained medical personnel. Custodial Care services assist a person in activities such as mobility, dressing, bathing, eating, food preparation, including the preparation of special diets, and taking medications that usually can be self-administered.

Deductible A Deductible is a dollar amount that is payable each calendar year for Covered Services before benefits are available under an insurance plan. The Plan provides coverage for Medicare Deductible amounts minus any Plan Deductibles or Copayments required by the Plan. Please see *Medicare and You* for information on Medicare's Deductibles.

Dental Care Services furnished for the care, treatment, removal or replacement of teeth or the structures directly supporting teeth

Durable Medical Equipment Equipment that can withstand repeated use; is primarily and usually used to serve a medical purpose; is generally not useful to a person in the absence of illness or injury; and is appropriate for use in the home. However, an institution may not be considered a Subscriber's home if it meets the basic requirements of a Hospital or Skilled Nursing Facility. Durable Medical Equipment includes items such as oxygen equipment, wheelchairs, hospital beds and other items that are determined to be Medically Necessary.

Experimental, Unproven, or Investigational The Plan does not cover Experimental, Unproven, or Investigational drugs, devices, medical treatment or procedures. A service, procedure, device, or drug will be deemed Experimental, Unproven, or Investigational by the Plan for use in the diagnosis or treatment of a particular medical condition if any of the following is true:

a. The drug or device cannot be lawfully marketed without approval of the U.S. Food and Drug Administration and approval for marketing has not been given at the time the drug or device is furnished; or
b. The procedure or service is not recognized in accordance with generally accepted medical standards as being safe and effective for the use in the evaluation or treatment of the condition in question. In determining whether a service has been recognized as safe or effective in accordance with generally accepted evidence-based medical standards, primary

reliance will be placed upon data from published reports in authoritative medical or scientific publications that are subject to peer review by qualified medical or scientific experts prior to publication. In the absence of any such reports, it will generally be determined that a service, procedure, device or drug is not safe and effective for the use in question.

The Plan will not determine that a product or service that is covered by Medicare is Experimental or Unproven if such determination would conflict with a National Coverage Decision or a local coverage determination issued by the Centers for Medicare and Medicaid Services or its contractors.

(The) Group Insurance Commission The state agency that has contracted with HPHC to provide health care services and supplies for the employees, retirees, survivors, and their dependents that it insures.

Home Health Agency A Medicare-certified agency that provides Medically Necessary Skilled Nursing Care and other therapeutic services in your home.

Home Health Care Services Medically Necessary health care services provided at a Subscriber's residence (other than a Hospital, Skilled Nursing Facility, rehabilitation facility, Religious Nonmedical Health Care Institution) rendered by a Home Health Agency. Home health services must be provided by an organization eligible to receive payment from Medicare.

Hospice A Medicare-certified organization or agency that is primarily engaged in providing pain relief, symptom management and supporting services to terminally ill people and their families.

Hospital A Medicare-certified institution licensed by the state in which it is located, which provides inpatient, outpatient, emergency, diagnostic and therapeutic services or, when used in connection with benefits not covered by Medicare, an accredited or licensed hospital. The term "Hospital" does not include a Skilled Nursing Facility, convalescent nursing home, rest facility or a facility for the aged that primarily provides Custodial Care, including training in routines of daily living.

HPHC Insurance Company, Inc. (HPHC) HPHC Insurance Company, Inc. is an insurance company that provides, arranges or administers health care benefits for Subscribers through a network of Plan Providers. Under self insured plans such as this one, HPHC adjudicates and pays claims, and manages benefits on behalf of the Plan Sponsor.

Inpatient Mental Health Facility An inpatient mental health facility is one of the following: a general Hospital licensed to provide Mental Health services; a facility under the direction and supervision of the Massachusetts Department of Mental Health; a private mental hospital licensed by the Massachusetts Department of Mental Health; or a substance abuse facility licensed by the Massachusetts Department of Public Health.

Licensed Mental Health Professional A Licensed Mental Health Professional is one of the following Providers: a licensed physician who specialized in the practice of psychiatry; a licensed psychologist; a licensed independent clinical social worker; a licensed nurse mental health clinical specialist; licensed supervised mental health counselor; or a licensed mental health counselor. The benefits provided under section *III.C.29. Mental Health and Substance Use Disorder Treatment* may be provided by any Licensed Mental Health Professional, including an individual who is not eligible for payment by Medicare.

Medical Emergency A medical condition, whether physical or mental, manifesting itself by symptoms of sufficient severity, including severe pain, that the absence of prompt medical attention could reasonably be expected by a prudent layperson who possesses an average knowledge of health and medicine, to result in placing the health of the Subscriber or another person in serious jeopardy, serious impairment to body function, or serious dysfunction of any body organ or part. With respect to a pregnant woman who is having contractions, Medical Emergency also means that there is inadequate time to effect a safe transfer to another Hospital before delivery or that transfer may pose a threat to the health or safety of the woman or the unborn child.

Examples of Medical Emergencies are: heart attack or suspected heart attack, stroke, shock, major blood loss, choking, severe head trauma, loss of consciousness, seizures and convulsions.

Medically Necessary or Medical Necessity In the case of services eligible for coverage by Medicare, Medically Necessary means that the service is reasonable and necessary in accordance with Medicare criteria. In the case of services not eligible for coverage by Medicare, Medically Necessary means that the service that is consistent with generally accepted principles of professional medical practice as determined by whether: (a) it is the most appropriate supply or level of service for the Subscriber's condition, considering the potential benefit and harm to the individual; (b) it is known to be effective, based on scientific evidence, professional standards and expert opinion, in improving health outcomes; and (c) for a service that is not widely used, its use for the Subscriber's condition is based on scientific evidence.

Medicare A program of health benefits established by federal law and administered by the Centers for Medicare and Medicaid Services (CMS). The Plan covers services in conjunction with a Subscriber's benefits under Medicare Parts A and B. (It does not cover services in conjunction with Medicare Advantage Plan under Medicare Part C or a prescription drug plan under Medicare Part D.) Unless otherwise stated, when term "Medicare" is used in this Handbook it refers to Medicare Parts A and B.

Medicare Part B Premium The monthly premium paid by Medicare beneficiaries for coverage under Medicare Part B.

Medicare Participating Provider A Hospital, SNF, Hospice, Home Health Agency, any other facility identified by Medicare, or a physician or physician group that satisfies Medicare's conditions of participation and enters into a participation agreement with Medicare.

Member A term sometimes used for Subscriber.

Outpatient Mental Health Facility An Outpatient Mental Health Facility is one of the following: a licensed Hospital; a mental health or substance abuse clinic licensed by the Department of Public Health; a public community mental health center; a professional office; or home-based services.

Outpatient Surgery (or Surgery - Outpatient) A surgery or procedure in a day surgery department, ambulatory surgery department or outpatient surgery center that requires operating room, anesthesia and recovery room services.

Payment Maximum The maximum amount the Plan will pay for any Covered Service. The Payment Maximum is as follows:

a. **For Medicare Covered Items.** If Medicare covers a product or service, the Payment Maximum is the Medicare Coinsurance amount plus any unmet Medicare Deductible amount. The Medicare Coinsurance amount is the portion or percentage of the Medicare-approved payment amount for a product or service that a beneficiary is responsible for paying.

   In some cases, providers outside of Massachusetts may bill Medicare patients for amounts that exceed the Medicare-approved payment amount. Any amount that exceeds the Medicare-approved amount is the Subscriber's responsibility and is not payable either by Medicare or the Plan. Please see the discussion of "assignment" in the Medicare publication *Medicare and You* for information on limits that apply to Provider charges.

b. **For Items Not Covered by Medicare.** If Medicare does not cover a product or service, the Payment Maximum depends upon whether the Provider is under contract to provide services to Subscribers of HPHC. If a Provider is under contract to HPHC, the Payment Maximum is the contract rate for the service. If the Provider is not under contract to HPHC, the Payment Maximum is the amount, as determined by HPHC, that is within the normal range of charges made by health care Providers for the same, or similar, products or services in Boston, Massachusetts.

   In some cases, providers outside of Massachusetts that are not contracted with HPHC may bill Subscribers for amounts that exceed the Payment Maximum. In this case, any amount that exceeds the Payment Maximum is the Subscribers responsibility.

Plan The program where health care services and supplies are covered under the contract between the Plan Sponsor and HPHC through which the Subscriber is a participant.

Plan Sponsor The entity, normally your former employer or your spouse's former employer, that has contracted with HPHC to administer the benefits of the Plan. The Plan Sponsor is responsible for payment for all covered services under the Plan.

Prosthetic Devices Prosthetic Devices replace all or part of an internal body organ or all or part of the function of a permanently inoperative or malfunctioning internal body organ. Examples of Prosthetic Devices are cardiac pacemakers, prosthetic lenses, breast prostheses, maxillofacial devices, colostomy bags and supplies, and prosthetic limbs.

Provider A doctor, Hospital, health care professional or health care facility licensed and/or certified by the state or Medicare to deliver or furnish health care services. Care must be provided within the lawful scope of the Provider's license. The term Provider includes but is not limited to: physicians, podiatrists, optometrists, nurse practitioners, nurse midwives, nurse anesthetists, physician's assistants, psychiatrists, psychologists, licensed independent clinical social workers, licensed nurse mental health clinical specialists, and licensed mental health counselors.

Schedule of Benefits A document that accompanies this Handbook that summarizes the Subscriber's coverage under the Plan and states the Copayments, benefit maximums and any special benefits provided to the Subscriber by the GIC.

Skilled Nursing Care Skilled nursing and/or skilled rehabilitation services are those services, furnished pursuant to physician orders, that:

1. Require the skills of qualified technical or professional health personnel such as registered nurses, licensed practical (vocational) nurses, physical therapists, occupational therapists, and speech pathologists or audiologists; and
2. Must be provided directly by, or under the general supervision of, skilled nursing or skilled rehabilitation personnel to assure the safety of the patient and to achieve the medically desired result.

Skilled Nursing Facility (SNF) A facility (or distinct part of a facility), which is primarily engaged in providing to its residents skilled nursing or rehabilitation services and is certified by Medicare. The term "Skilled Nursing Facility" does not include a convalescent nursing home, rest facility or a facility for the aged, which primarily furnishes Custodial Care, including training in routines of daily living.

Special Services Those services and supplies a facility ordinarily furnishes to its patients for diagnosis or

treatment during the time the patient is in the facility. Special Services include:

1. The use of special rooms and their equipment, such as operating rooms or treatment rooms;
2. Tests and exams, including electrocardiograms, laboratory, and x-ray;
3. Use of special equipment on the facility premises, and the services of persons hired by the facility to operate the equipment;
4. Services by a person with whom the Hospital or Skilled Nursing Facility, public community mental health center, or similar facility has a contractual agreement, by salary or otherwise, in conjunction with the use of the equipment specified above;
5. Drugs, medications, solutions, and biological preparations;
6. Administration of infusions or transfusions and other charges for services related to the administration of infusions or transfusions, (excluding the cost of whole blood, packed red blood cells, and donor fees); and
7. Internal Prosthetic Devices or appliances (artificial replacements of part of the body) that are an integral part of an operation. This includes hip joints, skull plates, and pacemakers. You are also covered for breast prostheses following mastectomy and surgery for treatment of breast cancer as required by federal law. These items are covered by Medicare Part A.

Subscriber An individual who (1) meets all applicable eligibility requirements for enrollment in the Plan, (2) is enrolled in the Plan through the GIC, and (3) for whom the administrative fees have been received by the HPHC. In some materials, a Subscriber may also be referred to as a Member.

Surrogacy Any procedure in which a person serves as the gestational carrier of a child with the goal or intention of transferring custody of the child after birth to an individual (or individuals) who is (are) unable or unwilling to serve as the gestational carrier. This includes both procedures in which the gestational carrier is, and is not, genetically related to the child.

Telemedicine Virtual visit services for evaluation, diagnosis, consultation, monitoring, or treatment of a Subscriber's health via a digital platform. Generally, a video visit using a device that connects to the internet such as a computer, tablet or smartphone.

Terminal Illness A Terminal Illness is an illness that is likely to cause death within six months, as determined by a physician.

Urgent Care Medically Necessary services for a condition that requires prompt medical attention but is not a Medical Emergency.

III. Covered Benefits

A. INTRODUCTION

This section describes the products and services covered by the Plan.

The Plan covers services in conjunction with your benefits under Medicare Parts A and B. Medicare is the primary payer for Medicare-covered services. The Plan will only provide coverage for such services after your Medicare benefits have been determined. The Plan also provides coverage for a number of benefits that may not be covered by Medicare. These benefits are described in sections *III.C. MEDICARE ENHANCE PLAN BENEFITS (SERVICES MAY NOT BE COVERED BY MEDICARE)* and *III.D. ADDITIONAL COVERED SERVICES*, and your *Schedule of Benefits*.

Basic Requirements for Coverage

To be covered by the Plan, a product or service must meet each of the following basic requirements:

- It must be Medically Necessary;
- It must be received while the Subscriber is enrolled in the Plan;
- It must be either covered by Medicare or listed as a Covered Service in this Handbook or the *Schedule of Benefits*; and
- It must not be listed as a product or service that is excluded from coverage by the Plan.

Important Note: All coverage is subject to the Copayments listed in the *Schedule of Benefits*. Payments by the Plan are limited to the Payment Maximum described in section *V. Reimbursement and Claims Procedures* and the Glossary. The Subscriber is responsible for any amount billed by a Provider that is in excess of the Payment Maximum for that service.

B. SERVICES COVERED BY MEDICARE

This section describes your benefits for services that are covered by the Medicare program. The Plan covers the Medicare Deductible and Coinsurance amounts for all services covered by Medicare Parts A and B. All coverage is subject to the Subscriber Copayments stated in the *Schedule of Benefits*. In all cases, the decision of the Medicare program to provide coverage for a service must have been made before any Plan benefits will be payable under this section. No coverage will be provided by the Plan for any service denied by Medicare unless the service is specifically listed in sections *III.C. MEDICARE ENHANCE PLAN BENEFITS (SERVICES MAY NOT BE COVERED BY MEDICARE)* and *III.D. ADDITIONAL COVERED SERVICES*.

The following is a summary of the services covered by Medicare Parts A and B. Please see "*Medicare and You*" for additional information on Medicare coverage. When Medicare Parts A or B cover a service but do not pay the full amount, the Plan covers the applicable Medicare Deductible and Coinsurance amounts up to the Payment Maximum less any Plan Copayment.

Medicare Inpatient Services	Inpatient Service Description
1 . Hospital Care	
	Medicare coverage for inpatient Hospital care is determined by Benefit Periods. There is no limit to the number of Benefit Periods covered by Medicare during your lifetime. However, Medicare benefits for inpatient Hospital care are limited to 90 days during a Benefit Period. If you exhaust the 90-day limit during a Benefit Period, you can elect to use up to 60 additional days of inpatient Hospital care during the Benefit Period from your Medicare "lifetime reserve days." These are non-renewable days of Hospital coverage that you may use only once in your life. Most Hospital care covered by Medicare may be obtained at any Medicare certified Hospital, including a psychiatric Hospital. However, certain services, including liver, lung, heart, heart-lung, pancreas, and intestine transplants and bariatric surgery must be obtained at a Hospital that has been approved by Medicare for the specific type of surgery required. These Hospitals are required to meet strict quality standards. If Medicare requires that a service be provided at a Hospital specifically approved for the service, neither Medicare nor the Plan will provide any coverage if the service is obtained at an unapproved Hospital. There is a 190-day Medicare lifetime limit on the coverage of services in a psychiatric Hospital. If you exhaust the 190-day Medicare limit for inpatient services in a psychiatric hospital, you may be eligible for additional coverage for inpatient care beyond the Medicare limit. See section *III.D. ADDITIONAL COVERED SERVICES*, 1. Non-Medicare Covered Hospital Services. The Plan will provide the following coverage in connection with semi-private room and board and Special Services for Medicare-covered inpatient Hospital services: 1. **Deductible:** The Plan will pay the Medicare Part A Deductible amount applicable to the 1st day of hospitalization through the 60th day of hospitalization in each Benefit Period. 2. **Coinsurance:** The Plan will pay the Medicare Part A daily Coinsurance amount from the 61st day of hospitalization through the 90th day of hospitalization in each Benefit Period. 3. **Lifetime Reserve Days Coinsurance:** The Plan will pay the Medicare lifetime reserve days daily Coinsurance amount from the 91st day of hospitalization in each Benefit Period for each of the 60 Medicare lifetime reserve days used. **Benefits for Non-Medicare-covered Hospital Services.** The Plan provides coverage for Hospital care in excess of the Medicare limits described above, which is listed in section *III.D. ADDITIONAL COVERED SERVICES*. Additional Covered Services and your *Schedule of Benefits*.
2 . Care in a Skilled Nursing Facility (SNF)	
	The Plan covers the Medicare Deductible and Coinsurance amounts for Medicare-covered care in a Skilled Nursing Facility (SNF). Medicare covers up to 100 days per Benefit Period in a Medicare certified SNF. To be eligible for coverage, all rules applicable to Medicare coverage of SNF care must be met. These include the following: • The Subscriber needs skilled nursing or rehabilitative care; • The care is required on a daily basis; • The care can, as a practical matter, only be provided in an inpatient setting; and • The Subscriber must have been an inpatient in a Hospital for at least three days and enter the SNF within 30 days after Hospital discharge.

