City & Borough of Juneau
Bartlett Regional Hospital
Juneau School District

9001303, 9001328, 9002890
July 1, 2025

PREMERA | BLUE CROSS BLUE SHIELD OF ALASKA

Important Telephone Numbers

For Questions Regarding Your Medical, Dental, and Vision Benefits and Claims:

- Premera Blue Cross Blue Shield of Alaska

  Mailing Address for Claims Only:
  PO Box 91059
  Seattle, WA 98111-9159

  Mailing Address for Appeals Only:
  PO Box 91102
  Seattle, WA 98111-9202

  Telephone Numbers:
  Local and toll-free number: 800-508-4722 (TTY:711)
  Monday - Friday, 5:00 a.m. – 8:00 p.m.
  Pacific Time

For Questions Regarding Your Prescription Drug Program or to Locate an In-Network Pharmacy:

- Express Scripts
  800-391-9701
  express-scripts.com
  Sunday -Saturday, 24 hours a day

For Care Management:

- Prior Authorization and Emergency Notification
  800-722-4714
  Monday - Friday, 8:00 a.m. - 4:30 p.m.
  Pacific Time

For Questions Regarding Eligibility for Enrollment:

- City & Borough of Juneau Division of Risk Management
  907-586-0323
  Monday - Friday, 8:00 a.m. - 4:30 p.m.
  Alaska Time Zone

To Contact Your Confidential Employee Assistance Program:

- 800-295-9059
- 800-697-0353

To Contact Your Plan's Consultant:

- AON Consulting Inc - Seattle
  206-467-4600
  Monday - Friday, 8:00 a.m. - 5:00 p.m. Pacific Time

City & Borough of Juneau/ Bartlett Regional Hospital/Juneau School District
Health Benefit Plan
Table of Contents

INTRODUCTION

This is a replacement benefit booklet. We've discovered that the benefit booklet recently provided to you contained an error. To ensure that you have complete and correct information on your benefit plan, we're replacing the benefit booklet previously available to you. Discard the prior version.

Welcome to the City & Borough of Juneau/Bartlett Regional Hospital/Juneau School District Health Benefit Plan. Our program is designed to provide comprehensive protection for our employees and their covered family members. At the same time, the program has been designed to encourage the careful use of health care services.

We sincerely wish that you and your family enjoy good health, but in the event you need to use the Health Benefit Plan, the benefits are excellent. We believe it is one of the best programs available anywhere.

The City & Borough of Juneau/Bartlett Regional Hospital/Juneau School District Health Benefit Plan is an "in-network provider arrangement"; it is based on agreements that certain providers have made with Premera Blue Cross Blue Shield of Alaska. The agreements with In-Network Providers mean lower fees charged for hospital and medical services furnished by In-Network Providers to our enrollees.

The In-Network Provider program is designed to lower your out-of-pocket expense. Therefore, you are encouraged to use In-Network Providers.

The HDHP Plan meets the requirements of a qualified high deductible health plan for use in conjunction with a health savings account. Participation in a health savings account isn't a requirement for enrollment or continued eligibility on this plan. No feature of this plan is intended to, or should be assumed to, override health savings account requirements. Contact your health savings account administrator if you have questions about requirements for health savings accounts. If the requirements for high deductible health plans are changed by law or regulation, this plan will be administered according to those changes even though they're not yet specified in this booklet.

Premera Blue Cross Blue Shield of Alaska isn't an administrator, trustee or fiduciary of any health savings account which may be used in conjunction with this health plan.

Take time to become familiar with the benefits the program offers. Many terms have specific meanings as used throughout the book. Refer to the ***Definitions*** section at the end of the booklet for clarification. **We suggest you review this booklet carefully**.

Our program is administered by Premera Blue Cross Blue Shield of Alaska. If you have questions regarding your coverage or how benefits have been paid, Premera Blue Cross Blue Shield of Alaska encourages you to contact their customer service department at:

Local and toll-free number: 800-508-4722 (TTY: 771)
Monday - Friday, 8:00 a.m. – 5:00 p.m.
Pacific Standard Time

Your claims correspondence can be sent to:

Premera Blue Cross Blue Shield of Alaska
PO Box 91059
Seattle, WA 98111-9159

If at any time you have questions concerning your eligibility, contact the CBJ Risk Management at (907) 586-0321.

If any provision of this Plan is superseded by state or federal law, the Plan will comply with the applicable law as it relates to those provisions.

SUMMARY OF YOUR BENEFITS

This is a summary of your benefits for covered services. Your costs are subject to all of the following:

- The **allowed amount**. This is the most this plan allows for a covered service. For providers that do not have agreements with us, you are responsible for any amounts over the allowed amount, except for emergency services, covered air ambulance services, or as prohibited by law.
- The **coinsurance**. This is a defined percentage of allowed amounts for covered services and supplies you receive. The benefit level provided by this plan and the remaining percentage you are responsible for, not including required copays, are both referred to as "coinsurance."
- The **copay**. This is a fixed up-front dollar amount that you're required to pay for each occurrence of certain covered services. Your provider of care may ask you to pay the copay at the time of service. Unless stated otherwise, benefits subject to a copay aren't subject to your deductible or coinsurance if any.
- **For Economy and Standard Plans***

  SaveOnSP Specialty Pharmacy Cost Share Offset Program Certain specialty drugs may be included in SaveOnSP, a specialty pharmacy cost share offset program. See the list of SaveOnSP-eligible drugs located at www.premera.com/saveonsp. Drugs included in the program have a 30% coinsurance, however, if you choose to enroll in the SaveOnSP program, your cost share will be covered in full by the program. Participation in the program is voluntary. If you choose not to enroll in the SaveOnSP program, you will be responsible for the 30% coinsurance of the associated medication in the program. If you choose not to enroll in the SaveOnSP program, you will be responsible for the 30% coinsurance of the associated medication in the program. The program does not apply if the drug is administered under the medical benefits.

  *This program does not apply to the HDHP Plan.
- The **deductible**. This is the amount you must pay in each plan year for covered services and supplies before this plan provides certain benefits. The amount credited toward the plan year deductible doesn't include any copays required by this plan, and won't exceed the "allowed amount" for any covered service or supply. Not all the amounts you have to pay count toward the deductible, such as cost-share for certain specialty drugs designated as non-essential health benefits that are included in the SaveOnSP program.

  For the HDHP Plan - This deductible is a family aggregate, which means that the deductible can be met by a single enrolled member, or more than one enrolled member in combination. Benefits aren't provided for any family member until the family enrollment deductible has been reached, except where stated otherwise. Once the family enrollment amount is reached, the deductible will be met for all enrolled family members.
- The **out-of-pocket maximum**. This is the amount you could pay toward the plan year deductible and coinsurance, if any, for services listed under the ***Medical Benefits*** section.

  For the HDHP Plan - This out-of-pocket maximum is a family aggregate, which means that the out-of-pocket maximum can be met by a single enrolled member, or more than one enrolled members in combination. Once the family enrollment amount is reached, the out-of-pocket maximum will be met for all enrolled family members.

	Services In Yukon Network	Services Not in Yukon Network
Annual Plan Maximum:	No Annual Plan Maximum	
Deductible (per plan year):		
HDHP Plan	$2,000 per enrollee $4,000 per family	Shared with in-network
Economy Plan:	$700 per enrollee $1,400 per family	Shared with in-network
Standard Plan:	$350 per enrollee $700 per family	Shared with in-network

	Amount the Plan Pays For Services in the Yukon Network	Amount the Plan Pays For Services Not in the Yukon Network
Reimbursement Percentages:		
HDHP Plan	80% of the allowed amount 100% after out-of-pocket maximum is reached	50% of the allowed amount 100% after out-of-pocket maximum is reached
Economy Plan:	80% of the allowed amount 100% after out-of-pocket maximum is reached	50% of the allowed amount 100% after out-of-pocket maximum is reached
Standard Plan:	80% of the allowed amount 100% after out-of-pocket maximum is reached	60% of the allowed amount 100% after out-of-pocket maximum is reached
	Services In Yukon Network	**Services Not in Yukon Network**
Out-of-Pocket Maximum Once the individual out-of-pocket maximum has been satisfied the benefits for that individual will be provided at 100% of allowed amount for the remainder of the plan year for covered services.		
HDHP Plan	Per plan year: $4,000 per enrollee $8,000 per family	Shared with in-network
Economy Plan:	Per plan year: $3,000 per enrollee $8,000 per family	Shared with in-network
Standard Plan:	Per plan year: $1,850 per enrollee $5,200 per family	Shared with in-network

- **Prior authorization.** In order to be eligible for some services you must get prior authorization before you get them. See ***Prior Authorization*** for details.
- **Conditions, time limits and maximum limits.** This plan has certain conditions, time limits and maximum limits that are described in this booklet. Some services have special rules. See ***Covered Services*** for details.

The benefits listed in the ***Summary of Your Benefits*** table below are for outpatient professional services, unless otherwise indicated. You may have additional out-of-pocket expenses for inpatient facility services, if incurred. See ***Hospital Inpatient Care***, ***Hospital Outpatient Care*** and freestanding ***Surgical Center Care – Outpatient*** for details.

	YOUR BENEFIT	
MEDICAL SERVICES BENEFIT	**SERVICES IN THE ALASKA YUKON NETWORK**	**SERVICES NOT IN THE ALASKA YUKON NETWORK**
Acupuncture Benefits are provided for up to 12 visits per member per plan year.	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Allergy Testing and Injections – Outpatient Professional	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Ambulance		
• Emergency surface transport	**HDHP Plan:** 80% of the allowed amount. Subject to the deductible. **Economy Plan:** $150 copay, then the plan pays 80% of the allowed amount, per trip. Subject to the deductible. **Standard Plan:** $150 copay, then the plan pays 80% of the allowed amount, per trip. Subject to the deductible.	
• Emergency air transport	**HDHP Plan:** 80% of the allowed amount. Subject to the deductible. **Economy Plan:** $150 copay, then the plan pays 80% of the allowed amount, per trip. Subject to the deductible. **Standard Plan:** $150 copay, then the plan pays 80% of the allowed amount, per trip. Subject to the deductible.	
• Non-emergent surface transport	**HDHP Plan:** 80% of the allowed amount. Subject to the deductible. **Economy Plan:** $150 copay then the plan pays 80% of the allowed amount, per trip. Subject to the deductible. **Standard Plan:** $150 copay then the plan pays 80% of the allowed amount, per trip. Subject to the deductible.	
• Non-emergent air transport	**HDHP Plan:** 80% of the allowed amount. Subject to the deductible. **Economy Plan:** $150 copay then the plan pays 80% of the allowed amount, per trip. Subject to the deductible. **Standard Plan:** $150 copay then the plan pays 80% of the allowed amount, per trip. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.

	YOUR BENEFIT	
MEDICAL SERVICES BENEFIT	**SERVICES IN THE ALASKA YUKON NETWORK**	**SERVICES NOT IN THE ALASKA YUKON NETWORK**
Assisted Reproduction These services are subject to an assisted reproduction maximum of $30,000 per member, per lifetime. Infertility drugs, including assisted reproduction medications, dispensed by a licensed pharmacy are covered under the ***Prescription Drugs*** benefit, however these services are subject to the assisted reproduction maximum.	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Blood Products and Services Benefits are provided for the cost of blood and blood derivatives.	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Cellular Immunotherapy and Gene Therapy	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Chemotherapy and Radiation Therapy See the ***Hospital Inpatient Care, Hospital Outpatient Care*** and ***Surgical Center Care – Outpatient*** for facility charges.	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Clinical Trials Medically necessary care of a qualified clinical trial. • Transportation for **Cancer Clinical Trials** only	Covered as any other service depending where the service is performed. You may have additional costs for other services such as x-rays, lab, and hospital facility charges. See those covered services for details. 80% of the allowed amount. Subject to the deductible.	

MEDICAL SERVICES BENEFIT	YOUR BENEFIT	
	SERVICES IN THE ALASKA YUKON NETWORK	SERVICES NOT IN THE ALASKA YUKON NETWORK
Contraception Management and Sterilization		
• Vasectomy	**HDHP Plan:** 80% of the allowed amount. Subject to the deductible. **Economy Plan:** 100% of the allowed amount **Standard Plan:** 100% of the allowed amount	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 50% of the allowed amount. Subject to the deductible.
• Other covered contraceptive management services, including tubal ligation	100% of the allowed amount	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 50% of the allowed amount. Subject to the deductible.
• Prescription contraceptives dispensed in a pharmacy	Prescription contraceptives including emergency contraception and prescription barrier devices or supplies that are dispensed by a licensed pharmacy are covered under the ***Prescription Drug*** benefit.	
Dental Care		
Dental Anesthesia Hospital or ambulatory surgical center care for dental procedures are provided for general anesthesia and related facility services that are medically necessary.	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Outpatient facility	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.

