



Harvard Pilgrim  
Health Care

# Benefit Handbook

## HMO FOR INDIVIDUAL MEMBERS *MAINE*

This certificate does not provide pediatric dental benefits.

You must purchase an exchange certified stand-alone pediatric dental plan through the carrier of your choice.

This certificate is also available as a child only certificate.

**Important Notice:** This Plan includes the HMO provider network. Plan Providers may be found in the states of Maine, Massachusetts, New Hampshire, Vermont, Rhode Island, and Connecticut. Please consult the Provider Directory or visit the provider search tool at [www.harvardpilgrim.org](http://www.harvardpilgrim.org) to determine if a provider is in the network. Please review benefit handbook section *I.D.5. Medical Emergency Services* for more information about your coverage in a Medical Emergency.



# INTRODUCTION

Welcome to the HMO for Individual Members Plan (the Plan) offered by Harvard Pilgrim Health Care. Thank you for choosing us to help meet your health care needs.

When we use the words “we,” “us,” and “our” in this Handbook, we are referring to Harvard Pilgrim Health Care. When we use the words “you” or “your” we are referring to Members as defined in the Glossary.

## Renewing Your Coverage

When renewing your premium, your coverage renews. Your coverage is renewable unless (1) you are no longer eligible for the Plan, (2) you can be terminated for cause, or (3) HPHC discontinues the Plan. Premiums may change. We will notify you of any changes to your premium and the date the changes will occur. Please see IX. *Termination and Transfer to Other Coverage* for more information.

## 10 Day Policy Review

You may return the policy within 10 days of delivery if you are not satisfied for any reason. You will be refunded any premium paid.

## Using your Plan

Your health care under the Plan is provided or arranged through our network of Primary Care Providers (PCPs), specialists and other providers. You must choose a PCP for yourself and each of your family members when you enroll in the Plan.

When you enroll, you receive the covered health care services described in this Handbook, the Schedule of Benefits, the Prescription Drug Brochure and any riders or amendments to those documents. These services must be provided or arranged by your PCP, except as described in section *I.D.1. Your PCP Manages Your Health Care*.

As a Member, you can take advantage of a wide range of helpful online tools and resources. For instance, **your secure online account** offers you a secure place to help manage your health care. You are able to check your Schedule of Benefits and Benefit Handbook, review prescription drug and medical claim histories, change PCPs, compare Hospitals and much more! For details on how to register **your secure online account**, log on to **[www.harvardpilgrim.org](http://www.harvardpilgrim.org)**.

You may also call the Member Services Department if you have any questions. Member Services staff are available to help you with questions about the following:

- Selecting a PCP
- Your Benefit Handbook
- Your benefits
- Your enrollment
- Your claims
- Pharmacy management procedures
- Provider information
- Requesting a Provider Directory

- Requesting a Member Kit
- Requesting ID cards
- Registering a complaint

We can usually accommodate questions from non-English speaking Members, as we offer language interpretation services in more than 180 languages.

Deaf and hard-of-hearing Members who use a Teletypewriter (TTY) may communicate directly with the Member Services Department. For TTY service, please call **711**.

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

**Harvard Pilgrim Health Care**  
**Member Services Department**  
**1600 Crown Colony Drive**  
**Quincy, MA 02169**  
**1-877-907-4742**  
**[www.harvardpilgrim.org](http://www.harvardpilgrim.org)**

### **Clinical Review Criteria**

We use clinical review criteria to evaluate whether certain services or procedures are Medically Necessary for a Member's care. Members or their practitioners may obtain a copy of our clinical review criteria applicable to a service or procedure for which coverage is requested. Clinical review criteria may be obtained by calling **1-888-888-4742**.

## Language Assistance Services

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

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

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

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

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

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

**العربية (Arabic)**

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

**ខ្មែរ (Cambodian)** ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ, យើងមានសេវាកម្មបកប្រែ ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ ចូរ ទូរស័ព្ទ 1-877-907-4742 (TTY: 711)។

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

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

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

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

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

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

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

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

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



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

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## General Notice About Nondiscrimination and Accessibility Requirements

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

HPHC:

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

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

If you believe that HPHC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: Civil Rights Compliance Officer, 93 Worcester St, Wellesley, MA 02481, (866) 750-2074, TTY service: 711, Fax: (617) 509-3085, Email: [civil\\_rights@harvardpilgrim.org](mailto:civil_rights@harvardpilgrim.org). You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Civil Rights Compliance Officer is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

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

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



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

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# I. How the Plan Works

This section describes how to use your Benefit Handbook and how your coverage works under the HMO for Individual Members (the Plan).

## A. HOW TO USE THIS BENEFIT HANDBOOK

### 1. Why This Benefit Handbook Is Important

This Benefit Handbook, Schedule of Benefits, the Prescription Drug Brochure and any applicable riders and amendments (collectively referred to as the Evidence of Coverage) make up the legal agreement stating the terms of the Plan.

The Benefit Handbook describes how your membership works. It's also your guide to the most important things you need to know, including:

- Covered Benefits
- Exclusions
- The requirement to receive services from a Plan Provider
- The requirement to go to your PCP for most services

You can view your Benefit Handbook, Schedule of Benefits, Prescription Drug Brochure, any applicable pediatric dental riders and amendments online by using **your secure online account** at [www.harvardpilgrim.org](http://www.harvardpilgrim.org).

### 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

This Handbook's Table of Contents will help you find the information you need. The following is a description of some of the important sections of the Handbook.

We put the most important information first. For example, this section explains important requirements for coverage. By understanding Plan rules, you can avoid denials of coverage.

Benefit details are described in section *III. Covered Benefits* and are in the same order as in your Schedule of Benefits. You must review section *III. Covered Benefits* and your Schedule of Benefits for a complete understanding of your benefits.

The Handbook provides detailed information on how to appeal a denial of coverage or file a complaint. This information is in section *VI. Appeals and Complaints*.

## B. HOW TO USE YOUR PROVIDER DIRECTORY

The Provider Directory identifies the Plan's PCPs, specialists, Hospitals and other providers you must use for most services. It lists providers by state and town, specialty, and languages spoken. You may view the Provider Directory online at our website, [www.harvardpilgrim.org](http://www.harvardpilgrim.org). You can also get a copy of the Provider Directory, free of charge, by calling the Member Services Department at **1-877-907-4742**.

The online Provider Directory enables you to search for providers by name, gender, specialty, Hospital affiliations, languages spoken and office locations. You can also obtain information about whether a provider is accepting new patients. Since it is frequently updated, the information in the online directory will be more current than the paper directory.

**Please Note:** Plan Providers participate through contractual arrangements that can be terminated either by a provider or by us. In addition, a provider may leave the network because of retirement, relocation or other reasons. This means that we cannot guarantee that the Physician you choose will continue to participate in the network for the duration of your membership. If your PCP leaves the network for any reason, we will make every effort to notify you at least 60 days in advance, and will help you find a new Plan Provider. You may be eligible for transition services if your provider leaves the network (please see section *I.F. SERVICES PROVIDED BY A DISENROLLED OR NON-PLAN PROVIDER* for details).

## C. MEMBER OBLIGATIONS

### 1. Choose a Primary Care Provider (PCP)

When you enroll in the Plan you must choose a Primary Care Provider (PCP) for yourself and each covered person in your family. You may choose a different PCP for each family member. If you do not choose a PCP when you first enroll, or if the PCP you select is not available, we will assign a PCP to you.

A PCP may be a Physician specializing in internal medicine, family practice, general practice, pediatrics, obstetrics and gynecology, a Physician assistant

licensed by the by the Board of Osteopathic Licensure or the Board of Licensure In Medicine, or a certified Nurse practitioner licensed by the Maine Board of Nursing, supervised by a doctor in one of those specialties. PCPs are listed in the Provider Directory. You can access our website at [www.harvardpilgrim.org](http://www.harvardpilgrim.org) or call the Member Services Department to confirm that the PCP you select is available.

If you have not seen your PCP before, we suggest you call your PCP for an appointment. **Please do not wait until you are sick.** Your PCP can take better care of you when he or she is familiar with your health history.

You may change your PCP at any time. Just choose a new PCP from the Provider Directory. You can change your PCP online by using **your secure online account** at [www.harvardpilgrim.org](http://www.harvardpilgrim.org) or by calling the Member Services Department. The change is effective immediately.

## 2. Obtain Referrals to Specialists

In order to be eligible for coverage by the Plan, most care must be provided or arranged by your PCP. For more information, please see section *I.D. HOW TO OBTAIN CARE*.

If you need to see a specialist, you must contact your PCP for a Referral prior to the appointment. For exceptions, see *I.D.1. Your PCP Manages Your Health Care*. In most cases, a Referral will be given to a Plan Provider who is affiliated with the same Hospital as your PCP or who has a working relationship with your PCP. Referrals to Plan Providers must be given in writing.

## 3. Show Your Identification Card

You should show your identification (ID) card every time you request health services. If you do not show your ID card, the Provider may not bill us for Covered Benefits, and you may be responsible for the cost of the service. You can order a new ID card online by using **your secure online account** at [www.harvardpilgrim.org](http://www.harvardpilgrim.org) or by calling the Member Services Department.

## 4. Share Costs

You are required to share the cost of Covered Benefits provided under the Plan. Your Member Cost Sharing may include one or more of the following:

- Copayments
- Coinsurance
- Deductibles

Your Plan also has an Out-of-Pocket Maximum that limits the amount of Member Cost Sharing you will be required to pay. Your specific Member Cost Sharing responsibilities are listed in your Schedule of Benefits. See section *I.E. MEMBER COST SHARING* for more information on Copayments, Coinsurance, Deductibles and Out-of-Pocket Maximums.

## 5. Be Aware that your Plan Does Not Pay for All Health Services

There may be health products or services you need that are not covered by the Plan. Please review section *IV. Exclusions* for more information. In addition, some services that are covered by the Plan are limited. Such limitations are needed to maintain reasonable premium rates for all Members. Please see your Schedule of Benefits for any specific limits that apply to your Plan.

## D. HOW TO OBTAIN CARE

### IMPORTANT POINTS TO REMEMBER

- 1) You and each Member of your family must select a PCP.
- 2) In order to receive Covered Benefits you must use Plan Providers, except as noted below.
- 3) If you need care from a specialist, you must contact your PCP for a Referral. For exceptions, see *I.D.1. Your PCP Manages Your Health Care* and *I.D.7. Services That Do Not Require a Referral* below.
- 4) In the event of a Medical Emergency, you should go to the nearest emergency facility or call 911 or other local emergency number. You do not need a Referral for Medical Emergency services.

## 1. Your PCP Manages Your Health Care

When you need care, call your PCP. In order to be eligible for coverage by the Plan, most services must be provided or arranged by your PCP. The only exceptions are:

- Care in a Medical Emergency.
- Care when you are temporarily traveling outside of the state where you live as described below.
- Mental health care, which may be arranged by calling the Behavioral Health Access Center at **1-888-777-4742**. The telephone number for the Behavioral Health Access Center is also listed on your ID card. Please see section *III. Covered*

*Benefits, Mental Health and Substance Use Disorder Treatment* for information on this benefit.

- Special services that do not require a Referral that are listed below.
- Covered Benefits with a Plan Provider with a referral from a Direct Primary Care Provider.

Either your PCP or a covering Plan Provider is available to direct your care 24 hours a day. Talk to your PCP and find out what arrangements are available for care after normal business hours. Some PCPs may have covering Physicians after hours and others may have extended office or clinic hours.

You may change your PCP at any time. Just choose a new PCP from the Provider Directory. You can change your PCP online by using **your secure online account at [www.harvardpilgrim.org](http://www.harvardpilgrim.org)** or by calling the Member Services Department. The change is effective immediately. If you select a new PCP, all Referrals from your prior PCP become invalid. Your new PCP will need to assess your condition and provide new Referrals.

## 2. Referrals for Hospital and Specialty Care

When you need Hospital or specialty care, you must first call your PCP, who will coordinate your care. For exceptions, see *I.D.1. Your PCP Manages Your Health Care*. Your PCP generally uses one Hospital for inpatient care. This is where you will need to go for coverage, unless it is Medically Necessary for you to get care at a different Hospital.

When you need specialty care, your PCP will refer you to a Plan Provider who is affiliated with the Hospital your PCP uses. For exceptions, see *I.D.1. Your PCP Manages Your Health Care*. This helps your PCP coordinate and maintain the quality of your care. Please ask your PCP about the Referral networks that he or she uses.

Plan Providers with recognized expertise in specialty pediatrics are covered with a Referral from your PCP. For exceptions, see *I.D.1. Your PCP Manages Your Health Care*. Pediatric mental health care may be obtained by calling the Behavioral Health Access Center at **1-888-777-4742**.

Your PCP may authorize a standing Referral with a specialty care provider when:

- 1) The PCP determines that the Referral is appropriate;
- 2) The specialty care provider agrees to a treatment plan for the Member and provides the PCP

with necessary clinical and administrative information on a regular basis; and

- 3) The services provided are Covered Benefits as described in this Handbook and your Schedule of Benefits.

There are certain specialized services for which you will be directed to a Center of Excellence for care. Please see section *I.D.4. Centers of Excellence* for more information.

Certain specialty services may be obtained without involving your PCP. For more information please see section *I.D.7. Services That Do Not Require a Referral*.

You may receive Covered Benefits from a Plan Provider with a referral from a Direct Primary Care Provider.

## 3. Using Plan Providers

Covered Benefits must be received from a Plan Provider to be eligible for coverage. However, there are specific exceptions to this requirement. Covered Benefits from a provider who is not a Plan Provider will be covered if one of the following exceptions applies:

1. The service was received in a Medical Emergency. (Please see section *I.D.5. Medical Emergency Services* below for information on your coverage in a Medical Emergency.)
2. The service was received while you were outside of the state where you live and coverage is available under the benefit for temporary travel. Please see section *I.D.6. Coverage for Services When You Are Temporarily Traveling Outside of the State Where You Live* for information on this benefit.
3. No Plan Provider has the professional expertise needed to provide the required service. In this case, services by a Non-Plan Provider require Prior Approval in advance by us, unless one of the exceptions above applies.
4. Your Physician is disenrolled as a Plan Provider and one of the exceptions stated in section *I.F. SERVICES PROVIDED BY A DISENROLLED OR NON-PLAN PROVIDER* applies. Please refer to that section for the details of these exceptions.

To find out if a provider is in the Plan network, see the Provider Directory. The Provider Directory is available online at **[www.harvardpilgrim.org](http://www.harvardpilgrim.org)** or by calling our Member Services Department at **1-877-907-4742**.

#### 4. Centers of Excellence

Certain specialized services are only covered when received from designated Plan Providers with special training, experience, facilities or protocols for the service. We refer to these Plan Providers as “Centers of Excellence.”

Centers of Excellence are selected by us based on the findings of recognized specialty organizations or government agencies such as Medicare.

In order to receive benefits for the following service, you must obtain care at a Plan Provider that has been designated as a Center of Excellence:

- Weight loss surgery (bariatric surgery)

**Important Notice:** No coverage is provided for the service listed above unless it is received from a Plan Provider that has been designated as a Center of Excellence. To verify a Provider’s status, see the Provider Directory. The Provider Directory is available online at [www.harvardpilgrim.org](http://www.harvardpilgrim.org) or call our Member Services Department at **1-877-907-4742**.

We may revise the list of services that must be received from a Center of Excellence upon 30 days’ notice to Members. Services or procedures may be added to the list when we identify services in which significant improvements in the quality of care may be obtained through the use of selected providers. Services or procedures may be removed from the list if we determine that significant advantages in quality of care will no longer be obtained through the use of a specialized panel of providers.

#### 5. Medical Emergency Services

In a Medical Emergency, including a mental health condition, you should go to the nearest emergency facility or call 911 or other local emergency number. A Referral from your PCP is not needed. Your emergency room Member Cost Sharing is listed in your Schedule of Benefits. Please remember that if you are hospitalized, you must call the Plan at **1-877-907-4742** within 48 hours or as soon as you can. This telephone number can also be found on your ID card. If notice of hospitalization is given to the Plan or PCP by an attending emergency Physician no further notice is required. Your PCP will help to arrange for most follow-up care you may need.

#### 6. Coverage for Services When You Are Temporarily Traveling Outside of the State Where You Live

When you are temporarily traveling outside of the state where you live, the Plan covers urgently needed Covered Benefits for Sickness or injury. You do not

have to call your PCP before getting care. However, the following services are not covered:

- Care you could have foreseen the need for before traveling outside of the state where you live;
- Routine examinations and preventive care, including immunizations;
- Follow-up care that can wait until your return.

If you are hospitalized, you must call the Plan at **1-877-907-4742** within 48 hours, or as soon as you can. This telephone number can also be found on your ID card. If notice of hospitalization is given to the Plan or PCP by an attending emergency Physician no further notice is required. Your PCP will help to arrange for most follow-up care you may need.

You must file a claim whenever you obtain services from a Non-Plan Provider. For more information, please see section V. *Reimbursement and Claims Procedures*. Member Cost Sharing amounts will be applied as listed in your Schedule of Benefits.

#### 7. Services That Do Not Require a Referral

While in most cases you will need a Referral from your PCP to get covered care from any other Plan Provider, you do not need a Referral for the services listed below. However, you must get these services from a Plan Provider. Plan Providers are listed in the Provider Directory. We urge you to keep your PCP informed about such care so that your medical records are up-to-date and your PCP is aware of your entire medical situation.

##### i. Family Planning Services:

- Contraceptive monitoring
- Family planning consultation, including pregnancy testing
- Tubal ligation
- Voluntary termination of pregnancy

##### ii. Outpatient Maternity Services

- Routine outpatient prenatal and postpartum care
- Consultation for expectant parents to select a PCP for the child

##### iii. Gynecological Services

- Annual gynecological exam, including routine pelvic and clinical breast exam
- Cervical cryosurgery
- Colposcopy with biopsy
- Excision of labial lesions

- Follow-up care provided by an obstetrician or gynecologist for obstetrical or gynecological conditions identified during maternity care or annual gynecological visit
- Laser cone vaporization of the cervix
- Loop electrosurgical excisions of the cervix (LEEP)
- Treatment of amenorrhea
- Treatment of condyloma

**iv. Dental Services:**

- Emergency Dental Care
- Extraction of teeth impacted in bone

**v. Other Services:**

- Acupuncture treatment for injury or illness
- Chiropractic care
- Routine eye examination
- Urgent eye care
- Urgent Care services

**E. MEMBER COST SHARING**

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**1. Copayment**

A Copayment is a fixed dollar amount that you must pay for certain Covered Benefits. Copayments are due at the time of service or when billed by the Plan Provider. There may be two types of office visit Copayments that apply to your Plan: a lower Copayment known as “Level 1” and a higher Copayment known as “Level 2.”

If a Plan Provider is categorized as both a Level 1 Provider and a Level 2 Provider, the Level 1 Copayment applies. For example, if a Plan Provider is both a PCP and a Cardiologist, you will be responsible for the Level 1 Copayment.

Your Plan may have other Copayment amounts. For more information about Copayments under your Plan, including your specific Copayment requirements, please refer to your Schedule of Benefits.