Medicare Inpatient Services	Inpatient Service Description
Care in a Skilled Nursing Facility (SNF) (Continued)	
	There is no coverage for care received in a SNF that does not meet Medicare coverage rules, including the requirements stated above. The following is a description of the coverage provided by the Plan for care in a Medicare certified SNF: 1. **First 20 Days:** Medicare covers from the 1st day of inpatient services through the 20th day of inpatient services in each Benefit Period. No coverage is provided by the Plan. 2. **Coinsurance:** The Plan will cover the Medicare Part A daily Coinsurance amount for a semi-private room and board and Special Services from the 21st day of inpatient services through the 100th day of inpatient services in each Benefit Period.
3 . Care in a Religious Nonmedical Health Care Institution	
	The Plan will cover the Medicare Part A Deductible and Coinsurance amounts for inpatient care in a Religious Nonmedical Health Care Institution (RNHCI), such as a Christian Science Sanatorium. All Medicare conditions and limitations on the coverage of services in a RNHCI also apply to the coverage provided by the Plan. Religious aspects of care provided in RNHCIs are not covered.

Medicare Outpatient Services	Outpatient Service Description
4 . Ambulance Services	
	The Plan will pay the Medicare Part B Deductible and Coinsurance amount for Medicare-covered ambulance transportation. Medicare covers ambulance services only if the ambulance Provider meets Medicare requirements and transportation by any other vehicle would endanger your health. In general, Medicare benefits are only provided for transportation between the following locations, (1) home and a hospital, (2) home and a skilled nursing facility (SNF), or (3) a hospital and a skilled nursing facility.
5 . Coverage for Clinical Trials	
	The plan will pay the Medicare Deductible and Coinsurance amounts for Medicare-covered services received during participation in a clinical trial. Please see the Medicare publication *Medicare & Clinical Trials*, available from the Center for Medicare and Medicaid Services (CMS), for information on the Medicare coverage requirements for clinical trials.
6 . Dental Care and Oral Surgery	
	Medicare does not cover Dental Services. However, Medicare has determined that certain services provided by dentists or oral surgeons are primarily medical in nature and therefore eligible for Medicare coverage. *The Plan will pay the Medicare Deductible and Coinsurance amounts for Medicare-covered services provided by dentists or oral surgeons, less any Plan Copayment.* The following are examples of services that are generally eligible for coverage by Medicare: • The extraction of teeth to prepare the jaw for radiation treatment for neoplastic disease. • Surgery of the jaw or related structures. • Setting fractures of the jaw or facial bones. • Services of a dentist that would be covered if provided by a physician, such as the treatment of oral infections and tumors. • Dental examinations to diagnose an infection that would contraindicate surgery.

Medicare Outpatient Services	Outpatient Service Description
Dental Care and Oral Surgery (Continued)	
	The Plan will pay the Medicare Deductible and Coinsurance amounts for the services of dentists and oral surgeons that have been covered by Medicare. *No other Dental Services are covered.*
7 . Diabetes Screening and Treatment	
	The Plan will pay the Medicare Deductible and Coinsurance amounts, less any Plan Copayment amount, for Medicare-covered services for the screening and treatment of Diabetes. Subject to Medicare coverage criteria, these services include, but are not limited to, the following: • Diabetes screening; • Diabetes self-management training; • Diabetic laboratory tests; • Blood sugar self-testing equipment and supplies. These include blood glucose monitors and test strips, lancet devices and lancets and glucose control solutions; • Insulin pumps and insulin used with an insulin pump; • Therapeutic shoes or inserts for people with severe diabetic foot disease (if certified by a physician). Needles and syringes for the administration of Insulin are covered by this Plan. Insulin (other than insulin administered with an insulin pump) is covered under your outpatient prescription drug coverage. Please see your *SilverScript Prescription Drug Plan brochure* or call **SilverScript at 1-877-876-7214 for information on coverage of outpatient prescription drugs**.
8 . Diagnostic Tests and Procedures	
	The Plan will pay the Medicare Deductible and Coinsurance amount for Medicare-covered diagnostic laboratory tests, X-ray examinations and other diagnostic procedures.
9 . Durable Medical Equipment (DME) and Prosthetic Devices	
	The Plan will pay the Medicare Deductible and Coinsurance amounts for Medicare-covered durable medical equipment and Prosthetic Devices. Medicare coverage is provided only for equipment or devices that are Medically Necessary for the treatment of illness or injury or to improve the functioning of a malformed body part. Durable Medical Equipment is defined by Medicare as equipment which (1) can withstand repeated use, (2) is primarily and customarily used to serve a medical purpose, (3) generally is not useful in the absence of illness or injury, and (4) is appropriate for use in the home. Examples of such equipment include oxygen and oxygen equipment, blood glucose monitors, hospital beds, crutches and canes. Medicare defines prosthetic equipment as a device that replaces an internal body organ. Examples of such devices include cardiac pacemakers, prosthetic lenses, breast prostheses (including mastectomy bras) and eyeglasses or contact lenses after cataract surgery. No coverage is provided for equipment that is not covered by Medicare, including, but not limited to, dentures or dental appliances. In addition, no coverage is provided for equipment provided by a company that is not enrolled in the Medicare program.

Medicare Outpatient Services	Outpatient Service Description
10 . Emergency Room Care	
	The Plan will pay the Medicare Deductible and Coinsurance amounts for Medicare-covered services provided at a Hospital emergency room or other emergency facility, less the Plan Emergency Room Copayment.
11 . Home Health Care	
	Medicare provides coverage for Medically Necessary home health services if you are confined to your home. Services covered by Medicare may include intermittent skilled nursing care, physical therapy, occupational therapy, speech therapy, medical social services, nutritional counseling, the services of a home health aid, medical supplies and Durable Medical Equipment. A Medicare Participating Home Health Agency must provide Home Health Care Services. Since no Medicare Deductible or Coinsurance amounts apply to home health care (other than Durable Medical Equipment), no additional coverage for home health care is provided by the Plan except that the Plan covers Medicare Deductible and Coinsurance amounts for Medicare-covered Durable Medical Equipment furnished in connection with the Home Health Care Services. Please see the benefit for "Durable Medical Equipment" above in this section for more information.
12 . Hospice Care	
	Medicare covers Hospice services for a Subscriber with a Terminal Illness, when provided by a Medicare-certified Hospice. The Plan will provide coverage for Medicare Deductible and Coinsurance amounts for Medicare-covered Hospice care.
13 . Kidney Dialysis	
	The Plan will pay the Medicare Deductible and Coinsurance amounts for Medicare-covered kidney dialysis.
14 . Medical Therapies	
	The plan will pay the Medicare Deductible and Coinsurance amounts for Medicare-covered therapeutic services. These include radiation therapy for cancer, and therapy for any condition for which isotopes, radium, or radon seeds are used. Also covered are chemotherapy and immunosuppressive drugs (and their administration) when such medications cannot be self-administered. Please see your *SilverScript Prescription Drug Plan brochure* or call **SilverScript at 1-877-876-7214** for information on coverage of outpatient prescription drugs. Medicare-covered services include post-mastectomy coverage for (1) surgical reconstruction of the breast on which the mastectomy was performed; (2) surgery and reconstruction of the other breast to produce a symmetrical appearance; and (3) physical complications for all stages of mastectomy, including lymphedemas, in a manner determined by the attending physician and the patient.
15 . Outpatient Prescription Drug Coverage	
	Your outpatient prescription drug coverage is not administered by HPHC. Please see your *SilverScript Prescription Drug Plan brochure* or call **SilverScript at 1-877-876-7214** for information on coverage of outpatient prescription drugs. Regardless of whether the SilverScript brochure is specifically noted in a handbook section, any reference to outpatient drugs found within this handbook is governed by the SilverScript Prescription Drug Plan brochure.
16 . Outpatient Methadone Maintenance	
	The Plan will provide coverage for Outpatient Methadone Maintenance as part of Medically Necessary Mental Health Care and Substance Abuse Disorder Treatment Services.

Medicare Outpatient Services	Outpatient Service Description
17 . Outpatient Surgery	
	The Plan will provide coverage, less any payments made by Medicare, for Outpatient Surgery, including related services. Outpatient Surgery is defined as any surgery or procedure in a day surgery department, ambulatory surgery department or outpatient surgery center.
18 . Partial Hospitalization	
	The Plan will pay the Medicare Deductible and Coinsurance amounts for Medicare-covered partial hospitalization for mental health and substance use disorder rehabilitation. Partial hospitalization services are an acute level of care that is more intensive than traditional outpatient services, but less intensive than 24-hour care. Medicare covers partial hospitalization when inpatient care would otherwise be required. Programs providing primarily social or recreational activities are not covered.
19 . Physical, Occupational and Speech Therapy	
	The Plan will pay the Medicare Deductible and Coinsurance amounts for Medicare-covered physical, occupational and speech therapy, less any Plan Copayment. In order to be covered by Medicare, a physician must certify that: (1) the patient required the therapy; (2) a plan of care has been established; and (3) the services were provided while the patient was under the care of a physician. (Additional coverage for the diagnosis and treatment of speech, hearing and language disorders may be available for services not covered by Medicare. Please see section *III.C. MEDICARE ENHANCE PLAN BENEFITS (SERVICES MAY NOT BE COVERED BY MEDICARE), Contraceptive Services and Hormone Replacement Therapy* for further information.)
20 . Preventive Care Services	
	Medicare covers a number of preventive care services at no cost to Subscribers. The Plan will pay the Medicare Deductible and Coinsurance amounts, if any, for Medicare-covered preventive care services. Medicare coverage includes a one-time *"Welcome to Medicare"* physical examination received within the first 12 months a beneficiary is covered by Medicare Part B. HPHC recommends that Subscribers utilize this benefit if available. After being enrolled in Medicare Part B for one year, Medicare also covers a yearly physical visit, known as a "Wellness" visit. The first yearly physical visit must take place at least 12 months after the *"Welcome to Medicare"* physical examination, if a beneficiary has had one. When specific Medicare coverage criteria are met, Medicare also provides coverage for preventive services including, but not limited to: • Pap tests, pelvic and breast exams; • Mammograms; • Prostate cancer screenings; • Diabetes screenings; • Bone mass measurements; • Glaucoma testing; • Medical nutrition therapy; • Counseling to prevent tobacco use & tobacco-caused disease ; • Colorectal cancer screening, including fecal occult blood tests, flexible sigmoidoscopy, colonoscopy and barium enema examinations; and • Immunizations for flu, pneumonia and hepatitis B. Please consult with your doctor and refer to *Medicare and You* for further information on Medicare covered preventive services that may benefit you.

Medicare Outpatient Services	Outpatient Service Description
Preventive Care Services (Continued)	
	In addition, your Plan covers a number of preventive care services not covered by Medicare. Please see section *III.D. ADDITIONAL COVERED SERVICES, Preventive Care Services* for the details of your coverage.
21 . Services of Physician and Other Professionals	
	The Plan will pay the Medicare Deductible and Coinsurance amounts for Medicare-covered services provided by physicians and other health professionals entitled to coverage by the Medicare program, less the applicable Plan Copayment. Such health professionals include, but are not limited to, certified nurse-midwives, chiropractors, clinical social workers, clinical psychologists, dentists, nurse anesthetists, nurse practitioners, occupational therapists, physical therapists, physicians' assistants, podiatrists, speech therapists, audiologists registered dieticians, and acupuncturists. Please see section *III.B. SERVICES COVERED BY MEDICARE, Physical, Occupational and Speech Therapy* for additional information on your coverage for physical, occupational and speech therapy. Medicare coverage includes unlimited visits with mental health professionals eligible for payment by Medicare. These include physicians, clinical psychologists and clinical social workers. Please note that very limited coverage is provided for the services of chiropractors and dentists. Medicare only covers the services of chiropractors for manual manipulation of the spine to correct a spinal subluxation. Please see the benefit for "Dental Care and Oral Surgery" earlier in this section, for the circumstances under which the services of a dentist may be covered. The services of podiatrists are covered by Medicare to treat injuries and diseases of the foot. Neither Medicare nor the Plan will cover most routine foot care, such as cutting of nails, the trimming of corns and bunions or the removal of calluses. However, Medicare does cover routine foot care that is Medically Necessary due to circulatory system disease, such as diabetes. Medicare also provides limited coverage for acupuncture treatment. The Plan will pay the Medicare Deductible and Coinsurance amounts for Medicare-covered acupuncture treatment. Medicare covers up to 12 acupuncture visits in 90 days for chronic low back pain, and an additional 8 sessions may be available if you show improvement.
22 . Urgent Care Services	
	The Plan will pay the Medicare Deductible and Coinsurance amounts for Medicare-covered services provided at (1) a convenience care clinic or (2) an urgent care clinic, entitled to coverage by the Medicare program, less the applicable Plan Copayment. Convenience care clinics provide treatment for minor illnesses and injuries. They are usually staffed by non-physician providers, such as nurse practitioners, and are located in stores, supermarkets or pharmacies. Urgent care clinics provide treatment for illnesses and injuries that require urgent attention but are not life threatening. Urgent care clinics are independent clinics or certain hospital-owned clinics that provide urgent care services. Urgent care clinics are staffed by doctors, nurse practitioners, and physician assistants. **Important Notice:** Urgent Care is not emergency care. You should call 911 or go directly to a hospital emergency room if you suspect you are having a Medical Emergency. These include heart attack or suspected heart attack, shock, major blood loss, or loss of consciousness. Please see section *I.C. COVERAGE IN A MEDICAL EMERGENCY* for more information.

C. MEDICARE ENHANCE PLAN BENEFITS (SERVICES MAY NOT BE COVERED BY MEDICARE)

This section lists additional benefits that are covered by the Plan, which may not be covered by Medicare. If Medicare coverage is available for any service listed below, the coverage provided by the Plan is reduced by the Subscriber's Medicare benefits.

Medicare Enhance Plan Benefits	Benefit Description
23 . Autism Spectrum Disorders Treatment	
	Coverage is provided for the diagnosis and treatment of Autism Spectrum Disorders, as defined below. Covered Benefits include the following: • Diagnosis of Autism Spectrum Disorders. This includes Medically Necessary assessments, evaluations, including neuropsychological evaluations, genetic testing or other tests to diagnose whether an individual has one of the Autism Spectrum Disorders. • Professional services by Providers. This includes care by physicians, Licensed Mental Health Professionals, speech therapists, occupational therapists, and physical therapists. • Rehabilitation and Habilitation Services, including, but not limited to, applied behavior analysis supervised by a board certified behavior analyst as defined by law. Autism Spectrum Disorders include any of the pervasive developmental disorders as defined by the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders. These include Autistic Disorder; Asperger's Disorder; and Pervasive Developmental Disorders Not Otherwise Specified. Applied behavior analysis is defined by as the design, implementation and evaluation of environmental modifications, using behavioral stimuli and consequences, to produce socially significant improvement in human behavior. It includes the use of direct observation, measurement and functional analysis of the relationship between environment and behavior. There is no coverage for services related to autism spectrum disorders 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.
24 . Bone Marrow Transplants for Breast Cancer	
	The Plan will provide coverage, less any payments made by Medicare, for autologous bone marrow transplants for metastasized breast cancer in accordance with the criteria established by the Massachusetts Department of Public Health.
25 . Contraceptive Services and Hormone Replacement Therapy	
	The Plan provides coverage, less any payments made by Medicare, for outpatient professional services for the prevention of pregnancy and in connection with the use of hormone replacement therapy for pre- and post-menopausal women. Such services include consultations, examinations, and procedures related to all methods of contraception that have been approved by the United States Food and Drug Administration. Please see your *SilverScript Prescription Drug Plan brochure* or call **SilverScript at 1-877-876- 7214** for information on coverage of outpatient prescription drugs.

Medicare Enhance Plan Benefits	Benefit Description
26 . COVID-19 Coverage	
	The Plan provides coverage, less any payments made by Medicare, when Medically Necessary, for the testing, treatment, and vaccines of COVID-19. Coverage includes, but is not limited to: • COVID-19 polymerase chain reaction (PCR) and antigen tests for symptomatic individuals, individuals identified as close contacts by state or local health officials, and asymptomatic individuals under circumstances in accordance with Massachusetts law. Antibody tests are covered when Medically Necessary to support treatment for COVID-19, or for a Subscriber whose immune system is compromised and/or knowledge of COVID-19 antibodies may impact the future outcome of treatment. COVID-19 testing solely intended for return to work, school, or other locations is not Medically Necessary and accordingly not covered. • COVID-19-related treatment for all emergency, inpatient services, outpatient services, and cognitive rehabilitation services, including all related professional, diagnostic, and laboratory services, as required by Massachusetts law. Please note, cost sharing (Deductible and/or Copayments) may apply to covered services related to treatment of reactions to the COVID-19 vaccine. • COVID-19 vaccines.
27 . Diabetes Treatment	
	The Plan will provide coverage, less any payments made by Medicare, for: • Outpatient diabetes self-management training; • Diabetic laboratory tests; • Blood glucose monitors, including coverage for voice-synthesizers and visual magnifying aids when Medically Necessary for use of blood glucose monitors for the legally blind; • Dosage gauges, injectors, lancet devices, and molded shoes needed to prevent or treat complications of diabetes; • Insulin pumps and infusion devices; and • Insulin, insulin syringes, insulin pump supplies, insulin pens with syringe, oral agents for controlling blood sugar, lancets, blood test strips, and glucose, ketone, and urine test strips. Please see your *SilverScript Prescription Drug Plan brochure* or call **SilverScript at 1-877-876-7214** for information on coverage of outpatient prescription drugs.
28 . Hearing Aids	
	A hearing aid is defined as any wearable aid or device, excluding a surgical implant, designed, intended or offered for the purpose of improving a person's hearing. The Plan provides coverage for Medically Necessary hearing aids including related services and supplies for Subscribers: a. **Up to the Age of 22** Payment for the full cost of each hearing aid per hearing impaired ear up to the limit listed in your *Schedule of Benefits*. b. **Age 22 and Older** Payment up to a maximum of $1,700 per hearing aid every 24 months for each hearing impaired ear.