	YOUR BENEFIT	
MEDICAL SERVICES BENEFIT	**SERVICES IN THE ALASKA YUKON NETWORK**	**SERVICES NOT IN THE ALASKA YUKON NETWORK**
• Inpatient facility	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Dental Injury When services are related to an accidental injury, benefits are provided when such repair is performed within 12 months of the accidental injury.	Covered as any other service depending where the service is performed. You may have additional costs for other services such as x-rays, lab, and hospital facility charges. See those covered services for details.	
Diagnostic Mammography Services • Outpatient professional diagnostic mammography services	**HDHP Plan:** 100% of the allowed amount. **Economy Plan:** 100% of the allowed amount **Standard Plan:** 100% of the allowed amount	**HDHP Plan:** 100% of the allowed amount. **Economy Plan:** 100% of the allowed amount **Standard Plan:** 100% of the allowed amount
Diagnostic Lab, X-ray and Imaging **Note:** For preventive diagnostic services see the ***Preventive Care*** benefit.	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Dialysis Benefits for end stage renal disease (ESRD). • During Medicare's waiting period	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• After Medicare's waiting period	**HDHP Plan:** 80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible.
	Economy Plan: 100% of the allowed amount **Standard Plan:** 100% of the allowed amount	

MEDICAL SERVICES BENEFIT	YOUR BENEFIT	
	SERVICES IN THE ALASKA YUKON NETWORK	SERVICES NOT IN THE ALASKA YUKON NETWORK
Emergency Room The copay is waived if you are admitted as an inpatient through the emergency room.	**HDHP Plan:** 80% of the allowed amount. Subject to the deductible. **Economy Plan:** $150 copay then the plan pays 80% of the allowed amount, per trip. Subject to the deductible. **Standard Plan:** $150 copay then the plan pays 80% of the allowed amount, per trip. Subject to the deductible	
Foot Care Routine medically necessary foot care.	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Habilitation Therapy		
• Professional outpatient therapy	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Outpatient facility services Benefits for outpatient care will be provided for physical, speech, and occupational therapy services, up to a combined maximum benefit of 45 visits per member each plan year.	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Inpatient professional services	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.

	YOUR BENEFIT	
MEDICAL SERVICES BENEFIT	**SERVICES IN THE ALASKA YUKON NETWORK**	**SERVICES NOT IN THE ALASKA YUKON NETWORK**
• Inpatient facility services Benefits for inpatient facility and professional care are available up to 30 days per member each plan year.	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Health Management • Health Education • Nicotine Dependency Programs • Diabetes Health Education	100% of the allowed amount	
Hearing • **Hearing exam** Benefits are provided for one hearing examination (or screening) per member each plan year. Plan year limit: $400	**HDHP Plan:** 80% of the allowed amount. Subject to the deductible. **Economy Plan:** 100% of the allowed amount **Standard Plan:** 100% of the allowed amount	
• **Hearing hardware** Benefits are provided up to a maximum benefit of $3,000 per member in a period of 3 consecutive plan years.	**HDHP Plan:** 80% of the allowed amount. Subject to the deductible. **Economy Plan:** 100% of the allowed amount **Standard Plan:** 100% of the allowed amount	
Home Health Care **Professional Home Health** • Intermittent home health visits limited to 130 visits per member each plan year.	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Private duty nursing Private duty nursing services are limited to a maximum of $2,500 per plan year, when services are ordered by a physician	80% of the allowed amount. Subject to the deductible.	

	YOUR BENEFIT	
MEDICAL SERVICES BENEFIT	**SERVICES IN THE ALASKA YUKON NETWORK**	**SERVICES NOT IN THE ALASKA YUKON NETWORK**
Home Medical Equipment (HME), Orthotics, Prosthetics and Supplies	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Hospice Care Benefits for a terminally ill member are limited to 6 months of covered hospice care.		
• Inpatient hospice care up to a maximum of 10 days	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Professional in-home intermittent hospice visits (not subject to the 130 intermittent home health care visit limit)	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Respite care up to a maximum of 240 hours	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.

	YOUR BENEFIT	
MEDICAL SERVICES BENEFIT	**SERVICES IN THE ALASKA YUKON NETWORK**	**SERVICES NOT IN THE ALASKA YUKON NETWORK**
Infusion Therapy – Outpatient Professional	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Hospital Inpatient Care		
• Inpatient professional services	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Inpatient facility services For inpatient hospital maternity care and newborn care, see the ***Maternity Care*** and ***Newborn Care*** benefits.	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Hospital Outpatient Care		
• Outpatient professional services	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Outpatient facility services	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.

MEDICAL SERVICES BENEFIT	YOUR BENEFIT	
	SERVICES IN THE ALASKA YUKON NETWORK	SERVICES NOT IN THE ALASKA YUKON NETWORK
Mastectomy and Breast Reconstruction Mastectomy necessary due to disease, illness or accidental injury and for breast reconstruction needed in connection with a mastectomy.	Covered as any other service depending where the service is performed	
Maternity Care Benefits for the hospital stay and related inpatient medical care following childbirth are provided up to: • 48 hours after a normal vaginal birth; or • 96 hours after a normal cesarean birth.	Covered as any other service depending where the service is performed	
Medical Foods	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Medical Transportation Benefits **Elective Procedure Travel** Cellular Immunotherapy and Gene Therapy travel and lodging benefits are limited to $7,500 per episode of care. Benefits are provided for: • One round trip airfare by a licensed commercial carrier for the member and one companion per episode Reimbursement rates: • Ferry transportation limited up to $50 per person each way • Lodging expenses are limited up to $50 per day per person. • Mileage expenses are reimbursed at 20 cents per mile per trip • Surface transportation and parking limited up to $35 per day **Note**: Reimbursement rates are based on IRS guidelines and are subject to change due to IRS regulations.	No cost share	

MEDICAL SERVICES BENEFIT	YOUR BENEFIT	
	SERVICES IN THE ALASKA YUKON NETWORK	SERVICES NOT IN THE ALASKA YUKON NETWORK
Medical Access Transportation Benefits are limited to 3 round trip coach air or surface transports per plan year only for the ill or injured member. When transportation is for a child under the age of 19, this benefit will also cover a parent or guardian to accompany the child.	80% of the allowed amount. Subject to the deductible.	
Mental Health Care		
• Professional outpatient office visits (including virtual care)	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Outpatient facility services	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Inpatient professional	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Inpatient facility	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.

MEDICAL SERVICES BENEFIT	YOUR BENEFIT	
	SERVICES IN THE ALASKA YUKON NETWORK	SERVICES NOT IN THE ALASKA YUKON NETWORK
Newborn Care Benefits for routine hospital nursery charges and related inpatient well-baby care for an eligible newborn are provided up to: • 48 hours after a normal vaginal birth; or • 96 hours after a normal cesarean birth. • Any deductible or coinsurance required for the newborn is separate from that of the mother	Covered as any other service depending where the service is performed	
Newborn Hearing Exams and Testing This benefit provides for one screening hearing exam for covered newborns up to 30 days after birth. Benefits are also provided for diagnostic hearing tests, including administration and interpretation, for covered children up to age 24 months if the newborn hearing screening exam indicates a hearing impairment.	Covered as any other service depending where the service is performed	
Preventive Care		
• Preventive exams, screenings and immunizations (including seasonal immunizations in a provider's office) are limited in how often you can get them based on your age and gender	100% of the allowed amount.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Preventive Diagnostic services	100% of the allowed amount.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Preventive mammography services	**HDHP Plan:** 100% of the allowed amount	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible.
	Economy Plan: 100% of the allowed amount **Standard Plan:** 100% of the allowed amount	
• Seasonal and travel immunizations provided by a pharmacy or other mass immunizer	100% of the allowed amount.	

	YOUR BENEFIT	
MEDICAL SERVICES BENEFIT	**SERVICES IN THE ALASKA YUKON NETWORK**	**SERVICES NOT IN THE ALASKA YUKON NETWORK**
Professional Visits and Services (including virtual care)		
• Professional office visit. Covered services include professional office and home visits *Coverage for office visits throughout this plan includes real-time visits using online and telephonic methods with your doctor or other provider (telemedicine) when appropriate.*	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Inpatient and other outpatient professional visits	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
You may have additional costs for things such as x-rays, lab, therapeutic injections and facility charges. See those covered services for details.		
Psychological and Neuropsychological Testing		
• Psychological and neuropsychological testing and evaluation (mental health) - outpatient professional	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Psychological and neuropsychological testing and evaluation (mental health) - outpatient facility	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.

	YOUR BENEFIT	
MEDICAL SERVICES BENEFIT	**SERVICES IN THE ALASKA YUKON NETWORK**	**SERVICES NOT IN THE ALASKA YUKON NETWORK**
Rehabilitation Services		
• Outpatient professional services	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Outpatient facility services Physical, speech, occupational, and massage therapy services, including cardiac and pulmonary rehabilitation, up to a combined maximum benefit of 45 visits per member each plan year.	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Inpatient professional services	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Inpatient facility Benefits for inpatient facility and professional care are available up to 30 days per member each plan year. This benefit covers Inpatient care you receive within 24 months from the onset of the injury or illness or from the date of the surgery that made rehabilitation necessary. This limitation does not apply to chronic pain care. See ***Mental Health*** and ***Substance Use Disorder*** for therapies provided for mental health conditions such as autism.	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.

	YOUR BENEFIT	
MEDICAL SERVICES BENEFIT	**SERVICES IN THE ALASKA YUKON NETWORK**	**SERVICES NOT IN THE ALASKA YUKON NETWORK**
Skilled Nursing Facility Care Benefits are provided up to 60 days per member each plan year.	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Spinal and Other Manipulations You may have additional costs for hospital facility charges if incurred Services must be medically necessary to treat a covered illness, injury or condition.	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Substance Use Disorder		
• Professional outpatient office visit (including virtual care)	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Outpatient facility services	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Inpatient professional	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.

	YOUR BENEFIT	
MEDICAL SERVICES BENEFIT	**SERVICES IN THE ALASKA YUKON NETWORK**	**SERVICES NOT IN THE ALASKA YUKON NETWORK**
• Inpatient facility	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Surgery This benefit covers surgical services that are not covered under other benefits when performed on an inpatient or outpatient basis, in such locations as a hospital, ambulatory surgical facility, surgical suite or provider's office For organ, bone marrow or stem cell transplant procedure benefit information, see the ***Transplants*** benefit. You may have additional costs for hospital facility charges if incurred	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Surgical Center – Free Standing Facility	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Therapeutic Injections – Outpatient Professional	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.

	YOUR BENEFIT	
MEDICAL SERVICES BENEFIT	**SERVICES IN THE ALASKA YUKON NETWORK**	**SERVICES NOT IN THE ALASKA YUKON NETWORK**
Transplants - This benefit covers medical services only if provided by "Approved Transplant Centers."		
• Outpatient professional visits	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Outpatient facility services	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Inpatient professional	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Inpatient facility	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
Donor Costs: Procurement expenses are limited to $75,000 per transplant. All covered donor costs accrue towards the $75,000 maximum, no matter when the donor receives them.		

.

	YOUR BENEFIT	
MEDICAL SERVICES BENEFIT	**SERVICES IN THE ALASKA YUKON NETWORK**	**SERVICES NOT IN THE ALASKA YUKON NETWORK**
Transgender Services		
• Outpatient professional visits	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Outpatient facility services	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Inpatient professional	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.
• Inpatient facility	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 50% of the allowed amount. Subject to the deductible. **Standard Plan:** 60% of the allowed amount. Subject to the deductible.