**2. Deductible**

A Deductible is a specific dollar amount that is payable by a Member for Covered Benefits received each Calendar Year before any benefits subject to the Deductible are payable by the Plan. If a family Deductible applies, it is met when any combination of Members in a covered family incur expenses for services to which the Deductible applies. Deductible amounts are incurred on the date of service. You

may have different Deductibles that apply to different Covered Benefits under your Plan. If a Deductible applies to your Plan, it will be listed in your Schedule of Benefits.

If your Plan has a Deductible, it will have both an individual Deductible and a family Deductible. However, please note that a family Deductible only applies if you have Family Coverage. Unless a family Deductible applies, you are responsible for the individual Deductible for Covered Benefits each Calendar Year. If you are a Member with Family Coverage, the Deductible can be satisfied in one of two ways:

- If a Member of a covered family meets an individual Deductible, then that Member has no additional Deductible Member Cost Sharing for Covered Benefits for the remainder of the Calendar Year.
- If any number of Members in a covered family collectively meet the family Deductible, then all Members of the covered family have no additional Deductible Member Cost Sharing for Covered Benefits for the remainder of the Calendar Year. No one family member may contribute more than the individual Deductible amount to the family Deductible.

Once a Deductible is met, coverage by the Plan is subject to any other Member Cost Sharing that may apply.

If a Member changes to Family Coverage from Individual Coverage or to Individual Coverage from Family Coverage within a Calendar Year, expenses that Member incurred for Covered Benefits toward the Deductible under the prior coverage will apply toward the Deductible limit under his/her new coverage. If the previously incurred Deductible amount is greater than the new Deductible limit, the Member or family will only be responsible for applicable Copayment or Coinsurance amounts listed in his/her Schedule of Benefits.

Some Plans include a Deductible Rollover. A Deductible Rollover allows you to apply any Deductible amount incurred for Covered Benefits during the last three (3) months of a year toward the Deductible for the next year. In order for a Deductible Rollover to apply, the Member (or Family) must have had continuous coverage under the Plan at the time the charges for the prior year were incurred. If a Deductible Rollover applies, it will be stated in your Schedule of Benefits.

### 3. Coinsurance

After the appropriate Deductible amount is met, you may be responsible for paying a Coinsurance amount, which is a percentage of the Allowed Amount. When using Plan Providers, the Allowed Amount is based on the contracted rate between HPHC and the Plan Provider. Coinsurance amounts are listed in your Schedule of Benefits.

### 4. Out-of-Pocket Maximum

Your coverage includes an Out-of-Pocket Maximum. An Out-of-Pocket Maximum is the total amount of Copayments, Deductible or Coinsurance payments for which a Member or a family is responsible in a Calendar Year. Once the Out-of-Pocket Maximum has been reached, no further Copayment, Deductible or Coinsurance amounts will be payable by the Member and HPHC will pay 100% of the Allowed Amount for the remainder of the Calendar Year. Once a family Out-of-Pocket Maximum has been met in a Calendar Year, the Out-of-Pocket Maximum is deemed to have been met by all Members in a family for the remainder of the Calendar Year.

Certain expenses may not apply to the Out-of-Pocket Maximum. Charges above the Allowed Amount never apply to the Out-of-Pocket Maximum.

In most cases where an Out-of-Pocket Maximum is included in the Plan, you have both an individual Out-of-Pocket Maximum and a family Out-of-Pocket Maximum. If you are a Member with Family Coverage, your Out-of-Pocket Maximum can be reached in one of two ways:

- a. If a Member of a covered family meets an individual Out-of-Pocket Maximum, then that Member has no additional Member Cost Sharing for the remainder of the Calendar Year.
- b. If any number of Members in a covered family collectively meet the family Out-of-Pocket Maximum, then all Members of the covered family have no additional Member Cost Sharing for the remainder of the Calendar Year.

If a Member changes to Family Coverage from Individual Coverage or to Individual Coverage from Family Coverage within a Calendar Year, expenses that Member incurred for Covered Benefits toward the Out-of-Pocket Maximum under the prior coverage will apply toward the Out-of-Pocket Maximum limit under his/her new coverage. If the incurred Out-of-Pocket Maximum amount is greater than the new Out-of-Pocket Maximum limit, the Member will have no additional cost sharing for that Calendar Year.

## F. SERVICES PROVIDED BY A DISENROLLED OR NON-PLAN PROVIDER

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### 1. Disenrollment of a Plan Provider

If your Plan Provider is disenrolled as a Plan Provider for reasons unrelated to fraud or quality of care, we will use our best efforts to provide you with written notice at least 60 days prior to the date of your Plan Provider's disenrollment. If the disenrolled Plan Provider is your PCP, that notice will also explain the process for selecting a new PCP. You may be eligible to continue to receive coverage for services provided by the disenrolled Plan Provider, under the terms of this Handbook and your Schedule of Benefits, for at least 60 days after the disenrollment date. If you are undergoing an active course of treatment for an illness, injury or condition, we may authorize additional coverage through the acute phase of illness, or for up to 90 days (whichever is shorter).

### 2. Pregnancy

If you are a female Member in your second or third trimester of pregnancy and the Plan Provider you are seeing in connection with your pregnancy is involuntarily disenrolled, for reasons other than fraud or quality of care, you may continue to receive coverage for services delivered by the disenrolled provider, under the terms of this Handbook and your Schedule of Benefits, for the period up to, and including, your first postpartum visit.

### 3. Terminal Illness

A Member with a terminal illness whose Plan Provider in connection with such illness is involuntarily disenrolled, for reasons other than fraud or quality of care, you may continue to receive coverage for services delivered by the disenrolled provider, under the terms of this Handbook and the Schedule of Benefits, until the Member's death.

### 4. Conditions for Coverage of Services by a Disenrolled or Non-Plan Provider

Services received from a disenrolled or Non-Plan Provider as described in the paragraphs above, are only covered when the physician agrees to:

- Accept reimbursement from us at the rates applicable prior to the start of the transitional period as payment in full and not to impose Member Cost Sharing with respect to the Member in an amount that would exceed the Member Cost Sharing that could have been imposed if the provider had not been terminated;
- Adhere to our policies and procedures, including procedures regarding Referrals, obtaining



Prior Approval and providing Covered Benefits pursuant to a treatment plan, if any, approved by us.

#### G. CLINICAL REVIEW CRITERIA

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We use clinical review criteria to evaluate whether certain services or procedures are Medically Necessary for a Member's care. Members or their practitioners may obtain a copy of our clinical review criteria applicable to a service or procedure for which coverage is requested. Clinical review criteria may be obtained by calling **1-888-888-4742**.

#### H. PROVIDER FEES FOR SPECIAL SERVICES (CONCIERGE SERVICES)

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Certain Physician practices charge extra fees for special services or amenities, in addition to the benefits covered by the Plan. Examples of such special Physician services might include: telephone access to a Physician 24-hours a day; waiting room amenities; assistance with transportation to medical appointments; guaranteed same day or next day appointments when not Medically Necessary; or providing a Physician to accompany a patient to an appointment with a specialist. Such services are not covered by the Plan. The Plan does not cover fees for any service that is not included as a Covered Benefit under this Evidence of Coverage.

In considering arrangements with Physicians for special services, you should understand exactly what services are to be provided and whether those services are worth the fee you must pay. For example, the Plan does not require Plan Providers to be available by telephone 24-hours a day. However, the Plan does require PCPs to provide both an answering service that can be contacted 24-hours a day and prompt appointments when Medically Necessary.

#### I. BUNDLED PAYMENT ARRANGEMENTS

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The Plan may participate in bundled payment arrangements with certain Providers under which a specific service or treatment is paid for based on a fixed sum for all of the Covered Benefits you receive. Member Cost Sharing for Covered Benefits under a bundled payment arrangement may be less than if the Covered Benefits were received without the bundled payment arrangement. Please refer to **www.harvardpilgrim.org** or call the Member Services Department at **1-877-907-4742** for a list of Providers who have bundled payment arrangements

with Harvard Pilgrim and their corresponding services. We may revise the list of Providers or services who have bundled payment arrangements upon 30 days notice to Members.

#### J. COUNSELING PROGRAMS

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Harvard Pilgrim offers certain counseling programs to Members receiving care covered under the Plan. These services may include telephone or video counseling sessions designed to treat depression, anxiety or stress that may accompany chronic conditions or life events. These counseling sessions may be available to you at lower Member Cost Sharing. Please log into your secure online account at **www.harvardpilgrim.org** or call the Member Services Department at **1-877-907-4742** for more information concerning these programs and their Member Cost Sharing obligations.

## II. Glossary

This section lists words with special meaning within the Handbook.

### **Accident or Accidental Injury**

Accidental bodily injury sustained by the insured person that is the direct cause of the condition for which benefits are provided and that occurs while the insurance is in force.

**Activities of Daily Living** The basic functions of daily life include bathing, dressing, and mobility, including, but not limited to, transferring from bed to chair and back, walking, sleeping, eating, taking medications and using the toilet.

**Adverse Benefit Determination** Any of the following, including but not limited to (1) an Adverse Health Care Treatment Decision or (2) a denial, reduction, or termination of, or a failure to provide or make payment (in whole or in part) for, a Covered Benefit, including an action based on a determination of a Member's ineligibility to participate in the Plan.

**Adverse Health Care Treatment Decision** A health care treatment decision made by or on behalf of HPHC denying in whole or in part payment for a provision of otherwise Covered Benefits requested by or on behalf of a Member. Adverse Health Care Treatment Decision includes a rescission determination and an initial coverage eligibility determination.

**Allowed Amount** The Allowed Amount is the maximum amount the Plan will pay for Covered Benefits minus any applicable Member Cost Sharing.

The Allowed Amount depends upon whether a Covered Benefit is provided by a Plan Provider or a Non-Plan Provider, as follows:

1. **Plan Providers.** If a Covered Benefit is provided by a Plan Provider, the Allowed Amount is the contracted rate HPHC has agreed to pay Plan Providers. The Plan Providers are not permitted to charge the Member

any amount for Covered Benefits, except the applicable Member Cost Sharing amount for the service, in addition to the Allowed Amount.

2. **Non-Plan Providers.** Most services that are Covered Benefits under your Plan must be provided by a Plan Provider to be covered by HPHC. However, there are exceptions. These include: (i) care in a Medical Emergency; and (ii) care while traveling outside of the state where you live.

If services provided by a Non-Plan Provider are Covered Benefits under your Plan, the Allowed Amount for such services depends upon where the Member receives the service, as explained below.

- a. If a Member receives Covered Benefits from a Non-Plan Provider in the states of Massachusetts, New Hampshire, Maine, Rhode Island, Vermont or Connecticut, the Allowed Amount is defined as follows:

The Allowed Amount is the lower of the Provider's charge or a rate determined as described below:

An amount that is consistent, in the judgment of the Plan, with the normal range of charges by health care Providers for the same, or similar, products or services provided to a Member. If the Plan has appropriate data for the area, the Plan will determine the normal range of charges in the geographic area where the product or services were provided to the Member. If the Plan does not have data to reasonably determine the normal range of charges where the products or services were provided, the Plan will utilize the normal range of charges in Boston, Massachusetts. Where services are provided by non-Physicians but the data on provider charges available to the Plan is based on charges for services by Physicians, the Plan will,

in its discretion, make reasonable reductions in its determination of the allowable charge for such non-Physician Providers.

- b. If a Member receives Covered Benefits from a Non-Plan Provider outside of Massachusetts, New Hampshire, Maine, Rhode Island, Vermont or Connecticut, the Allowed Amount is defined as follows:

The Allowed Amount is the lower of the Provider's charge or a rate determined as described below:

The Allowed Amount is determined based on 150% of the published rates allowed by the Centers for Medicare and Medicaid Services (CMS) for Medicare for the same or similar service within the geographic market.

When a rate is not published by CMS for the service, we use other industry standard methodologies to determine the Allowed Amount for the service as follows:

For services other than Pharmaceutical Products, we use a methodology called a relative value scale, which is based on the difficulty, time, work, risk and resources of the service. The relative value scale currently used is created by Optuminsight, Inc. If the Optuminsight, Inc. relative value scale becomes no longer available, a comparable scale will be used.

For Pharmaceutical Products, we use industry standard methodologies that are similar to the pricing methodology used by CMS and produce fees based on published acquisition costs or average wholesale price for the pharmaceuticals. These methodologies are currently created by RJ Health Systems, Thomson Reuters (published in its Red Book), or UnitedHealthcare based on an internally developed pharmaceutical pricing resource.

When a rate is not published by CMS for the service and no industry standard methodology applies to the service, or the provider does not submit sufficient information on the claim to pay it under CMS published rates or an industry standard methodology, the Allowed Amount will be 50% of the provider's billed charge, except that the Allowed Amount for certain mental health and substance use disorder treatment will be 80% of the billed charge.

Pricing of the Allowed Amount will be conducted by UnitedHealthcare, Inc. United Healthcare, updates the CMS published rate data on a regular basis when updated data from CMS becomes available. These updates are typically implemented within 30 to 90 days after CMS updates its data.

As stated above, the Allowed Amount is the maximum amount the Plan will pay for Covered Benefits minus any applicable Member Cost Sharing. Most Non-Plan Providers are permitted to charge amounts for Covered Benefits in excess of the Allowed Amount. In that event, the Plan is responsible for payment of the Allowed Amount, minus any applicable Member Cost Sharing. The Member is responsible for paying the applicable Member Cost Sharing amount and any additional amount charged by the Non-Plan Provider.

**Anniversary Date** The date upon which your yearly premium rate is adjusted and benefit changes become effective. This *Handbook*, *Schedule of Benefits* and *Prescription Drug Brochure* will terminate unless renewed on the Anniversary Date.

✓ **FOR EXAMPLE:** If your Anniversary Date is January 1st, this is the date when the Plan goes into effect and begins to pay for Covered Benefits.

**Behavioral Health Access Center** The organization, designated by us, that is responsible for arranging for the provision of services for Members in need of mental health and substance use disorder treatment. You may contact the Behavioral Health Access Center by calling **1-888-777-4742**.

The Behavioral Health Access Center will assist you in finding an appropriate Plan Provider and arranging the services you require.

**Benefit Handbook (or Handbook)**

This document that describes the terms and conditions of the Plan, including but not limited to, Covered Benefits and exclusions from coverage.

**Benefit Limit** The day, visit or dollar limit maximum that applies to certain Covered Benefits. Once the Benefit Limit has been reached, no more benefits will be paid for such services or supplies. If you exceed the Benefit Limit, you are responsible for all charges incurred. The Benefit Limits applicable to your Plan are listed in your Schedule of Benefits.

✓ **FOR EXAMPLE:** If your Plan offers 30 visits per Calendar Year for physical therapy services, once you reach your 30 visit limit for that Calendar Year, no additional benefits for that service will be covered by the Plan.

**Calendar Year** The one-year period beginning on January 1 for which benefits are purchased and administered. Benefits for which limited yearly coverage is provided renew at the beginning of the Calendar Year. Benefits for which limited coverage is provided every two years renew at the beginning of every second Calendar Year.

**Centers of Excellence** Certain specialized services are only covered when received from designated providers with special training, experience, facilities or protocols for the service. Centers of Excellence are selected by us based on the findings of recognized specialty organizations or government agencies such as Medicare.

**Coinsurance** A percentage of the Allowed Amount for certain Covered Benefits that must be paid by the Member. Coinsurance amounts are in addition to any Deductible and any applicable Copayment. Coinsurance amounts applicable to your Plan are stated in your Schedule of Benefits.

✓ **FOR EXAMPLE:** If the Coinsurance for a service is 20%, you pay 20% of the Allowed Amount while we pay the remaining 80%.

**Clinical Peer** A Physician or other licensed health care practitioner who holds a non-restricted license in a state in the U.S., is board certified in the same or similar specialty as typically manages the medical condition, procedure, or treatment under review, and whose compensation does not depend, directly or indirectly, upon the quantity, type, or cost of the medical condition, procedure, or treatment that the practitioner approves or denies on behalf of the Plan.

**Copayment** A fixed dollar amount you must pay for certain Covered Benefits. The Copayment is usually due at the time services are rendered or when billed by the provider.

There may be two types of office visit Copayments that apply to your Plan: a lower Copayment known as "Level 1" and a higher Copayment known as "Level 2." Your specific Copayment amounts, and the services to which they apply, are listed in your Schedule of Benefits.

Occasionally the Copayment may exceed the contract rate payable by the Plan for a service. If the Copayment is greater than the contract rate, you are responsible for the full Copayment, and the provider keeps the entire Copayment.

✓ **FOR EXAMPLE:** If your Plan has a \$20 Copayment for outpatient visits, you'll pay \$20 at the time of the visit or when you are billed by the provider.

**Cosmetic Services** Cosmetic Services are surgery, procedures or treatments that are performed primarily to reshape or improve the individual's appearance.

**Covered Benefit(s)** The products and services that a Member is eligible to receive, or obtain payment for, under the Plan.

**Custodial Care** Services provided to a person for the primary purpose of

meeting non-medical personal needs (e.g., bathing, dressing, preparing meals, including special diets, taking medication, assisting with mobility).

**Deductible** A specific dollar amount that is payable by a Member for Covered Benefits received each Calendar Year before any benefits subject to the Deductible are payable by the Plan. There may be an individual Deductible and a family Deductible, and you may have different Deductibles that apply to different Covered Benefits under your Plan. If a Deductible applies to your Plan, it will be stated in your Schedule of Benefits. The Deductible does not apply to non-Covered Benefits.

**Deductible Rollover** A Deductible Rollover allows you to apply any Deductible amount incurred for covered services during the last three 3 months of a Calendar Year toward the Deductible for the next Calendar Year. To be eligible for a Deductible Rollover, a Member must have had continuous coverage with us through the same Plan at the time the prior Calendar Year charges were incurred. If your Plan has a Deductible Rollover, it will be listed in your Schedule of Benefits.

**Please Note:** Deductible Rollover amounts will not apply to the Out-of-Pocket Maximum amount for the next Calendar Year.

**Dental Care** Any service provided by a licensed dentist involving the diagnosis or treatment of any disease, pain, injury, deformity or other condition of the human teeth, alveolar process, gums, jaw or associated structures of the mouth. However, surgery performed by an oral maxillofacial surgeon to correct positioning of the bones of the jaw (orthognathic surgery) is not considered Dental Care within the meaning of this definition.

**Dependent** A Member of the Subscriber's family who (1) meets the eligibility requirements as described in section VIII.A.3. *Dependent Eligibility* for coverage through a Subscriber and (2) is enrolled in the Plan.

**Direct Primary Care Provider** An individual who is a licensed physician

or osteopathic physician or other advanced health care practitioner who is a non-Plan Provider, who is authorized to engage in independent medical practice in Maine, who is qualified to provide primary care services and who chooses to practice direct primary care by entering into a direct primary care service agreement with patients. The term includes, but is not limited to, an individual primary care provider or a group of primary care providers.

**Please Note:** A referral can be made by a Direct Primary Care Provider who is not included in the Plan's provider network, subject to confirmation of the Direct Primary Care Provider's relationship with the Member.