Medicare Enhance Plan Benefits	Benefit Description
Hearing Aids (Continued)	
	Covered Services include the following: • With the exception of batteries, any necessary parts, attachments or accessories, including ear moldings; and • Services provided by a licensed audiologist, hearing instrument specialist or licensed physician that are necessary to assess, select, fit, adjust or service the hearing aid. Covered Services and supplies related to your hearing aid are not subject to the dollar limit for hearing aids listed in your *Schedule of Benefits*. If you purchase a hearing aid that is more expensive than the coverage amount limit listed in your *Schedule of Benefits*, you will be responsible for the additional cost. There is no coverage for: hearing aid batteries; any device used by individuals with hearing impairment to communicate over the telephone or internet, such as TTY or TDD; or back-up hearing aids that serve a duplicate purpose.
29 . Hospice Care	
	In addition to the benefit for Medicare-covered hospice care described in section *III.B. SERVICES COVERED BY MEDICARE*, *Hospice Care* above, the Plan will cover hospice care that is not eligible for payment by Medicare, provided that the hospice provider is licensed by the Massachusetts Department of Public Health. To qualify for coverage, a Subscriber must have a Terminal Illness and receive authorization for hospice care from a licensed physician.
30 . Lipodystrophy Syndrome	
	The Plan will provide coverage for treatment to correct or repair disturbances of body composition caused by HIV-associated lipodystrophy syndrome, including but not limited to coverage for: reconstructive surgery; restorative procedures; and dermal injections or fillers to treat facial lipoatrophy associated with HIV.
31 . Low Protein Foods	
	The Plan covers low protein foods for inherited diseases of amino and organic acids up to the amount specified in the *Schedule of Benefits*.
32 . Mental Health and Substance Use Disorder Treatment	
	The Plan provides coverage for Medicare Deductible and Coinsurance amounts for mental health and substance use disorder treatment covered by Medicare. The Plan also covers additional benefits that may not be covered by Medicare, explained in this subsection. When Medicare coverage is available for any of the services listed below, the Plan will cover only the applicable Medicare Deductible and Coinsurance amounts. When Medicare does not cover a service listed, payment for Medically Necessary Covered Services shall be made by the Plan up to the Payment Maximum, less any Plan Copayment, as described below. a. **Covered Providers** The Medicare-covered services described in section *III.B. SERVICES COVERED BY MEDICARE* are only available from Providers who are eligible to bill Medicare for Covered Services. The mental health and substance use disorder treatment may be obtained from any of the following types of Providers, some of whom may not be eligible for payment by Medicare. **Inpatient Care:** In addition to Medicare-certified institutions, the Plan will cover the mental health and substance use disorder treatment described in this section on an inpatient basis or in intermediate levels of care (see page 11) at a partial hospitalization program at any Inpatient Mental Health Facility in Massachusetts. An Inpatient Mental Health Facility is any one of the following types of institutions:

Medicare Enhance Plan Benefits	Benefit Description
Mental Health and Substance Use Disorder Treatment (Continued)	
	• A general Hospital licensed to provide such services; • A facility under the direction and supervision of the Massachusetts Department of Mental Health; • A private mental hospital licensed by the Massachusetts Department of Mental Health; or • A substance abuse facility licensed by the Massachusetts Department of Public Health. **Intermediate Care Services:** In addition to care at Medicare Certified institutions, the Plan will cover intermediate care services at any of the following types of facilities in Massachusetts that are licensed or approved by the Massachusetts Department of Public Health or the Massachusetts Department of Mental Health: • A Level III Community-Based Detoxification Facility; • An Acute Residential Treatment Facility; • A Partial Hospitalization Program (PHP); • A Day Treatment Program; or • A Crisis Stabilization Program. **Outpatient Care:** The Plan will cover the mental health and substance use disorder treatment described in this section on an outpatient basis at any of the following: • Annual mental health wellness examination performed by a licensed mental health professional or by a primary care Provider during a routine physical exam. A mental health wellness examination is a screening or assessment that seeks to identify any behavioral or mental health needs and appropriate resources for treatment. • A licensed hospital; • A mental health or substance use disorder clinic licensed by the Massachusetts Department of Public Health; • A public community mental health center; • A professional office; or • Home-based services. To be covered, a Licensed Mental Health Professional acting within the scope of his or her license must render such services. A "Licensed Mental Health Professional" is any one of the following types of providers: a licensed physician who specialized in the practice of psychiatry; a licensed psychologist; a licensed independent clinical social worker; a licensed nurse mental health clinical specialist; licensed supervised mental health counselor; or a licensed mental health counselor. b. **Minimum Benefits for Mental Health Services** Although Medicare provides extensive coverage for mental health services, there are some circumstances in which no Medicare coverage is available. This might happen: (1) where a Subscriber had used all of his or her Medicare-covered inpatient days (described in section *III.B. SERVICES COVERED BY MEDICARE*, *Hospital Care*, or (2) where a Subscriber wanted to receive care from a provider, such as a licensed Mental Health Counselor, who is not eligible for payment by Medicare. In such cases, the Plan will provide coverage, less any payments made by Medicare, for the diagnosis and treatment of all mental disorders, which are described in the most

Medicare Enhance Plan Benefits	Benefit Description
Mental Health and Substance Use Disorder Treatment (Continued)	
	recent edition of the Diagnostic and Statistical Manual of the American Psychiatric Association (DSM), as follows: i. **Inpatient Treatment:** The Plan will cover Medically Necessary inpatient mental health treatment when provided at an Inpatient Mental Health Facility. ii. Outpatient Treatment: The Plan will cover Medically Necessary outpatient mental health services rendered by a Licensed Mental Health Professional. c. **Special Benefits for Certain Conditions** Special benefits are provided for the following specific mental health conditions: i. **Biologically-Based Mental Disorders:** Biologically-based mental disorders are: (1) schizophrenia; (2) schizoaffective disorders; (3) major depressive disorder; (4) bipolar disorder; (5) paranoia and other psychotic disorders; (6) obsessive-compulsive disorder; (7) panic disorder; (8) delirium and dementia; (9) affective disorders; and (10) eating disorders; (11) post-traumatic stress disorders; (12) substance abuse disorders; and (13) autism. ii. **Services Required As A Result Of Rape:** When services are required to diagnose and treat rape-related mental or emotional disorders for victims of rape or victims of an assault with the attempt to commit rape. If you are diagnosed as having one of the specific mental conditions described above in this subsection, the Plan will cover Medically Necessary services, less any payments by Medicare, as follows: • In the case of inpatient care, for the same number of days as the benefits available for Hospital care for a physical illness. This includes any coverage, in addition to Medicare benefits, provided by your employer group. • In the case of intermediate care, to the extent Medically Necessary • In the case of outpatient care, to the extent Medically Necessary. c. **Detoxification and Psychopharmacological Services** The Plan will pay the Medicare Deductible and Coinsurance amounts for Medicare-covered detoxification and psychopharmacological services to the extent Medically Necessary, less any Plan copayment. d. **Psychological Testing and Neuropsychological Assessment** The Plan will pay the Medicare Deductible and Coinsurance amounts for Medicare-covered psychological testing and neuropsychological assessment to the extent Medically Necessary, less any Plan Copayment.
33 . Scalp Hair Prosthetics (Wigs)	
	The Plan covers wigs and scalp hair prostheses when needed as a result of any form of cancer or leukemia, alopecia areata, alopecia totalis alopecia medicamentosa or permanent loss of scalp hair due to injury up to the Benefit Limit listed in the *Schedule of Benefits*.
34 . Special Formulas for Malabsorbtion	
	The Plan will provide coverage, less any payments made by Medicare, for nutritional formulas for the treatment of malabsorption caused by Crohn's disease, ulcerative colitis, gastroesophogeal reflux, gastrointestinal motility, and chronic pseudoobstruction. In order to be covered, formulas for these conditions must be ordered by a physician.

Medicare Enhance Plan Benefits	Benefit Description
35 . Speech-Language and Hearing Services	
	The Plan will provide coverage, less any payments made by Medicare, for diagnosis and treatment of speech, hearing and language disorders to the extent Medically Necessary. To be covered, services must be provided by a state licensed speech-language pathologist or audiologist.
36 . Telemedicine Virtual Visit Services	
	The Plan will provide coverage, less any payments made by Medicare, for Medically Necessary telemedicine virtual visit services for the purpose of evaluation, diagnosis, consultation, monitoring, or treatment of a Subscriber's physical health, oral health, mental health or substance use disorder condition in the same manner as an in-person consultation between you and your Provider. Telemedicine services include the use of synchronous or asynchronous audio, video, electronic media or other telecommunications technology including: (a) interactive audio video technology; (b) remote patient monitoring devices; (c) audio-only telephone; (d) online adaptive interviews; and (e) telemonitoring.

D. ADDITIONAL COVERED SERVICES

Medicare Enhance Plan Benefits	Benefit Description
37 . Cardiac Rehabilitation	
	The Plan will provide coverage, less any payments made by Medicare, for Medically Necessary inpatient and outpatient cardiac rehabilitation. Cardiac Rehabilitation is a multidisciplinary treatment of persons with documented cardiovascular disease. It may be provided in a Hospital or outpatient setting and must meet standards promulgated by the Commissioner of Public Health, including, but not limited to, outpatient treatment initiated within 26 weeks after the diagnosis of the disease.
38 . Family Planning Services and Infertility Treatment	
	a. **Family Planning Services** The Plan covers, less any payment made by Medicare, the following family planning services: • Annual gynecological examination • Family planning consultation • Pregnancy testing • Voluntary sterilization, including tubal ligation. • Voluntary termination of pregnancy. • Contraceptive monitoring • Genetic counseling Vasectomy RELATED EXCLUSIONS: • Reversal of voluntary sterilization b. **Infertility Treatment** Infertility is a medical condition defined as the inability of a presumably healthy individual to conceive or produce conception during a period of one year. Medicare does not cover most infertility treatments. Infertility is defined as the inability of a woman age 35 or younger to conceive or produce conception during a period of one year. In the case of a woman over age 35, the time period is reduced to six months. If a woman conceives but

Medicare Enhance Plan Benefits	Benefit Description
Family Planning Services and Infertility Treatment (Continued)	
	is unable to carry the pregnancy to live birth, the time she attempted to conceive prior to that pregnancy is included in the one year or the six-month period, as applicable. The Plan covers the following infertility treatments: • Consultation and evaluation • Laboratory tests • Artificial insemination (AI), including related sperm procurement and banking • The Plan also covers up to a total of five cycles of advanced reproductive technologies (ART) when Medically Necessary. Advanced reproductive technologies includes: in-vitro fertilization including embryo placement (IVF-EP), gamete intrafallopian transfer (GIFT), zygote intrafallopian transfer (ZIFT), intra-cytoplasmic sperm injection (ICSI), and donor egg procedures, including related egg and inseminated egg procurement, processing and banking **Important Notice:** HPHC uses clinical guidelines to evaluate whether the use of ART is Medically Necessary. If you are receiving care for infertility, HPHC recommends that you review the current guidelines. To obtain a copy, please call 1-888-888-4742.
39 . Home Infusion Therapy	
	Infusion therapy involves the administration of drugs and nutritional products that must be administered intravenously or through a feeding tube. The Plan provides coverage, less any payments made by Medicare, for the following infusion therapies administered in the Subscriber's home: (1) parenteral nutrition, (2) enteral nutrition, (3) hydration, (4) pain management, and (5) antibiotic, antifungal and antiviral therapies. Coverage includes the drug or nutritional product being infused and Medically Necessary professional services, including mid-line and PICC line insertions. In order to be covered under this benefit (1) all products and services must be Medically Necessary and (2) there must be a medical reason that appropriate drugs or nutritional products cannot be taken orally. Coverage by the Plan is only available for services that are not covered by Medicare. Please see section *III.B. SERVICES COVERED BY MEDICARE*, *Home Health Care* for information on Medicare-covered home health care.
40 . Human Leukocyte Antigen Testing	
	The Plan will provide coverage, less any payments made by Medicare, for the cost of human leukocyte antigen testing or histocompatibility locus antigen testing necessary to establish bone marrow transplant donor suitability. Such coverage will cover the costs of testing for A, B, or DR antigens, or any combination thereof, consistent with the guidelines, criteria, and rules or regulations established by the Massachusetts Department of Public Health.

Medicare Enhance Plan Benefits	Benefit Description
41 . Maternity Care	
	The Plan covers the following maternity care services: • Prenatal exams • Diagnostic tests • Diet regulation • Prenatal genetic testing • Post-partum care • Delivery, including a minimum of 48 hours of inpatient care following a vaginal delivery and a minimum of 96 hours of inpatient care following a cesarean section. Any decision to shorten the inpatient stay for the mother and her newborn child will be made by the attending physician and the mother. If the inpatient stay is less than 48 hours (or 96 hours in the case of a cesarean delivery) the Plan will cover at least one home visit by a registered nurse or certified nurse midwife. • Nursery charges for routine services provided to a healthy newborn.
42 . Non-Medicare Covered Hospital Services	
	The Plan covers Hospital care in excess of the limits on Medicare coverage summarized on section *III.B. SERVICES COVERED BY MEDICARE*, *Hospital Care*. If all of the conditions outlined below are met, there is no limit to the number of days of Hospital care that may be covered by the Plan beyond the last day of Medicare Hospital coverage. Benefits for Hospital care in excess of Medicare limits will only be paid by the Plan only if all of the following conditions are met: (1) the care is provided in a Medicare certified Hospital; (2) all 60 of the Subscriber's Medicare Lifetime Reserve Days have been used; (3) the Hospital services are Medically Necessary; and (4) Medicare coverage of Hospital care terminated because the Subscriber reached the day limits on Medicare-covered Hospital services and not for any other reason.
43 . Preventive Care Services	
	This section lists the preventive care services covered by either Medicare or the Plan. In some cases, Medicare coverage may be available for part of a service, the remainder of which is covered by the plan. If Medicare coverage is available for any service listed below, the Plan will pay the Medicare Deductible and Coinsurance amount. If Medicare coverage is not available, the Plan will cover the service minus any Copayment up to the Payment Maximum. a. **Physician's Services** The Plan provides coverage, less any payments by Medicare, for the following preventive care services: i. An annual physical examination by a licensed physician, including education in self-care, blood pressure check, Pap Test and pelvic examination, clinical breast examination, fecal occult blood test, prostate cancer screening, nutritional counseling, and routine laboratory and blood tests. ii. The following preventive care services are covered to the extent Medically Necessary: immunizations, diabetes screenings, cholesterol measurements, glaucoma screening, prenatal and postpartum care and screenings for sexually transmitted diseases. c. **Diagnostic Tests and Procedures** The Plan or Medicare covers the following diagnostic tests, in addition to the preventive care services listed above, to the extent Medically Necessary: i. Colorectal cancer screening, including flexible sigmoidoscopy, colonoscopy, and barium enema;

Medicare Enhance Plan Benefits	Benefit Description
Preventive Care Services (Continued)	
	ii. Bone Mass Measurements; iii. Vision examination limited to one routine eye exam in each 24 month period (including glaucoma screening); and iv. An annual hearing examination. Coverage is also provided for a baseline mammogram for women between ages 35 and 39 and an annual mammogram for women 40 years of age and older.
44 . Services Received Outside the United States	
	This section describes the Plan's coverage for services received outside of the United States and its territories. (Generally, Medicare only covers services received within the United States.) Please note that the Plan's coverage is intended for persons living in the United States who travel to other countries. It is not intended for persons living outside the United States. The Plan covers services received outside of the United States when needed to care for an unexpected Medical Emergency that takes place while traveling away from home. Covered Services include, but are not limited to, Medically Necessary emergency room care, physician services, and hospital care immediately following a Medical Emergency. Transportation by ambulance is covered only for a road ambulance from the place where a Medical Emergency takes place to the nearest hospital. A Medical Emergency is a medical condition, whether physical or mental, manifesting itself by symptoms of sufficient severity, including severe pain, that the absence of prompt medical attention could reasonably be expected by a prudent layperson who possesses an average knowledge of health and medicine, to result in placing the health of the Subscriber or another person in serious jeopardy, serious impairment to body function, or serious dysfunction of any body organ or part. With respect to a pregnant woman who is having contractions, Medical Emergency also means that there is inadequate time to effect a safe transfer to another hospital before delivery or that transfer may pose a threat to the health or safety of the woman or the unborn child. Examples of Medical Emergencies are: heart attack or suspected heart attack; stroke; shock; major blood loss; choking; severe head trauma; loss of consciousness; seizures; and convulsions. The Plan also covers Urgent Care services received outside of the United States and its territories. Coverage for Urgent Care is provided for services that are required to prevent deterioration to your health resulting from an unforeseen sickness or injury. Covered Benefits include but are not limited to the following: • Care for minor cuts, burns, rashes or abrasions, including suturing • Treatment for minor illnesses and infections, including ear aches • Treatment for minor sprains or strains No benefits will be provided for any service received outside of the United States that is: (1) a routine or preventive service of any kind; (2) a service that was, or could have been, scheduled before leaving the United States, even if such scheduling would have delayed travel plans; (3) a form of transportation, including transportation back to the United States, except road ambulance to the nearest hospital; or (4) a service that would not be a covered by Medicare or the Plan in the United States.

Medicare Enhance Plan Benefits	Benefit Description
45 . Smoking Cessation	
	The Plan covers treatment for tobacco dependence/smoking cessation. The following services are covered: • Telephonic or face-to-face counseling. Face-to-face counseling may be completed in either individual or group sessions. Your outpatient prescription drug coverage is not administered by HPHC. Please see your *SilverScript Prescription Drug Plan brochure* or call **SilverScript at 1-877-876-7214** for information on coverage of outpatient prescription drugs.