	YOUR BENEFIT	
MEDICAL SERVICES BENEFIT	**SERVICES IN THE ALASKA YUKON NETWORK**	**SERVICES NOT IN THE ALASKA YUKON NETWORK**
Travel and Lodging for Transplant Services Covered transportation and lodging incurred by the transplant recipient and companions are limited to $7,500 per transplant. Reimbursement rates: • **Travel:** Travel is reimbursed between the patient's home and the Approved Transplant Center for round trip (air, train, or bus) coach class transportation costs. • Mileage expenses are reimbursed at 20 cents per mile per trip • Surface transportation and parking are limited up to $35 per day • Ferry transportation expenses are limited up to $50 per person each way • **Lodging:** Expenses incurred by a transplant patient and companion for hotel lodging away from home. Lodging expenses are limited up to $50 per day per person **Note:** Reimbursement rates are based on IRS guidelines and are subject to change due to IRS regulations.	**HDHP Plan:** 80% of the allowed amount. Subject to the deductible. **Economy Plan:** 100% of the allowed amount. Subject to the deductible. **Standard Plan:** 100% of the allowed amount. Subject to the deductible.	
Urgent Care You may have additional costs for other services like x-rays, lab, and hospital facility charges, if incurred. • Freestanding urgent care center	80% of the allowed amount. Subject to the deductible.	**HDHP Plan:** 50% of the allowed amount. Subject to the deductible. **Economy Plan:** 80% of the allowed amount. Subject to the deductible. **Standard Plan:** 80% of the allowed amount. Subject to the deductible
• Urgent care (Hospital facility)	See ***Emergency Room*** for cost shares	

	YOUR BENEFIT	
MEDICAL SERVICES BENEFIT	**SERVICES IN THE ALASKA YUKON NETWORK**	**SERVICES NOT IN THE ALASKA YUKON NETWORK**
Virtual Care App-based care select providers		
• General Medical Services	**HDHP Plan:** 80% of the allowed amount. Subject to the deductible. **Economy Plan:** 100% of the allowed amount **Standard Plan:** 100% of the allowed amount	Not covered
• Mental Health	80% of the allowed amount. Subject to the deductible.	Not covered
• Substance Use Disorder	80% of the allowed amount. Subject to the deductible.	Not covered
App-based care select providers can be found at https://www.premera.com/visitor/virtual-care or contact customer service for assistance. See the ***Professional Visits and Services, Mental Health Care and Substance Use Disorder*** benefits for virtual care benefits.		
Weight Management Treatment Weight management covered up to a lifetime maximum of $25,000. See ***Prescription Drugs*** for coverage of prescription weight management drugs.	80% of the allowed amount. Subject to the deductible.	

PRESCRIPTION DRUGS	YOUR COST-SHARE		
	HDHP Plan	**Economy Plan**	**Standard Plan**
Prescription Deductible and Out-of-Pocket Maximum Prescription drug deductibles, coinsurance, and copays do not apply toward the medical plan out of pocket maximum or deductibles.	The Prescription Drug cost-shares on the HDHP Plan accrue to the medical Deductible and Out-of-Pocket Maximums. See the tables in the ***Summary of Your Benefits*** section.		
• **Deductible**		$150	$75
• **Individual Out-of-Pocket Maximum**		$2,000	$1,450
• **Family Out-of-Pocket Maximum**		$6,000	$4,350
Prescription Drugs – Retail Pharmacy	**HDHP Plan**	**Economy Plan**	**Standard Plan**
Retail Pharmacy Dispensing Limit.	Benefits are provided for up to a 90-day supply of covered medication.	Benefits are provided for up to a 90-day supply of covered medication. For prescriptions that require copays, you pay 1 copay for each 30-day supply.	
• Preferred Generic Drugs	80% of the allowed amount. Subject to the deductible.	$10 copay	$10 copay
• Preferred Brand Name Drugs	80% of the allowed amount. Subject to the deductible.	$35 copay	$25 copay
• Preferred Specialty Drugs	80% of the allowed amount. Subject to the deductible.	$55 copay	$45 copay
• All Non-Preferred Drugs	80% of the allowed amount. Subject to the deductible.	$150 copay	$100 copay
Prescription Drugs – Mail-Order	**HDHP Plan**	**Economy Plan**	**Standard Plan**
Mail Order Dispensing Limit.	Benefits are provided for up to a 90-day supply of covered medication. Must use a participating pharmacy		
Specialty Drug Dispensing Limit	Benefits for specialty drugs dispensed through a specialty pharmacy program via mail-order are limited to a 30-day supply and are subject to the specialty drug cost-share for each prescription drug purchase.		
• Preferred Generic Drugs	80% of the allowed amount. Subject to the deductible.	$10 copay	$10 copay
• Preferred Brand Name Drugs	80% of the allowed amount. Subject to the deductible.	$35 copay	$25 copay
• Preferred Specialty Drugs	80% of the allowed amount. Subject to the deductible.	$55 copay	$45 copay
• All Non-Preferred Drugs	80% of the allowed amount. Subject to the deductible.	$150 copay	$100 copay

PRESCRIPTION DRUGS	YOUR COST-SHARE		
Per Internal Revenue Service requirements, drug manufacturer coupons and other forms of cost-share assistance cannot be used to satisfy this plan's deductible.			
For Economy and Standard Plan* **SaveOnSP Specialty Pharmacy Cost Share Offset Program –** Certain specialty drugs are included in SaveOnSP, a specialty pharmacy cost share offset program. See the list of drugs included in the SaveOnSP program located at **premera.com/saveonsp**-ak. Drugs included in the program have a 30% coinsurance, however, if you participate in the SaveOnSP program, your cost share will be covered in full by the program. If you choose not to participate in the SaveOnSP program, the 30% coinsurance associated to the medication will still apply. Whether or not you participate, the cost share for drugs included in the program do not accrue toward the deductible and out-of-pocket maximum. **Note**: If the drug is covered under the medical benefits of this plan, the medical benefit's cost-share would apply. SaveOnSP does not apply if the drug is administered under a medical benefit. Drugs may be covered under the medical benefit when administered and billed through a provider as part of the medical service. *This program does not apply to the HDHP Plan.			
Prescription Drugs – Anti-Cancer Medication This benefit covers self-administered anti-cancer drugs when the medication is dispensed by a pharmacy. This benefit is covered under this plans medical cost share.	Same as above cost-shares		
Weight Management Drugs Weight management drugs are covered up to a lifetime maximum of $25,000, combined with the medical benefit.	Same as above cost-shares		

STARTING OUT IN THE PROGRAM

WHO IS ELIGIBLE FOR COVERAGE?

CBJ Employees

Start effective on the first day of the pay period following their date of hire when an employee is eligible to enroll in the plan, and chooses to "enroll" in the plan, if they satisfy the following:

- They become an active full-time employee, including a new seasonal employee, who regularly works a minimum of 37 1/2 hours per week
- They become an active permanent/probationary: part-time employee, seasonal employee, or exempt employee working less than full time and who regularly works a minimum of 780 hours per year and a minimum of 15 hours per week, and they agree to pay their portion of the premium, which will be pro-rated depending on the number of hours worked per pay period
- They become an Assembly Member

Bartlett Regional Hospital Employees

Start effective on the first day of the pay period following their date of hire when an employee is eligible to enroll in the plan, and chooses to "enroll" in the plan, if they satisfy the following:

- They become an active-full-time employee, including a new seasonal employee, who regularly works a minimum of 72 hours per pay period
- They become an active permanent/probationary: part-time employee, or exempt employee working less than full time and who regularly works a minimum of 832 hours per year and a minimum of 16 hours per week, and they agree to pay their portion of the premium, which will be pro-rated depending on the number of hours worked per pay period

Juneau School District Employees

For school district employees refer to your individual union contract

Dependent Eligibility

An "eligible dependent" is defined as one of the following:

- The lawful spouse of the employee, unless legally separated.
- The domestic partner of the subscriber. All rights and benefits afforded to a "spouse" under this plan except eligibility for COBRA coverage will also be afforded to an eligible domestic partner. In determining benefits for domestic partners and their children under this plan, the term "establishment of the domestic partnership" shall be used in place of "marriage," and the term "termination of the domestic partnership" shall be used in place of "legal separation" and "divorce."
- An eligible child under 26 years of age, except as provided for in the ***Continued Coverage For a Disabled Child*** provision.
- An eligible child is one of the following:
  - A natural offspring of either or both the employee or spouse
  - A legally adopted child of either or both the employee or spouse; or
  - A child "placed" with the employee for the purpose of legal adoption in accordance with state law. "Placed" for adoption means assumption and retention by the employee of a legal obligation for total or partial support of a child in anticipation of adoption of such child.
  - A legal dependent for whom the subscriber or spouse has a legal guardianship. There must be a court order signed by a judge, which grants guardianship of the child to the subscriber or spouse as of a specific date. When the court order terminates or expires, the child is no longer an eligible child.

If a dependent, other than a child covered from birth, or a legally adopted child covered from date of placement with the employee, is confined for medical care or treatment in any institution or at home when coverage would normally start, the dependent will not be covered until given a final release by the doctor from all such confinement.

Continued Eligibility for a Disabled Child

Coverage may continue beyond the limiting age shown in the ***Dependent Eligibility*** section for a dependent child who cannot support themselves because of a developmental or physical disability. The child will continue to be eligible if all the following are met:

- The child became disabled before reaching the limiting age
- The child is incapable of self-sustaining employment by reason of developmental or physical disability and is chiefly dependent upon the subscriber for support and maintenance
- The employee remains covered under this program
- The child's required contributions, if any, continue to be paid
- Within 31 days of the child reaching the limiting age, the subscriber furnishes us with a Request for Certification of Disabled Dependent form. We must approve the request for certification for coverage to continue.
- The employee provides the Claims Administrator with proof of the child's disability and dependent status when requested. The Claims Administrator will not ask for proof more often than once a year after the two-year period following the child's attainment of the limiting age.

WHEN DOES COVERAGE BEGIN?

Enrollment

When the employee becomes eligible to enroll, they **must** complete an enrollment form or waive form (with proof of other coverage) and if necessary an affidavit of marriage for themselves and any eligible dependents within 30 days.

You or your eligible dependents may become eligible to enroll in this program on the following dates or may enroll once annually unless additional family status changes occur during the plan year:

- For the employee and existing eligible family members, the date the employee meets the employee eligibility requirements.
- For a spouse and eligible children that they meet the criteria outlined in the affidavit of marriage.
- For a natural newborn child born on or after the employee's effective date, the child's birth date.
- For an adoptive child, the date the child is placed with the employee for the purpose of legal adoption.

We must receive completed enrollment applications and required premiums within 30 days of the date the applicant becomes eligible to enroll, or in the case of a spouse and eligible children acquired through marriage, 30 days from the date they become eligible to enroll as explained above. If we don't receive the enrollment application within 30 days of the date you became eligible, none of the dates above will apply. See ***Special Enrollment*** below.

For adoptive and natural newborn children we must receive completed enrollment applications and required premiums within 60 days of the date the applicant becomes eligible to enroll.

Children Covered Under Medical Child Support Orders Or Legal Guardianship

When we receive the completed enrollment application within 30 days of the date of the medical child support order or legal guardianship, coverage for an otherwise eligible child that is required under the order (by the court) will become effective on the date of the order. Otherwise, coverage will become effective on the first of the month following the date we receive the application for coverage. The enrollment application may be submitted by the subscriber, the child's custodial parent, a state agency administering Medicaid, or the state child support enforcement agency. When premiums being paid do not already include coverage for dependent children, such charges will begin from the child's effective date. Contact your Group for detailed procedures.

Family and Medical Leave/Alaska Family Leave

The City & Borough of Juneau, Bartlett Regional Hospital, Juneau School District adheres to the provisions of the Family and Medical Leave Act (FMLA) and the Alaska Family Leave Act (AFLA) for all Employees that meet eligibility requirements.

Eligible Employees on Family Medical Leave Act who go into a leave without pay status will continue to receive health insurance benefits as if they were continuing to work; including an obligation to pay their share of the premium. Eligible Employees who have exhausted benefits under the FMLA but remain eligible for benefits under

the AFLA and are in a leave without pay status are eligible for continuing health insurance benefits but are obligated to pay the full premium.

You have a right under the Family and Medical Leave Act (FMLA) and Alaska Family Leave Act (AFLA) for up to 18 weeks of unpaid leave in a 12-month period for the reasons listed below.

- For the birth of the employee's child or for the placement of a child with the employee through adoption or foster care
- When an employee is needed to care for the employee's child, spouse or parent who had a serious health condition
- When an employee is unable to perform the functions of their job due to a serious health condition.
- Due to a qualifying exigency or for care of an injured covered service member under the National Defense Authorization Act

  Employees who have worked for CBJ, Bartlett or Juneau School District long enough to be eligible for coverage under the FMLA policy can, if absent for one of the reasons listed above, continue to receive health insurance benefits even if they run out of personal leave and go into Leave Without Pay. The employees' obligation to pay their share of the contribution continues, just the same as if they were working, but the employer will continue to pay its contribution towards the health benefits. When the FMLA is over, the employee will be reinstated to the same or an equivalent job with the same pay, benefits, and terms and conditions of employment unless the position has been laid off.

  If an employee chooses not to return to work following FMLA, the employee may be required to reimburse CBJ, Bartlett or Juneau School District for health benefit contributions it made during the entire period of FMLA. Reimbursement may not be required if the failure to return to work is due to: 1) the continuation, recurrence, or onset of a serious health condition which would entitle you to FMLA; or 2) other circumstances beyond the employee's control.

For more information about the Family/Medical Leave Policy, contact your Human Resources Department.