**Enrollment Area** The geographic area in which you must live in order to be eligible to enroll as a Member under the Plan. The Enrollment Area is the state of Maine.

**Evidence of Coverage** The legal documents, including the Benefit Handbook, Schedule of Benefits, Prescription Drug Brochure, and any applicable riders and amendments which describe the services covered by the Plan, and other terms and conditions of coverage.

**Experimental, Unproven, or Investigational** Any products or services, including, but not limited to, drugs, devices, treatments, procedures, and diagnostic tests, will be deemed Experimental, Unproven, or Investigational by us under this Benefit Handbook for use in the diagnosis or treatment of a particular medical condition if any the following is true:

- a. The product 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 established 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.

- b. In the case of a drug, the drug has not been approved by the United States Food and Drug Administration (FDA). (This does not include off-label uses of FDA approved drugs).

**Family Coverage** Coverage for a Member and one or more Dependents.

**Habilitation Services** Health care services that help a person keep, learn, or improve skills and functioning for daily living. These services may include physical and occupational therapies and speech-language services.

**Harvard Pilgrim Health Care (HPHC)** Harvard Pilgrim Health Care is a Massachusetts corporation that is licensed as a Health Maintenance Organization (HMO) in the state of Maine. HPHC provides or arranges for health care benefits to Members through a network of Primary Care Providers, specialists and other providers.

**Hospital** An inpatient facility that is licensed to operate pursuant to law and that is primarily and continuously engaged in providing or operating (either on its premises or in facilities available to the Hospital on a prearranged basis and under the supervision of a staff of licensed Physicians) medical, diagnostic, and major surgical facilities for the medical care and treatment of sick or injured persons on an inpatient basis for which a charge is made.

**Individual Coverage** Coverage for a Subscriber only. No coverage for Dependents is provided.

**Medical Drugs** A prescription drug that is administered to you either (1) in a doctor's office or other

outpatient medical facility, or (2) at home while you are receiving home health care services or receiving drugs administered by home infusion services. Medical Drugs cannot be self-administered. The words “cannot be self-administered” mean that the active participation of skilled medical personnel is always required to take the drug. When a Member is receiving drugs in the home, the words “cannot be self-administered” will also include circumstances in which a family member or friend is trained to administer the drug and ongoing supervision by skilled medical personnel is required.

**Medical Emergency** The sudden and, at the time, unexpected onset of a physical or mental health condition, including severe pain, manifesting itself by symptoms of sufficient severity, regardless of the final diagnosis that is given, that would lead a prudent layperson, possessing an average knowledge of medicine and health, to believe that the absence of immediate medical attention for the Member could reasonably be expected to result in: (a) placing the Member's physical and/or mental health in serious jeopardy (or with respect to pregnant woman, the health of the woman or her unborn child); (b) serious impairment to bodily functions; or (c) serious dysfunction of any bodily organ or part. 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. A Medical Emergency includes a situation involving a pregnant woman who is having contractions where there is either inadequate time to safely transfer her to another Hospital before delivery or any transfer may pose a threat to the safety of the woman or unborn child.

**Medically Necessary or Medical Necessity** Health care services or products provided to a Member for the purpose of preventing, diagnosing or treating an illness, injury or disease or the symptoms of an illness, injury or disease in a manner that is: (a)

consistent with generally accepted standards of medical practice, (b) clinically appropriate in terms of type, frequency, extent, location of service and duration, (c) demonstrated through scientific evidence to be effective in improving health outcomes, (d) representative of best practices in the medical profession, and (e) not primarily for the convenience of the enrollee or Physician or other health care provider.

**Medicare** The Health Insurance for the Aged Act, Title XVIII of the Social Security Amendments of 1965 as then constituted or later amended.

**Member** Any Subscriber or Dependent covered under the Plan.

**Member Cost Sharing** The responsibility of Members to assume a share of the cost of the benefits provided under the Plan. Member Cost Sharing may include Copayments, Coinsurance and Deductibles. Please refer to your Schedule of Benefits for the specific Member Cost Sharing that applies to your Plan.

**Network** Providers of health care services, including but not limited to, Physicians, Hospitals and other health care facilities that are under contract with us to provide services to Members.

**Non-Plan Provider** A provider of health care services that is not under contract with us to provide care to Members.

**Nurse** A person duly licensed as a Nurse, including a registered Nurse, licensed practical Nurse, and a licensed Nurse who is certified by the American Nurses' Association as a clinical specialist in adult psychiatric and mental health nursing or as a clinical specialist in child and adolescent psychiatric and mental health nursing that provides services within the scope of an applicable statute or administrative rules of the licensing or registry board of the applicable state.

**Out-of-Pocket Maximum** An Out-of-Pocket Maximum is a limit on the amount of Copayments,

Coinsurance and Deductibles that you must pay for Covered Benefits in a Calendar Year. The Out-of-Pocket Maximum is specified in your Schedule of Benefits.

**Please Note:** Charges above the never apply to the Out-of-Pocket Maximum.

✓ **FOR EXAMPLE:** If your plan has an individual Out-of-Pocket Maximum of \$1,000, this is the most Member Cost Sharing you will pay for out-of-pocket costs for that Calendar Year. As an example, the Out-of-Pocket Maximum can be reached by the following: \$500 in Deductible expenses, \$400 in Coinsurance expenses and \$100 in Copayment expenses.

### **Physical Functional Impairment**

A condition in which the normal or proper action of a body part is damaged, and affects the ability to participate in Activities of Daily Living. Physical Functional Impairments include, but are not limited to, problems with ambulation, communication, respiration, swallowing, vision, or skin integrity.

A physical condition may impact an individual's emotional well-being or mental health. However such impact is not considered in determining whether or not a Physical Functional Impairment exists. Only the physical consequences of a condition are considered.

**Physician** A person duly licensed as a Doctor of Medicine or Doctor of Osteopathy that provides services within the scope of an applicable license and training and in accordance with applicable laws.

**Plan** This package of health care benefits offered by Harvard Pilgrim Health Care.

**Plan Provider** Providers of health care services in the Service Area that are under contract with us to provide care to Members. Plan Providers include, but are not limited to Hospitals; Skilled Nursing Facilities; and medical professionals including: Physicians, psychiatrists, Nurse practitioners,

## HMO FOR INDIVIDUAL MEMBERS - MAINE

advanced practice registered Nurses, Physician assistants, certified Nurse midwives, certified registered Nurse anesthetists, registered first Nurse assistants, naturopaths, acupuncturists, dentists, independent practice dental hygienists, dental hygiene therapist, chiropractors, essential health care providers (rural health clinics), and licensed mental health professionals, including psychologists, clinical social workers, marriage and family therapists, psychiatric/mental health advanced registered Nurse practitioners, alcohol and drug counselors, clinical mental health counselors, optometrists, and pastoral psychotherapists/counselors. Services must be within the lawful scope of the licensing required for such Provider in Maine. Plan Providers are listed in the Provider Directory.

**Premium** A payment made to us for health coverage under the Plan.

**Primary Care Provider (PCP)** A Plan Provider designated to help you maintain your health and to provide and authorize your medical care under the Plan. A PCP may be a Physician specializing in internal medicine, family practice, general practice, pediatrics, obstetrics and gynecology, a Physician assistant licensed by the by the Board of Osteopathic Licensure or the Board of Licensure In Medicine, or a certified Nurse practitioner licensed by the Maine Board of Nursing, supervised by a doctor in one of those specialties. A PCP may designate other Plan Providers to provide or authorize a Member's care.

**Prior Approval (also known as Prior Authorization)** A program to verify that certain Covered Benefits are, and continue to be, Medically Necessary and provided in an appropriate and cost-effective manner.

**Provider Directory** A directory that identifies Plan Providers. We may revise the Provider Directory from time to time without notice to Members. The most current listing of Plan Providers is available on [www.harvardpilgrim.org](http://www.harvardpilgrim.org).

**Referral** An instruction from your PCP that gives you the ability to see another Plan Provider for services that may be out of your PCP's scope of practice.

**Rehabilitation Services** Rehabilitation Services are treatments for disease or injury that restore or move an individual toward functional capabilities prior to disease or injury. For treatment of congenital anomalies with significant functional impairment, Rehabilitation Services improve functional capabilities to or toward normal function for age appropriate skills. Only the following are covered: cardiac rehabilitation therapy; occupational therapy; physical therapy; pulmonary rehabilitation therapy; speech therapy; or an organized program of these services when rendered by a health care professional licensed to perform these therapies.

**Service Area** The geographic area where Plan Providers are available to manage a Member's care.

**Sickness** An illness or disease of an insured person.

**Skilled Nursing Facility** An inpatient extended care facility, or part of one, that is operating pursuant to law and provides skilled nursing services.

**Subscriber** The person who meets the Subscriber eligibility requirements described in this Benefit Handbook and is enrolled in the Plan.

**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.

**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.

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

## III. Covered Benefits

This Section contains detailed information on the benefits covered under your Plan. Member Cost Sharing information and any applicable benefit limitations that apply to your Plan are listed in your Schedule of Benefits. Benefits are administered on a Calendar Year basis.

### Basic Requirements for Coverage

To be covered, all services and supplies must meet each of the following requirements. They must be:

- Listed as a Covered Benefit in this section.
- Medically Necessary.
- Not excluded in the *IV. Exclusions* section.
- Received while an active Member of the Plan.
- Provided by or upon Referral from your PCP. This requirement does not apply to care needed in a Medical Emergency. Please see section *I.D.1. Your PCP Manages Your Health Care* for other exceptions that apply.
- Provided by a Plan Provider. This requirement does not apply to care needed in a Medical Emergency. Please see *I.D.3. Using Plan Providers* for other exceptions that apply.

Benefit	Description
<b>1 . Acupuncture Treatment for Injury or Illness</b>	
	The Plan covers acupuncture treatment for illness or injury, including electro-acupuncture, that is provided for the treatment of neuromusculoskeletal pain.
<b>2 . Ambulance Transport</b>	
	<p><b>Emergency Ambulance Transport</b></p> <p>If you have a Medical Emergency, your Plan covers ambulance transport to the nearest Hospital that can provide you with Medically Necessary care.</p> <p><b>Non-Emergency Ambulance Transport</b></p> <p>You're also covered for non-emergency ambulance transport between Hospitals or other covered health care facilities or from a covered facility to your home when Medically Necessary. Services must be arranged by a Plan Provider.</p>
<b>3 . Autism Spectrum Disorders Treatment</b>	
	<p>The Plan covers the following services for the treatment of autism spectrum disorders to the extent required by Maine law:</p> <ul style="list-style-type: none"> <li>• Any assessments, evaluations or tests by a licensed Physician or psychologist to diagnose whether a Member has an autism spectrum disorder.</li> <li>• Rehabilitation and Habilitation Services, including applied behavior analysis or other professional or counseling services necessary to develop, maintain and restore the functioning of an individual to the extent possible. To be covered by the Plan, applied behavior analysis must be provided by a person professionally certified by a national board of behavior analysts or performed under the supervision of a person professionally certified by a national board of behavior analysts.</li> <li>• Counseling services provided by a licensed psychiatrist, psychologist, clinical professional counselor or clinical social worker.</li> <li>• Therapy services provided by a licensed or certified speech therapist, occupational therapist or physical therapist.</li> </ul>

Benefit	Description
<b>Autism Spectrum Disorders Treatment (Continued)</b>	
	<ul style="list-style-type: none"> <li>• Prescription drugs in the same manner as provided for the treatment of any other illness or condition.</li> </ul> <p>A licensed Physician or licensed psychologist must determine that the service is Medical Necessary. Such determination must be renewed annually.</p> <p>For purposes of this section the following terms have defined as follows:</p> <p>“Applied behavior analysis” means the design, implementation and evaluation of environmental modifications using behavioral stimuli and consequences to produce socially significant improvement in human behavior, including the use of direct observation, measurement and functional analysis of the relations between environment and behavior.</p> <p>“Autism spectrum disorders” means any of the pervasive developmental disorders as defined by the Diagnostic and Statistical Manual of Mental Disorders, 4<sup>th</sup> edition, including autistic disorder, Asperger's disorder and pervasive developmental disorder not otherwise specified.</p>
<b>4 . Bariatric Surgery</b>	
	<p>The Plan covers the surgical treatment of obesity and morbid obesity (bariatric surgery). Services are covered in accordance with the patient qualification and treatment standards set forth by the American Society for Metabolic and Bariatric Surgery or the American College of Surgeons. Coverage may be limited or excluded under your Plan unless services are performed at a designated Center of Excellence. Please see the section <i>I.D.4. Centers of Excellence</i> for important information concerning your coverage for this service.</p> <p><b>Important Notice:</b> We use clinical guidelines to evaluate whether bariatric surgery is Medically Necessary. If you are planning to receive bariatric surgery services we recommend that you review the current guidelines. To obtain a copy, please call <b>1-888-888-4742</b>.</p>
<b>5 . Breast Cancer Treatment</b>	
	<p>The Plan covers breast cancer treatment, including prostheses and the following services:</p> <ul style="list-style-type: none"> <li>• Inpatient care for a mastectomy, a lumpectomy or a lymph node dissection is covered for a period of time determined to be medically appropriate by the attending Physician, in consultation with the Member.</li> <li>• If the Member elects breast reconstruction following mastectomy surgery, the Plan covers reconstruction in the manner chosen by the Member and the Physician. Coverage includes reconstruction of the breast on which the mastectomy was performed and surgery and reconstruction of the other breast to produce a symmetrical appearance.</li> <li>• Physical complications for all stages of mastectomy, including lymphedemas are covered in a manner determined in consultation with the attending Physician and the Member.</li> </ul>
<b>6 . Chemotherapy and Radiation Therapy</b>	
	<p>The Plan covers outpatient chemotherapy administration and radiation therapy at a Hospital or other outpatient medical facility. Covered Benefits include the facility charge, the charge for related supplies and equipment, and Physician services for anesthesiologists, pathologists and radiologists.</p>



Benefit	Description
<b>7 . Chiropractic Care/Treatment by Adjustment or Manipulation</b>	
	<p>The Plan covers Medically Necessary chiropractic services for musculoskeletal conditions up to the benefit limit stated in your Schedule of Benefits. Therapeutic adjustive and manipulative services are covered when performed by an allopathic, osteopathic or chiropractic doctor. The following services are covered:</p> <ul style="list-style-type: none"> <li>• Diagnostic x-ray</li> <li>• Care within the scope of standard chiropractic practice</li> </ul>
<b>8 . Clinical Trials</b>	
	<p>The Plan covers services for Members enrolled in a qualified clinical trial for the treatment, prevention or detection of any form of cancer or other life-threatening disease under the terms and conditions provided for under Maine and federal law. All of the requirements for coverage under the Plan apply to coverage under this benefit. Coverage is provided under this benefit for services that are Medically Necessary for the treatment of your condition, consistent with the study protocol of the clinical trial, and for which coverage is otherwise available under the Plan.</p>
<b>9 . Dental Services</b>	
	<p><b>Important Notice:</b> The Plan does not provide dental insurance. It covers only the limited Dental Care described below.</p> <p><b>Emergency Dental Care:</b></p> <p>The Plan covers emergency Dental Care needed due to an injury to sound, natural teeth, or to dental prostheses. All services, except for suture removal, must be received within six months of injury or within six months of the effective date of coverage, whichever is later. Only the following services are covered:</p> <ul style="list-style-type: none"> <li>• Extraction of the teeth or dental prostheses damaged in the injury when needed to avoid infection</li> <li>• Reimplantation and stabilization of dislodged teeth or dental prostheses</li> <li>• Repositioning and stabilization of partly dislodged teeth or dental prostheses</li> <li>• Suturing and suture removal</li> <li>• Medication received from the provider</li> </ul> <p><b>Extraction of Teeth Impacted in Bone:</b></p> <p>The Plan covers extraction of teeth impacted in bone. Only the following services are covered:</p> <ul style="list-style-type: none"> <li>• Extraction of teeth impacted in bone Pre-operative and post-operative care, immediately following the procedure</li> <li>• Anesthesia</li> <li>• Bitewing x-rays</li> </ul>

Benefit	Description
<b>Dental Services (Continued)</b>	
	<p><b>General Anesthesia for Dentistry:</b></p> <p>The Plan covers general anesthesia and associated facility charges for dental procedures rendered in a Hospital for certain conditions. The following conditions are covered:</p> <ul style="list-style-type: none"> <li>• Members, including infants, with physical, intellectual or medically compromising conditions in which general anesthesia is Medically Necessary.</li> <li>• Members for which local anesthesia is ineffective due to acute infection, anatomic variation or allergy.</li> <li>• Extremely uncooperative, fearful, anxious, or uncommunicative children or adolescents with dental needs that can not be postponed and for whom lack of treatment may result in dental or oral pain or infection, loss of teeth or other increased oral or dental morbidity.</li> <li>• Members with extensive oral-facial or dental trauma for which local anesthesia would be ineffective or compromised.</li> </ul> <p><b>Other Dental Services:</b></p> <p>The Plan also provides benefits for:</p> <ul style="list-style-type: none"> <li>• Setting a jaw fracture</li> <li>• Removing a tumor (but not a root cyst)</li> </ul> <p><b>Please Note:</b> Your Plan may provide coverage for pediatric dental services. Please see your associated rider to determine if you have this coverage.</p>
<b>10 . Diabetes Services and Supplies</b>	
	<p><b>Diabetes Self-Management and Training/Diabetic Eye Examinations/Foot Care:</b></p> <p>The Plan covers outpatient self-management education and training for the treatment of diabetes, including medical nutrition therapy services, used to diagnose or treat insulin-dependent diabetes, non-insulin dependent diabetes, or gestational diabetes. Services must be provided on an individual basis and be provided by a Plan Provider. Benefits also include medical eye examinations (dilated retinal examinations) and preventive foot care. The following items are also covered:</p> <p><b>Diabetes Equipment:</b></p> <ul style="list-style-type: none"> <li>• Blood glucose monitors</li> <li>• Continuous glucose monitors</li> <li>• Dosage gauges</li> <li>• Injectors</li> <li>• Insulin pumps (including supplies) and infusion devices</li> <li>• Lancet devices</li> <li>• Therapeutic molded shoes and inserts</li> <li>• Visual magnifying aids</li> <li>• Voice synthesizers</li> </ul>