IV. Exclusions

A. No benefits will be provided by the Plan for any of the following:	
	1. Any product or service that is not covered by Medicare unless specifically listed as a Covered Service in this *Benefit Handbook* or the *Schedule of Benefits*. 2. Any charges for products or services covered by Medicare, a Medicare Advantage plan operated under Medicare Part C or a Prescription Drug Plan (PDP) under Medicare Part D. 3. Any product or service obtained at an unapproved hospital (or other facility) if Medicare requires that a service be provided at a Hospital (or other facility) specifically approved for that service. This exclusion applies to weight loss (bariatric) surgery; liver, lung, heart heart-lung pancreas and intestine transplants; and any other services Medicare determines must be obtained at a Hospital (or other facility) that has been specifically approved for a specific service to be eligible for coverage by Medicare 4. Any product or service that is provided to you after the date on which your enrollment in the plan has ended. 5. Any charges that exceed the Payment Maximum. (Please see the Glossary for the definition of "Payment Maximum.") 6. Any products or services received in a hospital not certified to provide services to Medicare beneficiaries, unless the hospital is outside the United States, and you are experiencing a Medical Emergency. 7. Any product or service for which no charge would be made in the absence of insurance.

B. No Benefits will be provided by the Plan for any of the following unless they are covered by Medicare Parts A or B:	
	1. Any product or service that is not Medically Necessary. 2. Any product or service (1) for which you are legally entitled to treatment at government expense or (2) for which payment is required to be made by a Workers' Compensation plan or laws of similar purpose. 3. Any charges for inpatient care over the semiprivate room rate, except when a private room is Medically Necessary. 4. Any product or service received outside of the United States that is: (1) related to the provision of routine or preventive care of any kind; (2) a service that was, or could have been, scheduled before leaving the United States, even if such scheduling would have delayed travel plans; (3) a form of transportation, including transportation back to the United States, except road ambulance to the nearest hospital; or (4) a service that would not be a covered by Medicare or the Plan in the United States. 5. Any product or service that is Experimental or Unproven unless it is covered by Medicare. (Please see the Glossary for the meaning of "Experimental or Unproven.") 6. Any service or supply purchased from the internet. 7. Private duty nursing unless specifically listed as a Covered Service in your *Schedule of Benefits*. 8. Chiropractic care. (Note that Medicare provides limited benefits for chiropractic services to correct a sublaxation of the spine.) 9. Cosmetic services or products, including, but not limited to, cosmetic surgery, except for services required to be covered under the Women's Health and Cancer Rights Act of 1998. 10. Rest or Custodial Care. 11. Eyeglasses and contact lenses, or examinations to prescribe, fit, or change eyeglasses or contact lenses. (Note that Medicare provides limited benefits for eyeglasses or contact lenses after cataract surgery.) 12. Aromatherapy, alternative medicine, biofeedback, massage therapy (including myotherapy), sports medicine clinics, or treatment with crystals.

	13. Routine foot care services such as the trimming of corns and bunions, removal of calluses, unless such care is Medically Necessary due to circulatory system disease such as diabetes. 14. Foot orthotics, except as required for the treatment of severe diabetic foot disease or systemic circulatory diseases. 15. Any form of hair removal or restoration, including, but not limited to, electrolysis, laser treatment, transplantation or drug therapy. Please see section *III.C. MEDICARE ENHANCE PLAN BENEFITS (SERVICES MAY NOT BE COVERED BY MEDICARE)*, *Scalp Hair Prosthetics (Wigs)* for the coverage provided for wigs. 16. Dental Services, except the specific dental services listed in your *Schedule of Benefits* and this *Benefit Handbook*. This exclusion includes, but is not limited to: (a) dental services for temporomandibular joint dysfunction (TMD); (b) extraction of teeth, except when specifically listed as a Covered Service; and (c) dentures, except that (1) the Plan will cover the Medicare Deductible and Coinsurance amount for any Dental Service that has been covered by Medicare and (2) the Plan will cover the limited additional dental services covered by the GIC. Please see the Glossary for the definition of "Dental Services." 17. Ambulance services except as specified in this *Benefit Handbook* or the *Schedule of Benefits*. No benefits will be provided for transportation other than by ambulance. 18. Exercise equipment; or personal comfort or convenience items such as radios, telephone, television, or haircutting services. 19. Any product or service provided by (1) anyone related to you by blood, marriage or adoption, or (2) anyone who ordinarily lives with you. 20. Refractive eye surgery, including laser surgery, orthokeratology or lens implantation for correction of myopia, hyperopia and astigmatism. 21. Any products or services related to diet plans or weight loss programs, including diet foods, drinks or drugs of any kind. (However, the Plan will cover Medicare Deductible and Coinsurance amounts for professional services or surgery covered by Medicare for the treatment of obesity.) 22. Educational services or testing; services for problems of school performance; sensory integrative praxis tests, vocational rehabilitation, or vocational evaluations focused on job adaptability, job placement, or therapy to restore function for a specific occupation. 23. Planned home births. 24. Devices or special equipment needed for sports or occupational purposes. 25. 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 Service under this *Benefit Handbook*. 26. Mental health services that are (1) provided to Subscribers 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. 27. Telemedicine services involving e-mail, fax or non-secure texting. 28. Any service or supply (with the exception of contact lenses) purchased from the internet. 29. Services related to autism spectrum disorders 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.

V. Reimbursement and Claims Procedures

A. INTRODUCTION

This section explains how to obtain payments for Covered Services from the Plan. Because Plan benefits generally depend upon the coverage provided by Medicare, Providers must bill Medicare for services covered by Medicare before billing the Plan.

The Plan will usually cover benefits by making payments directly to service providers. However, there are times when the Plan will pay you (the Subscriber) instead. This might occur, for example, when you have already paid the Provider for a Covered Service or when a Provider does not accept Medicare assignment. In such cases, the Plan may pay benefits directly to you.

Claims will be paid minus the Copayment, if applicable, that is listed in your *Schedule of Benefits*. All payments by the Plan are limited to the Payment Maximum described in the subsection J, below. You are responsible for any amount billed by a Provider that is in excess of the Payment Maximum.

Claims will be reviewed within 45 days of receipt. If a claim cannot be paid within that time, the plan will either notify the Subscriber (1) that additional documentation is needed or (2) that the claim is denied, in whole or in part, and the reasons for denial. If the Plan does not provide such notice, interest will be payable to the Subscriber at the rate of 1.5% per month (not to exceed 18% per year) on the amount of benefits payable, beginning 45 days after receipt of the claim. However, no interest will be payable on any claim that the Plan is investigating because of suspected fraud.

B. THE ADDRESSES FOR SUBMITTING CLAIMS

1. **Medical Claims**

   All claims for benefits, except pharmacy claims, must be submitted to the Plan at the following address:

   Medicare Enhance Claims
   HPHC Insurance Company, Inc.
   P.O. Box 699183
   Quincy, MA 02269–9183

Your outpatient prescription drug coverage is not administered by HPHC. Please see your *SilverScript Prescription Drug Plan brochure* or call **SilverScript at 1-877-876-7214** for information on coverage of outpatient prescription drugs. Requests for the reimbursement of pharmacy expenses should be sent to SilverScript.

C. CLAIMS FOR SERVICES COVERED BY MEDICARE PART A (HOSPITAL COVERAGE)

This section explains the procedure to follow to obtain benefits for services covered by Medicare Part A, also known as Medicare Hospital Insurance. Medicare Part A services include inpatient care received in Hospitals, Skilled Nursing Facilities (SNFs) and Religious Nonmedical Health Care Institutions (RNHCIs). Medicare Part A also covers Hospice services and some home health care.

Use this procedure to file a claim for any inpatient service that is, or may be, eligible for coverage by Medicare Part A. See subsections *V.E. CLAIMS FOR SERVICES NOT COVERED BY MEDICARE* and *V.F. CLAIMS FOR SERVICES RECEIVED IN A FOREIGN COUNTRY*, below, for information on how to file a claim for an inpatient service that is not covered by Medicare.

To obtain benefits for services under Medicare Part A, please follow these steps:

1. **Bill Medicare First.** Providers should first submit claims to for Medicare Part A to Medicare. Medicare will either pay the claim, in whole or in part, or deny coverage. You will be sent a Medicare Summary Notice (MSN). The MSN states the payment made by Medicare and explains any amount that was denied.
2. **Then Bill Medicare Enhance.** After the Medicare Summary Notice (MSN) is received from Medicare, the Subscriber or Provider must send each of the following items to the Plan to the address listed above:
   i. A copy of the Medicare Summary Notice (MSN); and
   ii. A standard UB 92 claim form completed by the Provider. If a completed UB 92 claim form cannot be submitted, please see below.

If a completed UB 92 claim form cannot be submitted, most claims can be processed using an itemized bill from the Provider in place of the claim form. Such an itemized bill must contain the following: The Subscriber's name, the Subscriber's Plan ID. Provider's name and address, the Provider's Medicare

identification number, the date the service was rendered, the diagnosis and procedure codes for the service, and the dollar amount of the claim.

The Plan may require the submission of additional information on some claims.

D. CLAIMS FOR SERVICES COVERED BY MEDICARE PART B

This section explains the procedure to follow to obtain benefits for services covered by Medicare Part B, also known as Medicare Supplemental Medical Insurance for the Aged and Disabled. Medicare Part B covers most outpatient services including most physician care, diagnostic tests, outpatient surgery, outpatient mental health care, physical, occupational and speech-language therapy and Durable Medical Equipment.

1. PROVIDER BILLING FOR PART B SERVICES

Health care professionals, such as physicians, and suppliers of health care equipment and supplies, may bill for Medicare-covered services using one of two billing methods. These are that a Provider may either (1) "accept assignment" or (2) "not accept assignment" from Medicare. The following information on these billing methods is provided, for informational purposes only, to assist you in understanding your medical bills and the coverage available from the Plan. Please see the Medicare publication, *Medicare and You* for additional information on assignment and the limits that apply to Provider charges.

a. **The Assignment Method Under Medicare**
If a Provider accepts assignment from Medicare, the Provider agrees that he or she will accept Medicare's approved (or "allowable") amount as payment in full for the service rendered. When a physician accepts assignment the physician may not bill for more than the Medicare allowable amount and Medicare will pay the physician directly.

When a Provider accepts assignment, physician payment would generally work as follows:
The Provider bills Medicare. Medicare pays the Provider directly and sends you a Medicare Summary Notice (MSN) explaining the payment. Then, either you or the Provider files a claim with the Plan for the balance due the Provider. For most physician services the Plan covers any unmet Medicare Deductible amount and the 20% Medicare Coinsurance amount, minus any Copayment you owe.

b. **The Non-Assignment Method Under Medicare**
If a Provider does not accept assignment from Medicare, the Provider may charge you more than the Medicare-approved amount. If the Provider selects that option, Medicare will not pay the Provider directly. Medicare will pay benefits to you (the Subscriber) and you are responsible for paying the Provider.

When a Provider does not accept assignment, physician payment would generally work as follows:
The Provider bills Medicare. Medicare pays you (the Subscriber) and sends you a Medicare Summary Notice (MSN) explaining the payment. In most cases, you then file a claim with the Plan. For most physician services the Plan covers any unmet Medicare Deductible amount and the 20% Medicare Coinsurance amount, minus any Copayment you owe. The 20% Coinsurance amount paid by the Plan is based on the Medicare-approved amount, not the Provider's actual charge. If the Provider charged you an amount in excess of the Medicare approved amount, you are responsible for paying that excess to the physician.

2. BILLING THE PLAN

After Medicare has been billed and sent you a Medicare Summary Notice (MSN) for a Medicare Part B service, you or the Provider may file a claim with the Plan for any Copayment and Deductible amounts that have not been paid by Medicare. Since the Plan covers some services that are not covered by Medicare, you may also bill the Plan for services that Medicare has denied.

To file a claim with the Plan, the Subscriber or Provider must send each of the following items to the Plan to the address listed in subsection B, above:

a. A copy of the Medicare Summary Notice (MSN); and

b. A standard CMS 1500 claim form completed by the Provider. (If a completed CMS 1500 claim form cannot be submitted, please see below.)

If a completed CMS 1500 claim form cannot be submitted, most claims can be processed using an itemized bill from the Provider in place of the claim form. Such an itemized bill must contain the following: The Subscriber's name, the Subscriber's Plan ID, the Provider's name and address, the Provider's tax identification number, the date the service was

rendered, the diagnosis and procedure codes for the service, and the dollar amount of the claim.

The Plan may require the submission of additional information on some claims.

E. CLAIMS FOR SERVICES NOT COVERED BY MEDICARE

This section describes how to file a claim for a service that is not covered by Medicare. The Plan covers a number of services that are not covered by Medicare. These services are described in sections *III.C. MEDICARE ENHANCE PLAN BENEFITS (SERVICES MAY NOT BE COVERED BY MEDICARE)* and *III.D. ADDITIONAL COVERED SERVICES*, above, and in your *Schedule of Benefits*. In addition, professionals or institutions that are not eligible to bill Medicare may provide certain Covered Services under section *III.C. MEDICARE ENHANCE PLAN BENEFITS (SERVICES MAY NOT BE COVERED BY MEDICARE)* of this Handbook.

Whenever possible, your Providers should first bill Medicare for the services you receive. Submission of a Medicare Summary Notice (MSN), even if Medicare denies coverage, will prevent delays in the processing of claims that might be eligible for Medicare coverage. To bill the Plan for a service that is not covered by Medicare, please follow the procedure outlined below. For Covered Services rendered outside the United States, please follow the procedures outlined in the next section (Section F).

To file a claim with the Plan for a service that is not covered by Medicare, the Subscriber or Provider must send each of the following items to the Plan to the address listed in subsection B, above:

1. A copy of the Medicare Summary Notice (MSN), if one has been issued; and
2. A standard claim form, such as a CMS 1500 or UB 04 claim form, completed by the Provider. (If a completed CMS 1500 or UB 04 claim form cannot be submitted, please see below.)

If a standard claim form, such as a CMS 1500 or UB 04 claim form, cannot be submitted, most claims can be processed using an itemized bill from the Provider in place of the claim form. Such an itemized bill must contain the following: The Subscriber's name, the Subscriber's Plan ID, the Provider's name and address, the Provider's tax identification number, the date the service was rendered, the diagnosis and procedure codes for the service, and the dollar amount of the claim.

The Plan may require the submission of additional information on some claims.

F. CLAIMS FOR SERVICES RECEIVED IN A FOREIGN COUNTRY

To file a claim with the Plan for services received while traveling in a foreign country, the Subscriber must send the Plan an itemized bill for the service rendered to the address listed in subsection B, above. The itemized bill must contain the following: The Subscriber's name, the Subscriber's Plan ID, the Provider's name and address, the date the service was rendered, a description of the service, and the amount of the claim.

The Plan may require the submission of additional information on some claims. The Plan may also require that the Subscriber provide an English translation of the itemized bill.

Payments for services provided outside the United States will be made only to the Subscriber. The Subscriber is responsible for paying the Provider.

G. TIME LIMIT FOR FILING CLAIMS

All claims received from Providers or Subscribers for Covered Services must be submitted to the Plan at the address listed in subsection B., above within 730 days of the date of service, or the date of discharge if services were rendered on an inpatient basis. Whether the Subscriber or the Provider submits the claims, it is the Subscriber's responsibility to ensure that the claims are submitted within the above time frame.

H. THE PAYMENT MAXIMUM

The Plan limits the amount it will pay for any Covered Service to the "Payment Maximum." The Payment Maximum is as follows:

1. **For Medicare Covered Items**
   If Medicare Part A or B covers a product or service, the Payment Maximum is the Medicare Coinsurance amount plus any unmet Medicare Deductible amount. The Medicare Coinsurance amount is the portion or percentage of the Medicare-approved payment amount for a product or service that a beneficiary is responsible for paying. (Note that any Plan payment will be reduced by any applicable Copayment or unmet Deductible amount specified in the Subscriber's *Schedule of Benefits*.)

   In some cases, Providers may bill Medicare patients for amounts that exceed the

Medicare-approved payment amount. Any amount that exceeds the Medicare-approved amount is the Subscriber's responsibility and is not payable either by Medicare or the Plan. An exception is Excess Charges covered under Medicare Part B or allowed under state law. Please see the discussion of "assignment" in the Medicare publication *Medicare and You* for information on limits that apply to Provider charges.

2. **For Items Not Covered by Medicare**
   If Medicare Part A or B does not cover a product or service, the Payment Maximum depends upon whether the Provider is under contract to provide services to Subscribers of HPHC Insurance Company (HPHC). If a Provider is under contract with HPHC, the Payment Maximum is the contract rate for the service. If the Provider is not under contract to HPHC, the Payment Maximum is the amount, as determined by HPHC, that is within the normal range of charges made by health care Providers for the same, or similar, products or services in Boston, Massachusetts.

In some cases, providers outside of Massachusetts that are not contracted with HPHC may bill Subscribers for amounts that exceed the Payment Maximum. In this case, any amount that exceeds the Payment Maximum is the Subscribers responsibility.

VI. Appeals and Complaints

This section explains the Plan's procedures for processing appeals and complaints and the options available if an appeal is denied.

Important Note: The appeal procedures stated below only apply to benefits of the Plan. If Medicare denies a claim, you must appeal to Medicare. Information on your Medicare appeal rights may be found on the Medicare Summary Notice, the document sent to you by Medicare that explains what action Medicare has taken on a claim.

A. BEFORE YOU FILE AN APPEAL

Claim denials may result from a misunderstanding with a Provider or a claim processing error. Since these problems can be easy to resolve, we recommend that Subscribers contact an HPHC Member Services Associate prior to filing an appeal. (A Member Services Associate can be reached toll free at **1-844-442-7324** or at 711 for TTY service.) The Member Services Associate will investigate the claim and either resolve the problem or explain why the claim is being denied. If you are dissatisfied with the response of the Member Services Associate, you may file an appeal using the procedures outlined below.