- **Bartlett Regional Hospital employees**: 907-796-8418
- **City and Borough employees**: 907-586-5250
- **Juneau School District employees**: 907-523-1781

Donation of Leave

CBJ Employees – Refer to your Personnel Policies or contact the Human Resources Department at 907-586-5250 for more information.

Bartlett Employees – Refer to your Human Resources Department at 907-796-8418.

Juneau School District – Refer to your Payroll Department at 907-823-1781

Re-Enrollment

If an employee terminates coverage during the plan year, and returns to work within that same plan year, all credits and deductibles previously satisfied will be reinstated.

Late Enrollment

If you decline enrollment for your dependents (including your spouse) because of other health insurance coverage, you may in the future be able to enroll your dependents in this plan, provided that you request enrollment within 30 days after your other coverage ends.

When we receive the employee and/or dependent's completed enrollment application and any required premiums within 30 days of the date such other coverage ended, coverage under this plan will become effective on the first of the month following receipt of the employee and/or dependent's enrollment application.

When we don't receive the employee and/or dependent's completed enrollment application within 30 days of the date prior coverage ended, refer to ***Enrollment***.

In addition, if you have a new dependent as a result of marriage, birth, adoption or placement for adoption, you may be able to enroll your dependents, provided that you request enrollment within 30 days after the marriage, birth, adoption or placement for adoption. Contact your Plan Administrator for instructions on other special enrollments.

Special Enrollment

Involuntary Loss Of Other Coverage

If an employee and/or dependent doesn't enroll in this plan or another plan sponsored by the Group when first eligible because they aren't required to do so, that employee and/or dependent may later enroll in this plan outside of the annual open enrollment period if each of the following requirements is met:

- The employee and/or dependent were covered under group health coverage or a health insurance program at the time coverage under the Group's plan is offered
- The employee and/or dependent's coverage under the other group health coverage or health insurance program ended as a result of one of the following:

Loss of eligibility for coverage (including, but not limited to, the result of legal separation, divorce, death, termination of employment or the reduction in the number of hours of employment)

Termination of employer contributions toward such coverage

The employee and/or dependent were covered under COBRA at the time coverage under this plan was previously offered and COBRA coverage has been exhausted.

An eligible employee who qualifies as stated above may also enroll all eligible dependents. When only an eligible dependent qualifies for special enrollment, but the eligible employee is not enrolled in any of the Group's plans or is enrolled in a different plan sponsored by the Group, the employee is also allowed to enroll in this plan in order for the dependent to enroll.

When we receive the employee and/or dependent's completed enrollment application and any required premiums within 60 days of the date such other coverage ended, coverage under this plan will be effective on the first day of the month following the date the other coverage was lost.

If we do not receive the employee and/or dependent's completed enrollment application within the required 60 days, you and/or your dependents may not enroll until the next group open enrollment period. See ***Open Enrollment*** below.

Subscriber And Dependent Special Enrollment

An eligible employee and otherwise eligible dependents who previously elected not to enroll in any of the employer's group health plans when such coverage was previously offered, may enroll in this plan at the same time a newly acquired dependent is enrolled under ***Enrollment*** in the case of marriage, birth, adoption, or placement for adoption. The eligible employee may also choose to enroll alone, enroll with some or all eligible dependents or change plans, if applicable.

Note: If a newborn child is born to a dependent child of the subscriber or spouse, and the dependent child was not covered under the plan prior to the newborn's birth, the newborn is not eligible to be enrolled and no Special Enrollment event has occurred.

Subscriber And Dependent Special Enrollment With Medicaid and Children's Health Insurance Program (CHIP) Premium Assistance

You and your dependents may have special enrollment rights under this plan if you meet the eligibility requirements described under ***When Does Coverage Begin?*** and:

- You qualify for premium assistance for this plan from Medicaid or CHIP; or
- You no longer qualify for health care coverage under Medicaid or CHIP.

If you and your dependents are eligible as outlined above, you qualify for a 60-day special enrollment period. This means that you must request enrollment in this plan within 60 days of the date you qualify for premium assistance under Medicaid or CHIP or lose your Medicaid or CHIP coverage.

Coverage under this plan for the eligible employee and any dependents will start on the first of the month following:

- The date the eligible employee and any dependents qualify for Medicaid or CHIP premium assistance; or
- The date the eligible employee and any dependents lose coverage under Medicaid or CHIP.

The eligible employee and any dependents may be required to provide proof of eligibility from the state for this special enrollment period.

If we don't receive the enrollment application within the 60-day period as outlined above, you will not be able to enroll until the next open enrollment period.

Changes in Coverage

No rights are vested under this plan. The Group may change its terms, benefits, and limitations at any time. Changes to this plan will apply as of the date the change becomes effective to all members and to eligible employees and dependents who become covered under this plan after the date the change becomes effective.

Plan Transfers

Subscribers (with their enrolled dependents) may be allowed to transfer to this plan from another plan offered by the Group. Transfers also occur if the Group replaces another plan with this plan. All transfers to this plan must occur during open enrollment or on another date set by the Group.

When you transfer from the Group's other plan, and there's no lapse in your coverage, the following provisions that apply to this plan will be reduced to the extent they were satisfied and/or credited under the prior plan:

- Out-of-pocket maximum, if any
- Plan year deductible. Note that we will credit expenses applied to your prior plan's plan year deductible **only** when they were incurred in the current plan year. Expenses incurred during October through December of the prior year are not credited toward this plan's calendar year deductible for the current year.

In the event an employee enrolls for coverage under a different group health care plan also offered by the Group, enrollment for coverage under this plan can only be made during the Group's next open enrollment period.

WHEN COVERAGE ENDS

Termination Of Coverage

Coverage will end without notice, except as specified under ***Extended Benefits***, on the date on which one of these events occurs:

Coverage will end without notice on the date on which one of these events occurs:

- For the subscriber and dependents when any of the following occur:

The next required monthly premium for coverage isn't paid when due or within the grace period

The subscriber dies or is otherwise no longer eligible as a subscriber. If the subscriber dies, coverage for spouse and dependents will continue through the end of the month of the employee’s death. After the expiration of the coverage, the spouse and/or dependents are eligible for COBRA coverage. See ***COBRA*** for details.

In the case of a collectively bargained program, the employer fails to meet the terms of an applicable collective bargaining agreement or to employ employees covered by a collective bargaining agreement

- For a spouse when their marriage to the subscriber is annulled, or when they become legally separated or divorced from the subscriber
- For a child when they no longer meets the requirements for dependent coverage shown in ***Who Is Eligible For Coverage?***
- For fraud or intentional misrepresentation of material fact under the terms of the coverage by the subscriber or the subscriber’s dependents

The subscriber must promptly notify the Group when an enrolled family member is no longer eligible to be enrolled as a dependent under this plan.

Plan Termination

No rights are vested under this plan. The Group is not required to keep the plan in force for any length of time. The Group reserves the right to change or terminate this plan, in whole or in part, at any time with no liability. Plan changes are made as described in ***Changes In Coverage*** in this booklet. If the plan were to be terminated, you would only have a right to benefits for covered care you receive before the plan's end date.

Extended Benefits

Under the following circumstances, certain benefits of this plan may be extended after your coverage ends.

The inpatient benefits of this plan will continue to be available after coverage ends if:

- Your coverage had been in effect for more than 31 days

- Your coverage didn’t end because of fraud or an intentional misrepresentation of material fact under the terms of the plan
- You were admitted to a medical facility prior to the date coverage ended; and
- You remained continuously confined in a medical facility because of the same medical condition for which you were admitted.

Such continued inpatient coverage will end when the first of the following occurs:

- You’re covered under a health plan or contract that provides benefits for your confinement or would provide benefits for your confinement if coverage under this plan didn’t exist
- You’re discharged from that facility or from any other facility to which you were transferred
- Inpatient care is no longer medically necessary
- The maximum benefit for inpatient care in the medical facility has been provided. If the plan year ends before a plan year maximum has been reached, the balance is still available for covered inpatient care you receive in the next year. Once it’s used up, however, a plan year maximum benefit won’t be renewed.

COBRA

When group coverage is lost because of a "qualifying event" shown below, federal laws and regulations known as "COBRA" require the Group to offer qualified members an election to continue their group coverage for a limited time. Under COBRA, a qualified member must apply for COBRA coverage within a certain time period and may also have to pay a monthly premium for it.

The plan will provide qualified members with COBRA coverage when COBRA's enrollment and payment requirements are met. But, coverage is provided only to the extent that COBRA requires and is subject to the other terms and limitations of this plan. The Group, **not us**, is responsible for all notifications and other duties assigned by COBRA to the "plan administrator" within COBRA's time limits.

The following summary of COBRA coverage is taken from COBRA. Members' rights to this coverage and obligations under COBRA automatically change with further amendments of COBRA by Congress or interpretations of COBRA by the courts and federal regulatory agencies.

Qualifying Events and Length of Coverage

Contact the Group immediately when one of the qualifying events highlighted below occurs. The continuation periods listed extend from the date of the qualifying event.

Note: Covered grandchildren have the same rights to COBRA coverage as covered children.

Note: Covered domestic partners and their children who don’t qualify as dependent children of the subscriber, as stated in ***Dependent Eligibility*** earlier in this booklet, aren't eligible for COBRA coverage under this plan.

The Group must offer the subscriber and covered dependents an election to continue coverage for up to 18 consecutive months if their coverage is lost because of 1 of 2 qualifying events:

- **The subscriber's work hours are reduced**
- **The subscriber's employment terminates, except for discharge due to actions defined by the Group as gross misconduct**

However, if one of the events listed above follows the covered employee's entitlement to Medicare by less than 18 months, the Group must offer the covered spouse and children an election to continue coverage for up to 36 months starting from the date of the Medicare entitlement.

- COBRA coverage can be extended if a member who lost coverage due to a reduction in hours or termination of employment is determined to be disabled under Title II (OASDI) or Title XVI (SSI) of the Social Security Act at any time during the first 60 days of COBRA coverage. In such cases, all family members who elected COBRA may continue coverage for up to a total of 29 consecutive months from the date of the reduction in hours or termination.

The Group must offer the covered spouse or children an election to continue coverage for up to 36 consecutive months if their coverage is lost because of 1 of 4 qualifying events:

- **The subscriber dies**
- **The subscriber and spouse legally separate or divorce**
- **The subscriber becomes entitled to Medicare**

- **A child loses eligibility for dependent coverage**

  In addition, the occurrence of one of these events during the 18-month period described above can extend that period for a continuing dependent. This happens only if the event would have caused a similar dependent who was not on COBRA coverage to lose coverage under this plan. The extended period will end no later than 36 months from the date of the first qualifying event.

Conditions of COBRA Coverage

For COBRA coverage to become effective, all of the requirements below must be met:

You Must Give Notice Of Some Qualifying Events

The plan will offer COBRA coverage only after the Group receives timely notice that a qualifying event has occurred.

The subscriber or affected dependent must notify the Group in the event of a divorce, legal separation, child's loss of eligibility as a dependent, or any second qualifying event which occurs within the 18-month period as described in ***Qualifying Events And Lengths Of Coverage***. The subscriber or affected dependent must also notify the Group if the Social Security Administration determines that the subscriber or dependent was disabled on any of the first 60 days of COBRA coverage. You also have the right to appoint someone to give the Group this notice for you.

If the required notice is not given or is late, the qualified member loses the right to COBRA coverage. Except as described below for disability notices, the subscriber or affected dependent has 60 days in which to give notice to the Group. The notice period starts on the date shown below.

- For determinations of disability, the notice period starts on the **later** of: 1) the date of the subscriber's termination or reduction in hours; 2) the date qualified member would lose coverage as the result of one of these events; or 3) date of the disability determination. **Note: Determinations that a qualified member is disabled must be given to the Group before the 18-month continuation period ends. This means that the subscriber or qualified member might not have the full 60 days in which to give the notice.** Include a copy of the determination with your notice to the Group.

  Note: The subscriber or affected dependent must also notify the Group if a qualified member is deemed by the Social Security Administration to no longer be disabled. See the ***When COBRA Coverage Ends*** section for details.
- For the other events above, the 60-day notice period starts on the **later** of: 1) the date of the qualifying event, or 2) the date the qualified member would lose coverage as a result of the event.

Important note: The Group must tell you where to direct your notice and any other procedures that you must follow. If the Group informs you of its notice procedures after the notice period start date above for your qualifying event, the notice period will not start until the date you're informed by the Group.

The Group must notify qualified members of their rights under COBRA. If the Group has named a third party as its plan administrator, the plan administrator is responsible to notify members on behalf of the group. In such cases, the Group has 30 days in which to notify its plan administrator of a subscriber's termination of employment, reduction in hours, death or Medicare entitlement. The plan administrator then has 14 days after it receives notice of a qualifying event from the Group (or from a qualified member as stated above) in which to notify qualified members of their COBRA rights.