Benefit	Description
<b>Diabetes Services and Supplies (Continued)</b>	
	<p><b>Pharmacy Supplies:</b></p> <ul style="list-style-type: none"> <li>• Blood glucose strips</li> <li>• Certain blood glucose monitors</li> <li>• Certain insulin pumps (including supplies) and infusion devices</li> <li>• Flash glucose monitors (including supplies)</li> <li>• Insulin, insulin needles and syringes</li> <li>• Lancets</li> <li>• Oral agents for controlling blood sugar</li> <li>• Urine and ketone test strips</li> </ul> <p>For coverage of pharmacy items listed above, you must get a prescription from your Plan Provider and present it at a participating pharmacy. Member Cost Sharing for up to a 30 day supply of insulin will not exceed \$35 in accordance with state law. You can find participating pharmacies by logging into <b>your secure online account</b> at <a href="http://www.harvardpilgrim.org">www.harvardpilgrim.org</a> or by calling the Member Services Department at 1-877-907-4742.</p>
<b>11 . Dialysis</b>	
	<p>The Plan covers dialysis on an inpatient, outpatient or at home basis and dialysis training. If you are enrolled in Medicare and Medicare is the primary payer, the Plan will cover only those costs that exceed what would be payable by Medicare.</p> <p>Coverage for dialysis in the home includes non-durable medical supplies, and drugs and equipment necessary for dialysis.</p> <p>We must approve dialysis services if you are temporarily traveling outside of the state where you live. We will cover dialysis services for up to 30 days of travel per Calendar Year. You must make arrangements in advance with your Plan Provider.</p>
<b>12 . Drug Coverage</b>	
	<p>You have limited coverage for drugs received during inpatient and outpatient treatment and also for certain medical supplies you purchase at a pharmacy under this Benefit Handbook. This coverage is described in Subsection 1, below. You also have the Plan's coverage for outpatient prescription drugs you purchase at a pharmacy under the Plan's outpatient prescription drug coverage. Subsection 2, below, explains more about this coverage.</p> <p><b>1. Your Coverage under this Benefit Handbook</b></p> <p>This Benefit Handbook covers the following:</p> <ol style="list-style-type: none"> <li>Drugs Received During Inpatient Care. The drug is administered to you while you are an inpatient at a Hospital, Skilled Nursing Facility or other medical facility at which Covered Benefits are provided to you on an inpatient basis;</li> <li>Drugs Received During Outpatient or Home Care. These drugs are known as "Medical Drugs." A Medical Drug is administered to you either (1) in a doctor's office or other outpatient medical facility, or (2) at home while you are receiving home care services or receiving drugs administered by home infusion services.</li> </ol> <p>Medical Drugs cannot be self-administered. The words "cannot be self-administered" mean that the active participation of skilled medical</p>

Benefit	Description
<b>Drug Coverage (Continued)</b>	<p>personnel is always required to take the drug. When a Member is receiving drugs in the home, the words “cannot be self-administered” will include circumstances in which a family member or friend is trained to administer the drug and ongoing supervision by skilled medical personnel is required.</p> <p>An example of a drug that cannot be self-administered is a drug that must be administered intravenously. Examples of drugs that can be self-administered are drugs that can be taken in pill form and drugs that are typically self-injected by the patient.</p> <p>c Drugs and supplies required by law. Coverage is provided for: (1) certain diabetes supplies; and (2) certain orally administered medications for the treatment of cancer. There is no Member Cost Sharing for orally administered medications for the treatment of cancer. Please see the benefit for “Diabetes Services and Supplies” for the details of that coverage.</p> <p>No coverage is provided under this Benefit Handbook for: (1) drugs that have not been approved by the United States Food and Drug Administration; (2) drugs the Plan excludes or limits, including, but not limited to, drugs for cosmetic purposes; and (3) any drug that is obtained at an outpatient pharmacy except covered diabetes supplies, as explained above.</p> <p><b>2. Outpatient Prescription Drug Coverage</b></p> <p>In addition to the coverage provided under this Benefit Handbook, you also have the Plan’s outpatient prescription drug rider. That rider provides coverage for most prescription drugs purchased at an outpatient pharmacy. Your Member Cost Sharing for prescription drugs purchased at a pharmacy will be listed on your ID Card or Summary of Benefits and Coverage (SBC). Additional details on prescription drug coverage and limitations, including coverage of Nicotine Replacement Therapy, can be found in the Prescription Drug Brochure or on our website at <a href="http://www.harvardpilgrim.org">www.harvardpilgrim.org</a>.</p>
<b>13 . Durable Medical Equipment (DME)</b>	<p>The Plan covers DME when Medically Necessary and ordered by a Plan Provider. We will rent or buy all equipment. The cost of the repair and maintenance of covered equipment is also covered.</p> <p>In order to be covered, all equipment must be:</p> <ul style="list-style-type: none"> <li>• Able to withstand repeated use;</li> <li>• Not generally useful in the absence of disease or injury;</li> <li>• Normally used in the treatment of an illness or injury or for the rehabilitation of an abnormal body part; and</li> <li>• Suitable for home use.</li> </ul> <p>Coverage is only available for:</p> <ul style="list-style-type: none"> <li>• The least costly equipment adequate to allow you to perform Activities of Daily Living. Activities of Daily Living do not include special functions needed for occupational purposes or sports; and</li> <li>• One item of each type of equipment that meets the Member's need. No back-up items or items that serve a duplicate purpose are covered. For example, the Plan covers a manual or an electric wheelchair, not both.</li> </ul>

Benefit	Description
<b>Durable Medical Equipment (DME) (Continued)</b>	
	<p>Covered equipment and supplies include:</p> <ul style="list-style-type: none"> <li>• Canes</li> <li>• Certain types of braces</li> <li>• Crutches</li> <li>• Hospital beds</li> <li>• Oxygen and oxygen equipment</li> <li>• Respiratory equipment</li> <li>• Walkers</li> <li>• Wheelchairs</li> <li>• Medically Necessary orthotic devices for the treatment of: (a) diabetes mellitus; (b) impaired circulation/sensation of the foot; (c) chronic neuromuscular disease; or (d) rheumatoid arthritis and variants</li> </ul> <p>Member Cost Sharing amounts you are required to pay are based on the cost of equipment to the Plan.</p>
<b>14 . Early Intervention Services</b>	
	<p>The Plan covers early intervention services for children with an identified developmental disability or delay. Coverage is provided for children from birth up to 3 years of age. The Plan covers early intervention services up to the Benefit Limit stated in your Schedule of Benefits.</p> <p>Coverage under this benefit is only available for services rendered by the following types of providers:</p> <ul style="list-style-type: none"> <li>• Occupational therapists</li> <li>• Physical therapists</li> <li>• Speech-language pathologists</li> <li>• Clinical social workers</li> </ul>
<b>15 . Emergency Room Care</b>	
	<p>If you have a Medical Emergency, you are covered for care in a Hospital emergency room. Please remember the following:</p> <ul style="list-style-type: none"> <li>• If you need follow-up care after you are treated in an emergency room, you should call your PCP. Your PCP will provide or arrange for most care you need.</li> <li>• If you are hospitalized, you must call the Plan at <b>1-877-907-4742</b> within 48 hours or as soon as you can. This telephone number can also be found on your ID card. If notice of hospitalization is given to the Plan or PCP by an attending emergency Physician no further notice is required</li> </ul>

Benefit	Description
<b>16 . Family Planning Services</b>	
	<p>The Plan covers family planning services, including the following:</p> <ul style="list-style-type: none"> <li>• Contraceptive monitoring</li> <li>• Family planning consultation</li> <li>• Pregnancy testing</li> <li>• Genetic counseling</li> <li>• Professional services relating to the injection of birth control drugs and the insertion or removal of birth control implants or devices. However, birth control drugs, implants or devices that must be obtained at an outpatient pharmacy, are covered under your outpatient pharmacy coverage.</li> </ul>
<b>17 . Hearing Aids</b>	
	<p>The Plan covers the purchase of hearing aids for each hearing impaired ear in accordance with the following conditions:</p> <ul style="list-style-type: none"> <li>• The Member's hearing loss must be documented by a Physician or state-licensed audiologist.</li> <li>• The hearing aid must be purchased from a state licensed audiologist or hearing aid dealer.</li> </ul> <p>Coverage of hearing aids is provided up to the Benefit Limit stated in your Schedule of Benefits.</p>
<b>18 . Home Health Care</b>	
	<p>If you are homebound for medical reasons, you are covered for home health care services listed below. To be eligible for home health care, your Plan Provider must determine that skilled nursing care or physical therapy is an essential part of active treatment. There must also be a defined medical goal that your Plan Provider expects you will meet in a reasonable period of time.</p> <p>When you qualify for home health care services as stated above, the Plan covers the following services:</p> <ul style="list-style-type: none"> <li>• Durable medical equipment and supplies (must be a component of the home health care being provided)</li> <li>• Laboratory services</li> <li>• Medical and surgical supplies</li> <li>• Medical social services</li> <li>• Nutritional counseling</li> <li>• Palliative care</li> <li>• Physical therapy</li> <li>• Professional office visits</li> <li>• Occupational therapy</li> <li>• Services of a home health aide</li> <li>• Skilled nursing care</li> <li>• Speech therapy</li> <li>• Home infusion therapy</li> <li>• Enteral and parenteral therapy</li> <li>• X-rays</li> </ul>

Benefit	Description
<b>19 . Hospice Services</b>	<p>The Plan covers hospice services for terminally ill Members who need the skills of qualified technical or professional health personnel for palliative care. Care may be provided at home or on an inpatient basis. Inpatient respite care is covered for the purpose of relieving the primary caregiver. Inpatient care is also covered in an acute Hospital or extended care facility when it is Medically Necessary to control pain and manage acute and severe clinical problems that cannot be managed in a home setting. Covered Benefits include:</p> <ul style="list-style-type: none"> <li>• Care to relieve pain</li> <li>• Counseling</li> <li>• Drugs that cannot be self-administered</li> <li>• Durable medical equipment appliances</li> <li>• Home health aide services</li> <li>• Medical supplies</li> <li>• Nursing care</li> <li>• Physician services</li> <li>• Occupational therapy</li> <li>• Physical therapy</li> <li>• Speech therapy</li> <li>• Respiratory therapy</li> <li>• Respite care</li> <li>• Social services</li> <li>• Volunteer services</li> <li>• Bereavement services</li> </ul>
<b>20 . Hospital – Inpatient Services</b>	<p>The Plan covers acute Hospital care including, but not limited to, the following inpatient services:</p> <ul style="list-style-type: none"> <li>• Semi-private room and board, or private room and board when Medically Necessary</li> <li>• Doctor visits, including consultation with specialists</li> <li>• Medications</li> <li>• Palliative care</li> <li>• Laboratory, radiology, and other diagnostic services</li> <li>• Intensive care</li> <li>• Blood transfusions</li> <li>• Infusion therapy</li> <li>• Inhalation therapy</li> <li>• Surgery, including related services</li> <li>• Anesthesia, including the services of a Nurse-anesthetist</li> <li>• Radiation therapy</li> <li>• Physical therapy</li> <li>• Occupational therapy</li> <li>• Speech therapy</li> </ul>

Benefit	Description
<b>Hospital – Inpatient Services (Continued)</b>	
	<ul style="list-style-type: none"> <li>Medically Necessary breast reduction surgery and symptomatic varicose vein surgery, as required by Maine law.</li> </ul> <p>In order to be eligible for coverage, the following service must be received at a Center of Excellence:</p> <ul style="list-style-type: none"> <li>Weight loss surgery (bariatric surgery)</li> </ul> <p>Please see the <i>I.D.4. Centers of Excellence</i> section for more information.</p>
<b>21 . House Calls</b>	
	The Plan covers house calls.
<b>22 . Human Organ and Tissue Transplant Services</b>	
	<p>The Plan covers Medically Necessary human organ transplants, including bone marrow transplants for a Member with metastasized breast cancer in accordance with the criteria of the National Cancer Institute.</p> <p>The Plan covers the following services when the recipient is a Member of the Plan:</p> <ul style="list-style-type: none"> <li>Care for the recipient</li> <li>Donor search costs through established organ donor registries</li> <li>Donor costs that are not covered by the donor's health plan</li> </ul> <p>If a Member is a donor for a recipient who is not a Member, then the Plan will cover the donor costs for the Member, when they are not covered by the recipient's health plan.</p>
<b>23 . Laboratory, Radiology and Other Diagnostic Services (including Independent Laboratories and Freestanding Imaging Centers)</b>	
	<p>The Plan covers laboratory and radiology services (including Advanced Radiology), and other diagnostic services on an outpatient basis. The term "Advanced Radiology" means CT scans, PET Scans, MRI and MRA, and nuclear medicine services. Coverage includes:</p> <ul style="list-style-type: none"> <li>The facility charge and the charge for supplies and equipment</li> <li>Charges of anesthesiologists, pathologists and radiologists</li> </ul> <p>In addition, the Plan covers the following:</p> <ul style="list-style-type: none"> <li>Diagnostic screening and tests, including allergy testing and blood tests and screenings mandated by state law.</li> <li>Screening mammograms at least once a year for women 40 years of age and over, and non-routine mammograms. A screening mammogram also includes an additional radiological procedure recommended by a Plan Provider when the initial radiologic procedure results are not definitive. Non-routine mammograms are covered when Medically Necessary.</li> <li>Human leukocyte antigen testing necessary to establish bone marrow transplant donor suitability. The Plan provides coverage up to \$150 (No Member Cost Sharing will be applied) toward the cost of human leukocyte antigen testing necessary to establish bone marrow transplant donor suitability. All charges above \$150 will be the responsibility of the Member. In accordance with Maine law, the test must be performed in a nationally accredited laboratory. A Member seeking coverage for bone marrow suitability testing under this benefit must, at the time of testing, sign a consent form that authorizes the results of the test to be used for participation in the National Marrow</li> </ul>



**HMO FOR INDIVIDUAL MEMBERS - MAINE**

Benefit	Description
<b>Laboratory, Radiology and Other Diagnostic Services (including Independent Laboratories and Freestanding Imaging Centers) (Continued)</b>	
	<p>Donor Program, or its successor organization. The consent form must acknowledge the Member's willingness to be a bone marrow donor if a suitable match is found. Only one test is covered in a Member's lifetime.</p> <p><b>Please Note:</b> Your Plan will cover certain preventive services and tests with no Member Cost Sharing. Please see your Schedule of Benefits for the coverage that applies to your Plan.</p>
<b>24 . Low Protein Foods</b>	
	<p>The Plan covers special modified low protein food products prescribed by a licensed Physician for a person with an inborn error of metabolism as required by Maine law.</p>
<b>25 . Maternity Care</b>	
	<p>The Plan covers the following maternity services:</p> <ul style="list-style-type: none"> <li>• Routine outpatient prenatal care, including evaluation and progress screening, physical exams, recording of weight and blood pressure monitoring</li> <li>• Prenatal genetic testing (office visits require a referral)</li> <li>• 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 caesarean 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.</li> <li>• Routine newborn care, including Hospital nursery care, Physician services, vaccines and immunizations, and vitamins prior to discharge.</li> <li>• Routine outpatient postpartum care for the mother up to six weeks after delivery.</li> </ul> <p><b>Please Note:</b> Your Plan will cover certain preventive services and tests with no Member Cost Sharing. Please see your Schedule of Benefits for the coverage that applies to your Plan.</p>
<b>26 . Medical Formulas</b>	
	<p>The Plan covers the following to the extent required by Maine law:</p> <ol style="list-style-type: none"> <li>1) Metabolic formulas prescribed by a licensed Physician for a person with an inborn error of metabolism</li> <li>2) Amino acid-based elemental infant formula for children two years of age and under without regard to the method of delivery of the formula to the extent Medically Necessary as defined below. Coverage will be provided when a licensed Physician has diagnosed, and through medical evaluation has documented, one of the following conditions: <ul style="list-style-type: none"> <li>• Symptomatic allergic colitis or proctitis</li> <li>• Laboratory or biopsy-proven allergic or eosinophilic gastroenteritis</li> <li>• A history of anaphylaxis</li> <li>• Gastroesophageal reflux disease that is non-responsive to standard medical therapies</li> <li>• Severe vomiting or diarrhea resulting in clinically significant dehydration requiring medical treatment</li> <li>• Cystic fibrosis</li> <li>• Malabsorption of cow milk-based or soy milk-based infant formula</li> </ul> </li> </ol>

Benefit	Description
<b>Medical Formulas (Continued)</b>	
	<p>In addition to meeting the conditions stated in the definition of Medically Necessary, amino acid-based elemental infant formula will be considered Medically Necessary when the following conditions are met:</p> <ul style="list-style-type: none"> <li>• The amino acid-based elemental infant formula is the predominant source of nutritional intake at a rate of 50% or greater; and</li> <li>• Other commercial infant formulas including cow milk-based and soy milk-based formulas have been tried and have failed or are contraindicated</li> </ul> <p>We may require that a licensed Physician confirm and document at least annually that the formula remains Medically Necessary.</p>
<b>27 . Mental Health and Substance Use Disorder Treatment</b>	
	<p>If you need mental health and substance use disorder (including alcoholism) treatment, you should call the Behavioral Health Access Center at <b>1-888-777-4742</b>. The Behavioral Health Access Center phone line is staffed by licensed mental health clinicians. They will assist you in finding appropriate Plan Providers, and arranging the services you require. The Plan covers Medically Necessary mental health and substance use disorder treatment in an inpatient, outpatient or home setting, whichever is most appropriate for your care.</p> <p><b>Coverage for Maine Parity Conditions</b></p> <p>Under Maine law, the Plan covers Medically Necessary treatment of biologically based mental illness at the same level as for any other medical condition. Biologically based mental illnesses are the following diagnoses: psychotic disorders including paranoia and schizophrenia; dissociative disorders; mood disorders including bipolar disorder and major depressive disorder; anxiety disorders including panic disorder and obsessive compulsive disorder; personality disorders; paraphilias; attention deficit and disruptive behavior disorders; pervasive developmental disorders including autism; tic disorders; eating disorders including bulimia and anorexia; and substance use-related disorders.</p> <p><b>Coverage for Other Conditions</b></p> <p>In addition to the coverage discussed above, the Plan will provide coverage for the care of all other conditions listed in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders. (The only exception is conditions for which only a "Z Code" designation applies, which means that the condition is not attributable to a mental disorder.) Services for all other conditions not identified above will be covered to the extent Medically Necessary.</p> <p>Please refer to your Schedule of Benefits for the Member Cost Sharing that apply to the coverage of these services.</p> <p>Covered mental health services include the following:</p> <p><b>Mental Health and Substance Use Disorder Treatment</b></p> <p>Subject to your Member Cost Sharing stated in your Schedule of Benefits, the Plan provides coverage through the Behavioral Health Access Center for the following Medically Necessary mental health and substance use disorder treatment:</p>