B. SUBSCRIBER APPEAL PROCEDURES

Any Subscriber who is dissatisfied with a decision on coverage of services may appeal to HPHC. Appeals may also be filed by a Subscriber's representative or a Provider acting on a Subscriber's behalf. HPHC has established the following steps to ensure that Subscribers receive a timely and fair review of internal appeals.

HPHC staff is available to assist you with the filing of an appeal. If you wish such assistance, please call **1-844-442-7324**.

1. **Initiating Your Appeal**
   To initiate your appeal, you or your representative can mail or FAX a letter to us about the coverage you are requesting and why you feel the denial should be overturned. (If your appeal qualifies as an expedited appeal, you may contact us by telephone. Please see section *VI.B.3. The Expedited Appeal Process* below for the expedited appeal process.)

   You must file your appeal within 180 days after you receive notice that a claim has been denied.

   Please be as specific as possible in your appeal request. We need all the important details in order to make a fair decision, including pertinent medical records and itemized bills.

   If you have a representative submit an appeal on your behalf, the appeal should include a statement, signed by you, authorizing the representative to act on your behalf. In the case of an expedited appeal relating to Urgent Care, such authorization may be provided within 48 hours after submission of the appeal. Where Urgent Care is involved, a medical Provider with knowledge of your condition, such as your treating physician, may act as your representative without submitting an authorization form you have signed.

   All appeals should be submitted to:

   HPHC Appeals and Grievance Department
   1 Wellness Way
   Canton, MA 02021
   1-844-442-7324
   Fax: 1-617-509-3085
   www.harvardpilgrim.org

   No appeal shall be deemed received until actual receipt by HPHC at the appropriate address or telephone number listed above.

   When we receive your appeal, we will assign an Appeal and Grievances Analyst to coordinate your appeal throughout the appeal process. We will send you an acknowledgement letter identifying your Appeal and Grievances Analyst. That letter will include detailed information about the appeal process. Your Appeal and Grievances Analyst is available to answer any questions you may have about your appeal. Please feel free to contact your Appeal and Grievances Analyst if you have any questions or concerns at any time during the appeal process.

2. **The Standard Appeal Process**
   The Appeal and Grievances Analyst will investigate your appeal and determine if additional information is required. Such information may include medical records, statements from your doctors, and bills and receipts for services you have received. You may also provide HPHC with any written comments, documents, records or other information related to your claim.

HPHC divides standard appeals into two types, "Pre-Service Appeals" and "Post-Service Appeals," as follows:

- A "Pre-Service Appeal" requests coverage of a health care service that the Subscriber has not yet received.
- A "Post-Service Appeal" requests coverage of a denied health care service that the Subscriber has already received.

HPHC will review Pre-Service Appeals and send a written decision within 30 days of the date the appeal was received by HPHC. HPHC will review Post-Service Appeals and send a written decision within 60 days of the date the appeal was received by HPHC. These time limits may be extended by mutual agreement between you and HPHC.

After we receive all the information needed to make a decision, your Appeal Analyst will inform you, in writing by certified or registered mail, whether your appeal is approved or denied. HPHC's decision of your appeal will include: (1) a summary of the facts and issues in the appeal; (2) a summary of the documentation relied upon; (3) the specific reasons for the decision, including the clinical rationale, if any; (4) the identification of any medical or vocational expert consulted in reviewing your appeal, and (5) any other information required by law. This decision is HPHC's final decision under the appeal process. If HPHC's decision is not fully in your favor, the decision will also include a description of other options for further review of your appeal. These are also described in section *VI.C. WHAT YOU MAY DO IF YOUR APPEAL IS DENIED*, below.

If your appeal involves a decision on a medical issue, the Appeal and Grievances Analyst will obtain the opinion of a qualified physician or other appropriate medical specialist. The health care professional conducting the review must not have either participated in any prior decision concerning the appeal or be the subordinate of the original reviewer. Upon request, your Appeal and Grievances Analyst will provide you with a copy, free of charge, of any written clinical criteria used to decide your appeal and, where required by law, the identity of the physician (or other medical specialist) consulted concerning the decision.

You have the right to receive, free of charge, all documents, records or other information relevant to the initial denial and your appeal.

3. **The Expedited Appeal Process**
   HPHC will provide you with an expedited review if your appeal involves medical services which, in the opinion of a physician with knowledge of your medical condition:
   - Could, if delayed, seriously jeopardize your life or health or ability to regain maximum function,
   - Would, if delayed, result in severe pain that cannot be adequately managed without the care or treatment requested.

   If your appeal involves services that meet one of these criteria, please inform us and we will provide you with an expedited review.

   You, your representative or a Provider acting on your behalf may request an expedited appeal by telephone or fax. Please see Initiating Your Appeal, above, for the telephone and fax numbers.

   HPHC will investigate and respond to your request within 2 business days. We will notify you of the decision on your appeal by telephone and send you a written decision by certified or registered mail within two business days thereafter.

   If you request an expedited appeal of a decision to discharge you from a hospital, the Plan will continue to pay for your hospitalization until we notify you of our decision. Such notice may be provided by telephone or any other means.

   Except as otherwise required by law, the expedited appeal process is limited to the circumstances listed above. Your help in promptly providing all necessary information is important for us to provide you with this quick review. If we do not have sufficient information necessary to decide your appeal, HPHC will notify you that additional information is required within 24 hours after receipt of your appeal.

Important Notice: If you are filing an expedited appeal with HPHC, you may also file a request for expedited external review at the same time. You do not have to wait until HPHC completes your expedited appeal to file for expedited external review. Please see section *VI.C. WHAT YOU MAY DO IF YOUR APPEAL IS DENIED*, below for information on how to file for external review.

C. WHAT YOU MAY DO IF YOUR APPEAL IS DENIED

If you disagree with the denial of your appeal you may be entitled to seek external review through an Independent Review Organization (IRO). You must request external review within four (4) calendar months of the date you receive notice that your appeal has been denied. If we send a notice of the denial of an appeal by First Class Mail, we will assume receipt of that notice five (5) days after the date of mailing.

An IRO provides you with the opportunity for a review of your appeal by an independent organization that is separate from HPHC and the GIC. The decision of the IRO is binding on both you and the Plan (except to the extent that other remedies are available under state or federal law).

You, your representative, or a Provider acting on your behalf, may request external review by sending a completed "Request for Voluntary Independent External Review" form by mail or fax to your Appeals and Grievances Analyst at the following address:

HPHC Appeals and Grievance Department
1 Wellness Way
Canton, MA 02021
1-844-442-7324
Fax: 1-617-509-3085

You or your representative may request expedited external review by telephone. Please call your Appeals and Grievances Analyst, if one has been assigned to your appeal. You may also request expedited external review by calling a Member Services Associate at **1-844-442-7324**.

In addition to the requirements for external review, stated below, to be eligible for expedited external review, the appeal must meet the criteria for an expedited appeal stated above in section *VI.B. SUBSCRIBER APPEAL PROCEDURES*, *The Expedited Appeal Process*.

In submitting a request for external review, you understand that if HPHC determines that the appeal is eligible for external review, HPHC will send a copy of the complete appeal file directly to the IRO.

In order to be eligible for external review, your appeal must meet each of the following requirements:

a. You must request external review within four (4) calendar months of the date you receive notice that your appeal has been denied. If we send a notice of the denial of an appeal by First Class Mail, we will assume receipt of that notice five (5) days after the date of mailing.

b. You must pay the $25 external review filing fee (up to $75 per year if you file more than one request). The fee will be returned to you if your appeal is approved by the IRO. The fee may be waived upon a showing of undue financial hardship.

c. Your appeal must involve a denial of coverage based on either: (1) a medical judgment; or (2) a rescission of coverage. The meaning of these terms is as follows: Medical Judgment. A "medical judgment" includes, but is not limited to, the following types of decisions: (i) whether the service is Medically Necessary; (ii) whether the health care facility, level of care, or service is appropriate for treatment of the Subscriber's condition; (iii) whether the service is likely to be effective, or more effective than an alternative service, in treating a Subscriber's condition; or (iv) whether the service is Experimental, Unproven or Investigational. A medical judgement does not include a decision that is based on an interpretation of the law, or the benefits or wording of your Plan, without consideration of your clinical condition or what is best for you medically. Unless a medical judgment is involved, external review is not available for certain types of appeals. These include the following:
   - Denials of coverage based on the Benefit Limits stated in your Plan documents
   - Denials of coverage for services excluded under your Plan (except Experimental, Unproven or Investigational services)
   - Denials of coverage based on the Subscriber cost
   - Sharing requirements stated in your Plan.

Rescission of Coverage.
A "rescission of coverage" means a retroactive termination of a Subscriber's coverage. However, a termination of coverage is not a rescission if it is based on a failure to pay required premiums or contributions for coverage in a timely manner.

The final decision on whether an appeal is eligible for external review will be made by the Independent Review Organization (IRO), not by HPHC or the GIC.

You will be allowed to submit additional information in writing to the IRO which the IRO must consider. The IRO will give you at least five business days to submit such information.

D. THE FORMAL COMPLAINT PROCESS

If you have any complaints about your care under the Plan or about HPHC's service, we want to know about it. We are here to help. For all complaints please call or write to us at:

HPHC Appeals and Grievance Department
Attention: Member Concerns
1 Wellness Way
Canton, MA 02021
1-844-442-7324
Fax: 1-617-509-3085

We will respond to you as quickly as we can. Most complaints can be investigated and responded to within thirty (30) days.

VII. Eligibility and Enrollment

Important Notice: PLEASE NOTE THAT THE PLAN MAY NOT HAVE CURRENT INFORMATION CONCERNING A SUBSCRIBER'S ENROLLMENT IN THE PLAN. THE GIC MAY NOTIFY THE PLAN OF ENROLLMENT CHANGES RETROACTIVELY. AS A RESULT, THE PLAN'S ENROLLMENT INFORMATION MAY NOT BE UP TO DATE. ONLY THE GIC CAN ACCURATELY CONFIRM MEMBERSHIP STATUS.

A. ELIGIBILITY

To be eligible to enroll, or continue enrollment, in the Plan, an individual must meet all the following requirements at all times:

1. Be enrolled in Medicare Part A and Part B and pay any premium required for continued enrollment;
2. Be enrolled through the GIC, which has entered into an agreement with HPHC for the enrollment of Subscribers in the Plan;
3. Be a resident of the United States or one of its territories; and
4. Be an individual for whom Medicare is primary to health benefits sponsored by the GIC. In general, these individuals are:
    a. Retired employees, their spouses or their survivors, who are insured by the GIC who are eligible for Medicare based on age;
    b. Retired employees, their spouses or their survivors, who are insured by the GIC who are eligible for Medicare based on disability; and
    c. Active or retired employees, their spouses or their survivors, who are insured by the GIC who: (i) are eligible for Medicare based on end stage renal disease (also known as "ESRD" or "permanent kidney failure"), and (ii) have passed the 30-month "coordination period" that begins when an individual becomes eligible for Medicare based on ESRD.
5. Not be enrolled in a Medicare Advantage plan under Medicare Part C.

The Plan must receive the premium amount due for the Subscriber's Medicare Enhance coverage from the GIC.

A dependent cannot be added onto a Subscriber's Medicare Enhance contract. However, a dependent spouse or child of a Subscriber who meets all of the eligibility requirements stated above may enroll in the Plan under a separate Contract.

Please Note: *If an individual is re-employed by the Commonwealth of Massachusetts, the municipality, or other entity that participates in the GIC after retirement, the GIC must assume primary coverage for the individual (and his or her spouse) if the amount of work performed would be sufficient, based on hours, productivity or other criteria established by the GIC, to entitle an employee to coverage under the GIC's health plan for active employees. Such an individual (and his or her spouse) may not be deemed "retired" and is not eligible for enrollment in the Plan. The only exceptions apply to persons with ESRD.*

B. ENROLLMENT

You must apply through the GIC for enrollment in the Plan.
Questions? State and municipal employees may contact their GIC Coordinator at **bit.ly/GICcoordinators**, and retirees can contact the GIC at **mass.gov/forms/contact-the-gic** or by calling **1-617-727-2310**.

1. During the period established by the Plan and the GIC, individuals who meet the eligibility requirements may enroll in Medicare Enhance by submitting completed application forms for enrollment on the forms supplied by the GIC.
2. Subscribers or applicants will complete and submit Plan enrollment forms and such other information as the Plan may reasonably request. Subscribers and applicants agree that all information contained in the enrollment form or other forms or statements submitted are true, correct, and complete. All rights to benefits are subject to the condition that all information provided to the Plan is true, correct, and complete.
3. By enrolling in the Plan, all Subscribers legally capable of contracting and the legal representatives of all Subscribers incapable of contracting, agree to all the terms, conditions, and provisions in this *Benefit Handbook*, including any amendments

C. EFFECTIVE DATE OF ENROLLMENT

Subject to the payment of premiums and the GIC's receipt and acceptance of the completed enrollment form within 60 days of the enrollment date, an individual who meets the eligibility requirements stated above may be enrolled on any one of the following dates:

1. The date the individual retiree becomes enrolled in Medicare Part A and Part B;
2. The date the individual loses eligibility for health coverage through a qualifying event, such as loss of employment or divorce;
3. The date an active employee who is enrolled in Medicare Parts A and B based on ESRD completes the 30-month coordination period during which their non-Medicare health plan is the primary payer to Medicare; or
4. The GIC's Anniversary Date.

Important Note: Except as otherwise provided by law, individuals are eligible for coverage under this *Handbook* as of the effective date unless the individual is a Hospital inpatient on that date. If the individual is a Hospital inpatient on the effective date, coverage will begin on the individual's date of discharge.

D. IDENTIFICATION CARD

Each Subscriber will receive a Medicare Enhance identification card. This card must be presented along with the Medicare identification card whenever a Subscriber receives health care services. Possession of a Plan identification card is not a guarantee of benefits. The holder of the card must be a current Subscriber on whose behalf the Plan has received all applicable administrative fees. In addition, the health care services received must be Covered Services. Fraudulent use of an identification card may result in the immediate termination of the Subscriber's coverage.

VIII. Termination of Subscriber's Coverage

A. TERMINATION

The coverage of a Subscriber may be terminated as follows:

1. HPHC may terminate a Subscriber's coverage under the Plan for non-payment of administrative fees by the GIC.
2. HPHC may terminate a Subscriber's coverage under the Plan for misrepresentation or fraud, including, but not limited to:
    a. If the Subscriber permits the use of his or her Medicare Enhance identification card by any other person, or uses another person's card, the card may be retained by HPHC and coverage of the Subscriber may be terminated effective immediately upon written notice.
    b. If the Subscriber provides HPHC with any information that is untrue, inaccurate or incomplete, HPHC will have the right to declare this *Benefit Handbook* null and void or, HPHC, at its option, will have the right to exclude or deny coverage for any claim or condition related in any way to such untrue, inaccurate or incomplete information.
3. HPHC may terminate a Subscriber's coverage under the Plan if the Subscriber commits acts or physical or verbal abuse which pose a threat to Providers or other Subscribers and which are unrelated to the physical or mental condition of the Subscriber. HPHC will give the Subscriber notice at least 31 days before the date of termination.
4. HPHC may terminate a Subscriber's coverage under the Plan if the Subscriber ceases to be eligible under section *VII.A. ELIGIBILITY*, above, including, but not limited to, the loss of Medicare Parts A or B. Coverage will terminate on the date on which eligibility ceased.
5. HPHC may terminate a Subscriber's coverage upon the termination or non-renewal of the GIC's Agreement.
6. A Subscriber may terminate his or her enrollment under the Plan with the approval of the GIC. HPHC must receive a completed Enrollment/Change form from the GIC within 90 days of the date membership is to end.

B. REINSTATEMENT

A Subscriber's coverage will not be reinstated automatically if it is terminated. Reapplication is necessary.

C. CONTINUATION OF COVERAGE UNDER FEDERAL LAW

If you lose your GIC coverage because of bankruptcy, loss of dependency status (such as divorce), or termination of employment, you may be eligible for continuation of employer group coverage under the Federal law known as the Consolidated Omnibus Budget Reconciliation Act (COBRA). Please refer to the COBRA notices on page 45 for more detailed information.

IX. When You Have Other Coverage

A. COORDINATION OF BENEFITS (COB)

Medicare Enhance benefits are in addition to benefits provided under the Medicare program. No benefits will be provided that duplicate Medicare benefits. To the extent that the Subscriber also has health benefits coverage provided by another source, the Plan will coordinate coverage with the other payer, according to Massachusetts Coordination of Benefits regulations.

Benefits under this *Benefit Handbook* and *Schedule of Benefits* will be coordinated to the extent permitted by law with other sources of health benefits, including: medical payment policies, homeowners insurance, governmental benefits (including Medicare), and all Health Benefit Plans.

The term "Health Benefit Plan" means all HMO and other prepaid health plans, medical or hospital service corporation plans, commercial health insurance and self-insured health plans. There is no coordination of benefits with Medicaid plans or with Hospital indemnity benefits amounting to less than $100 per day.

Coordination of benefits will be based upon the reasonable and customary charge for any service that is covered at least in part by any of the plans involved. If benefits are provided in the form of services, or if a Provider of services is paid under a capitation arrangement, the reasonable value of such services will be used as the basis for coordination. No duplication in coverage of services shall occur among plans.

When a Subscriber is covered by two or more Health Benefit Plans, one will be “primary” and the other plan (or plans) will be secondary. The benefits of the primary plan are determined before those of secondary plan(s) and without considering the benefits of secondary plan(s). The benefits of secondary plan(s) are determined after those of the primary plan and may be reduced because of the primary plan's benefits.

In the case of Health Benefit Plans that contain provisions for the coordination of benefits, the following rules shall decide which Health Benefit Plans are primary and secondary:

1. **Employee/Dependent**
   The benefits of the plan that covers the person as an employee or subscriber are determined before those of the plan that covered the person as a dependent.