If the Group itself is the plan administrator, it has more than 14 days in which to give notice for certain qualifying events. The Group must furnish the notice required because of a subscriber's termination of employment, reduction in hours, death or Medicare entitlement no later than 44 days after the **later** of 1) the date of the qualifying event, or 2) the date coverage would end in the absence of COBRA. For all other qualifying events, the 14-day notice time limit applies.

You Must Enroll And Pay On Time

- You must elect COBRA coverage no more than 60 days after the **later** of 1) the date coverage was to end because of the qualifying event, or 2) the date you were notified of your right to elect COBRA coverage. You may be eligible for a second COBRA election period if you qualify under section 201 of the Federal Trade Act of 2002. Contact the Group or your bargaining representative for more information if you believe this may apply to you.

  Each qualified member will have an independent right to elect COBRA coverage. Subscribers may elect COBRA coverage on behalf of their spouses, and parents may elect COBRA coverage on behalf of their children.

- You must send your first payment to the Group no more than 45 days after the date you elected COBRA coverage
- Subsequent monthly premiums must be paid to the Group

Adding Family Members

Eligible family members may be added after the continuation period begins, but only as allowed under ***Special Enrollment*** or ***Open Enrollment*** in the ***When Does Coverage Begin?*** section. With one exception, family members added after COBRA begins aren't eligible for further coverage if they later have a qualifying event or if they are determined to be disabled as described under ***Qualifying Events And Lengths Of Coverage*** earlier in this COBRA section. The exception is that a child born to or placed for adoption with a covered employee while the covered employee is on COBRA has the same COBRA rights as family members on coverage at the time of the original qualifying event. The child will be covered for the duration of the covered employee's initial 18-month COBRA period, unless a second qualifying event occurs which extends the child's coverage. COBRA coverage is subject to all other terms and limitations of this plan.

Keep The Group Informed Of Address Changes

In order to protect your rights under COBRA, you should keep the Group informed of any address changes. It is a good idea to keep a copy, for your records, of any notices you send to the Group.

When COBRA Coverage Ends

COBRA coverage will end on the last day for which any charge for it has been paid in the monthly period in which the first of the following occurs:

- The applicable continuation period expires
- The next monthly premium isn't paid when due or within the 30-day COBRA grace period
- When coverage is extended from 18 to 29 months due to disability (see ***Qualifying Events And Lengths Of Coverage*** in this section), COBRA coverage beyond 18 months ends if there's a final determination that a qualified member is no longer disabled under the Social Security Act. However, coverage won't end on the date shown above, but on the last day for which premiums have been paid in the first month that begins more than 30 days after the date of the determination. The subscriber or affected dependent must provide the Group with a copy of the Social Security Administration's determination within 30 days after the **later** of: 1) the date of the determination, or 2) the date on which the subscriber or affected dependent was informed that this notice should be provided and given procedures to follow.
- You become covered under another group health care plan after the date you elect COBRA coverage. However, if the new plan contains an exclusion or limitation for a pre-existing condition, coverage doesn't end for this reason until the exclusion or limitation no longer applies.
- You become entitled to Medicare after the date you elect COBRA coverage
- The Group ceases to offer group health care coverage to any employee

If You Have Questions

Questions about your plan or your rights under COBRA should be addressed to the plan contacts provided by the Group. For more information about your rights under federal laws affecting group health plans, contact the nearest Regional or District Office of the U.S. Department of Labor's Employee Benefits Security Administration (EBSA) in your area or visit the EBSA website at **www.dol.gov/ebsa**. Addresses and phone numbers of Regional and District EBSA Offices are available through EBSA's website.

Other Continued Coverage Options

Continuation Under USERRA

The Uniformed Services Employment And Reemployment Rights Act (USERRA) protects the job rights (including enrollment rights on employer-provided health care coverage) of individuals who voluntarily or involuntarily leave employment positions to undertake military service. If you leave your job to perform military service, you have the right to elect to continue existing employer-based health plan coverage for you and your dependents for up to 24 months while in the military. Even if you don't elect to continue coverage during your military service, you have the right to be reinstated in your employer's health plan when you are re-employed, generally without any waiting periods or exclusions except for service-connected illnesses or injuries.

Contact your employer for information on USERRA rights and requirements. You may also contact the U.S. Department of Labor at 866-4-USA-DOL or visit its website at **www.dol.gov/vets**. An online guide to USERRA can be viewed at **www.dol.gov/elaws/userra.htm**.

Medicare Supplement Coverage

If you're enrolled in Parts A and B of Medicare, you may be eligible for guaranteed-issue coverage under certain Medicare supplement plans. You must apply within 63 days of losing coverage under this plan.

HOW DOES SELECTING A PROVIDER AFFECT MY BENEFITS?

The benefits of this plan are based on allowed amounts for covered services and supplies. See ***Definitions*** for a definition of "allowed amount."

This plan does not require use or selection of a primary care provider or require referrals for specialty care. Members may self-refer to providers, including obstetricians, gynecologists and pediatricians, to receive care, and may do so without pre-approval.

If your plan requires you to pay a higher deductible and/or more coinsurance, if any, for services of non-participating providers, emergency services will always be the exception. You pay the same deductible and/or coinsurance, if any, no matter whether the emergency services is provided by in-network or non-participating providers. If you see a non-participating provider, you are always responsible for any charges over the allowed amount, except for emergency services, covered air ambulance services, or as prohibited by law.

To help you manage the cost of health care, the Group has made use of our provider networks and our provider network arrangements with Blue Cross and/or Blue Shield Licensees throughout the country to furnish covered services to you through their provider networks. These networks consist of hospitals and other health care facilities, physicians and professionals. Throughout this section of your booklet, you'll find important information on how to manage your health care costs and out-of-pocket expenses through your choice of providers.

This plan's benefits are designed to provide lower out-of-pocket expenses for non-emergent hospital care when you get care from network hospitals. The provider networks are different depending upon the state in which you receive care.

Throughout this booklet, the term "network" refers to the following networks:

State	Provider Type
Alaska	Premera Blue Cross Blue Shield of Alaska Yukon network
Washington	Premera Blue Cross Heritage network
Wyoming	The local Blue Cross and/or Blue Shield Licensee's Traditional (Participating) network
All other states	The local Blue Cross and/or Blue Shield Licensee's PPO (Preferred) provider network.

The following services and/or providers will always be covered at the highest benefit level for covered services and supplies, based on the allowed amount:

- Emergency services. You may get care in the emergency room from non-participating providers. You will not be balance billed for emergency services provided by an non-participating provider under federal law. See ***Definitions*** for a definition of “Allowed Amount” for more information about allowed amounts for emergency services.
- Non-emergency care services received from non-participating providers in Alaska when there isn't a network provider located within 50 miles of your home. We suggest that you contact us before you receive non-emergency care covered services from an non-participating provider.
- Categories of providers with whom we do not have a contract, including accepted rural providers. See ***Definitions*** for a definition of "accepted rural providers."

Participating pharmacies are also available nationwide.

This booklet uses “non-participating” to refer to hospitals that aren't in the applicable network shown above.

You access network providers in states other than Alaska and Washington and in Clark County, Washington through the BlueCard program. See ***Out-Of-Area Care*** for details about how BlueCard works.

WHEN YOU GET CARE IN WASHINGTON

You have access to a network of providers when you get care in Washington. Like in-network providers in Alaska, you will receive the highest benefit level and lowest out-of-pocket costs when you see these providers. All the requirements of your plan described in this booklet apply to services received in Washington.

To find an in-network provider in Washington, see our provider directory at **premera.com**, or call customer service.

Important note: You're entitled to receive a provider directory automatically, without charge.

For the most current information on network hospitals in Alaska and Washington, refer to our website at **premera.com** or contact customer service. If you're outside Alaska and Washington or in Clark County, Washington, call 800-810-BLUE (2583).

HOW SELECTING A PROVIDER AFFECTS YOUR OUT-OF-POCKET EXPENSES

Network hospitals in Alaska have agreed to accept the allowed amount as payment in full. They have also agreed to bill us directly for the covered portion of the services you receive, and we direct the plan's payment to them. These commitments are also true of other types of providers in Alaska that have network agreements with us and of network providers outside Alaska.

If you use a non-participating hospital in Alaska, you'll be responsible for amounts above the allowed amount, except for emergency services, covered air ambulance services, or as prohibited by law. This is also true of any other provider in Alaska that doesn't have a network agreement with us and of non-participating providers outside Alaska. Amounts in excess of the allowed amount also don't count toward the plan year deductible, if any, or as coinsurance.

No matter what covered provider you choose, you're always responsible for all applicable deductibles, copays, coinsurance, amounts that exceed the benefit maximums and charges for non-covered services

Provider Status

Since a provider's agreement with us is subject to change at any time, it's important to verify a provider's status. This may help you avoid additional out-of-pocket expenses. Call our customer service department at the number listed inside the front cover of this booklet to verify a provider's status. If you're outside Alaska and Washington or in Clark County, Washington, call 800-810-BLUE (2583) to locate or verify the status of a provider.

CONTINUITY OF CARE

How Continuity of Care Works You may qualify for Continuity of Care (COC) under certain circumstances when a provider leaves your health plan's network or your employer transitions to a new carrier. This will depend on your medical condition at the time the change occurs. COC is a process that provides you with short-term, temporary coverage at in-network levels for care received by a non-participating provider.

COC applies in these situations:

- The contract with your provider ends
- The benefits covered for your provider change in a way that results in a loss of coverage
- The contract between your company and us ends and that results in a loss of benefits for your provider

How you qualify for Continuity of Care If a primary care provider contract is terminated without cause, continuing care will be provided according to the details included in the member's notice of the contract termination. Additionally, you may qualify for continuing care from non-primary care providers if you are in an "active relationship" or treatment with your provider. This means that you have had three or more visits with the provider within the past 12 months and you meet one or more of these conditions with respect to a terminated provider or facility:

- Undergoing a course of treatment for a serious and complex condition
- Undergoing a course of institutional or inpatient care
- Are scheduled for a non-elective surgery, including receipt of postoperative care
- Are pregnant and undergoing a course of treatment for the pregnancy
- Are receiving treatment for a terminal illness

We will notify you at least 30 days prior to your provider's termination date. When a termination for cause provides us less than 30 days' notice, we will make a good faith effort to assure that a written notice is provided to you immediately.

You can request continuity of care by contacting customer service. The contact information is on the back cover of this booklet.

Duration of Continuity of Care

If you are approved for continuity of care, you will get continuing care from the terminating provider until the longer of the following:

- For pregnant members, the completion of postpartum care
- For terminally ill members, the end of medically necessary treatment for the terminal illness. ("Terminal" means a life expectancy of less than one year.)
- The end of the current plan year
- Up to 90 days after the provider's contract termination date, if the member is continuing ongoing treatment

Continuity of care does not apply if your provider:

- No longer holds an active license
- Relocates out of the service area
- Goes on leave of absence
- Is unable to provide continuity of care because of other reasons
- Does not meet standards of quality of care

When continuity of care terminates, you may continue to receive services from this same provider, however, we will pay benefits at the non-participating benefit level subject to the allowed amount. See ***How Providers Affect Your Costs*** for an illustration about benefit payments. If we deny your request for continuity of care, you may request an appeal of the denial, see ***Complaints and Appeals*** for information on how to submit a complaint review request.

BALANCE BILLING PROTECTION

Non-participating providers have the right to charge you more than the allowed amount for a covered service. This is called "surprise billing" or "balance billing." However, federal law protects you from balance billing for:

Emergency Services

Emergency services from a non-participating hospital or facility or from a non-participating provider at the hospital or facility.

Emergency services includes certain post-stabilization services you may get after you are in stable condition. These include covered services provided as part of outpatient observation or during an inpatient or outpatient stay related to the emergency visit, regardless of which department of the hospital you are in.

Non-Emergency Services from a non-participating provider at an in-network hospital or outpatient surgery center

If a non-emergency service from a non-participating provider is not covered under the in-network benefits and terms of coverage under your health plan, then the federal law regarding balance billing do not apply for these services.

Air Ambulance

Your cost-sharing for non-participating air ambulance services shall be no more than if the services were provided by an in-network provider. The cost sharing amount shall be counted towards the in-network deductible and the in-network out of pocket maximum amount. Cost-sharing shall be based upon the lesser of the qualifying payment amount (as defined under federal law) or the billed amount.

Note: Ground ambulance providers are always paid based on billed charges.

For more information, refer to **premera.com/visitor/quick-help/care-costs**.

WHAT DO I NEED TO KNOW BEFORE I GET CARE?