Benefit	Description
<b>Mental Health and Substance Use Disorder Treatment (Continued)</b>	
	<p><b>Mental Health Care Services</b></p> <p>Subject to the Member Cost Sharing stated in your Schedule of Benefits, the Plan provides coverage through the Behavioral Health Access Center for the following Medically Necessary mental health care services:</p> <ol style="list-style-type: none"> <li><b>Inpatient Services</b> <ul style="list-style-type: none"> <li>Mental health services</li> <li>Substance use disorder treatment</li> <li>Detoxification services</li> </ul> </li> <li><b>Partial Hospitalization Services</b> <ul style="list-style-type: none"> <li>Partial hospitalization is an intensive outpatient program that provides coordinated services in a therapeutic setting. Partial hospitalization will only be covered if you and your doctor agree that this treatment is best for you.</li> </ul> </li> <li><b>Outpatient Services</b> <ul style="list-style-type: none"> <li>Care by a licensed mental health professional (including online counseling through secure digital messaging)</li> <li>Home health care services described in your Schedule of Benefits when the home location is determined to be Medically Necessary. These services are only covered if hospitalization or confinement in a residential treatment facility would otherwise have been required. The services must be prescribed in writing by a licensed Physician or psychologist.</li> <li>Substance use disorder treatment</li> <li>Detoxification services</li> <li>Medication management</li> <li>Methadone maintenance</li> <li>Psychological testing. A Plan Provider must refer you for such testing and obtain HPHC approval for coverage in advance of obtaining services.</li> </ul> </li> </ol>
<b>28 . Observation Services</b>	
	<p>The Plan covers observation services including short term treatment, assessment and reassessment for up to 48 hours in an acute care facility (i.e. Hospital). Observation services determine if a Member needs to be admitted for additional treatment or if the Member is able to be discharged from the hospital.</p>
<b>29 . Ostomy Supplies</b>	
	<p>The Plan covers ostomy supplies up to the Benefit Limit listed in the Schedule of Benefits. Only the following supplies are covered:</p> <ul style="list-style-type: none"> <li>Irrigation sleeves, bags and catheters</li> <li>Pouches, face plates and belts</li> <li>Skin barriers</li> </ul>

Benefit	Description
<b>30 . Palliative Care</b>	<p>The Plan covers palliative care in conjunction with inpatient, home health care, hospice and physician services. Member Cost Sharing for palliative care is included in the cost sharing associated with these services.</p> <p>Palliative care is a medical specialty that supports improved quality of life for Members with chronic or serious illness. Care is focused on providing relief from symptoms and the stress of illness. Palliative care can be provided at any stage of illness, along with treatment for your condition while remaining under the care of your regular provider. This care is offered alongside curative or other treatments you may be receiving.</p> <p>Palliative care may include physician services, nursing care, home health care, pain and symptom management, medication management, rehabilitation therapies (occupational, physical, speech and pulmonary), behavioral health services and durable medical equipment.</p>
<b>31 . Physician and Other Professional Office Visits</b>	<p>Physician services, including services of all covered medical professionals, can be obtained on an outpatient basis at a Physician's office or a Hospital. These services may include:</p> <ul style="list-style-type: none"> <li>• Routine physical examinations, including annual gynecological examination (screening Pap tests, routine pelvic and clinical breast examinations) and annual digital rectal test for the early detection of prostate cancer between ages 50 and 72</li> <li>• Follow-up care provided by an obstetrician or gynecologist for obstetrical or gynecological conditions identified during maternity care or annual gynecological visit</li> <li>• Immunizations, including childhood immunizations as recommended by the United States Department of Health and Human Services, Centers for Disease Control and Prevention and the American Academy of Pediatrics</li> <li>• Second opinions from a Plan Provider upon Referral from your PCP</li> <li>• Non-routine foot care</li> <li>• Well baby and well child care</li> <li>• Health education, including nutritional counseling, and smoking cessation counseling</li> <li>• Palliative care</li> <li>• Sickness and injury care</li> <li>• Vision and Hearing screenings</li> <li>• Medication management</li> <li>• Chemotherapy</li> <li>• Radiation therapy</li> <li>• Inhalation therapy</li> <li>• Allergy injections</li> </ul> <p><b>Please Note:</b> Your Plan will cover certain preventive services and tests with no Member Cost Sharing. If the primary purpose for an office visit is for the delivery of preventive health services, no Member Cost Sharing will be applied. However, if the primary purpose for the office visit is for something other than the delivery of preventive health services, Member Cost Sharing will be applied. Please see your Schedule of Benefits for the coverage that applies to your Plan.</p>

Benefit	Description
<b>32 . Preventive and Well-Care Services</b>	
	<p>The Plan covers preventive and well-care services in accordance with Federal law. In addition, certain other preventive services and tests are covered, including prostate-specific antigen (PSA) screenings. Please see your Schedule of Benefits for additional information.</p>
<b>33 . Prosthetic Devices</b>	
	<p>The Plan covers prosthetic devices when ordered by a Plan Provider. The cost of the repair and maintenance of a covered device is also covered. In order to be covered, all devices must be able to withstand repeated use. Coverage is only available for:</p> <ul style="list-style-type: none"> <li>• The least costly prosthetic device (excluding prosthetic arms and legs) adequate to allow you to perform Activities of Daily Living. Activities of Daily Living do not include special functions needed for occupational purposes or sports; and</li> <li>• One item of each type of prosthetic device that meets a Member's medical need. No back-up items or items that serve a duplicate purpose are covered.</li> </ul> <p>Covered prostheses include:</p> <ul style="list-style-type: none"> <li>• Breast prostheses, including replacements and mastectomy bras</li> <li>• Prosthetic arms and legs which are the most appropriate model that meets the Member's medical needs (including myoelectric and bionic arms and legs that adequately allow you to perform Activities of Daily Living).</li> <li>• Prosthetic eyes</li> </ul> <p>Member Cost Sharing amounts you are required to pay are based on the cost of equipment to the Plan.</p>
<b>34 . Reconstructive Surgery</b>	
	<p>The Plan covers reconstructive and restorative surgical procedures as follows:</p> <ul style="list-style-type: none"> <li>• Reconstructive surgery is covered when the surgery can reasonably be expected to improve or correct a Physical Functional Impairment resulting from an Accidental Injury, illness, congenital anomaly, birth injury or prior surgical procedure. If reconstructive surgery is performed to improve or correct a Physical Functional Impairment, as stated above, Cosmetic Services that are incidental to that surgery are also covered. After a Physical Functional Impairment is corrected, no further Cosmetic Services are covered by the Plan.</li> <li>• Restorative surgery is covered to repair or restore appearance damaged by an Accidental Injury. (For example, this benefit would cover repair of a facial deformity following an automobile Accident.)</li> </ul> <p>Benefits are also provided for post mastectomy care, including coverage for:</p> <ul style="list-style-type: none"> <li>• Prostheses and physical complications for all stages of mastectomy, including lymphedemas, in a manner determined in consultation with the attending Physician and the patient;</li> <li>• Reconstruction of the breast on which the mastectomy was performed; and</li> <li>• Surgery and reconstruction of the other breast to produce a symmetrical appearance.</li> </ul>

Benefit	Description
<b>Reconstructive Surgery (Continued)</b>	
	<p>Benefits include coverage for procedures that must be done in stages, as long as you are an active member. Membership must be effective on all dates on which services are provided.</p> <p>There is no coverage for Cosmetic Services or surgery except for (1) Cosmetic Services that are incidental to the correction of a Physical Functional Impairment, (2) restorative surgery to repair or restore appearance damaged by an Accidental Injury and (3) post-mastectomy care as described above.</p> <p><b>Important Notice:</b> We use clinical guidelines to evaluate whether different types of reconstructive and restorative procedures are Medically Necessary. If you are planning to receive such treatment, you may review the current guidelines. To obtain a copy, please call <b>1-888-888-4742</b>.</p>
<b>35 . Rehabilitation Hospital Care</b>	
	<p>The Plan covers care in a facility licensed to provide rehabilitative care on an inpatient basis. Coverage is provided when you need daily Rehabilitation Services that must be provided in an inpatient setting. Rehabilitation Services include cardiac rehabilitation therapy, physical therapy, pulmonary rehabilitation therapy, occupational therapy and speech therapy. The Benefit Limit is listed in the Schedule of Benefits.</p>
<b>36 . Rehabilitation and Habilitation Services – Outpatient</b>	
	<p>The Plan covers the following outpatient Rehabilitation and Habilitation Services (including treatment for head injuries):</p> <ul style="list-style-type: none"> <li>• Cardiac rehabilitation therapy</li> <li>• Occupational therapy</li> <li>• Physical therapy</li> <li>• Pulmonary rehabilitation therapy</li> <li>• Speech therapy</li> <li>• Massage therapy when performed by a licensed physical therapist, physical therapy assistant, occupational therapist, or certified occupational therapy assistant</li> </ul> <p>Outpatient Rehabilitation and Habilitation Services are covered up to the Benefit Limit listed in the Schedule of Benefits. Services are covered only:</p> <ul style="list-style-type: none"> <li>• If, in the opinion of your Plan Provider, there is likely to be significant improvement in your condition within the period of time benefits are covered; and</li> <li>• When needed to improve your ability to perform Activities of Daily Living.</li> </ul> <p>Activities of Daily Living do not include special functions needed for occupational purposes or sports.</p> <p>Rehabilitation and Habilitation Services are also covered under your inpatient Hospital and home health benefits. When such therapies are part of an approved home care treatment plan they are available as described in the section titled, "Home Health Care."</p> <p><b>Please Note:</b> Outpatient physical and occupational therapies for children up to the age of 3 are covered to the extent Medically Necessary. The benefit limit stated in the Schedule of Benefits does not apply.</p>

Benefit	Description
<b>37 . Scopic Procedures – Outpatient Diagnostic</b>	
	<p>The Plan covers diagnostic scopic procedures and related services received on an outpatient basis.</p> <p>Diagnostic scopic procedures are those for visualization, biopsy and/or polyp removal. Scopic procedures are:</p> <ul style="list-style-type: none"> <li>• Colonoscopy</li> <li>• Endoscopy</li> <li>• Sigmoidoscopy</li> </ul> <p>In addition, the Plan covers any screening colonoscopy or sigmoidoscopy and any other colorectal cancer examination and laboratory test recommended by a Plan Provider in accordance with the most recently published colorectal cancer screening guidelines of a national cancer society. Coverage includes colorectal cancer screening for individuals at average risk for colorectal cancer according to the most recently published colorectal cancer screening guidelines of a national cancer society or individuals at high risk for colorectal cancer.</p> <p><b>Please Note:</b> Your Plan will cover certain preventive services and tests with no Member Cost Sharing. Please see your Schedule of Benefits for the coverage that applies to your Plan.</p>
<b>38 . Skilled Nursing Facility Care</b>	
	<p>The Plan covers care in a health care facility licensed to provide skilled nursing care on an inpatient basis. Coverage is provided only when you need daily skilled nursing care that must be provided in an inpatient setting. The Benefit Limit is listed in the Schedule of Benefits.</p>
<b>39 . Surgery - Outpatient</b>	
	<p>The Plan covers 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.</p> <p>There are certain specialized services for which you will be directed to a Center of Excellence for care. See the section <i>I.D.4. Centers of Excellence</i> for more information.</p>
<b>40 . Telemedicine Virtual Visit Services</b>	
	<p>The Plan covers Medically Necessary telemedicine virtual visit services for the purpose of diagnosis, consultation or treatment. Telemedicine virtual visit services include the use of real-time interactive audio, video or other electronic media telecommunications, telemonitoring, and telemedicine services involving stored images forwarded for future consultations, i.e. “store and forward” telecommunication as a substitute for in-person consultation with Providers.</p> <p>Member Cost Sharing for telemedicine virtual visit services is the same as the Member Cost Sharing for the same type of service if it had been provided through an in-person consultation. Please refer to your Schedule of Benefits for specific information on Member Cost Sharing you may be required to pay.</p>

Benefit	Description
<b>41 . Transgender Health Services</b>	<p>The Plan covers transgender health services to the extent Medically Necessary and in accordance with HPHC Clinical Guidelines. Coverage includes surgery, related physician and behavioral health visits, and outpatient prescription drugs if you have outpatient prescription drug coverage under this Plan. If you are planning to receive transgender health services, you should review the current HPHC Clinical Guidelines that identifies covered services under this benefit. To receive a copy of HPHC guidelines please call <b>1-888-888-4742</b> or go to our website at <b><a href="http://www.harvardpilgrim.org">www.harvardpilgrim.org</a></b>.</p> <p>Benefits for transgender health services are in addition to other benefits provided under the Plan. HPHC does not consider transgender health services to be reconstructive surgery to correct a Physical Functional Impairment or Cosmetic Services. Coverage for reconstructive surgery or Cosmetic Services is limited to the services described under the Reconstructive Surgery benefit in this Benefit Handbook.</p> <p><b>Prior Approval Required:</b> You must obtain prior approval for coverage under this benefit. If you use a Plan Provider, he/she will seek prior approval for you. The prior approval process is initiated by calling: <b>1-800-708-4414</b>.</p>
<b>42 . Vision Services</b>	<p><b>Urgent Eye Care:</b></p> <p>The Plan covers urgent eye care services provided by a Plan Provider. You do not need a Referral for up to 2 visits, the initial visit and one follow-up visit, per urgent event. A PCP Referral or Direct Primary Care Provider referral is required for any visits after the second urgent eye care visit.</p> <p>Urgent eye care services are services provided to treat conditions, illnesses or diseases of the eye that if not treated within 24 hours present a serious risk of harm.</p> <p><b>Routine Eye Examinations:</b></p> <p>The Plan covers routine eye examinations.</p> <p>Please see your Schedule of Benefits for additional information.</p> <p><b>Pediatric Vision Care:</b></p> <p>The Plan covers pediatric vision care.</p> <p>Please see your Schedule of Benefits for your coverage details.</p> <p><b>Vision Hardware for Special Conditions:</b></p> <p>The Plan provides coverage for contact lenses or eyeglasses needed for the following conditions:</p> <ul style="list-style-type: none"> <li>• Keratoconus. One pair of contact lenses is covered per Calendar Year. The replacement of lenses, due to a change in the Member's condition, is limited to 3 per affected eye per Calendar Year.</li> <li>• Post cataract surgery with an intraocular lens implant (pseudophakes). Coverage is limited to \$140 per surgery toward the purchase of eyeglass frames and lenses. The replacement of lenses due to a change in the Member's prescription of .50 diopters or more within 90 days of the surgery is also covered up to a limit of \$140.</li> </ul>



Benefit	Description
<b>Vision Services (Continued)</b>	
	<ul style="list-style-type: none"> <li>• Post cataract surgery without lens implant (aphakes). One pair of eyeglass lenses or contact lenses is covered per Calendar Year. Coverage up to \$50 per Calendar Year is also provided for the purchase of eyeglass frames. The replacement of lenses due to a change in the Member's condition is also covered. Replacement of lenses due to wear, damage, or loss, is limited to 3 per affected eye per Calendar Year.</li> <li>• Post retinal detachment surgery. For a Member who wore eyeglasses or contact lenses prior to retinal detachment surgery, the Plan covers the full cost of one lens per affected eye up to one Calendar Year after the date of surgery. For Members who have not previously worn eyeglasses or contact lenses, the Plan covers either (1) a pair of eyeglass lenses and up to \$50 toward the purchase of the frames, or (2) a pair of contact lenses.</li> </ul> <p><b>Early Refills for Prescription Eye Drops:</b></p> <p>If you have prescription drug coverage, the plan covers one early refill of prescription eye drops if the following criteria are met and to the extent required by Maine law:</p> <ul style="list-style-type: none"> <li>• At least 70% of the authorized days of use must have elapsed;</li> <li>• The original prescription must indicate that a specific number of refills are authorized; and</li> <li>• The refill request must not exceed the number of refills on the original prescription.</li> </ul> <p><b>Please Note:</b> Not all Plans include prescription drug coverage. If you have outpatient prescription coverage, your Member Cost Sharing for prescription drugs purchased at a pharmacy will be listed on your ID Card or Summary of benefits and Coverage (SBC). Additional details on prescription drug coverage and limitations can be found in the Prescription Drug Brochure or on our website at <a href="http://www.harvardpilgrim.org">www.harvardpilgrim.org</a>.</p>
<b>43 . Voluntary Sterilization</b>	
	The Plan covers voluntary sterilization, including tubal ligation and vasectomy.
<b>44 . Voluntary Termination of Pregnancy</b>	
	The Plan covers voluntary termination of pregnancy.

If you reside and work in New Hampshire, you may be eligible for New Hampshire mandated benefits. Please contact Member Services for more details.

## IV. Exclusions

The exclusions headings in this section are intended to group together services, treatments, items, or supplies that fall into a similar category. Actual exclusions appear underneath the headings. A heading does not create, define, modify, limit or expand an exclusion.

The services listed in the table below are not covered by the Plan:

Exclusion	Descriptions
<b>1 . Alternative Treatments</b>	
	<ol style="list-style-type: none"> <li>1. Acupuncture services that are outside the scope of standard acupuncture care.</li> <li>2. Alternative or holistic services and all procedures, laboratories and nutritional supplements associated with such treatments.</li> <li>3. Aromatherapy, treatment with crystals and alternative medicine.</li> <li>4. Any of the following types of programs: Health resorts, spas, recreational programs, camps, wilderness programs (therapeutic outdoor programs), outdoor skills programs, life skills programs, therapeutic or educational boarding schools, and relaxation or lifestyle programs.</li> <li>5. Massage therapy when performed by anyone other than a licensed physical therapist, physical therapy assistant, occupational therapist, or certified occupational therapy assistant.</li> <li>6. Myotherapy.</li> <li>7. Services by a naturopath that are not covered by other Plan Providers under the Plan.</li> </ol>
<b>2 . Clinical Trials</b>	
	<p>Coverage is not provided for the following:</p> <ol style="list-style-type: none"> <li>1. The investigational item, device, or service itself; or</li> <li>2. For services, tests or items that are provided solely to satisfy data collection and analysis for the clinical trial and that are not used for the direct clinical management of your condition.</li> </ol>
<b>3 . Dental Services</b>	
	<ol style="list-style-type: none"> <li>1. Dental Care, except the specific dental services listed in this Benefit Handbook, your Schedule of Benefits, and any associated Riders.</li> <li>2. Office visits, consultations, and all related services for Temporomandibular Joint Dysfunction (TMD).</li> <li>3. Pediatric dental care, except when specifically listed as a Covered Benefit. Please see your Schedule of Benefits and any associated Riders to determine if your Plan provides coverage for this benefit.</li> </ol>
<b>4 . Durable Medical Equipment and Prosthetic Devices</b>	
	<ol style="list-style-type: none"> <li>1. Any devices or special equipment needed for sports or occupational purposes.</li> <li>2. Any home adaptations, including, but not limited to home improvements and home adaptation equipment.</li> <li>3. Non-durable medical equipment, unless used as part of the treatment at a medical facility or as part of approved home health care services.</li> <li>4. Repair or replacement of durable medical equipment or prosthetic devices as a result of loss, negligence, willful damage, or theft.</li> </ol>