2. **Active Employee or Retired or Laid-Off Employee**
   The benefits of a plan, which covers a person as an employee who is neither laid off nor retired (or as that employee's dependent) are determined before those of a plan, which covers that person as a laid-off or retired employee (or as that employee's dependent). If the other plan does not have this rule, and if, as a result, the plans do not agree on the order of benefits, this rule is ignored.

3. **COBRA or State Continuation**
   The benefits of a plan that covers the person as an employee, member, subscriber or retiree, or as a dependent thereof, are determined before those of the plan that covers the person as an individual under COBRA or other right to continuation of coverage under state or federal law.

4. **Longer/Shorter Length of Coverage**
   If none of the above rules determines the order of benefits, the benefits of the plan, which covered a person longer, are determined before those of the plan, which covered a person for the shorter term.

   a. To determine the length of time a person has been covered under a plan, two plans shall be treated as one if the claimant was eligible under the second within 24 hours after the first ended.

   b. The start of a new plan does not include: (a) a change in the amount or scope of a plan's benefits; (b) a change in the entity which pays, provides or administers the plan's benefits; or (c) a change from one type of plan to another (such as, from a single Employer plan to that of a multiple employer plan).

   c. The person's length of time covered under a plan is measured from the person's first date of coverage under that plan. If that date is not readily available, the date the person first became a Subscriber of the group shall be used as the date from which to determine the length of time the person's coverage under the present plan has been in force.

B. SUBROGATION AND REIMBURSEMENT

Subrogation is a means by which the Plan and other health plans recover expenses of services where a third

party is legally responsible for a Subscriber's injury or illness.

If another person or entity is, or alleged to be, liable to pay for services related to a Subscriber's illness or injury which have been paid for or provided by the Plan, the Plan will be subrogated and succeed to all rights to recover against such person or entity up to the value of the services paid for or provided by the Plan. The Plan shall also have the right to be reimbursed from any recovery a Subscriber obtains from such person or entity for the value of the services paid for or provided by the Plan. The Plan will have the right to seek such recovery from, among others, the person or entity that caused or allegedly caused the injury or illness, his/her liability carrier or your own auto insurance carrier, in cases of uninsured or underinsured motorist coverage. The Plan's right to reimbursement from any recovery shall apply even if the recovery the Subscriber receives for the illness or injury is designated or described as being for injuries other than health care expenses or does not fully compensate the Subscriber for his or her damages, fees or costs. Neither the "make whole rule" nor the "common fund doctrine" apply to the Plan's rights of subrogation and/or reimbursement from recovery.

The Plan's reimbursement will be made from any recovery the Subscriber receives from any insurance company or any third party and the Plan's reimbursement from any such recovery will not be reduced by any attorney's fees, costs or expenses of any nature incurred by, or for, the Subscriber in connection with the Subscriber's receiving such recovery, and the Plan shall have no liability for any such attorney's fees, costs or expenses.

To enforce its subrogation and reimbursement rights under this Handbook, the Plan will have the right to take legal action, with or without your consent, against any party to secure reimbursement from the recovery of the value of services provided or paid for by the Plan for which such party is, or maybe alleged to be, liable.

Nothing in this Handbook shall be construed to limit the Plan's right to utilize any remedy provided by law to enforce its rights to subrogation under this Handbook.

C. MEDICAL PAYMENT POLICIES

For Subscribers who are entitled to coverage under the medical payment benefit of a boat, homeowners, hotel, restaurant or other insurance policy, or the first $2,000 of Personal Injury Protection (PIP) coverage (or $8,000 for self funded plans), such coverage shall become primary to the coverage under this *Benefit Handbook* for services rendered in connection with a covered loss under that policy.

For Subscribers who are entitled to coverage under (1) a medical payment policy, or (2) Personal Injury Protection (PIP) coverage in excess of $2,000 (or $8,000 for self-funded plans), such coverage shall become secondary to the coverage under this *Benefit Handbook* for services rendered in connection with a covered loss under that policy, where, and only to the extent, the law requires the coverage under this handbook to primary.

The benefits under this *Benefit Handbook* shall not duplicate any benefits to which the Subscriber is entitled under any medical payment policy or benefit. All sums payable for services provided under this *Benefit Handbook* to Subscribers that are covered under any medical payment policy or benefit are payable to the Plan.

D. DOUBLE COVERAGE

1. Worker's Compensation/Government Programs

If the Plan has information indicating that services provided to a Subscriber are covered under Worker's Compensation, their employer's liability policy or other program of similar purpose, or by a federal, state or other government agency, the Plan may suspend payment for such services until a determination is made whether payment will be made by such program. If the Plan provides or pays for services for an illness or injury covered under Worker's Compensation, their employer's liability policy or other program of similar purpose, or by a federal, state or other government agency, the Plan will be entitled to recovery of its expenses from the Provider of services or the party or parties legally obligated to pay for such services.

2. Other Government Programs

Except as otherwise provided by applicable law that would require the Plan to be the primary payer, the benefits under this *Benefit Handbook* will not duplicate any benefits to which Subscribers are entitled or for which they are eligible under any government program. To the extent the Plan has duplicated such benefits, all sums payable under such programs for benefits provided by the Plan are payable to and may be retained by the Plan.

3. Subscriber Cooperation

The Subscriber agrees to cooperate with the Plan in exercising its rights of subrogation and coordination of

benefits under this *Benefit Handbook* and the *Schedule of Benefits*. Such cooperation will include, but not be limited to: a) the provision of all information and documents requested by the Plan, b) the execution of any instruments deemed necessary by the Plan to protect its rights, c) the prompt assignment to the Plan of any monies received for benefits provided or paid for by the Plan, and d) the prompt notification to the Plan of any instances that may give rise to the Plan's rights. The Subscriber further agrees to do nothing to prejudice or interfere with the Plan's rights to subrogation or coordination of benefits.

If you fail to perform the obligations stated in this subsection, you shall be rendered liable to the Plan for any expenses the Plan may incur, including reasonable attorney's fees, in enforcing its rights under this *Benefit Handbook*.

X. Miscellaneous Provisions

A. COMMENCEMENT AND DURATION OF BENEFITS

1. Except when an individual is hospitalized on the date of enrollment, all benefits under the Plan begin at 12:01AM on the effective date of enrollment. No benefits will be provided for any services rendered prior to the effective date of enrollment. If the individual is a Hospital inpatient on the effective date of enrollment, coverage will begin as of the individual's date of discharge.
2. No benefits will be provided for services rendered after coverage under this *Benefit Handbook* is terminated, unless the Subscriber is receiving inpatient hospital care covered under Medicare Part A on the date of termination. In such case, benefits under the Plan will be provided for Medicare Deductible and Coinsurance amounts for services covered by Medicare Part A up to the date of discharge, but in no event for longer than thirty (30) days after the date of termination. No benefits will be provided after the date of termination for any service that is not covered under Medicare Part A.
3. In computing the number of days of inpatient care benefits under the Plan, the day of admission will be counted but not the day of discharge. If a Subscriber remains in a Hospital, Skilled Nursing Facility, or other facility, for his or her convenience beyond the discharge hour, any additional charge will be the responsibility of the Subscriber.

B. MODIFICATION OF THIS BENEFIT HANDBOOK

This *Benefit Handbook* and the *Schedule of Benefits* may be amended by the Plan and the GIC. Amendments do not require the consent of Subscribers.

This *Benefit Handbook* and the *Schedule of Benefits*, comprise the entire contract between you and the Plan.

C. PROCESS TO DEVELOP CLINICAL GUIDELINES AND UTILIZATION REVIEW CRITERIA

We useclinical review criteria and guidelines to make fair and consistent utilization management decisions. Criteria and guidelines are developed in accordance with standards established by The National Committee for Quality Assurance (NCQA), and reviewed (and revised, if needed) at least biennially, or more often if needed to accommodate current standards of practice. This process applies to guidelines for both physical and mental health services.

We use the nationally recognized InterQual criteria to review elective surgical day procedures and services provided in acute care hospitals. InterQual criteria are developed through the evaluation of current national standards of medical practice with input from physicians and clinicians in medical academia and all areas of active clinical practice. InterQual criteria are reviewed and revised annually.

Criteria and guidelines used to review other services are also developed with input from physicians and other clinicians with expertise in the relevant clinical area. The development process includes review of relevant clinical literature and local standards of practice.

Our Clinician Advisory Committees, comprised of actively practicing physicians from throughout the network, serve as the forum for the discussion of specialty-specific clinical programs and initiatives, and provide guidance on strategies and initiatives to evaluate or improve care and service. Clinician Advisory Committees work in collaboration with Medical Management leadership to develop and approve utilization review criteria.

D. RELATIONSHIP TO MEDICARE COVERAGE

As described in section *III. Covered Benefits*, the Plan covers the Medicare Deductible and Coinsurance amounts for all services covered by Medicare Parts A and B. If a benefit is added to the Medicare program, that benefit will be automatically added to the plan on the effective date of the benefit, subject to the terms of the contract between HPHC and the GIC.

The Plan reserves the right to communicate with Medicare about whether a Medicare coverage decision has been properly made for any reason, including, but not limited to, suspected fraud. However, the Plan is not required to do so in any case. Any decision by Medicare to cover, or not to cover, a product or service, is entirely the decision of Medicare. The Plan will not conduct utilization review of any charge for which Medicare has made a final decision to provide coverage.

E. UTILIZATION REVIEW PROCEDURES

The Plan may conduct utilization review of any product or service covered under the Plan that is

not covered by Medicare, including a product or service for which Medicare coverage has ended for any reason. The goal of such review is to evaluate the Medical Necessity of selected health care services and to facilitate clinically appropriate, cost-effective management of Subscribers' care. This process applies to guidelines for both physical and mental health services. The Plan uses the following utilization review procedures:

- **Prospective Utilization Review (Prior Approval).**
  We review selected elective inpatient admissions, Surgical Day Care, and outpatient/ambulatory procedures and services prior to the provision of such services to determine whether proposed services meet clinical criteria for coverage. Prospective utilization review determinations will be made within two working days of obtaining all necessary information. In the case of a determination to approve an admission, procedure or service, we will give notice via the HPHC provider portal within 24 hours of the decision and will send written confirmation to you and the Provider within two working days. In the case of a determination to deny or reduce benefits ("an adverse determination"), we will notify the Provider rendering the service by telephone within 24 hours of the decision and will send a written or electronic confirmation of the telephone notification to you and the Provider within one working day thereafter.
- **Concurrent utilization review.** We review ongoing admissions for selected services at hospitals, including acute care hospitals, rehabilitation hospitals, skilled nursing facilities, skilled home health providers and behavioral health and substance use disorder treatment facilities to assure that the services being provided meet clinical criteria for coverage. Concurrent review decisions will be made within one working day of obtaining all necessary information. In the case of either a determination to approve additional services or an adverse determination, the Plan will notify the Provider rendering the service by telephone within 24 hours of the decision and will send a written or electronic confirmation of the telephone notification to the Subscriber and the Provider within one working day thereafter. In the case of ongoing services, coverage will be continued without liability to you until you have been notified of an adverse determination.
  Discharge planning is incorporated as part of the concurrent review process and may also be provided upon the request of your Provider.
- **Retrospective Utilization Review.** Retrospective utilization review may be used in circumstances where services were provided before authorization was obtained. This will include the review of emergency medical admissions for appropriateness of level of care.

Subscribers who wish to determine the status or outcome of a clinical review decision you may call the Member Services Department toll free at **1-844-442-7324**. For information about decisions concerning mental health and substance use disorder treatment, Subscribers should call the Behavioral Health Access Center at **1-888-777-4742**.

In the event of an adverse determination involving clinical review, your treating provider may discuss your case with a physician reviewer or may seek reconsideration of the decision. The reconsideration will take place within one working day of your provider's request. If the adverse determination is not reversed on reconsideration you may appeal. Your appeal rights are described in section *VI. Appeals and Complaints*. Your right to appeal does not depend on whether or not your provider sought reconsideration.

F. PROCEDURES USED TO EVALUATE EXPERIMENTAL/INVESTIGATIONAL DRUGS, DEVICES, OR TREATMENTS

The Plan covers medical devices, diagnostic, medical and surgical procedures and drugs as described in your *Benefit Handbook* and *Schedule of Benefits*. This includes new devices, procedures and drugs, as well as those with new applications, as long as they are not Experimental or Unproven.

The evaluation process includes:

- Determination of FDA approval status of the device/product/drug in question;
- Review of relevant clinical literature; and
- Consultation with actively practicing specialty care Providers to determine current standards of practice.

Decisions are formulated into recommendations for changes in policy, and forwarded to our management for review and final implementation decisions.

G. EVALUATION OF NEW TECHNOLOGY

We have a dedicated team of staff that evaluates new diagnostics, testing, interventional treatment,

therapeutics, medical/behavioral therapies, surgical procedures, medical devices and drugs as well as ones with new applications. The team manages the evidence-based evaluation process from initial inquiry to final policy recommendation in order to determine whether it is an accepted standard of care or if the status is Experimental, Unproven or Investigational. The team researches the safety and effectiveness of these new technologies by reviewing published peer reviewed medical reports and literature, consulting with expert practitioners, and benchmarking. The team presents its recommendations to internal policy committees responsible for making decisions regarding coverage of the new technology under the Plan. The evaluation process includes:

- Determination of the FDA approval status of the device/product/drug in question,
- Review of relevant clinical literature, and
- Consultation with actively practicing specialty care providers to determine current standards of practice.

The team presents its recommendations to internal policy committees responsible for making decisions regarding coverage of the new technology under the Plan.

H. ACCESS TO INFORMATION

You agree that, except where restricted by law, we may have access to (1) all health records and medical data from health care Providers providing services covered under this handbook and (2) information concerning health coverage or claims from all Providers of motor vehicle insurance, medical payment policies, home-owners' insurance and all types of health benefit plans. We will comply with all laws restricting access to special types of medical information including, but not limited to, HIV test data, and drug and alcohol use rehabilitation and mental health care records.

You can obtain a copy of the Notice of Privacy Practices through the HPHC website, **www.harvardpilgrim.org** or by calling the Member Services Department at **1-844-442-7324**.

I. SAFEGUARDING CONFIDENTIALITY

HPHC values individuals' privacy rights and is committed to safeguarding protected health information (PHI) and personal information (PI). To support this commitment, HPHC has established a number of Privacy and Security policies, including those describing the administration of its privacy and security programs, requirements for staff training, and permitted uses and disclosures of PHI and PI. We may collect, use, and disclose financial and medical information about you when doing business with you or with others. We do this in accordance with our privacy policies and applicable state and federal laws. HPHC also requires its business partners who administer health care coverage to you on our behalf to protect your information in accordance with applicable state and federal laws.

You can request a copy of the Notice of Privacy Practices by calling the Member Services Department at **1-844-442-7324** or through the HPHC website, **www.harvardpilgrim.org**.

J. LIMITATION ON LEGAL ACTIONS AND PROVIDER MALPRACTICE

Any legal action against the Plan, for failing to provide Covered Benefits, must be brought within two (2) years of the initial denial of any benefit.

The Plan will not be liable to Subscribers for injuries, loss, or damage resulting from negligence, misfeasance, malfeasance, nonfeasance, or malpractice on the part of any Provider, any Hospital, or any other institution or person providing health care services or supplies to any Subscriber.

K. IN THE EVENT OF A MAJOR DISASTER

The Plan will try to provide or arrange for services in the case of a major disaster. This might include war, riot, epidemic, public emergency or natural disaster. Other causes include the partial or complete destruction of our facilities or the disability of service Providers. If the Plan cannot provide or arrange such services due to a major disaster, we are not responsible for the costs or outcome of its inability.

L. NOTICE

Any notice to a Subscriber may be sent to the last address of the Subscriber on file with HPHC. Notice to HPHC, other than a request for Subscriber Appeal should be sent to:

HPHC Member Services Department
1 Wellness Way
Canton, MA 02021

For the addresses and telephone numbers for filing appeals, please see section *VI. Appeals and Complaints*.

M. GOVERNING LAW

The *Benefit Handbook* and *Schedule of Benefits* shall be interpreted in accordance with the laws of the Commonwealth of Massachusetts.

N. QUALITY ASSURANCE PROGRAMS

HPHC has quality controls in place guided by the National Committee for Quality Assurance (NCQA). Our Quality Assurance programs are designed and implemented to ensure consistently excellent health plan services to our Members. Key Quality Assurance programs include:

- **Verification of Provider Credentials** - HPHC credentials our contracted providers by obtaining, verifying and assessing the qualifications to provide care or services by obtaining evidence of licensure, education, training and other experience and/or qualifications.
- **Verification of Facility Credentials** - HPHC credentials our contracted providers by reviewing licensures and applicable certifications based on facility type.
- **Quality of Care Complaints** – HPHC follows a systematic process to investigate, resolve and monitor Subscriber complaints regarding medical care received by a contracted provider.
- **Evidence Based Practice** – HPHC compiles clinical guidelines, based upon the most current evidence-based standards, to assist clinicians by providing an analytical framework for the evaluation and treatment of common health conditions.
- Performance monitoring – HPHC participates in collecting data to measure outcomes related to the Health Care Effectiveness Data and Information Set (HEDIS) to monitor health care quality across various domains of evidence-based care and practice.
- Quality program evaluation – Annually HPHC develops, plans and implements initiatives to improve clinical service and quality for our members. The Quality Program is documented, tracked and evaluated against milestones and target objectives. The full program description and review is available on our website at **www.harvardpilgrim.org/public/aboutus/quality**.