COINSURANCE

Your Plan's benefit level is 80% of the allowed amount. The 20% that each enrollee is responsible for is called coinsurance. After an enrollee reaches the out-of-pocket maximum, benefits will be paid at 100% of the allowed amount for covered services or supplies received by that enrollee during the remainder of the plan year.

Note: Services and supplies provided under the ***Hearing Aid Benefit*** do not apply to the out-of-pocket maximum and are paid at a constant 80%.

In-network providers will seek payment solely from the plan for the provision of covered services, and accept such payment as full and final payment for such services. In-network providers may seek payment from City & Borough of Juneau/Bartlett Regional Hospital/Juneau School District employees only for the following:

- Deductibles and coinsurance amounts

Non-participating or non-contracting providers may seek payment from City & Borough of Juneau/Bartlett Regional Hospital/Juneau School District employees for the following:

- Deductibles and coinsurance amounts
- Services not covered by this program
- Amounts in excess of stated benefit maximums
- Services over usual and customary fees

PLAN YEAR DEDUCTIBLE

A deductible is the amount you must pay in each plan year for covered services and supplies before this plan provides certain benefits. The amount credited toward the plan year deductible won't exceed the "allowed amount" for any covered service or supply. Your plan has separate medical and dental deductibles.

Your plan year deductible amount for this plan is shown on the ***Summary of Your Benefits***.

Economy and Standard Individual Deductible

For each member, there is an individual plan year deductible for covered services and supplies.

While some benefits have dollar maximums, others have different kinds of maximums, such as a maximum number of visits or days of care that can be covered. We don't count allowed amounts that apply to your individual plan year deductible toward dollar benefit maximums. But if you receive services or supplies covered by a benefit that has any other kind of maximum, we do count the services or supplies that apply to your individual plan year deductible toward that maximum.

Economy and Standard Family Deductible

We also keep track of the expenses applied to the individual plan year deductible that are incurred by all enrolled family members combined. When the total equals the family deductible, we'll consider the individual deductible of every enrolled family member to be met for the year.

HDHP Plan Deductible

The calendar year deductible is dependent upon whether you're enrolled as an individual (subscriber only) or as a family (subscriber and one or more dependents).

This deductible is a family aggregate, which means that the deductible can be met by a single enrolled member, or more than one enrolled member in combination. Benefits aren't provided for any family member until the family enrollment deductible has been reached, except where stated otherwise. Once the family enrollment amount is reached, the deductible will be met for all enrolled family members.

Fourth Quarter Carryover

Expenses you incur for covered services and supplies in the last 3 months of a plan year which are used to satisfy all or part of the plan year deductible will also be used to satisfy all or part of the next year's deductible. If your plan also includes an out-of-pocket maximum, however, the expenses carried over to satisfy the next year's deductible will not be applied to the next year's out-of-pocket maximum.

What Doesn't Apply To The Plan Year Deductible?

The plan year deductible needn't be met before some benefits of this plan can be provided. These exceptions are stated in the specific benefits shown on the ***Summary of Your Benefits*** section.

Other amounts that don't accrue toward this plan's plan year deductible are:

- Amounts that exceed the allowed amount
- Charges for excluded services
- Copays
- The plan year deductible and coinsurance required in the **Prescription Drugs** benefit on the ***Summary of Your Benefits***
- The value of manufacturer assistance coupons for certain drugs

OUT-OF-POCKET MAXIMUM

The out-of-pocket maximum is the most you or your family will pay each calendar year for deductible, coinsurance, and copay amounts (if any) for covered services before this plan begins to pay 100%. Your out-of-pocket maximum amount for this plan is shown on the ***Summary of Your Costs***.

Economy Plan and Standard Plan

Individual Out-of-Pocket Maximum

For each member, there is an out-of-pocket maximum for care from network providers. Once this maximum has been satisfied, the benefits of this plan that are subject to the out-of-pocket maximum will be provided at 100% of allowed amounts for the remainder of that calendar year for covered services from network providers.

Family Out-of-Pocket Maximum

We also keep track of the total deductible, coinsurance, and copay amounts (if any) applied to individual out-of-pocket maximums that are incurred by all enrolled family members combined. When this total equals the family out-of-pocket maximum, we'll consider the individual out-of-pocket maximum of every enrolled family member to be met for that calendar year.

If the family deductible is met before you meet your individual deductible, you must pay the difference in coinsurance, if any, in order to meet your individual out-of-pocket maximum.

HDHP Plan Out-of-Pocket Maximum

The out-of-pocket maximum varies based on whether you enroll as an individual or you enroll as part of a family.

This out-of-pocket maximum is a family aggregate, which means that the out-of-pocket maximum can be met by a single enrolled member, or more than one enrolled members in combination. Once the family enrollment amount is reached, the out-of-pocket maximum will be met for all enrolled family members.

Note: If a subscriber adds or drops dependents from coverage during the plan year, the subscriber's out-of-pocket maximum will change to the single enrollment or family enrollment out-of-pocket maximum, as appropriate.

What Doesn't Apply To The Out-Of-Pocket Maximum?

The amounts below don't apply toward the out-of-pocket maximum. You must continue to pay these amounts after the out-of-pocket maximum is met in each calendar year.

- Amounts that exceed the allowed amount
- Services and supplies not covered under this plan
- Services from non-participating providers or as otherwise stated in specific benefits
- Per Internal Revenue Service requirements, drug manufacturer coupons and other forms of cost-share assistance cannot be used to satisfy the deductible
- **For Economy and Standard Plans**

  Cost share applicable to certain specialty drugs that are considered non-essential health benefits and that are included in the SaveOnSP program. For a list of drugs included in the SaveOnSP program, visit ***premera.com/saveonsp***.

COVERED SERVICES

This section describes the specific benefits available for covered services and supplies. Benefits are available for a service or supply described in this section when it meets all these requirements:

- It must be furnished in connection with the prevention, diagnosis or treatment of a covered illness, disease or accidental injury;

- It must be medically necessary and must be furnished in a medically necessary setting. Inpatient care is only covered when you require care that couldn't be provided in an outpatient setting without adversely affecting your condition or the quality of care you would receive.
- It must not be excluded from coverage under this plan;
- The expense for it must be incurred while you are covered under this plan and after any applicable waiting period required under this plan is satisfied
- It must be furnished by a provider who is performing services within the scope of their license or certification. See the ***Definitions*** section for a definition of "provider."
- Some services or supplies must be approved in writing by us before you receive them. See the ***Prior Authorization*** section for details.
- Medical and Payment policies are used to administer the terms of the plan. Medical policies are generally used to further define medical necessity or investigation status for specific procedures, drugs, biologic agents, devices, level of care or services. Payment policies define our provider billing and payment rules. Our policies are based on accepted clinical practice guidelines and industry standards accepted by organizations like the American Medical Association (AMA), other professional societies and the Center for Medicare and Medicaid Services (CMS). Our policies are available to you and your provider at **premera.com** or by calling customer service.

Benefits for some types of services and supplies may be limited or excluded under this plan. Refer to the actual benefit provisions below and the ***Exclusions and Limitations*** section for a complete description of covered services and supplies, limitations and exclusions.

Acupuncture

The technique of inserting thin needles through the skin at specific points on body to help control pain and other symptoms. Services must be provided by a certified or licensed acupuncturist.

This benefit covers acupuncture to:

- Relieve pain
- Provide anesthesia for surgery
- Treat a covered illness, injury, or condition

Allergy Testing and Treatment

Skin and blood tests used to diagnose what substances a person is allergic to, and treatment for allergies. Services must be provided by a certified or licensed allergy specialist.

This benefit covers:

- Testing
- Allergy shots
- Serums

Ambulance

This benefit covers:

- Transport to the nearest facility that can treat your condition
- Medical care you get during the trip
- Transport from one medical facility to another as needed for your condition
- Transport to your home when medically necessary

These services are only covered when:

- Any other type of transport would put your health or safety at risk
- The service is from a licensed ambulance
- It is for the member who needs transport

Air or sea emergency medical ambulance transportation is covered when:

- Transport takes you to the nearest available facility that can treat your condition

- The above requirements for ambulance services are met
- Geographic restraints prevent ground transport
- Ground emergency transportation would put your health or safety at risk

Ambulance services that are not for an emergency need to be pre-approved. See ***Prior Authorization*** for details.

This benefit does not cover:

- Services from an unlicensed ambulance

Assisted Reproduction

Benefits are provided for assisted reproduction and surgical sterilization reversal procedures. Related imaging and laboratory services after the member has been diagnosed as infertile are also covered.

Diagnostic services that are considered medically necessary to determine the cause of a member is infertility are covered under the ***Diagnostic Lab, X-ray and Imaging*** benefit.

Infertility drugs, including assisted reproduction medications, dispensed by a licensed pharmacy are covered under the Prescription Drug benefit, see ***Prescription Drugs*** for details, however these services are subject to the assisted reproduction maximum as shown on the **Summary of Your Costs.**

This benefit doesn't cover:

- Testing to determine if a member is infertile. Such tests are covered under the ***Diagnostic Lab, X-ray and Imaging*** benefit.
- Services to treat the causes of Infertility, including tests to monitor the outcomes. These services are covered under other benefits of this plan.

Blood Products and Services

- Blood components and services, like blood transfusions, which are provided by a certified or licensed healthcare provider.
- Blood products and services that either help with prevention or diagnosis and treatment of an illness, disease, or injury.

Cellular Immunotherapy and Gene Therapy

Treatment which uses your body's own immune system or genes to treat disease.

These therapies are fairly new, and their use is evolving. They must meet three criteria in order to be covered:

- Prescribed by a doctor
- Meet Premera's medical policy (See **premera.com** or call customer service), and
- Approved by Premera before they can happen (See ***Prior Authorization***)

This benefit covers:

- Medically necessary cellular immunotherapy and gene therapy, like CAR-T

If you travel more than 50 miles for these therapies, keep all receipts. You can be reimbursed for some expenses, up to $7,500 per episode of care. See ***Medical Transportation Benefits***.

See ***Prior Authorization*** for more information on getting prior approval for services

See the ***Summary of Your Benefits*** under ***Medical Transportation Benefits*** for travel benefit limits.

Chemotherapy and Radiation Therapy

Treatment which uses powerful chemicals (chemotherapy) or high-energy beams (radiation) to shrink or kill cancer cells.

Chemotherapy and radiation must be prescribed by a doctor and approved by Premera to be covered. See ***Prior Authorization***.

This benefit covers:

- Outpatient chemotherapy and radiation therapy
- Supplies, solutions and drugs used during chemotherapy or radiation visit
- Tooth extractions to prepare your jaw for radiation therapy

For drugs you get from a pharmacy, see ***Prescription Drugs***. Some services need to be pre-approved before you get them. See ***Prior Authorization*** for details.

Clinical Trials

A qualified clinical trial (see ***Definitions***) is a scientific study that tests and improves treatments of cancer and other life-threatening conditions.

This benefit covers qualified clinical trial medical services that are already covered under this plan. The clinical trial has to be suitable for your health condition. You also have to be enrolled in the trial at the time of the treatment.

Benefits are based on the type of service you get. For example, if you have an office visit, it's covered under ***Professional Visits and Services***, and if you have a lab test it's covered under ***Diagnostic Lab, X-ray, and Imaging***.

Cancer Clinical Trials

In addition to routine medical care described above, benefits for a cancer clinical trial also include:

- Palliative care, diagnosis and treatment of the symptoms of cancer, any complications and the FDA approved drug or device used in the clinical trial.
- Costs for reasonable and necessary travel for the person enrolled in the clinical trial and one companion. These services are limited to the following:

Travel to the place of the clinical trial

Commercial coach (economy) fare for air transportation

Travel for follow-up care that cannot be provided near your home

You must complete a Travel Claim Form for these services. A separate claim form is needed for each patient and each commercial carrier or transportation service used. You can get a Travel Claim Form on our website at **premera.com**. You can also call us for a copy of the form.

This benefit doesn't cover:

- Costs for treatment that aren't primarily for your care (such as lab tests performed just to collect information for the clinical trial)
- The drug, device or services being tested
- Travel costs, except as described under ***Cancer Clinical Trials***
- Housing, meals, or other nonclinical expenses
- A service that isn't part of an approved clinical trial. See ***Definitions*** for a definition of "clinical trials."
- Services, supplies or drugs that would not be charged to you if there were no coverage
- Services provided to you in a clinical trial that are fully paid for by another source
- Services that are not routine costs normally covered under this plan

Contraceptive and Sterilization Management

Benefits include the following services and supplies:

- Office visits and consultations related to contraception
- Contraceptives and related services, including but not limited to:

Condoms

Emergency contraception methods (oral or injectable)

Implantable contraceptives (including hormonal implants)

Injectable contraceptives

- Sterilization procedures. When sterilization is performed as the secondary procedure, associated services such as anesthesia, facility expenses will be subject to your deductible and coinsurance, if any, and will not be reimbursed under this benefit

Prescription Contraceptives Dispensed by a Pharmacy

Prescription contraceptives (including emergency contraception) and prescription barrier devices, or supplies that are dispensed by a licensed pharmacy are covered under the Prescription Drug benefit. Your normal cost-share is waived for these devices and for generic and single-source brand name birth control drugs when you get them from a participating pharmacy. Examples of covered devices are diaphragms and cervical caps.