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<b>Exclusion</b>	<b>Descriptions</b>
<b>5 . Experimental, Unproven or Investigational Services</b>	
	1. Any products or services, including, but not limited to, drugs, devices, treatments, procedures, and diagnostic tests that are Experimental, Unproven, or Investigational.
<b>6 . Foot Care</b>	
	<ol style="list-style-type: none"> <li>1. Foot orthotics, except for the treatment of systemic circulatory diseases or severe diabetic foot disease.</li> <li>2. Routine foot care. Examples include nail trimming, cutting or debriding and the cutting or removal of corns and calluses. This exclusion does not apply to preventive foot care for Members with diabetes.</li> </ol>
<b>7 . Maternity Services</b>	
	1. Routine pre-natal and post-partum care when you are traveling outside the Service Area.
<b>8 . Mental Health Care</b>	
	<ol style="list-style-type: none"> <li>1. Biofeedback.</li> <li>2. Educational services or testing, except services covered under the benefit for Early Intervention Services. No benefits are provided: (1) for educational services intended to enhance educational achievement; (2) to resolve problems of school performance; or (3) to treat learning disabilities.</li> <li>3. Sensory integrative praxis tests.</li> <li>4. Services for any condition with only a "Z Code" designation in the Diagnostic and Statistical Manual of Mental Disorders, which means that the condition is not attributable to a mental disorder.</li> <li>5. Mental health care that is (1) provided to Members who are confined or committed to a jail, house of correction, prison, or custodial facility of the Department of Youth Services; or (2) provided by the Department of Mental Health.</li> <li>6. Services or supplies for the diagnosis or treatment of mental health and substance use disorders that, in the reasonable judgment of the Behavioral Health Access Center, are any of the following: <ul style="list-style-type: none"> <li>• Not consistent with prevailing national standards of clinical practice for the treatment of such conditions.</li> <li>• Not consistent with prevailing professional research demonstrating that the services or supplies will have a measurable and beneficial health outcome.</li> <li>• Typically do not result in outcomes demonstrably better than other available treatment alternatives that are less intensive or more cost effective.</li> </ul> </li> </ol>

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Exclusion	Descriptions
<b>9 . Physical Appearance</b>	
	<ol style="list-style-type: none"> <li>1. Cosmetic Services, including drugs, devices, treatments and procedures, except for (1) Cosmetic Services that are incidental to the correction of a Physical Functional Impairment, (2) reconstructive surgery to repair or restore appearance damaged by an Accidental Injury and (3) post-mastectomy care.</li> <li>2. Hair removal or restoration, including, but not limited to, electrolysis, laser treatment, transplantation or drug therapy.</li> <li>3. Liposuction or removal of fat deposits considered undesirable.</li> <li>4. Scar or tattoo removal or revision procedures (such as salabrasion, chemosurgery and other such skin abrasion procedures).</li> <li>5. Skin abrasion procedures performed as a treatment for acne.</li> <li>6. Treatment for skin wrinkles and skin tags or any treatment to improve the appearance of the skin.</li> <li>7. Treatment for spider veins.</li> <li>8. Wigs.</li> </ol>
<b>10 . Procedures and Treatments</b>	
	<ol style="list-style-type: none"> <li>1. Care by a chiropractor outside the scope of standard chiropractic practice, including but not limited to, surgery, prescription or dispensing of drugs or medications, internal examinations, obstetrical practice, or treatment of infections and diagnostic testing for chiropractic care other than an initial x-ray.</li> <li>2. Commercial diet plans, weight loss programs and any services in connection with such plans or programs.</li> <li>3. If a service is listed as requiring that it be provided at a Center of Excellence, no coverage will be provided under this Handbook if that service is received from a Provider that has not been designated as a Center of Excellence. Please see the Handbook section <i>I.D.4. Centers of Excellence</i> for more information.</li> <li>4. Nutritional or cosmetic therapy using vitamins, minerals or elements, and other nutrition-based therapy. Examples include supplements, electrolytes, and foods of any kind (including high protein foods and low carbohydrate foods).</li> <li>5. Physical examinations and testing for insurance, licensing or employment.</li> <li>6. Services for Members who are donors for non-members, except as described under Human Organ Transplant Services.</li> <li>7. Testing for central auditory processing.</li> <li>8. Group diabetes educational programs or camps.</li> </ol>

Exclusion	Descriptions
<b>11 . Providers</b>	
	<ol style="list-style-type: none"> <li>Charges for services which were provided after the date on which your membership ends, except as required by Maine law.</li> <li>Charges for any products or services, including, but not limited to, professional fees, medical equipment, drugs, and Hospital or other facility charges, that are related to any care that is not a Covered Benefit under this Handbook.</li> <li>Charges for missed appointments.</li> <li>Concierge service fees. (See the <i>Handbook</i> section “<i>Provider Fees for Special Services</i>” for more information.)</li> <li>Follow-up care after an emergency room visit, unless provided or arranged by your PCP or Direct Primary Care Provider.</li> <li>Inpatient charges after your Hospital discharge.</li> <li>Provider's charge to file a claim or to transcribe or copy your medical records.</li> <li>Services or supplies provided by: (1) anyone related to you by blood, marriage or adoption, or (2) anyone who ordinarily lives with you.</li> </ol>
<b>12 . Reproduction</b>	
	<ol style="list-style-type: none"> <li>Infertility treatment and drugs.</li> <li>Consultations, evaluations and laboratory tests for the diagnosis of infertility.</li> <li>Any form of Surrogacy or services for a gestational carrier other than covered maternity services.</li> <li>Reversal of voluntary sterilization (including any services for infertility related to voluntary sterilization or its reversal).</li> <li>Sperm collection, freezing and storage.</li> <li>Sperm identification when not Medically Necessary (e.g., gender identification).</li> <li>The following fees; wait list fees, non-medical costs, shipping and handling charges etc.</li> </ol>
<b>13 . Services Provided Under Another Plan</b>	
	<ol style="list-style-type: none"> <li>Costs for any services for which you are entitled to treatment at government expense, including military service connected disabilities.</li> <li>Costs for services covered by third party liability, other insurance coverage, and which are required to be covered by a Workers' Compensation plan or an employer under state or federal law, unless a notice of controversy has been filed with the Workers' Compensation Board contesting the work-relatedness of the claimant's condition and no decision has been made by the Board.</li> </ol>
<b>14 . Telemedicine</b>	
	<ol style="list-style-type: none"> <li>Telemedicine services involving e-mail, or fax.</li> <li>Telemedicine services involving audio-only telephone, except where telemedicine is technologically unavailable at a scheduled time and is medically appropriate for the corresponding covered health services.</li> <li>Provider fees for technical costs for the provision of telemedicine services.</li> </ol>

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<b>Exclusion</b>	<b>Descriptions</b>
<b>15 . Transgender Health Services</b>	
	<ol style="list-style-type: none"> <li>1. Abdominoplasty.</li> <li>2. Chemical peels.</li> <li>3. Collagen injections.</li> <li>4. Dermabrasion.</li> <li>5. Electrolysis or laser hair removal (for all indications, except when required pre-operatively for genital surgery)</li> <li>6. Hair transplantation.</li> <li>7. Reversal of transgender health services and all related drugs and procedures.</li> <li>8. Implantations (e.g. cheek, calf, pectoral, gluteal).</li> <li>9. Liposuction.</li> <li>10. Lip reduction/enhancement.</li> <li>11. Panniculectomy.</li> <li>12. Removal of redundant skin.</li> <li>13. Silicone injections (e.g. for breast enlargement).</li> <li>14. Voice modification therapy/surgery.</li> <li>15. Reimbursement for travel expenses.</li> </ol>
<b>16 . Types of Care</b>	
	<ol style="list-style-type: none"> <li>1. Custodial Care.</li> <li>2. Rest or domiciliary care.</li> <li>3. All institutional charges over the semi-private room rate, except when a private room is Medically Necessary.</li> <li>4. Pain management programs or clinics.</li> <li>5. Physical conditioning programs such as athletic training, body-building, exercise, fitness, flexibility, and diversion or general motivation.</li> <li>6. Private duty nursing.</li> <li>7. Sports medicine clinics.</li> <li>8. Vocational rehabilitation, or vocational evaluations on job adaptability, job placement, or therapy to restore function for a specific occupation.</li> </ol>
<b>17 . Vision and Hearing</b>	
	<ol style="list-style-type: none"> <li>1. Eyeglasses, contact lenses and fittings, except as listed in this Benefit Handbook and any associated Riders.</li> <li>2. Refractive eye surgery, including, but not limited to, lasik surgery, orthokeratology and lens implantation for the correction of naturally occurring myopia, hyperopia and astigmatism.</li> </ol>

Exclusion	Descriptions
<b>18 . All Other Exclusions</b>	<ol style="list-style-type: none"> <li>1. Any drug or other product obtained at an outpatient pharmacy, except for pharmacy supplies covered under the benefit for diabetes services, unless your Plan includes outpatient pharmacy coverage.</li> <li>2. Any service or supply furnished in connection with a non-Covered Benefit.</li> <li>3. Any service or supply (with the exception of contact lenses) purchased from the internet.</li> <li>4. Beauty or barber service.</li> <li>5. Diabetes equipment replacements when solely due to manufacturer warranty expiration.</li> <li>6. Donated or banked breast milk.</li> <li>7. Food or nutritional supplements, including, but not limited to, FDA-approved medical foods obtained by prescription, except as required by law and prescribed for Members who meet HPHC policies for enteral tube feedings.</li> <li>8. Guest services.</li> <li>9. Medical equipment, devices or supplies except as listed in this Benefit Handbook.</li> <li>10. Medical services that are provided to Members who are confined or committed to jail, house of correction, prison, or custodial facility of the Department of Youth Services.</li> <li>11. Services for non-Members.</li> <li>12. Services for which no charge would be made in the absence of insurance.</li> <li>13. Services for which no coverage is provided in this Benefit Handbook, Schedule of Benefits or Prescription Drug Brochure.</li> <li>14. Services that are not Medically Necessary.</li> <li>15. Services your PCP or a Plan Provider has not provided, arranged or approved except as described in the <i>Handbook</i> sections “Your PCP Manages Your Health Care” and “Using Plan Providers”.</li> <li>16. Taxes or governmental assessments on services or supplies.</li> <li>17. Transportation other than by ambulance.</li> <li>18. The following products and services: <ul style="list-style-type: none"> <li>• Air conditioners, air purifiers and filters, dehumidifiers and humidifiers.</li> <li>• Car seats.</li> <li>• Chairs, bath chairs, feeding chairs, toddler chairs, chair lifts, recliners.</li> <li>• Electric scooters.</li> <li>• Exercise equipment.</li> <li>• Home modifications including but not limited to elevators, handrails and ramps.</li> <li>• Hot tubs, jacuzzis, saunas or whirlpools.</li> </ul> </li> </ol>

**HMO FOR INDIVIDUAL MEMBERS - MAINE**

Exclusion	Descriptions
<b>All Other Exclusions (Continued)</b>	
	<ul style="list-style-type: none"> <li>• Mattresses.</li> <li>• Medical alert systems.</li> <li>• Motorized beds.</li> <li>• Pillows.</li> <li>• Power-operated vehicles.</li> <li>• Stair lifts and stair glides.</li> <li>• Strollers.</li> <li>• Safety equipment.</li> <li>• Vehicle modifications including but not limited to van lifts.</li> <li>• Telephone.</li> <li>• Television.</li> </ul>



## V. Reimbursement and Claims Procedures

The information in this section applies when you receive services from a non-Plan Provider. This should happen only when you get care:

- In a Medical Emergency; or
- When you are temporarily traveling outside of the state where you live.

In most cases, you should not receive bills from a Plan Provider.

### A. BILLING BY PROVIDERS

If you get a bill for a Covered Benefit you may ask the provider to:

- 1) Bill us on a standard health care claim form (such as the CMS 1500 or the UB-04 form); and
- 2) Send it to the address listed on the back of your Plan ID card.

A surprise bill may occur if:

- You obtain services from a Non-Plan Provider while you were receiving a service from a Plan Provider or facility and you did not knowingly select the Non-Plan Provider, or
- You obtain services from a Non-Plan Provider during a service previously approved or authorized by HPHC where you did not knowingly select a Non-Plan Provider.

If you receive a surprise bill, you are only responsible for the applicable cost sharing associated with your Plan. HPHC will reimburse Non-Plan Providers at its Plan Provider rate unless otherwise agreed to by the Provider and HPHC. You will not be billed for any charges other than the applicable cost sharing associated with your plan. You can obtain information about your applicable cost sharing for a surprise bill online at [www.harvardpilgrim.org](http://www.harvardpilgrim.org) or by calling the Member Services Department at **1-877-907-4742**.

### B. REIMBURSEMENT FOR BILLS YOU PAY

If you pay a provider who is not a Plan Provider for a Covered Benefit, we will reimburse you less your applicable Member Cost Sharing.

**Claims for Mental Health Care:**

**Behavioral Health Access Center**  
**P.O. Box 30602**  
**Salt Lake City, UT 84130-0602**

**Pharmacy Claims:**

**OptumRx**  
**Manual Claims**  
**P.O. Box 29044**  
**Hot Springs, AR 71903**

**All Other Claims:**

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

To obtain reimbursement for a bill you have paid, other than for pharmacy items, you must submit an HPHC medical reimbursement form along with a legible claim form from the provider or facility that provided your care which includes all of the following information:

- The Member's full name and address
- The Member's date of birth
- The Member's Plan ID number (on the front of the Member's Plan ID card)
- The name and address of the person or facility providing the services for which a claim is made and their Tax Identification Number (TIN) or National Provider Identification (NPI) number
- The Member's diagnosis or ICD 10 code
- The date the service was rendered
- The CPT code (or a brief description of the illness or injury) for which payment is sought
- The amount of the provider's charge
- Proof that you have paid the bill

If you request a claim form from HPHC's Member Services Department, one will be provided to you within 15 days.

A medical reimbursement form can be obtained online at [www.harvardpilgrim.org](http://www.harvardpilgrim.org) or by calling the Member Services Department at **1-877-907-4742**.

**Important Notice:** We may need more information for some claims. If you have any questions about claims, please call our Member Services Department at **1-877-907-4742**.

#### 1. International Claims

If you are requesting reimbursement for services received while outside of the United States, you must submit an HPHC medical reimbursement

claim form along with an itemized bill and proof of payment. We may also require you to provide additional documentation, including, but not limited to: (1) records from financial institutions clearly demonstrating that you have paid for the services that are the subject of the claim; (2) the source of funds used for payment; and (3) an English translated description of the services received.

## 2. Pharmacy Claims

To obtain reimbursement for pharmacy bills you have paid, you must submit a Prescription Claim Form. The form can be obtained online at **[www.harvardpilgrim.org](http://www.harvardpilgrim.org)** or by calling the Member Services Department.

In addition to the Prescription Claim Form you must send a drug store receipt showing the items for which reimbursement is requested.

The following information must be on the Prescription Claim Form:

- The Member's name and Plan ID number
- The name of the drug or medical supply
- The quantity
- The number of days supply of the medication provided
- The date the prescription was filled
- The prescribing Provider's name
- The pharmacy name and address
- The amount you paid

**Important Notice:** Please see your Prescription Drug Brochure for more information about reimbursement for prescription drugs.

If you have a question regarding your reimbursement, you should contact the Member Services Department at **1-877-907-4742**.

## C. LIMITS ON CLAIMS

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To be eligible for payment, we must receive claims within one year of the date care was received, unless the Member can show that due to physical or mental incapacity it was impossible for them or their designee to send the claim in that time.

In accordance with Maine law, we will send you reimbursement within 30 days of receipt of all information needed to process your claims.

We limit the amount we will pay for services that are not rendered by Plan Providers. The most we will pay

for such services is the Allowed Amount. You may have to pay the balance if the claim is for more than the Allowed Amount.

Please contact the Member Services Department at **1-877-907-4742** or call **711** for TTY service if you have questions about the Allowed Amount that may be permitted by HPHC for a service provided by a Non-Plan Provider.

## D. MISCELLANEOUS CLAIMS PROVISIONS

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HPHC will have a right, where not prohibited by law, to have an autopsy performed. Any such examination or autopsy will be conducted by a licensed Physician chosen by HPHC and at its expense.

## VI. Appeals and Complaints

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

### A. BEFORE YOU FILE AN APPEAL

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On occasion, claim denials result from a misunderstanding with a provider or a claim processing error. Since these problems can be easy to resolve, we recommend that Members contact a Member Service Representative before filing an appeal. A Member Service Representative can be reached toll-free at **1-877-907-4742** or call **711** for TTY service. The Member Service Representative 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 Service Representative, you may file an appeal using the procedures outlined below.

### B. OUR MEMBER APPEAL PROCEDURES

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If you receive an Adverse Benefit Determination, you may appeal. We have established the following steps to ensure that you receive a timely and fair review of your appeal.

#### 1. Initiating Your Appeal

To initiate your appeal, please mail or fax a letter to us or call us about the coverage you are requesting and why you feel it should be granted. Please be as specific as possible. We need all the important details in order to make a fair decision, including pertinent medical records and itemized bills. A request for informal inquiry or appeal must be filed within 180 days of the date of service, or payment for a service, when denied.

Please send your appeal to the following address:

**HPHC Appeals and Grievances Department**  
**1600 Crown Colony Drive**  
**Quincy, MA 02169**  
**Telephone: 1-877-907-4742**  
**Fax: 1-617-509-3085**

If you are deaf or hard of hearing or visually impaired, you may request appeal procedure materials in an appropriately accessible format by calling Member Services toll free at **1-877-907-4742** or call **711** for TTY service.

Appeals concerning mental health and substance use disorder treatment should be submitted to:

**United Behavioral Health**  
**Attn: Appeals Department**  
**P.O. Box 30512**  
**Salt Lake City, UT 84130-0512**  
**Telephone: 1-877-447-6002**  
**Fax: 1-855-312-1470**

When we receive your appeal, we will assign an Appeals and Grievances Analyst to manage your appeal throughout the entire appeal process, including the second-level appeal process described below. We will send you a letter identifying your Appeals and Grievances Analyst within three business days of receiving your appeal. That letter will include detailed information on the first and the second level appeal processes described below, as well as your right to independent external review and your right to contact the Maine Bureau of Insurance. Your Appeals and Grievances Analyst is available to answer any questions you may have about your appeal and the review process.

In addition to the appeals process, we utilize mediation to resolve some coverage disputes. Both the Plan and you must agree to mediation. Your Appeals and Grievances Analyst will inform you if we feel that your appeal is appropriate for mediation.

#### 2. First-Level Appeal Process

**Standard Review Procedure:** Your Appeals and Grievances Analyst will investigate your appeal, determine if additional information is required and request any needed information from you. Such information may include statements from your doctors, medical records and bills and receipts for services you have received. If your appeal involves a medical determination, an appropriate Clinical Peer will review it. An independent review will be conducted by Clinical Peers not involved in the previous decision.

After we receive all the information needed to make a decision, your Appeals and Grievances Analyst will inform you in writing of whether we have approved or denied your appeal. We will review your appeal and send you a written decision within 30 days of receiving your appeal. If we cannot reasonably meet the 30 day time frame due to an inability to obtain necessary information from non-participating providers, we will inform you in writing of the reason for the delay and that we need more time to make a decision.

**Expedited Review Procedure:** If your appeal involves services which, if delayed, could seriously jeopardize your health or your ability to regain maximum function, please inform us and we will provide an expedited review. We will grant an expedited review to any appeal for services concerning (1) an inpatient admission, (2) availability of care, or (3) continued health care or services for a Member who has received emergency services and has not been discharged from the Hospital where emergency care was provided. You, your representative or your doctor may request an expedited review.

We will investigate and decide expedited appeals as quickly as possible, but in all cases we will respond within 72 hours of the receipt of your appeal. Your help in promptly providing all necessary information is essential for us to provide you with an expedited review. For expedited appeals involving (1) continued emergency services to screen or stabilize a Member, or (2) continued care under an authorized admission or course of treatment, coverage will be continued without liability to the Member until the Member has been notified of the expedited appeal decision. To ensure a timely response, we may inform you of our decision on your expedited appeal by telephone. Following telephone notice, we also will provide you with a written decision within two working days after this phone call.