O. NEW TO MARKET DRUGS

Your coverage under this *Benefit Handbook* is limited to Medical Drugs. New Medical Drugs that are introduced into the market are reviewed by the Plan prior to coverage to ensure that the drug is safe and effective. New to market drugs will be reviewed by HPHC's Medical Policy Department within the first 180 days of their introduction to the market. If the new to market drug is covered by the Plan, Prior Authorization and coverage limitations may apply.

This Plan does not provide coverage for outpatient prescription drugs through HPHC. Please see your *SilverScript Prescription Drug Plan brochure* or call **SilverScript at 1-877-876-7214** for information on coverage of outpatient prescription drugs

P. NON-ASSIGNMENT OF BENEFITS

You may not assign or transfer your rights to benefits, monies, claims or causes of action provided under this Plan to any person, health care Provider, company or other organization without the written consent from HPHC. Additionally, you may not assign any benefits, monies, claims, or causes of action resulting from a denial of benefits without the written consent from HPHC.

XI. SUBSCRIBERS RIGHTS & RESPONSIBILITIES

- Subscribers have a right to receive information about the Plan, its services, its practitioners and Providers, Subscribers' rights and responsibilities.
- Subscribers have a right to be treated with respect and recognition of their dignity and right to privacy.
- Subscribers have a right to participate with practitioners in decision-making regarding their health care.
- Subscribers have a right to a candid discussion of appropriate or Medically Necessary treatment options for their conditions, regardless of cost or benefit coverage.
- Subscribers have a right to voice complaints or appeals about the Plan or the care provided.
- Subscribers have a responsibility to provide, to the extent possible, information that the Plan, practitioners and Providers need in order to care for them.
- Subscribers have a responsibility to follow the plans and instructions for care that they have agreed on with their practitioners.

XII. APPENDICES

Appendix A: Group Health Continuation Coverage Under COBRA General Notice

P.O. Box 556, Randolph, MA 02368

GROUP HEALTH CONTINUATION COVERAGE UNDER COBRA
ELECTION NOTICE AND APPLICATION

This notice explains your COBRA rights and what you need to do to protect your right to receive it. You will receive a COBRA notice and application if the Group Insurance Commission (GIC) is informed that your current GIC coverage is ending due either to; (1) end of employment, (2) reduction in hours of employment, (3) death of employee/retiree, (4) divorce or legal separation, or (5) loss of dependent child status. This COBRA notice contains important information about your right to temporarily continue your health care coverage in the Group Insurance Commission's (GIC's) health plan through a federal law known as COBRA. If you elect to continue your coverage, COBRA continuation coverage will begin on the first day of the month immediately after your current GIC coverage ends.

You must complete the GIC COBRA Election Form and return it to the GIC by no later than 60 days after your group coverage ends by sending it by mail to the Public Information Unit at the GIC at P.O. Box 556, Randolph, MA 02368 or by hand delivery to the GIC, 1 Ashburton Place, Suite 1619. If you do not submit a completed election form by this deadline, you will lose your right to elect COBRA coverage.

WHAT IS COBRA CONTINUATION COVERAGE? COBRA is a federal law under which certain former employees, retirees, spouses, former spouses and dependent children have the right to temporarily continue their existing group health coverage at group rates when group coverage otherwise would end due to certain life events, called 'Qualifying Events.' If you elect COBRA continuation coverage ("COBRA coverage"), you are entitled to the same coverage being provided under the GIC's plan to similarly situated employees or dependents. The GIC administers COBRA coverage.

This notice explains your COBRA rights and what you need to do to protect your right to receive it. If you have questions about COBRA coverage, contact the GIC's Public Information Unit at 617-727-2310 or write to the Unit at P.O. Box 556, Randolph, MA 02368. You may also contact the U.S. Department of Labor's Employee Benefits Security Administration's website at **www.dol.gov/ebsa** for more general information about COBRA.

WHO IS ELIGIBLE FOR COBRA CONTINUATION COVERAGE? Each individual entitled to COBRA (known as a "Qualified Beneficiary") has an *independent right* to elect the coverage, regardless of whether or not other eligible family members elect it. Qualified Beneficiaries may elect to continue their group coverage that otherwise would end due to the following life events:

If you are an employee of the Commonwealth of Massachusetts or municipality covered by the GIC's health benefits program, you have the right to choose COBRA coverage if:

- You lose your group health coverage because your hours of employment are reduced; or
- Your employment ends for reasons other than gross misconduct.

If you are the spouse of an employee covered by the GIC's health benefits program, you have the right to choose COBRA coverage for yourself if you lose GIC health coverage for any of the following reasons (known as "qualifying events"):

- Your spouse dies;
- Your spouse's employment with the Commonwealth or participating municipality ends for any reason other than gross misconduct;
- Your spouse's hours of employment with the Commonwealth or participating municipality are reduced; or
- You and your spouse legally separate or divorce.

If you have dependent children who are covered by the GIC's health benefits program, each child has the right to elect COBRA coverage if he or she loses GIC health coverage for any of the following reasons (known as "qualifying events"):

- The employee-parent dies;
- The employee-parent's employment is terminated (for reasons other than gross misconduct);
- The employee-parent's hours or employment are reduced
- The parents legally separate or divorce; or
- The dependent ceases to be a dependent child under GIC eligibility rules.

HOW LONG DOES COBRA CONTINUATION COVERAGE LAST? By law, COBRA coverage must begin on the day immediately after your group health coverage otherwise would end. If your group coverage ends due to employment termination or reduction in employment hours, COBRA coverage may last for up to 18 months. If it ends due to any other qualifying events listed above, you may maintain COBRA coverage for up to 36 months.

If you have COBRA continuation coverage due to employment termination or reduction in hours, your family members' COBRA continuation coverage may be extended beyond the initial 18-month period up to a *total* of 36 months (as measured from the initial qualifying event) if a second qualifying event – the insured's death or divorce - occurs during the 18 months of COBRA coverage. **You must notify the GIC in writing within 60 days of the second qualifying event and before the 18-month COBRA period ends in order to extend the coverage**. Your COBRA coverage may be extended to a total of 29 months (as measured from the initial qualifying event) if any qualified beneficiary in your family receiving COBRA coverage is disabled during the first 60 days of your 18-month COBRA coverage. **You must provide the GIC with a copy of the Social Security Administration's disability determination within 60 days after you receive it and before your initial 18 month COBRA period ends in order to extend the coverage**. For more information about extending the length of COBRA continuation coverage visit https://www.dol.gov/sites/dolgov/files/EBSA/about-ebsa/our-activities/resource-center/publications/an-employees-guide-to-health-benefits-under-cobra.pdf..

COBRA continuation coverage will end before the maximum coverage period ends if any of the following occurs:

- The COBRA cost is not paid ***in full*** when due (see section on paying for COBRA);
- You or another qualified beneficiary become covered under another group health plan that does not impose any pre-existing condition exclusion for the qualified beneficiary's pre-existing covered condition covered by COBRA benefits;
- You are no longer disabled as determined by the Social Security Administration (if your COBRA coverage was extended to 29 months due to disability);
- The Commonwealth of Massachusetts or your municipal employer no longer provides group health coverage to any of its employees; or
- Any reason for which the GIC terminates a non-COBRA enrollee's coverage (such as fraud).

The GIC will notify you in writing if your COBRA coverage is to be terminated before the maximum coverage period ends. The GIC reserves the right to terminate your COBRA coverage retroactively if you are subsequently found to have been ineligible for coverage.

HOW AND WHEN DO I ELECT COBRA CONTINUATION COVERAGE? Qualified beneficiaries must elect COBRA coverage within 60 days of the date that their group coverage otherwise would end or within 60 days of receiving a COBRA notice, whichever is later. A qualified beneficiary may change a prior rejection of COBRA election any time until that date. **If you do not elect COBRA coverage within the 60-day election period, you will lose all rights to COBRA coverage**.

In considering whether to elect continuation coverage, you should take into account that you have special enrollment rights under federal law, including the right to request special enrollment in another group health plan for which you are otherwise eligible (such as a spouse's plan), even if the plan generally does not, accept late enrollees, if you request

enrollment within 30 days after your GIC coverage ends. You will also have the same special enrollment right at the end of continuation coverage if you get continuation coverage for the maximum time available to you. **Your special enrollmentperiod will end 60 days from the loss of GIC insurance coverage and you may be unable to enroll in other plans; therefore you should take action right away.**

HOW MUCH DOES COBRA COTINUATION COVERAGE COST? Under COBRA, you must pay 102% of the applicable cost of your COBRA coverage. If your COBRA coverage is extended to 29 months due to disability, your cost will increase to 150% of the applicable full cost rate for the additional 11 months of coverage. COBRA costs will change periodically; current COBRA rates are included with this notice.

HOW AND WHEN DO I PAY FOR COBRA CONTINUATION COVERAGE? If you elect COBRA coverage, you must make your first payment for COBRA coverage within 45 days after the date you elect it. **If you do not make your first payment for COBRA coverage within the 45-day period, you will lose all COBRA coverage rights under the plan. You may choose to submit the first payment with your application. If not, you will be billed.**

Your first payment must cover the cost of COBRA coverage from the time your coverage would have ended up to the time you make the first payment. **Services cannot be covered until the GIC receives and processes this first payment, and you are responsible for making sure that the amount of your first payment is enough to cover this entire period**. After you make your first payment, you will be required to pay for COBRA coverage for each subsequent month of coverage. These periodic payments are due usually around the 15th of each month. The GIC will send monthly bills, specifying the due date for payment and the address to which payment is to be sent for COBRA coverage, but **you are responsible for paying for the coverage even if you do not receive a monthly statement**. Payments should be sent to the GIC's address on the bill.

After the first payment, you will have a 30-day grace period beyond the due date on each monthly bill in which to make your monthly payment. Your COBRA coverage will be provided for each coverage period as long as payment for that coverage period is made before the end of the grace period for that payment. **If you fail to make a periodic payment before the end of the grace period for that payment, you will lose all rights to COBRA coverage.**

CAN I ELECT OTHER HEALTH COVERAGE BESIDES COBRA? Yes. You have the right to enroll, within 31 days after coverage ends, in an individual health insurance 'conversion' policy with your current health plan without providing proof of insurability. Alternately, you may purchase health insurance through the Commonwealth's Health Connector Authority or through the Health Insurance Marketplace in other states (see www.HealthCare.gov or call 1-800-318-2596). In the Marketplace or Connector, you could be eligible for a tax credit that lowers your monthly premiums right away, and you can see what your premium, deductibles, and out-of-pocket costs will be before you make a decision to enroll. Being eligible for COBRA does not limit your eligibility for coverage for a tax credit through the Marketplace. The GIC has no involvement in conversion programs, and only very limited involvement in the Health Connector programs. You pay the premium to the plan sponsor for the coverage. The benefits provided under such a policy might not be identical to those provided through COBRA. You may exercise this right in lieu of electing COBRA coverage, or you may exercise this right after you have received the maximum COBRA coverage available to you. If you end COBRA coverage early or choose other coverage instead of COBRA, you cannot later switch to COBRA coverage. The Massachusetts Health Connector's website is: https://www.mahealthconnector.org. Also, you may be able to determine if you or your dependents qualify for MassHealth through the Connector's website.

You may be eligible to enroll in coverage under another group health plan (like a spouse's plan), if you request enrollment within 30 day s of the loss of coverage.; If you or your dependent chooses to elect COBRA continuation coverage instead of enrolling in another group health plan, you'll have another opportunity to enroll in the other group health plan within 30 days of losing your COBRA continuation coverage. You may want to think about the following when considering different options: What will each premium cost? What are the provider networks and is my doctor in network? What is on the drug formulary for each plan and will my medications be covered? What is the service area of

each plan? What will my cost-sharing obligations be? You should consider what your copayments, co-insurance, deductibles, and other amounts will be under each plan.

YOUR COBRA CONTINUATION COVERAGE RESPONSIBILITIES

- **You must inform the GIC of any address changes to preserve your COBRA rights;**
- **You must elect COBRA within 60 days from the date you receive a COBRA notice or would lose group coverage due to one of the qualifying events described above**. If you do not elect COBRA coverage within the 60-day limit, your group health benefits coverage will end and you will lose all rights to COBRA coverage.
- **You must make the first payment for COBRA coverage within 45 days after you elect COBRA.** If you do not make your first payment for the entire COBRA cost due within that 45-day period, you will lose all COBRA coverage rights.
- **You must pay the subsequent monthly cost for COBRA coverage in full by the end of the 30-day grace period after the due date on the bill**. If you do not make payment in full by the end of the 30-day grace period after the due date on the bill, your COBRA coverage will end.
- **You must inform the GIC within 60 days of the later of either (1) the date of any of the following, or (2) the date on which coverage would be lost because of any of the following events:**
- The employee's job terminates or his/her hours are reduced;
- The insured dies;
- The insured becomes legally separated or divorced;
- The insured or insured's former spouse remarries;
- A covered child ceases to be a dependent under GIC eligibility rules;
- The Social Security Administration determines that the employee or a covered family member is disabled; or
- The Social Security Administration determines that the employee or a covered family member is no longer disabled.

If you do not inform the GIC of these events within the time period specified above, you will lose all rights to COBRA continuation coverage. ***To notify the GIC of any of the above events within the 60 days for providing notice, send a letter to the Public Information Unit at Group Insurance Commission, P. O. Box 556, Randolph, MA 02368.***

If you have questions about COBRA continuation coverage, contact the GIC's Public Information Unit at 617-727-2310, or write to the Unit at P.O. Box 556, Randolph, MA 02368. You may also contact the U.S. Department of Labor's Employee Benefits Security Administration's website at **www.dol.gov/ebsa** or call their toll free number at 866-444- 3272. For more information about health insurance options available through a Health Insurance Marketplace, visit **www.healthcare.gov** or, in Massachusetts visit, https://www.mahealthconnector.org.

Appendix B: Important Notice About Your Prescription Drug Coverage and Medicare

IMPORTANT INFORMATION ABOUT YOUR PRESCRIPTION DRUG COVERAGE

It is very important for you to read this information carefully. **SAVE ALL** information you receive from SilverScript about your retiree prescription drug coverage from the GIC for future reference.

SilverScript Employer PDP sponsored by the Group Insurance Commission (SilverScript) is the prescription drug plan (PDP) for Medicare-eligible participants. This prescription drug plan is provided by SilverScript® Insurance Company which is affiliated with CVS Caremark®, the GIC's pharmacy benefit manager.

Much of the information that SilverScript is sending you is required by Medicare. It refers to the Medicare Part D plan portion of your coverage only, not the additional coverage provided by the GIC. **Many of these documents use general language that is not specifically designed to communicate the GIC's Medicare benefits. If you have any questions, please call SilverScript.**

Key points you need to know

- SilverScript is a Medicare Part D prescription drug plan (PDP) with additional coverage provided by the GIC. This additional coverage means that you have **more coverage than the standard Medicare Part D plan**.

- Please note that **you can be enrolled in only one Medicare prescription drug plan** at a time. If you enroll in a non-GIC Medicare Part D plan or a non-GIC Medicare Advantage plan with or without prescription drug coverage, Medicare will disenroll you from SilverScript and, as a result, the GIC will terminate your health plan coverage.

- **You don't have to do anything** to continue your enrollment in the plan. As long as you remain a member of the one of the GIC's Medicare products, SilverScript will be your prescription drug plan.

- You continue to have **no deductible** for prescription drugs.

- You continue to have **no coverage gap**, also known as the Medicare Part D "Donut Hole."

- If you **use a CVS Pharmacy® or other preferred network pharmacy**, you can get up to a 90-day supply of your maintenance medications for the same copay as mail-order.

- If you use any other SilverScript network retail pharmacy, you can get up to a **90-day supply of your medication** for three times the 30-day retail copay.

- You continue to have **access to network pharmacies at long-term care facilities and for home infusion**.

- If your covered **spouse and/or dependent child is not eligible for Medicare**, his or her prescription drug benefit will not change.

- Remember that **if you are enrolled in one of the GIC's Medicare products, and decide to leave or are disenrolled from SilverScript Employer PDP sponsored by the Group Insurance Commission, you will lose your GIC medical and prescription drug coverage.** If the insured opts out of SilverScript, then his or her covered spouse and/or dependents will also lose their GIC medical and prescription drug coverage.

  You may apply for a GIC Medicare plan during any spring GIC annual enrollment period as long as you have Medicare Part A and Part B. If you do not have continuous creditable prescription drug coverage, you may have to pay a Medicare Part D late enrollment penalty.

What you need to do

You don't have to do anything to continue to be a member of the plan. But there are some things that you should do, or may need to do to make sure you have the medications you need.

- **Open and read any information you receive from SilverScript**. You will receive letters and other information required by Medicare. Some of the materials will be for your information, but there may be letters that require you to take an action in order to keep your coverage.

- **Use the Online Document Notice** to electronically access your essential plan documents at MyDocumentSource.MemberDoc.com
  These include your *Evidence of Coverage*, *Formulary*, and *Pharmacy Directory*.

- **Save all information you receive from SilverScript** for future reference.

- **Check the *2023 Formulary (List of Covered Drugs)* to see if your drug is covered**. Some medications that are covered by the GIC will not be listed on the formulary. If you do not see your drug, call SilverScript at the number below to ask whether it is covered.

- **Pay an additional premium, if required by Medicare**. If your modified adjusted gross income (MAGI) as reported on your IRS tax return is above a certain amount, you will pay an extra amount in addition to your monthly plan premium. For more information on the extra amount you may have to pay based on your income, visit https://www.medicare.gov/part-d/costs/premiums/drug-plan-premiums.html

  It is important that you pay this additional amount if required. If you do not pay it, Medicare will disenroll you from the plan. As a result, the GIC will have to terminate your medical, prescription drug and behavioral health coverage.

Questions about Medicare Part D, network pharmacies, the drugs covered by the plan or any documents you receive from SilverScript?

Call SilverScript at 1-877-876-7214, available 24 hours a day, 7 days a week. TTY users should call 711.