This benefit doesn't cover:

- Non-prescription contraceptive drugs, supplies or devices (not including emergency contraceptive methods) except as required by law
- Prescription contraceptive take-home drugs dispensed and billed by a facility or provider's office
- Hysterectomy (Covered on the same basis as other surgeries, see the ***Surgery*** for detail)
- Sterilization reversal
- Assisted reproduction procedures, supplies and drugs

Dental Injury and Facility Anesthesia

Dental Anesthesia

Anesthesia and facility care done outside of the dentist's office for medically necessary dental care

This benefit covers:

- Hospital or other facility care
- General anesthesia provided by an anesthesia professional other than the dentist or the physician performing the dental care

This benefit is covered for any one of the following reasons:

- The member is under age 19 and failed patient management in the dental office
- The member has a disability, medical or mental health condition making it unsafe to have care in a dental office
- The severity and extent of the dental care prevents care in a dental office

Dental Injury

Treatment of dental injuries to teeth, gum and jaw.

This benefit covers:

- Exams
- Consultations
- Dental treatment
- Oral surgery

This benefit is covered on sound and natural teeth that:

- Do not have decay
- Do not have a large number of restorations such as crowns or bridge work
- Do not have gum disease or any condition that would make them weak

Care is covered within 12 months of the injury. If more time is needed, ask your doctor to contact customer service.

This benefit does not cover injuries from biting or chewing, including injuries from a foreign object in food.

Benefits are based on the type of service you get. For example, if you have an office visit, it's covered under ***Professional Visits and Services***, and if you have a lab test it's covered under ***Diagnostic Lab, X-ray and Imaging***.

Diagnostic and Preventive Mammography

Preventive mammography services include a baseline mammogram and annual mammogram screenings thereafter, regardless of age. Benefits are also provided for mammography for a member with symptoms, a history of breast cancer, or whose parent or sibling has a history of breast cancer, or as recommended by a physician.

Additional information:

Diagnostic breast examination for the purpose of this ***Diagnostic X-ray, Lab, and Imaging*** benefit means a medically necessary and appropriate examination of the breast, including an examination using diagnostic mammography, breast resonance imaging, or breast ultrasound, that is used to evaluate an abnormality:

- Seen or suspected from a screening examination for breast cancer, or
- Detected by another means of examination

Supplemental breast examination for the purpose of this ***Diagnostic X-ray, Lab, and Imaging*** benefit means a medically necessary and appropriate examination of the breast, including an examination using breast magnetic resonance imaging or breast ultrasound, that is:

- Used to screen for breast cancer when there is no abnormality seen or suspected; and
- based on personal or family history, or additional factors that may increase the member's risk of breast cancer

Diagnostic Lab, X-ray, and Imaging

Diagnostic lab, x-ray, and imaging services are basic and major medical tests that help find or identify diseases. For more information about what services are covered as preventive see ***Preventive Care.*** A typical test can result in multiple charges for things like an office visit, test, and anesthesia. You may receive separate bills for each charge. Some tests need to be approved before you receive them. See ***Prior Authorization*** for details.

Basic services include:

- Bone density screening for osteoporosis
- Cardiac testing
- Pulmonary function testing
- Diagnostic imaging and scans such as x-rays
- Lab services
- Mammograms (including 3-D mammograms) for a medical condition
- Neurological and neuromuscular tests
- Pathology tests
- Echocardiograms
- Ultrasounds
- Diagnosis and treatment of the underlying medical conditions that may cause infertility
- Major services include:
  - Computed Tomography (CT) scan
  - Nuclear cardiology
  - Magnetic Resonance Imaging (MRI)
  - Magnetic Resonance Angiography (MRA)
  - Positron Emission Tomography (PET) scan

For additional details, see the following benefits:

- ***Emergency Room***
- ***Hospital***
- ***Maternity Care***
- ***Preventive Care***
- Genetic testing may be covered in some cases. Call customer service before seeking testing, since it may require Prior Authorization.

This benefit does not cover non-diagnostic testing required for employment, schooling, screening or public health reasons that is not for the purpose of treatment.

Dialysis

When you have end-stage renal disease (ESRD) you may be eligible to enroll in Medicare. If eligible, it is important to enroll in Medicare as soon as possible. When you enroll in Medicare, this plan and Medicare will coordinate benefits. In most cases, this means that you will have little or no out-of-pocket expenses.

When covered dialysis services are provided by a non-participating provider, the in-network cost shares will apply. For non-participating providers during Medicare's waiting period, the allowed amount is 300% of the fee schedule determined by the Centers for Medicare and Medicaid Services (Medicare). After Medicare's waiting period, the allowed amount for non-participating providers is 125% of the fee schedule determined by the Centers for Medicare and Medicaid Services.

If the dialysis services are provided by a non-participating provider and you do not enroll in Medicare, then you will owe the difference between the non-participating provider's billed charges and the plan's payment for the covered services. See ***Definitions*** for a definition of "Allowed Amount."

Emergency Room

This benefit covers:

- Emergency room and doctor services
- Equipment, supplies and drugs used in the emergency room
- Services and exams used for stabilizing an emergency medical condition, including mental health or substance use disorder. This includes emergency services arising from complications from a service that was not covered by the plan.
- Diagnostic tests performed with other emergency services
- Emergency detoxification

You need to let us know if you are admitted to the hospital from the emergency room as soon as possible. See ***Prior Authorization*** for details.

You may get care in the emergency room from non-participating providers. You will not be balance billed for emergency services provided by a non-participating provider or hospital emergency room under federal law.

Foot Care

This benefit covers the following medically necessary foot care services that require care from a doctor:

- Foot care for members with impaired blood flow to the legs and feet when the problems from the condition puts the member at risk
- Treatment of corns, calluses, and toenails

This benefit does not cover routine foot care such as trimming nails or removing corns and calluses that does not need care from a doctor.

Habilitation Therapy

The following inpatient and outpatient habilitation therapy services must be medically necessary to restore and improve function, or to maintain function where significant physical deterioration would occur without the therapy.

Inpatient Care Inpatient facility services must be furnished and billed by a hospital or by a rehabilitation facility, and will only be covered when services can't be done in a less intensive setting.

Outpatient Care Benefits for outpatient care are subject to the following provisions:

- The member mustn't be confined in a hospital or other medical facility
- The therapy must be part of a formal written treatment plan prescribed by a physician
- Services must be furnished and billed by a hospital, rehabilitation facility, physician, physical, occupational or speech therapist

When the above criteria are met, benefits will be provided for physical, speech, and occupational therapy services. This benefit includes physical, speech, and occupational therapy assessments and evaluations related to treatment of covered Habilitation therapy.

A "visit" is a session of treatment for each type of therapy. Each type of therapy combined accrues toward the above visit maximum. Multiple therapy sessions on the same day will be counted as one visit, unless provided by different health care providers.

This benefit is not provided with the ***Rehabilitation Therapy And Chronic Pain Care*** benefit for the same condition. Once a plan year maximum has been exhausted under one of these benefits, no further coverage is available for the same condition under the other.

This benefit does not cover:

- Treatment of a psychiatric condition. See the ***Mental Health Care*** benefit for those covered services.
- Recreational, vocational or educational therapy; exercise or maintenance-level programs
- Social or cultural therapy
- Treatment that isn't actively engaged in by the ill, injured or impaired member
- Gym or swim therapy
- Custodial care

Health Management

Health Education

Benefits are provided for outpatient health education services to manage pain or cope with a covered condition like heart disease, diabetes, or asthma.

Nicotine Dependency Programs

Benefits are provided for outpatient nicotine dependency programs. You pay for the cost of the program and send us proof of payment along with a reimbursement form. Contact our customer service for a reimbursement form or for help finding covered providers.

This benefit doesn't cover drugs for the treatment of nicotine dependency. See ***Prescription Drugs*** for details.

Hearing

Hearing Exams

Hearing exam services include:

- Examination of the inner and exterior of the ear
- Observation and evaluation of hearing, such as whispered voice and tuning fork
- Case history and recommendations
- Hearing testing services including the use of calibrated equipment

Hearing Hardware

Both of the following must be done in order to receive your hearing hardware benefit:

- You must be examined by a licensed physician before obtaining hearing aids
- You must purchase a hearing aid device

Benefits are provided for the following:

- Hearing aids (monaural or binaural) prescribed as a result of an exam
- Ear molds
- The hearing aid instruments
- Hearing aid rental while the primary unit is being repaired
- The initial batteries, cords and other necessary ancillary equipment
- A warranty, when provided by the manufacturer
- A follow-up consultation within 30 days following delivery of the hearing aid with either the prescribing physician or audiologist
- Repairs, servicing and alteration of hearing aid equipment

This benefit does not cover:

- Hearing aids purchased before your effective date of coverage under this plan

- Batteries or other ancillary equipment other than that obtained upon purchase of hearing aids
- Hearing aids that exceed the specifications prescribed for correction of hearing loss
- Expenses incurred after your coverage ends under this plan unless hearing aids were ordered before that date and were delivered within 90 days after the date your coverage ended

Charges in excess of this benefit. These expenses are also not eligible for coverage under other benefits of this plan.

Home Health Care

General Home Health Care

General Home Health Care is short-term care performed at your home. These occasional visits are done by a medical professional that's employed through a home health agency that is state-licensed or Medicare-certified. Care is covered when a doctor states in writing that care is needed in your home. The following are covered under the ***Home Health Care*** benefit:

- Home visits and short-term nursing care
- Home medical equipment, supplies and devices
- Prescription drugs given by the home health care agency
- Therapy, such as physical, occupational or speech therapy to help regain function
- Private duty or 24-hour nursing care. Private duty nursing is the independent hiring of a nurse by a family or member to provide care without oversight by a home health agency. The care may be skilled, supportive or respite in nature. See ***Summary of Your Benefits*** for benefit limits.

Only the following employees of a home health agency are covered:

- A registered nurse
- A licensed practical nurse
- A licensed physical or occupational therapist
- A certified speech therapist
- A certified respiratory therapist
- A home health aide directly supervised by one of the above listed providers
- A social worker

This benefit does not cover:

- Over-the-counter drugs, solutions and nutritional supplements
- Non-medical services, such as housekeeping
- Services that bring you food, such as Meals on Wheels, or advice about food

Home Medical Equipment (HME), Orthotics, Prosthetics and Supplies

This benefit covers:

Home medical equipment (HME), fitting expenses and sales tax. This plan also covers rental of HME, not to exceed the purchase price.

In cases where an alternative type of equipment is less costly and serves the same medical purpose, the plan will provide benefits only up to the lesser amount.

Repair or replacement of medical and respiratory equipment medically necessary due to normal use or growth of a child is covered.

Covered items include:

- Wheelchairs
- Hospital beds
- Traction equipment
- Ventilators
- Diabetic equipment, such as an insulin pump

Medical Supplies such as:

- Dressings
- Braces
- Splints
- Rib belts
- Crutches
- Blood glucose monitor and supplies
- Supplies for an insulin pump

Medical Vision Hardware to correct vision due to the following medical eye conditions:

- Corneal ulcer
- Bullous keratopathy
- Recurrent erosion of cornea
- Tear film insufficiency
- Aphakia
- Sjogren's disease
- Congenital cataract
- Corneal abrasion
- Keratoconus
- Aniridia
- Aniseikonia
- Anisometropia
- Corneal disorders
- Irregular Astigmatism
- Pathological Myopia
- Post traumatic disorders
- Progressive high (degenerative) myopia

External Prosthetics and Orthotic Devices used to:

- Replace absent body limb and/or
- Replace broken or failing body organ

Orthopedic Shoes and Shoe Inserts

Orthopedic shoes for the treatment of complications from diabetes or other medical disorders that cause foot problems.

You must have a written order for the items. Your doctor must state your condition and estimate the period of its need. Not all equipment or supplies are covered. Some items need prior authorization from us (see ***Prior Authorization***).