**Adverse Determination of Appeal:** If we deny your first-level appeal (standard or expedited) in whole or in part, we will provide you with a written decision that includes: (1) the names, titles and credentials of the reviewers who decided your appeal; (2) a statement of the reviewers' understanding of the issues and all the relevant facts; (3) reference to the specific Plan provisions and evidence or documents upon which the decision is based, including the clinical review criteria used to make the determination; (4) the reviewers' decision and the basis for that decision, including the clinical rationale, if any; (5) a reference to the evidence or documentation used as the basis for the decision; (6) notice of your right to contact the Maine Bureau of Insurance by telephone at **1-800-300-5000** or **1-207-624-8475**, or by mail at 34 State House Station, Augusta, ME 04333 as required by Maine law; (7) a description of the process to obtain a second-level review; and (8) notice of your right to contact the ombudsman, Consumers for Affordable Health Care by telephone at **1-800-965-7476** or by mail at P.O. Box 2490, Augusta, ME 04338-2490.

### 3. Second-Level Appeal Process

If you are dissatisfied with the decision of the first level appeal process, you may ask that your appeal be reviewed by our review committee. You have a right to attend the meeting to discuss your case with the review committee. Just let your Appeals and Grievances Analyst know if you wish to attend. Please be advised that an attorney representative from the health plan will be present and you have the right to obtain your own legal representation. You may also participate in the meeting by telephone if you wish. We will hold a review meeting within 45 days after receiving your request for a second-level appeal. You will be notified in writing at least 15 days in advance of the review meeting. You may submit supporting materials before and at the review meeting. You also may be represented by someone at the review meeting. You may also obtain your medical file and information relevant to the appeal free of charge upon request. The decision of the review committee will be sent to you in writing within 5 working days of the meeting. The decision of the review committee is the final decision, subject to any right to external review as discussed below.

If you elect not to attend the review committee meeting in person or participate by telephone, you will be provided with a written response to your appeal within 30 calendar days of your request for a second-level appeal.

If we deny your second-level appeal in whole or in part, we will provide you with a written decision that includes: (1) the names, titles credentials of the reviewers who decided your appeal; (2) a statement of the reviewers' understanding of the issues and all the relevant facts; (3) reference to the specific Plan provisions and evidence or documents upon which the decision is based, including the clinical review criteria used to make the determination; (4) the reviewers' decision and the basis for that decision, including the clinical rationale, if any; (5) a reference to the evidence or documentation used as the basis for the decision; (6) notice of your right to contact the Maine Bureau of Insurance by telephone at **1-800-300-5000** or **1-207-624-8475**, or by mail at 34 State House Station, Augusta, ME 04333 as required by Maine law; (7) a description of the process to request an external review of your appeal as discussed below; and (8) notice of your right to contact the ombudsman, Consumers for Affordable Health Care by telephone at **1-800-965-7476** or by mail at P.O. Box 2490, Augusta, ME 04338-2490.

You may waive your right to a second-level appeal. You have the right to instead request an external review after the first level appeal decision.

### **C. INDEPENDENT EXTERNAL REVIEW OF APPEALS**

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Appeal decisions involving an Adverse Health Care Treatment Decision by the Plan are eligible for review by an independent review organization designated by the Maine Bureau of Insurance. You are required to complete our first level appeals process to be eligible for external review. You may be eligible for an independent external review if (1) Harvard Pilgrim has failed to make a decision on your first or second level appeal in the time frames noted above; (2) you and the Plan mutually agree to bypass the member appeals process; (3) your life or health is in jeopardy; (4) the Member for whom external review is requested has died; or (5) the Adverse Health Care Treatment Decision to be reviewed concerns an admission, availability of care, a continued stay or health care services when the Member has received emergency services but has not been discharged from the facility that provided the emergency services.

External review of Adverse Health Care Treatment Decisions for Experimental, Unproven or Investigational treatments or services have at least all of the protections that are available for external reviews based on Medical Necessity, appropriateness, health care setting, level of care, or effectiveness of a Covered Benefit.

Requests for external review must be in writing to the Maine Bureau of Insurance at 34 State House Station, Augusta, ME 04333 and must be made within 12 months of our final denial of Covered Benefits prior to the initiation of the appeals process. You also may name someone you trust to file an appeal for you. However, you must give that person written permission to do so.

The review organization designated by the Maine Bureau of Insurance will consider all relevant clinical information submitted by you and us. In addition, the review organization will consider any concerns you express about your health status. You have the right to attend the external review meeting at which time you may ask questions of our representative present at the meeting. You also are entitled to obtain information relating to the adverse decision under review. You may use outside assistance for the external review process. This assistance is your own financial responsibility.

The external review decision will be made as quickly as required by the medical condition at issue. If the

appeal relates to a serious medical condition and delay would jeopardize the Member's life health or ability to regain maximum function, the external review decision will be made within 72 hours of receipt of completed request. All other decisions will be made within at least 30 days of a completed request for external review. You will receive a written decision from the review organization. We will pay the fees of the independent review organization for conducting the review. If the independent review organization decides in your favor, we will cover the services approved.

### **D. MEMBER COMPLAINTS**

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If you have any complaints about your care under the Plan or about our service, we want to know about it. We are here to help. For all complaints, except mental health and substance use disorder treatment complaints, please call or write to us at:

**HPHC Appeals and Grievances Department**  
**1600 Crown Colony Drive**  
**Quincy, MA 02169**  
**Telephone: 1-877-907-4742**  
**Fax: 1-617-509-3085**  
**[www.harvardpilgrim.org](http://www.harvardpilgrim.org)**

Complaints concerning mental health and substance use disorder treatment should be submitted to:

**HPHC Behavioral Health Complaints**  
**c/o Optum Behavioral Health Complaints**  
**P.O. Box 30768**  
**Salt Lake City, UT 84130-0768**  
**Telephone: 1-888-777-4742**  
**Fax: 1-248-524-7603**

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

You may also contact the Maine Bureau of Insurance Superintendent's office at:

**Maine Bureau of Insurance**  
**34 State House Station**  
**Augusta, ME 04333**  
**Telephone: 1-800-300-5000 or 1-207-624-8475**  
**Fax: 1-207-624-8599**  
**TTY: 1-888-577-6690**

### **E. INCONTESTABILITY**

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Any statement made by the Member in applying for insurance under this Plan, other than a fraudulent misstatement, will be considered a representation

and not a warranty. No such statement will be used to contest a claim for benefits under this Plan unless the statement is in writing and a copy is or has been furnished to the Member.

No such statement will be used in contesting the validity of a Member's coverage under this Plan once such coverage has been in effect for two years during the Member's lifetime.

## VII. Eligibility

This section describes eligibility requirements for Members who receive no employer financial contribution toward the cost of health care premiums under this Plan.

Eligible Subscribers and Dependents can enroll in a plan, or change their existing plan, during their annual open enrollment period.

### A. MEMBER ELIGIBILITY

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#### 1. Residence Requirement

To be eligible for coverage under this Plan, you must live, and maintain a permanent residence, within the Enrollment Area for at least nine months of the year.

If you have any questions about these requirements, you may call the Member Services Department. They can give you a current list of the cities and towns in the Enrollment Area.

#### 2. Subscriber Eligibility

To be a Subscriber under this Plan, you must:

- 1) Be a resident of the Enrollment Area, and
- 2) Not be enrolled in Medicare or Medicaid.

HPHC reserves the right to request proof of residency at any time.

#### 3. Dependent Eligibility

A Dependent must meet one of the requirements for coverage listed below to be eligible for coverage under the Plan. The eligibility requirements are as follows.

To be eligible as a Dependent, an individual must be one of the following:

- 1) The legal spouse of the Subscriber, including a domestic partner.
- 2) A child (including an adopted child or stepchild) of the Subscriber or spouse of the Subscriber until the end of the month in which the child turns 26.

- 3) A child (including an adopted child or stepchild) of the Subscriber or spouse of the Subscriber, age 26 years or older who meets each of the following requirements: (a) is currently Disabled; (b) was Disabled on his or her 26th birthday; and (c) lives either with the Subscriber or spouse or in a licensed institution. The term "Disabled" means unable to engage in any substantial gainful activity by reason of a specific medically determinable physical or mental impairment which can be expected to last, or has lasted, for at least 12 months or result in death.
- 4) A child up to the age of 19 years for whom the Subscriber or Subscriber's spouse is the court appointed legal guardian. Proof of guardianship must be submitted to HPHC prior to enrollment.
- 5) The child of an eligible Dependent of the Subscriber until such time as the parent is no longer a Dependent.

Reasonable evidence of eligibility may be required from time to time.

### B. EFFECTIVE DATE - NEW DEPENDENTS AND EXISTING DEPENDENTS

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New Dependents may be added, and coverage will be effective as of the date of:

- 1) Marriage;
- 2) Birth;
- 3) Adoption;
- 4) Legal guardianship; or
- 5) The Subscriber becoming legally responsible for a Dependent's health care coverage.

We must receive notice of the new Dependent within 60 days of the effective date of the qualifying event. If we are not notified within 60 days of the effective date of the qualifying event, Dependents may be added only on the Anniversary Date.

Coverage for a newborn child is effective from the moment of birth for up to 31 days. Coverage includes the Covered Benefits in this Handbook, including Medical Emergency services and the necessary care and treatment of medically diagnosed congenital defects and birth abnormalities. No coverage is provided after the 31-day period, unless the

Subscriber obtains Family Coverage within 60 days of the date of birth.

**Please Note:** Generally newborn coverage is bundled with the mother's maternity coverage. When the mother is not an HPHC member, HPHC needs to be put on the notice of delivery in order to manage the newborn's care. HPHC recognizes that coverage under the terms of this Handbook must be provided for the first 31 days of life regardless of whether the newborn is enrolled. To add a new Dependent, please contact HPHC.

### C. EFFECTIVE DATE - ADOPTIVE DEPENDENTS

An adoptive child who has been living with you, and for whom you have been receiving foster care payments, may be covered from the date the child is placed for adoption with you or your spouse. "Placed for adoption" means the assumption and retention of a legal obligation for the total or partial support of a child in anticipation of adoption of the child. If the legal obligation ceases to exist, the child is no longer considered placed for adoption.

### D. CHANGE IN STATUS

It is your responsibility to inform HPHC of all changes that affect Member eligibility. These changes include: address changes and death of a Member.

**Please Note:** We must have your current address on file in order to correctly process claims.

### E. SPECIAL ENROLLMENT RIGHTS

A special enrollment period is a period during which an eligible individual or enrollee, or Dependent where applicable, experiences certain qualifying events or changes in eligibility that permit enrollment, or a change in enrollment, outside of the annual open enrollment period. Unless specifically stated otherwise, an eligible individual or enrollee, or Dependent where applicable, must select a plan within sixty (60) days of the following triggering events:

- Loss of minimum essential coverage or other qualifying health coverage\*
- Change in primary place of living\*
- Gains access to an individual coverage Health Reimbursement Account (ICHRA) or a Qualified Small Employer Health Reimbursement Arrangement (QSEHRA)\*
- Change in eligibility for Marketplace coverage\*

- Change in eligibility for the Premium Tax Credit or other cost sharing reductions\*
- Gains a new Dependent or becomes a Dependent through marriage, birth, adoption or placement for adoption
- If you purchased coverage through the Marketplace, you may have additional special enrollment rights as determined by the Marketplace, including but not limited to:
  - Change in eligibility for Medicaid or the Children's Health Insurance Program (CHIP)
  - Gaining or maintaining status as a member of a federally recognized tribe or a shareholder in an Alaska Native Corporation
  - Gains status as a U.S. citizen, national, or lawfully present individual
  - Meets eligibility guidelines for Exceptional Circumstances as determined by the Marketplace

\*An eligible individual or enrollee, or a Dependent where applicable, may have sixty (60) days before or after the triggering event to select a plan.

These special enrollment rights comply with the Affordable Care Act (45 CFR 155.420) and Maine state law (24-A MRSA Sec. 2736-C).

### F. HOW YOU'RE COVERED IF MEMBERSHIP BEGINS WHILE YOU'RE HOSPITALIZED

If your membership happens to begin while you are hospitalized, coverage starts on the day membership is effective. To obtain coverage, you must call both your PCP and the Plan and allow us to manage your care. This may include transfer to a Plan affiliated facility, if medically appropriate. All other terms and conditions of coverage under this Handbook will apply.

### G. PARENTAL NOTIFICATION

If the Member is a parent of a Dependent child, the Member may request that we provide:

1. An explanation of the payment or denial of any claim filed on behalf of the Dependent child, except to the extent that the Dependent child has the right to withhold consent and does not affirmatively consent to notifying the parent;
2. An explanation of any proposed change in the terms of the Plan; and
3. Reasonable notice that the Plan may lapse, but only if the Member has provided us with the address where notice should be delivered. The



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Member may also provide us with information about a claim relating to the Member's Dependent child so that we may process the claim.

### **H. MARKETPLACE MEMBERSHIP**

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Individuals purchasing coverage through Maine's Federally Operated Health Insurance Marketplace must submit their application and enroll directly through the Marketplace. Administrative changes concerning coverage under this plan, including changes in address, effective dates of coverage or termination of coverage must be made through the Marketplace.

## VIII. Premiums

### A. PREMIUM AMOUNT

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You are responsible for paying the premium for Covered Benefits under the Policy. Your initial premium payment for January 1st coverage under this policy is due by January 10th. If you purchase coverage through a Special Enrollment Period (SEP) through Maine's Federally Operated Health Insurance Marketplace, your initial premium payment is due 30 days from the day we receive your enrollment application from the Marketplace or the effective date of the coverage period, whichever is later. Premium payment for coverage thereafter is due by the date stated on your invoice which is generally the 1st day of the month.

Any misrepresentation or omission on your application may cause HPHC to change your premium retroactive back to the effective date. If the age of a Member under this Policy has been misstated, all amounts payable under the Policy shall be such as the premium paid that the Member would have purchased at the current age.

The rates provided are guaranteed for the twelve (12) month period following the 1st day of your effective date or renewal date, except that the premium will change when you add or remove a Member from the Plan or when you change your coverage.

### B. GRACE PERIOD

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If you are a Subscriber who does not receive Advance Premium Tax Credit (APTC) assistance, this Policy has a 31 day grace period in which to pay your premium following the due date. This means that if any premium is not paid by the due date, it may be paid during the next 31 days. During the grace period, this Policy will remain in force. If the premium is not paid before the grace period ends, this Policy will lapse and will be terminated as of the paid through date.

If you are a Subscriber who receives APTC assistance and at least one month's premium has been paid, HPHC will provide a grace period of at least three consecutive months (90 days). During the grace period HPHC must apply any payment received to the first billing cycle in which payment was delinquent and continue to collect the APTC from the federal government. If full premium is not received during the 90-day grace period, the policy will be terminated retroactively back to the last day of the first month of the 3 consecutive month grace period. HPHC must

pay claims during the first month of the grace period but may pend claims in the second and third months subject to our right to cancel the Policy as described in this Policy. You will be liable for the premium payment due including those for the grace period and for any claims payments made for services incurred after the date through which the premium is paid.

## IX. Termination and Transfer to Other Coverage

### A. TERMINATION BY THE SUBSCRIBER

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You may end your membership under this Handbook at any time. We must receive notification in writing within 15 days of the date you want your membership to end. HPHC will refund you any premiums paid for coverage beyond the termination date. If you have coverage through the Health Insurance Marketplace, you must contact the Health Insurance Marketplace to cancel your policy. Termination may be processed for the same day that you notify the Health Insurance Marketplace or a later date of your choosing.

### B. TERMINATION FOR LOSS OF ELIGIBILITY

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HPHC may end a Member's coverage under this Handbook for failing to meet any of the specified eligibility requirements. You will be notified if individual coverage is ending for loss of eligibility. We will inform you in writing.

### C. TERMINATION FOR CAUSE

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HPHC may end a Member's coverage for any of the following causes:

- misrepresentation of a material fact on an application for membership;
- failure to meet any of the specified eligibility requirements. This includes relocating outside the HPHC Enrollment Area;
- obtaining or attempting to obtain benefits under this Handbook for a person who is not a Member; or
- termination for nonpayment of premium by the Subscriber.

Termination of membership for misrepresentation or fraud to the Plan may go back to the Member's effective date or the date of the misrepresentation or fraud as determined by the Plan. It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Termination of membership for the other causes will be effective thirty (30) days after notice. Premium paid for periods after the effective date of termination will be refunded. Termination for nonpayment of premium by the Subscriber will be effective retroactive back to the point of nonpayment. A 30 day grace period exists during which time your coverage continues in force.

Health Insurance Marketplace Members Receiving Advance Premium Tax Credits (APTCs): Health Insurance Marketplace Members who receive premium assistance are entitled to a three-month grace period during which time coverage is continued. We are required to pay all claims during the first month of the grace period.

Termination for nonpayment of premium by the Subscriber will be effective retroactive back to the last day of the first month of the grace period. All claims previously paid during the second and third months of the grace period will be reprocessed and the member will be responsible for paying for services provided during this time period.

### D. TERMINATIONS FOR OTHER REASONS

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HPHC may also end a Member's coverage under the Plan for any of the following other reasons:

- If HPHC elects to discontinue this Plan or type of coverage in one or more markets in Maine, on ninety (90) days notice, in accordance with the requirements of Maine law.
- If HPHC elects to discontinue all coverage, including under this Plan, for one or more markets in Maine, on one hundred eighty (180) days notice, in accordance with the requirements of Maine law.

### E. MEMBERS WHO MOVE OUT OF THE HPHC ENROLLMENT AREA

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If your coverage ends because you moved out of the HPHC Enrollment Area, you may be eligible to enroll for coverage under another health plan that has an arrangement with HPHC. You may contact the HPHC's Member Services Department for information.

### F. REINSTATEMENT

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If you're purchasing coverage through Maine's Federally Operated Health Insurance Marketplace there is no reinstatement of this policy unless the coverage was terminated due to an error on the part of HPHC or Maine's Federally Operated Health Insurance Marketplace.

If your premium is not paid before the applicable grace period ends (90 days for Members with APTC

assistance and 31 days for all other Members), this Policy will lapse. Later acceptance of premium, along with a required reinstatement fee of up to \$50, by HPHC or by an agent duly authorized by HPHC to accept such premium, without requiring an application for reinstatement, shall reinstate this Policy. If HPHC requires an application for reinstatement, it must be submitted to HPHC along with the required premium payment. Reinstatement of the Policy is subject to approval by HPHC. If the application is disapproved, this Policy will not be reinstated. If the application and the applicable premium payment are received by HPHC and the application is not disapproved in writing, this Policy will be reinstated upon the date of the receipt of the application. A reinstated Policy will provide coverage for services you incurred after the date of reinstatement. In all other respects your rights and the rights of HPHC will remain the same, subject to any provisions noted on or attached to the reinstated Policy if you suffer from cognitive impairment or functional incapacity and the ground for cancellation was for nonpayment of premium or other lapse or default on your part pursuant to Maine law so long as such request for reinstatement is made within 90 days of cancellation.