Questions about eligibility, enrollment, or your premium?

If you have any questions regarding eligibility, enrollment, your premium, or how your GIC medical and prescription drug coverage will be affected if you change plans or are disenrolled from SilverScript, please contact the GIC at 1-617-727-2310, available 8:45 a.m. to 5:00 p.m., Monday through Friday. TTY users should call 711.

Appendix C: Notice of Group Insurance Commission Privacy Practices

NOTICE OF GROUP INSURANCE COMMISSION PRIVACY PRACTICES

NOTICE OF GROUP INSURANCE COMMISSION PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Effective July 1, 2022

By law, the GIC must protect the privacy and security of your personal health information The GIC retains this type of information because you receive health benefits from the Group Insurance Commission. Under federal law, your health information (known as "protected health information or ''PHI includes what health plan you are enrolled in and the type of health plan coverage you have. This notice explains your rights and our legal duties and privacy practices.

The GIC will abide by the terms of this notice. Should our information practices materially change, the GIC reserves the right to change the terms of this notice and must abide by the terms of the notice currently in effect. Any new notice provisions will affect all protected health information we already maintain, as well as protected health information that we may receive in the future. We will mail revised notices to the address you have supplied, and will post the updated notice on our website at www.mass.gov/gic.

REQUIRED AND PERMITTED USE AND DISCLOSURES

We typically use or share your health information in the following ways

Run Our Organization:

- We can use and disclose your information to run our organization and contact you when necessary.
- To operate our programs that include evaluating the quality of health care services you receive and performing analyses to reduce health care costs and improve our health plans performance.
- Arrange for legal and auditing services including fraud and abuse protection

Pay For Your Health Services: We can use and disclose your health information as we pay for your health services, administrative fees for health care and determining eligibility for health benefits.

Provide You With Information On Health Related Programs Or Products: This might be information regarding alternative medical treatments or programs or about other health related services and products.

How Else Can We Use Or Share Your Health Information?
We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html

Help with public health and safety issues: We can share health information about you for certain situations such as: Preventing disease; Helping with product recalls; Reporting adverse reactions to medications; Preventing or reducing a serious threat to anyone's health or safety.

Do research: We can use or share your information for health research.

Comply with the law:

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law
- Address workers' compensation, law enforcement, and other government requests
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law

- Respond to lawsuits and legal actions
- We can share health information about you in response to a court or administrative order, or in response to a subpoena

The GIC May Also Use And Share Your Health Information As Follows:

- to resolve complaints or inquiries made by you or on your behalf (such as an appeal);
- to enable business associates that perform functions on our behalf or provide services if the information is necessary for such functions or service. Our business associates are required, under contract with us, to protect the privacy of your information and are not allowed to use or disclose any information other than as specified in our contract. Our business associates are also directly subject to federal privacy laws,
- for data breach notification purposes. We may use your contact information to provide legally-required notice of unauthorized acquisition, access, or disclosure of your health information;
- to verify agency and plan performance (such as audit);
- to communicate with you about your GIC-sponsored benefits (such as your annual benefits statement)
- to tell you about new or changed benefits and services or health care choices.

Organizations That Assist Us: In connection with payment and health care operations, we may share your PHI with our third party "Business Associates" that perform activities on our behalf, for example, our Indemnity Plan administrator. When these services are contracted, we may disclose your health information to our business associates; so that they can perform the job we have asked of them. These business associates will be contractually bound to safeguard the privacy of your PHI and also have direct responsibility to protect your PHI imposed by federal law.

When It Comes To Your Health Information, You Have Certain Rights. This section explains your rights and some of our responsibilities to help you.

You have the right to:

Get a copy of your health and claims records: You can ask to see or get a copy of your health and claims records and other health information we have about you. You must ask for this in writing. Under certain circumstances we may deny your request. If the GIC did not create the information you seek, we will refer you to the source (e.g. your health plan administrator). We will provide a copy or a summary of your health and claims records. We may charge a reasonable, cost-based fee.

Ask us to correct our records: You can ask us to correct your health and claims records if you think they are incorrect or incomplete. You must ask for this in writing along with a reason for your request. We may say "no" to your request, but we'll tell you why in writing within 60 days. If we deny your request, you may file a written statement of disagreement to be included with your information for future disclosures.

Request confidential communications: You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address. We will consider all reasonable requests, and must say "yes" if you tell us you would be in danger if we do not.

Ask us to limit what we use or share: You can ask us not to use or share certain health information for payment or our operations, and disclosures to family members or friends. You must ask for this in writing. We are not required to agree to your request, and in some cases federal law does not permit a restriction.

Get a list of those with whom we've shared information: You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why. We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make or was part of a limited data set for research).

Get a copy of this privacy notice: You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. (An electronic version of this notice is on our website at www.mass.gov/gic)

Choose someone to act for you: If you have given someone power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information. We will make sure the person has this authority and can act for you before we take any action.

Receive notification of any breach of your unsecured PHI.

File a complaint if you feel your rights are violated: You can complain if you feel we have violated your rights by writing to us at: GIC Privacy Officer, P.O. Box 566, Randolph, MA 02368. Filing a complaint or exercising your rights will not affect your GIC benefits. You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/. We will not retaliate against you for filing a complaint. To exercise any of the individual rights described in this notice, or if you need help understanding this notice, please call (617) 727-2310 or TTY for the deaf and hard of hearing at (617)-227-8583.

Appendix D: The Uniformed Services Employment and Reemployment Rights Act (USERRA)

THE UNIFORMED SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT (USERRA)

The Uniformed Services Employment and Reemployment Rights Act (USERRA)

The uniformed Services Employment and Reemployment Rights Act (USERRA) protects the rights of individuals who voluntarily or involuntarily leave employment positions to undertake military service or certain types of service in the National Disaster Medical System. USERRA also prohibits employers from discriminating against past and present members of the uniformed services, and applicants to the uniformed services. The GIC has more generous guidelines for benefit coverage that apply to persons subject to USERRA, as set forth below:

> If you leave your job to perform military service, you have the right to elect to continue your existing employer-based health plan coverage for you and your dependents while in the military.
>
> Service members who elect to continue their GIC health coverage are required to pay the employee's share for such coverage.
>
> Even if you don't elect to continue coverage during your military service, you have the right to be reinstated to GIC health coverage when you are reemployed, generally without any waiting periods or exclusions except for service-connected illnesses or injuries.

The U.S. Department of Labor, Veterans Employment and Training Service (VETS) is authorized to investigate and resolve complaints of USERRA violations.

For assistance in filing a complaint, or for any other information on USERRA, contact VETS at **1-866-4-USA-DOL** or visit its **website at http://www.dol.gov/vets**. An interactive online USERRA Advisor can be viewed at **http://www.dol.gov/elaws/userra.htm**. If you file a complaint with VETS and VETS is unable to resolve it, you may request that your case be referred to the Department of Justice or the Office of Special Counsel, as applicable, for representation. You may also bypass the VETS process and bring a civil action against an employer for violations of USERRA. The rights listed here may vary depending on the circumstances.

For more information about your GIC coverage, please contact the Group Insurance Commission at (617) 727-2310.

Premium Assistance Under Medicaid and the Children's Health Insurance Program (CHIP)

If you or your children are eligible for Medicaid or CHIP and you're eligible for health coverage from your employer, your state may have a premium assistance program that can help pay for coverage, using funds from their Medicaid or CHIP programs. If you or your children aren't eligible for Medicaid or CHIP, you won't be eligible for these premium assistance programs but you may be able to buy individual insurance coverage through the Health Insurance Marketplace. For more information, visit **www.healthcare.gov**.

If you or your dependents are already enrolled in Medicaid or CHIP and you live in a State listed below, contact your State Medicaid or CHIP office to find out if premium assistance is available.

If you or your dependents are NOT currently enrolled in Medicaid or CHIP, and you think you or any of your dependents might be eligible for either of these programs, contact your State Medicaid or CHIP office or dial **1-877-KIDS NOW** or **www.insurekidsnow.gov** to find out how to apply. If you qualify, ask your state if it has a program that might help you pay the premiums for an employer-sponsored plan.

If you or your dependents are eligible for premium assistance under Medicaid or CHIP, as well as eligible under your employer plan, your employer must allow you to enroll in your employer plan if you aren't already enrolled. This is called a "special enrollment" opportunity, and **you must request coverage within 60 days of being determined eligible for premium assistance**. If you have questions about enrolling in your employer plan, contact the Department of Labor at **www.askebsa.dol.gov** or call **1-866-444-EBSA (3272)**.

If you live in one of the following states, you may be eligible for assistance paying your employer health plan premiums. The following list of states is current as of January 31, 2022. Contact your State for more information on eligibility –

ALABAMA-Medicaid	CALIFORNIA-Medicaid
Website: http://myalhipp.com/ Phone: 1-855-692-5447	Website: Health Insurance Premium Payment (HIPP) Program http://dhcs.ca.gov/hipp Phone: 916-445-8322 Fax: 916-440-5676 Email: hipp@dhcs.ca.gov
ALASKA-Medicaid	**COLORADO-Health First Colorado (Colorado's Medicaid Program) & Child Health Plan Plus (CHP+)**
The AK Health Insurance Premium Payment Program Website: http://myakhipp.com/ Phone: 1-866-251-4861 Email: CustomerService@MyAKHIPP.com Medicaid Eligibility: http://dhss.alaska.gov/dpa/Pages/medicaid/default.aspx	Health First Colorado Website: https://www.healthfirstcolorado.com/ Health First Colorado Member Contact Center: 1-800-221-3943/ State Relay 711 CHP+: https://www.colorado.gov/pacific/hcpf/child-health-plan-plus CHP+ Customer Service: 1-800-359-1991/ State Relay 711 Health Insurance Buy-In Program (HIBI): https://www.colorado.gov/pacific/hcpf/health-insurance-buy-program HIBI Customer Service: 1-855-692-6442
ARKANSAS-Medicaid	**FLORIDA-Medicaid**
Website: http://myarhipp.com/ Phone: 1-855-MyARHIPP (855-692-7447)	Website: https://www.flmedicaidtplrecovery.com/flmedicaidtplrecovery.com/hipp/index.html Phone: 1-877-357-3268

GEORGIA-Medicaid	MAINE-Medicaid
A HIPP Website: https://medicaid.georgia.gov/health-insurance-premium-payment-program-hipp Phone: 678-564-1162, Press 1 GA CHIPRA Website: https://medicaid.georgia.gov/programs/third-party-liability/childrens-health-insurance-program-reauthorization-act-2009-chipra Phone: (678) 564-1162, Press 2	Enrollment Website: https://www.maine.gov/dhhs/ofi/applications-forms Phone: 1-800-442-6003 TTY: Maine relay 711 Private Health Insurance Premium Webpage: https://www.maine.gov/dhhs/ofi/applications-forms Phone: -800-977-6740. TTY: Maine relay 711
INDIANA-Medicaid	**MASSACHUSETTS-Medicaid and CHIP**
Healthy Indiana Plan for low-income adults 19-64 Website: http://www.in.gov/fssa/hip/ Phone: 1-877-438-4479 All other Medicaid Website: https://www.in.gov/medicaid/ Phone 1-800-457-4584	Website: https://www.mass.gov/masshealth/pa Phone: 1-800-862-4840
IOWA-Medicaid and CHIP (Hawki)	**MINNESOTA-Medicaid**
Medicaid Website: https://dhs.iowa.gov/ime/members Medicaid Phone: 1-800-338-8366 Hawki Website: http://dhs.iowa.gov/Hawki Hawki Phone: 1-800-257-8563 HIPP Website: https://dhs.iowa.gov/ime/members/medicaid-a-to-z/hipp HIPP Phone: 1-888-346-9562	Website: https://mn.gov/dhs/people-we-serve/children-and-families/health-care/health-care-programs/programs-and-services/other-insurance.jsp Phone: 1-800-657-3739
KANSAS-Medicaid	**MISSOURI-Medicaid**
Website: https://www.kancare.ks.gov/ Phone: 1-800-792-4884	Website: http://www.dss.mo.gov/mhd/participants/pages/hipp.htm Phone: 573-751-2005
KENTUCKY-Medicaid	**MONTANA-Medicaid**
Kentucky Integrated Health Insurance Premium Payment Program (KI-HIPP) Website: https://chfs.ky.gov/agencies/dms/member/Pages/kihipp.aspx Phone: 1-855-459-6328 Email: KIHIPP.PROGRAM@ky.gov KCHIP Website: https://kidshealth.ky.gov/Pages/index.aspx Phone: 1-877-524-4718 Kentucky Medicaid Website: https://chfs.ky.gov	Website: http://dphhs.mt.gov/MontanaHealthcarePrograms/HIPP Phone: 1-800-694-3084
LOUISIANA-Medicaid	**NEBRASKA-Medicaid**
Website: www.medicaid.la.gov or www.ldh.la.gov/lahipp Phone: 1-888-342-6207 (Medicaid hotline) or 1-855-618-5488 (LaHIPP)	Website: http://www.ACCESSNebraska.ne.gov Phone: 1-855-632-7633 Lincoln: 402-473-7000 Omaha: 402-595-1178

NEVADA-Medicaid	SOUTH CAROLINA-Medicaid
Medicaid Website: http://dhcfp.nv.gov Medicaid Phone: 1-800-992-0900	Website: https://www.scdhhs.gov Phone: 1-888-549-0820
NEW HAMPSHIRE-Medicaid	**SOUTH DAKOTA-Medicaid**
Website: https://www.dhhs.nh.gov/oii/hipp.htm Phone: 603-271-5218 Toll free number for the HIPP program: 1-800-852-3345, ext 5218	Website: http://dss.sd.gov Phone: 1-888-828-0059
NEW JERSEY-Medicaid and CHIP	**TEXAS-Medicaid**
Medicaid Website: http://www.state.nj.us/humanservices/dmahs/clients/medicaid/ Medicaid Phone: 609-631-2392 CHIP Website: http://www.njfamilycare.org/index.html CHIP Phone: 1-800-701-0710	Website: http://gethipptexas.com/ Phone: 1-800-440-0493
NEW YORK-Medicaid	**UTAH-Medicaid and CHIP**
Website: https://www.health.ny.gov/health_care/medicaid/ Phone: 1-800-541-2831	Medicaid Website: https://medicaid.utah.gov/ CHIP Website: http://health.utah.gov/chip Phone: 1-877-543-7669
NORTH CAROLINA-Medicaid	**VERMONT-Medicaid**
Website: https://medicaid.ncdhhs.gov/ Phone: 919-855-4100	Website: http://www.greenmountaincare.org/ Phone: 1-800-250-8427
NORTH DAKOTA-Medicaid	**VIRGINIA-Medicaid and CHIP**
Website: http://www.nd.gov/dhs/services/medicalserv/medicaid/ Phone: 1-844-854-4825	Website: https://www.coverva.org/en/famis-select https://www.coverva.org/en/hipp Medicaid Phone: 1-800-432-5924 CHIP Phone: 1-800-432-5924
OKLAHOMA-Medicaid and CHIP	**WASHINGTON-Medicaid**
Website: http://www.insureoklahoma.org Phone: 1-888-365-3742	Website: https://www.hca.wa.gov/ Phone: 1-800-562-3022
OREGON-Medicaid	**WEST VIRGINIA-Medicaid and CHIP**
Website: http://healthcare.oregon.gov/Pages/index.aspx http://www.oregonhealthcare.gov/index-es.html Phone: 1-800-699-9075	Website: https://dhhr.wv.gov/bms/ http://mywvhipp.com/ Medicaid Phone: 304-558-1700 CHIP Toll-free phone: 1-855-MyWVHIPP (1-855-699-8447)
PENNSYLVANIA-Medicaid	**WISCONSIN-Medicaid and CHIP**
Website: https://www.dhs.pa.gov/Services/Assistance/Pages/HIPP-Program.aspx Phone: 1-800-692-7462	Website: https://www.dhs.wisconsin.gov/badgercareplus/p-10095.htm Phone: 1-800-362-3002
RHODE ISLAND-Medicaid and CHIP	**WYOMING-Medicaid**
Website: http://www.eohhs.ri.gov/ Phone: 1-855-697-4347, or 401-462-0311 (Direct RIte Share Line)	Website: https://health.wyo.gov/healthcarefin/medicaid/programs-and-eligibility/ Phone: 1-800-251-1269

To see if any other states have added a premium assistance program since January 31, 2022, or for more information on special enrollment rights, contact either:

U.S. Department of Labor
Employee Benefits Security Administration
www.dol.gov/agencies/ebsa
1-866-444-EBSA (3272)

U.S. Department of Health and Human Services
Centers for Medicare & Medicaid Services
www.cms.hhs.gov
1-877-267-2323, Menu Option 4, Ext. 61565

Paperwork Reduction Act Statement

According to the Paperwork Reduction Act of 1995 (Pub. L. 104-13) (PRA), no persons are required to respond to a collection of information unless such collection displays a valid Office of Management and Budget (OMB) control number. The Department notes that a Federal agency cannot conduct or sponsor a collection of information unless it is approved by OMB under the PRA, and displays a currently valid OMB control number, and the public is not required to respond to a collection of information unless it displays a currently valid OMB control number. See 44 U.S.C. 3507. Also, notwithstanding any other provisions of law, no person shall be subject to penalty for failing to comply with a collection of information if the collection of information does not display a currently valid OMB control number. See 44 U.S.C. 3512.

The public reporting burden for this collection of information is estimated to average approximately seven minutes per respondent. Interested parties are encouraged to send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Employee Benefits Security Administration, Office of Policy and Research, Attention: PRA Clearance Officer, 200 Constitution Avenue, N.W., Room N-5718, Washington, DC 20210 or email ebsa.opr@dol.gov and reference the OMB Control Number 1210-0137.

OMB Control Number 1210-0137 (expires 1/31/2023)

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