If you suffer from cognitive impairment or functional incapacity, you may designate someone to receive notice of cancellation with a "Third Party Notice Request Form." This form will be sent to you within 10 days of your request. Notice will be provided to you or the designee 10 days prior to cancellation.

If you suffer from a cognitive impairment or functional incapacity, and you do not have a third party designated prior to your policy's cancellation due to nonpayment of premium, you or your authorized representative have 90 days request reinstatement after such cancellation. Harvard Pilgrim may require a medical demonstration that you suffered from cognitive impairment or functional incapacity at the time of cancellation.

## X. When You Have Other Coverage

This section explains how benefits under the Plan will be paid when another company or individual is also responsible for payment for health services a Member has received. This can happen when there is other insurance available to pay for health services, in addition to that provided by the Plan. It can also happen when a third party is legally responsible for an injury or illness suffered by a Member.

Nothing in this section should be interpreted as providing coverage for any service or supply that is not expressly covered under the Handbook, Schedule of Benefits and Prescription Drug Brochure or to increase the level of coverage provided.

### A. BENEFITS IN THE EVENT OF OTHER INSURANCE

Benefits under this Handbook, Schedule of Benefits, and Prescription Drug Brochure will be coordinated to the extent permitted by law with other plans covering health benefits, including: motor vehicle insurance, medical payment policies, homeowners' insurance, governmental benefits (including Medicare), and all Health Benefit Plans. The term "Health Benefit Plan" means all group HMO and other group 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.

Coordination of benefits will be based upon the Allowed Amount 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 these services will be used as the basis for coordination. No duplication in coverage of services will occur among plans.

When a Member 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 will determine which health benefit plans are primary or secondary:

#### 1. Employee/Dependent

The benefits of the plan that covers the person as an employee, Member or Subscriber are determined before those of the plan that covers the person as a dependent.

#### 2. Dependent Children

##### i. A Dependent Child Whose Parents Are Not Separated or Divorced

The order of benefits is determined as follows:

- 1) The benefits of the plan of the parent whose birthday falls earlier in a year are determined before those of the plan of the parent whose birthday falls later in that year; but,
- 2) If both parents have the same birthday, the benefits of the plan that covered the parent longer are determined before those of the plan that covered the other parent for a shorter period of time;
- 3) However, if the other plan does not have the rule described in (1) above, but instead has a rule based upon the gender of the parent, and if, as a result, the plans do not agree on the order of benefits, the other plan will determine the order of benefits.

##### ii. Dependent Child/Separated or Divorced Parents

Unless a court order, of which HPHC has knowledge of, specifies one of the parents as responsible for the health care benefits of the child, the order of benefits is determined as follows:

- 1) First the plan of the parent with custody of the child;
- 2) Then, the plan of the spouse of the parent with custody of the child;
- 3) Finally, the plan of the parent not having custody of the child.

#### 3. Active Employee or Retired or Laid-Off Employee

The benefits of a plan that covers the person as an active employee or as a dependent of an active employee are determined before those of the plan that covers the person as an individual who is retired or laid off or as a dependent of an individual who is retired or laid off.

#### 4. 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.

### **5. Longer/Shorter Length of Coverage**

If none of the above rules determines the order of benefits, the benefits of the plan that covered the employee, Member or Subscriber longer are determined before those of the plan that covered that person for the shorter time.

If you are covered by a health benefit plan that does not have provisions governing the coordination of benefits between plans, that plan will be the primary plan.

## **B. PAYMENT WHEN HPHC COVERAGE IS PRIMARY OR SECONDARY**

When HPHC is primary, HPHC is responsible for processing and paying claims for Covered Benefits first. Coverage will be provided to the full extent of benefits available under this Handbook, Schedule of Benefits and Prescription Drug Brochure.

When HPHC is secondary, HPHC is responsible for processing claims for Covered Benefits after the primary plan has been issued a benefit determination. HPHC will first review the primary plan's benefit determination. HPHC will then pay or provide Covered Benefits as the secondary payor. HPHC's benefits will be reduced so that the total amount paid by all plans for a Covered Benefit will not exceed the amount payable under this Handbook. HPHC may recover any payments made for services in excess of HPHC's liability as the secondary plan, either before or after payment by the primary plan.

When a member is covered under more than one expense-incurred health plan, payments made by the primary plan, payments made by the member and payments made from a health savings account or similar fund for benefits covered under the secondary plan will be credited toward the deductible of the secondary plan, except where the secondary plan is designed to supplement the primary plan.

## **C. WORKER'S COMPENSATION/GOVERNMENT PROGRAMS**

If HPHC has information indicating that services provided to you are covered under Worker's Compensation, employer's liability or other program of similar purpose, or by a federal, state or other government agency, HPHC may suspend payment for such services until a determination is made whether

payment will be made by such program, unless a notice of controversy has been filed with the Workers' Compensation Board contesting the work-relatedness of the claimant's condition and no decision has been made by the Board. If HPHC provides or pays for services for an illness or injury covered under Worker's Compensation, employer's liability or other program of similar purpose, or by a federal, state or other government agency, HPHC 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.

## **D. SUBROGATION AND REIMBURSEMENT**

Subrogation is a means by which HPHC and other health plans recover expenses of services where a third party is legally responsible for a Member's injury or illness.

If another person or entity is, or may be, liable to pay for services related to a Member's illness or injury, which have been paid for or provided by HPHC, HPHC will be subrogated and succeed to all rights of the Member to recover against such person or entity 100% of the value of the services paid for or provided by the Plan, subject to the provisions of the following paragraph. HPHC will have the right to seek such recovery from, among others, the person or entity that caused the injury or illness, his/her liability carrier, excluding casualty insurance, or the Member's own auto insurance carrier, in cases of uninsured or underinsured motorist coverage. HPHC's recovery will be made from any recovery the Member receives from an insurance company or any third party, subject to the provisions of the following paragraph. HPHC will also be entitled to recover from a Member 100% of the value of services provided or paid for by HPHC when a Member has been, or could be, reimbursed for the cost of care by another party, subject to the provisions of the following paragraph. The subrogation and recovery provisions in this section apply whether or not the Member recovering money is a minor.

All subrogation payments made under this Section shall be made on a just and equitable basis. A just and equitable basis means that any factors that diminish the potential value of the enrollee's claim may likewise reduce the share in the claim for those claiming payment for services or reimbursement. Such factors include, but are not limited to:

1. Legal defenses. Questions of liability and comparative negligence or other legal defenses;

2. Exigencies of trial. Exigencies of trial that reduce a settlement or award in order to resolve the claim; and
3. Limits of coverage. Limits on the amount of applicable insurance coverage that reduce the claim to an amount recoverable by the insured.

In the event of a dispute as to the application of any such provision or the amount available for payment to those claiming payment for services or reimbursement, that dispute must be determined, if the action is pending, before the court in which it is pending; or if no action is pending, by filing an action in any court for determination of the dispute.

To enforce its subrogation rights under this Handbook, HPHC will have the right to take legal action, with or without the Member's consent, against any party to secure recovery of the value of services provided or paid for by HPHC for which such party is, or may be, liable. By signing your application requesting coverage under the Plan, you have authorized HPHC's right of subrogation.

#### **E. MEDICAL PAYMENT POLICIES**

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For Members who are entitled to benefits under the medical payment benefit of a motor vehicle, motorcycle, boat, homeowners, hotel, restaurant or other insurance policy, HPHC has the right to coordinate with other insurance carriers under its subrogation rights. The benefits under this Handbook shall not duplicate any benefits to which the Member is entitled under any medical payment policy or benefit. All sums payable for services provided under this Handbook to Members that are covered under any medical payment policy or benefit are payable to HPHC.

#### **F. MEMBER COOPERATION**

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You agree to cooperate with HPHC in exercising its rights of subrogation and coordination of benefits under this Handbook. Such cooperation will include, but not be limited to, a) the provision of all information and documents requested by HPHC, b) the execution of any instruments deemed necessary by HPHC to protect its rights, c) the prompt assignment to HPHC of any monies received for services provided or paid for by HPHC, and d) the prompt notification to HPHC of any instances that may give rise to HPHC's rights. You further agree to do nothing to prejudice or interfere with HPHC's rights to subrogation or coordination of benefits.

#### **G. HPHC'S RIGHTS**

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Nothing in this Handbook shall be construed to limit HPHC's right to utilize any remedy provided by law to enforce its rights to subrogation or coordination of benefits under this agreement.

#### **H. MEMBERS ENROLLED IN MEDICARE**

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When a Member is enrolled in Medicare and receives Covered Benefits that are eligible for coverage by Medicare as the primary payor, the claim must be submitted to Medicare before payment by HPHC. HPHC will be liable for any amount eligible for coverage that is not paid by Medicare. The Member shall take such action as is required to assure payment by Medicare, including presenting his or her Medicare card at the time of service.

## XI. Plan Provisions and Responsibilities

### A. IF YOU DISAGREE WITH RECOMMENDED TREATMENT

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You enroll in the Plan with the understanding that Plan Providers are responsible for determining treatment appropriate to your care. You may disagree with the treatment recommended by Plan Providers for personal or religious reasons. You may demand treatment or seek conditions of treatment that Plan Providers judge to be incompatible with proper medical care. In the event of such a disagreement, you have the right to refuse the recommendations of Plan Providers. Benefits for such non-recommended treatment will be subject to all Plan provisions.

### B. LIMITATION ON LEGAL ACTIONS

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Any legal action against HPHC for failing to provide Covered Benefits must be brought within three years of the initial denial of any benefit.

### C. ACCESS TO INFORMATION

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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, homeowners' 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 Harvard Pilgrim website, [www.harvardpilgrim.org](http://www.harvardpilgrim.org) or by calling the Member Services Department at **1-877-907-4742**.

### D. SAFEGUARDING CONFIDENTIALITY

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We are committed to ensuring and safeguarding the confidentiality of our Members' information in all settings, including personal and medical information. Our staff access, use and disclose Member information only in connection with providing services and benefits and in accordance with our confidentiality policies. We permit only designated employees, who are trained in the proper handling of Member information, to have access to and use of your information. We sometimes contract with other organizations or entities to assist with the delivery of

care or administration of benefits. Any such entity must agree to adhere to our confidentiality and privacy standards.

When you enrolled with us, you agreed to certain uses and disclosures of information which are necessary for us to provide and administer services and benefits, such as: coordination of care, including referrals and authorizations; conducting quality activities, including member satisfaction surveys and disease management programs; verifying eligibility; fraud detection and certain oversight reviews, such as accreditation and regulatory audits. When we disclose Member information, we do so using the minimum amount of information necessary to accomplish the specific activity.

We disclose our Members' personal information only: (1) in connection with the delivery of care or administration of benefits, such as utilization review, quality assurance activities and third-party reimbursement by other payers; (2) when you specifically authorize the disclosure; (3) in connection with certain activities allowed under law, such as research and fraud detection; (4) when required by law; or (5) as otherwise allowed under the terms of your Benefit Handbook. Whenever possible, we disclose Member information without Member identifiers and in all cases only disclose the amount of information necessary to achieve the purpose for which it was disclosed. We will not disclose to other third parties, such as employers, member-specific information (i.e. information from which you are personally identifiable) without your specific consent unless permitted by law or as necessary to accomplish the types of activities described above.

In accordance with applicable law, we, and all of our contacted health care providers, agree to provide Members access to, and a copy of, their medical records upon a Member's request. In addition, your medical records cannot be released to a third party without your consent or unless permitted by law.

You can obtain a copy of the Notice of Privacy Practices through the Harvard Pilgrim website, [www.harvardpilgrim.org](http://www.harvardpilgrim.org) or by calling the Member Services Department at **1-877-907-4742**.

### E. NOTICE

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Any Member mailings, including but not limited to, notices, plan documents, invoices, and activity



statements will be sent to the Member's last address on file with HPHC. It is the Member's responsibility to notify HPHC of an address change to ensure mailed materials are sent to the appropriate address. HPHC is not responsible for mailed materials being sent to the incorrect address if a Member has not updated his/her address with HPHC prior to the materials being mailed out. Notice to HPHC, other than a request for Member appeal, should be sent to:

**HPHC Member Services Department  
1600 Crown Colony Drive  
Quincy, MA 02169**

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

We will give written notice to Members of any rate increase sixty (60) days prior to your Anniversary Date or the effective date of any increase.

#### **F. MODIFICATION OF THIS HANDBOOK**

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This Benefit Handbook, Schedule of Benefits, Prescription Drug Brochure and applicable riders, may be amended by us upon sixty (60) days written notice to the Subscriber. Amendments do not require the consent of Members.

This Benefit Handbook, the Schedule of Benefits, Prescription Drug Brochure, applicable riders and amendments comprise the entire contract between you and the Plan. The responsibilities of HPHC to the Member are only as stated in those documents. They can only be modified in writing by an authorized officer of the Plan. No other action by us, including the deliberate non-enforcement of any benefit limit shall be deemed to waive or alter any part of these documents.

#### **G. OUR RELATIONSHIP WITH PLAN PROVIDERS**

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Our relationship with Plan Providers is governed by separate agreements. They are independent contractors. Such Providers may not modify this Handbook or Schedule of Benefits, Prescription Drug Brochure, and any applicable riders, or create any obligation for HPHC. We are not liable for statements about this Handbook by them, their employees or agents. We may change our arrangements with service Providers, including the addition or removal of Providers, without notice to Members.

#### **H. WELLNESS INCENTIVES**

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As a member of the Plan, you may be able to receive incentives for participation in wellness

and health improvement programs. HPHC may provide incentives, including reimbursement for certain fees that you pay for when participating in fitness or weight loss programs, or other wellness incentive programs. The award of incentives is not contingent upon the outcome of the wellness or health improvement program. Please visit our website at **[www.harvardpilgrim.org](http://www.harvardpilgrim.org)** for more information or see your Schedule of Benefits or other Plan documents for the amount of incentives, if any, available under your Plan. For tax information, please consult with your tax advisor.

#### **I. IN THE EVENT OF A MAJOR DISASTER**

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We 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 facility(ies) or the disability of service providers. If we cannot provide or arrange services due to a major disaster, we are not responsible for the costs or outcome of this inability.

#### **J. EVALUATION OF NEW TECHNOLOGY**

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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.

## K. GOVERNING LAW

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This Evidence of Coverage is governed by Maine law.

## L. UTILIZATION REVIEW PROCEDURES

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We use the following utilization review procedures to evaluate the medical necessity of selected health care services using clinical criteria and to facilitate clinically appropriate, cost-effective management of your care. This process applies to guidelines for both physical and mental health services.

- **Prospective Utilization Review (Prior Approval).** We review selected elective inpatient admissions, surgical day care, outpatient/ambulatory procedures, and Medical Drugs prior to the provision of such services to determine whether they meet clinical criteria for coverage. Prospective utilization review determinations will be made within 72 hours or two working days, whichever is less, after 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 72 hours or two working days, whichever is less. If a determination is not made within 72 hours, the request for Prior Approval is granted. 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. In the case of an urgent care determination not involving concurrent review, we will notify you of a decision within 48 hours after receiving all necessary information.

Special rules apply to any request for a drug in exigent circumstances. An exigent circumstance exists when:

- A Member is suffering from a health condition that could seriously jeopardize the life or health of the Member or the ability of the Member to regain maximum function; or
- A Member is undergoing a current course of treatment with a non-formulary drug.

HPHC will make a prospective review decision for a medical service that meets criteria a. or b.,

above, as soon as possible, but not later than 24 hours after receiving the information necessary to make a decision.

- **Concurrent Utilization Review.** We review selected ongoing admissions to inpatient Hospitals, including acute care Hospitals, rehabilitation Hospitals, skilled nursing facilities and skilled home health services to assure that 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, we will notify the provider rendering the service by telephone within 24 hours of the decision. We will send a written or electronic confirmation of the telephone notification to you and the provider within one working day. In the case of ongoing services, coverage will be continued without liability to you until you have been notified of an adverse determination.

Active case management and discharge planning is incorporated as part of the concurrent review process and may also be provided upon the request of your Provider.

The same rules apply to concurrent review of exigent circumstances as described above under "Prospective Utilization Review (Prior Approval)."

- **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. Retrospective utilization review decisions will be made within 30 days after obtaining all information. In the case of an adverse determination involving clinical review, you will receive written notification that cites the specific rationale upon which the decision was made and includes information about the appeals process and the right to request in writing copies of any clinical utilization review criteria applied in a denial of coverage decision.

If you wish to determine the status or outcome of a clinical review decision you may call the Member Services Department toll free at **1-877-907-4742**. For information about decisions concerning mental health and substance use disorder treatment, you may call the Behavioral Health Access Center at **1-888-777-4742**.

In the event of an Adverse Health Care Treatment Decision involving clinical review, your treating provider may discuss your case with a Physician reviewer or may seek reconsideration from us. 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 the VI. *Appeals and Complaints* section. Your right to appeal does not depend on whether or not your provider sought reconsideration.

#### M. QUALITY ASSURANCE PROGRAMS

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HPHC has quality controls in place guided by the National Committee for Quality Assurance (NCQA), the gold standard for health care quality. 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 Member 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 <https://www.harvardpilgrim.org/public/about-us/quality>.

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

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We use a standardized process to evaluate inquiries and requests for coverage received from internal and/or external sources, and/or identified through authorization or payment inquiries. 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.

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

#### O. PROCESS TO DEVELOP CLINICAL GUIDELINES AND UTILIZATION REVIEW CRITERIA

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We use clinical 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 clinical criteria for both physical and mental health services.

For example, 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.

## **P. NEW TO MARKET DRUGS**

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New prescription 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 Harvard Pilgrim's Medical Policy Department and New Technology Assessment Committee or Pharmacy Services Department along with the Pharmacy and Therapeutics Committee 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.

## **Q. PAYMENT RECOVERY**

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If we determine that benefit payments under the Plan were made erroneously, we reserve the right to (1) seek recovery of such payments from the Provider or Member to whom the payments were made, and (2) offset subsequent benefit payments to a Provider (regardless of payment source) or Member by the amount of any such overpayment.

## **XII. MEMBER RIGHTS & RESPONSIBILITIES**

Members have a right to receive information about HPHC, its services, its practitioners and providers, and Members' rights and responsibilities.

Members have a right to be treated with respect and recognition of their dignity and right to privacy.

Members have a right to participate with practitioners in decision-making regarding their health care.

Members have a right to a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.

Members have a right to voice complaints or appeals about HPHC or the care provided.

Members have a right to make recommendations regarding the organization's members' right and responsibilities policies.

Members have a responsibility to provide, to the extent possible, information that HPHC and its practitioners and providers need in order to care for them.

Members have a responsibility to follow the plans and instructions for care that they have agreed on with their practitioners.

Members have a responsibility to understand their health problems and participate in developing mutually agreed upon treatment goals to the degree possible.

Members have a right to assign benefits for their cause to the provider of the care. Any such assignment does not affect or limit the payment of benefits otherwise payable under the Plan.

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