This benefit does not cover:

- Hypodermic needles, syringes, lancets, test strips, testing agents and alcohol swabs. These services are covered under the ***Prescription Drugs*** benefit.
- Supplies or equipment not primarily intended for medical use
- Special or extra-cost convenience features
- Items such as exercise equipment and weights
- Over bed tables, elevators, vision aids and telephone alert systems
- Over the counter orthotic braces and or cranial banding
- Non wearable defibrillator, trusses and ultrasonic nebulizers
- Blood pressure cuff/monitor (even if prescribed by a physician)

- Enuresis alarm
- Compression stockings which do not require a prescription
- Physical changes to your house and/or personal vehicle
- Orthopedic shoes used for sport, recreation or similar activity
- Penile prostheses
- Routine eye care
- Prosthetics, intraocular lenses, equipment or devices which require surgery. These items are covered under the ***Surgery*** benefit.

Hospice Care

To be covered, hospice care must be part of a written plan of care prescribed, periodically reviewed and approved by a physician. In the plan of care, the physician must certify that confinement in a hospital or skilled nursing facility would be required without hospice services.

This plan provides benefits for covered services furnished and billed by a hospice that is Medicare-certified or is licensed or certified by the state it operates in.

Covered employees of a hospice are a registered nurse; a licensed practical nurse; a licensed physical therapist or occupational therapist; a certified respiratory therapist; a speech therapist certified by the American Speech, Language, and Hearing Association; a home health aide directly supervised by one of the above providers (performing services prescribed in the plan of care to achieve the desired medical results); and a social worker.

This benefit covers:

- **In-home intermittent hospice visits** by one or more of the hospice employees above.
- **Inpatient hospice care** this benefit provides for inpatient services and supplies used while you're a hospice inpatient, such as solutions, medications or dressings, when ordered by the attending physician.
- **Respite care** to relieve anyone who lives with and cares for the terminally ill member.
- **Palliative care** in cases where the member has a serious or life-threatening condition that is not terminal. Coverage of palliative care can be extended based on the member's specific condition. Coverage includes expanded access to home based care and care coordination.
- **Insulin and Other Hospice Provider Prescribed Drugs** Benefits are provided for prescription drugs and insulin when furnished and billed by a home health care provider, home health agency or hospice.

This benefit does not cover:

- Over-the-counter drugs, solutions and nutritional supplements
- Services provided to someone other than the ill or injured member
- Services of family members or volunteers
- Services, supplies or providers not in the written plan of care or not named as covered in this benefit
- Non-medical services, such as spiritual, bereavement, legal or financial counseling
- Normal living expenses, such as food, clothing, and household supplies; housekeeping services, except for those of a home health aide as prescribed by the plan of care; and transportation services

Hospital

This benefit covers:

- Inpatient room and board
- Doctor and nurse services
- Intensive care or special care units
- Operating rooms, procedure rooms and recovery rooms
- Surgical supplies and anesthesia
- Drugs, blood, medical equipment and oxygen for use in the hospital
- X-ray, lab and testing billed by the hospital

For inpatient hospital maternity care and newborn care, see ***Maternity Care*** and ***Newborn Care*** for details.

Even though you stay at an in-network hospital, you may get care from doctors or other providers who do not have a network contract at all. In that case, you will have to pay any amounts over the allowed amount, except for emergency services, covered air ambulance services, or as prohibited by law.

You pay non-participating cost shares if you get care from a provider not in your network. See ***How Providers Affect Your Costs*** for details.

We must approve all planned inpatient stays before you enter the hospital. See ***Prior Authorization*** for details.

This benefit does not cover:

- Hospital stays that are only for testing, unless the tests cannot be done without inpatient hospital facilities, or your condition makes inpatient care medically necessary
- Any days of inpatient care beyond what is medically necessary to treat the condition

Infusion Therapy

Fluids infused into the vein through a needle or catheter as part of your course of treatment.

Infusion examples include:

- Drug therapy
- Pain management
- Total or partial parenteral nutrition (TPN or PPN)

This benefit covers:

- Outpatient facility and professional services
- Professional services provided in an office or home
- Prescription drugs, supplies and solutions used during infusion therapy

This benefit does not cover over-the-counter:

- Drugs and solutions
- Nutritional supplements

Mastectomy and Breast Reconstruction Services

Benefits are provided for mastectomy necessary due to disease, illness or injury.

This benefit covers:

- Reconstruction of the breast on which mastectomy was performed
- Surgery and reconstruction of the other breast to produce a similar appearance
- Physical complications of all stages of mastectomy, including lymphedema treatment and supplies
- Inpatient care

Planned hospital admissions require prior authorization, see ***Prior Authorization*** for details.

Maternity Care

Certain preventive diagnostic maternity care services that meet the preventive federal guidelines as defined for women's health are covered as stated in the ***Preventive Care*** benefit when you see a network provider. A full list of preventive services is available on our website or by calling customer service.

Note: Attending provider as used in this benefit means a physician, a physician's assistant, a certified nurse midwife (C.N.M.), a licensed midwife or an advanced registered nurse practitioner (A.R.N.P.). If the attending provider bills a single fee that includes prenatal, delivery and/or postpartum services received on multiple dates of service, this plan will cover those services as it would any other surgery. See ***Surgery*** for details on surgery coverage.

Benefits for pregnancy, childbirth and elective abortion are provided on the same basis as any other condition.

Maternity care benefits cover the following.

Benefits for the hospital stay and related inpatient medical care following childbirth are provided up to:

- 48 hours after a normal vaginal birth; or
- 96 hours after a normal cesarean birth.

If it's determined that the length of stay will exceed the above limitations, we recommend that the hospital contact us for discharge planning and potential personal health support programs.

Plan benefits are also provided for medically necessary services and supplies related to home births.

This benefit does not cover donor breast milk.

Medical Foods

Medical foods are foods that are specially prepared to be consumed or given directly into the stomach under strict supervision of a doctor. They provide most of a person's nutrition. They are designed to treat a specific problem that can be detected using medical tests.

This benefit covers:

- Dietary replacement to treat inborn errors of metabolism (example phenylketonuria (PKU))
- Dietary replacement when you have a severe allergy to most foods based on white blood cells in the stomach and intestine that cause inflammation (eosinophilic gastrointestinal associated disorder)
- Other severe conditions when your body cannot take in nutrient from food in the small intestine (malabsorption) disorder
- Disorders where you cannot swallow due to a blockage or a muscular problem and need to be fed through a tube

Medical foods must be prescribed and supervised by doctors or other health care providers.

This benefit does not cover:

- Oral nutrition or supplements not used to treat inborn errors of metabolism or any of the above listed conditions
- Specialized infant formulas
- Lactose-free foods

Medical Transportation Benefits (Non-emergent)

Elective Procedure Travel

Reimbursement for certain travel expenses when traveling outside Alaska for approved elective (non-emergency) surgeries.

The plan will also reimburse certain travel expenses when traveling within Alaska if the member lives more than 50 miles from a Premera Designated Centers of Excellence.

Prior authorization is required.

This benefit provides reimbursement of certain travel costs up to IRS guidelines for members who reside in Alaska and travel outside of Alaska only for specified non-emergent medical procedures performed at certain in-network providers. Contact customer service for a list of eligible procedures and providers. Before you travel, you must get prior authorization. Approval is based on the member's medical condition, and the provider who will be performing the services. Contact customer service for assistance with the process.

Benefits are provided for:

- Air transportation expenses for the member and a companion from the member's home in Alaska to and from the medical facility where services will be provided. Air travel expenses cover unrestricted, flexible and fully refundable round-trip coach airfare from a licensed commercial carrier.
- Ferry transportation expenses for the member and a companion from the member's home community based on current IRS guidelines
- Lodging expenses at commercial establishments (hotels and motels) for the member and a companion while traveling between home and the medical facility where services will be provided based on current IRS guidelines
- Mileage expenses for the members personal automobile are covered based on current IRS guidelines
- One round-trip coach airfare by a licensed commercial carrier for the member and one companion per episode
- Surface transportation, car rental, taxicab fares and parking fees for the member and a companion between the hotel and the medical facility where the services will be provided based on current IRS guidelines

If the member using the Elective Procedure Travel benefit is a child under age 19, one companion is automatically permitted, however a second companion will only be permitted if medically necessary.

Some reimbursement rates are based on IRS guidelines for the date(s) the expenses were incurred. These reimbursement amounts are subject to change due to IRS regulations. Refer to the IRS website, www.irs.gov, for additional information. The information in this benefit should not be assumed as tax advice.

Air travel and lodging arrangements can be made by Premera's travel partner or by the member. Expenses must be incurred while the member is covered under the plan.

Note: Companion travel and lodging expenses are only covered if they must, as a matter of medical necessity or safety, to accompany the member. A second companion or if a companion is required to travel separately will only be permitted if medically necessary.

You may choose to pay for travel and lodging services up front and submit a claim for reimbursement. See ***How To File An Elective Travel Claim*** section for more information. If you would like assistance from Premera in booking and prepaying for some travel accommodations, contact customer service to discuss these options.

This benefit does not cover:

- Airline charges and fees for booking changes
- First class airline fees
- International travel
- Lodging at any establishment that is not a hotel or motel
- Meals
- Personal care items
- Pet care, except for service animals
- Phone service and long-distance calls
- Reimbursement for mileage rewards or frequent flier coupons
- Reimbursement for travel to an in-network facility not on the list of eligible facilities before contacting us and receiving prior authorization. If a procedure is performed at a facility that is not on the list, travel expenses will not be reimbursed if the total cost of the procedure plus travel expenses, exceeds the cost of having that procedure performed at a facility in Alaska.
- Reimbursement for travel before contacting us and receiving approval.
- Travel for ineligible medical procedures
- Travel in a mobile home, RV, or travel trailer
- Travel to providers outside the network

How To File An Elective Travel Claim:

Travel services may be arranged through Premera. Contact customer service if you wish to take advantage of this service.

To make a claim for travel expenses covered under this benefit, complete an Elective Travel Claim Form. A separate Elective Travel Claim Form is necessary for each patient and each carrier or transportation service used.

You must include a statement or letter from your doctor attesting to the medical necessity of extending your stay past the approved travel duration guidelines.

You must also attach the following documents:

- A Utilization Management Authorization number for travel to providers not on the list
- The boarding pass and a copy of the ticket from the airline or other transportation carrier. The ticket(s) must indicate the name(s) of the passenger(s), the dates of travel and total cost of the travel, and the origination and final destination points.
- Receipts for all covered travel expenses

Note: Credit card statements or other payment receipts are not acceptable forms of documentation.

Medical Access Transportation

Round trip coach air or ground transportation to the closest in-network provider for a serious medical condition that can't be treated locally. Prior authorization not required.

This benefit covers transportation via commercial carrier when you have a serious medical condition that cannot be treated locally. Round-trip coach air or surface transportation by a licensed commercial carrier is provided only for the ill or injured member. The trip must begin where you became ill or injured and end at the in-network provider equipped to provide treatment not available in a local facility. The trip doesn't have to start in Alaska. Benefits are limited to 3 round-trip transports per plan year.

When transportation is for a child under the age of 19, this benefit will also cover a parent or guardian to accompany the child.

To submit a claim for these services:

- Complete a Medical Access Transportation Claim Form. A separate Medical Access Transportation Claim Form is needed for each patient and each commercial carrier or transportation service used. You can get a Medical Access Transportation Claim Form on our website at **premera.com**. You can also call us for a copy of the form.
- A statement or letter from your physician attesting to the medical necessity of the services you received that required the air or service travel.

Attach one of the following forms of documentation:

- A copy of the ticket from the airline or other transportation carrier. The tickets must indicate the names of the passenger(s), dates and total cost of travel, and the origination and final destination points.
- A copy of the detailed itinerary as issued by the airline, transportation carrier, travel agency or on-line travel website. The itinerary must identify the name of the passenger(s), the dates of travel and total cost of travel, and the origination and final destination points.

Travel for a Procedure Available Locally

- If traveling for a procedure that is available locally, but the cost is lower outside of Alaska, in addition to the documentation described above, you must also provide a cost comparison for the procedure locally and the procedure at your facility of choice outside of Alaska. The cost of the procedure outside of Alaska combined with the cost of the travel must be less than have the procedure done locally.

Note: Credit card statements or other payment receipts are not acceptable forms of documentation.

This benefit does not cover:

- Meals and lodging
- First class airline fees
- Transport by taxi, bus, private car or rental car
- Transportation for routine dental, vision and hearing services

Mental Health Care

This benefit covers treatment of mental conditions. A mental health condition is any condition listed in the current **Diagnostic and Statistical Manual (DSM***)*, published by the American Psychiatric Association, excluding diagnosis and treatments for substance use disorder.

Covered services include all the following:

- Inpatient, residential and outpatient facility treatment, and outpatient therapeutic visits (including virtual care) to manage or reduce the effects of a mental health condition, including treatment of eating disorders (such as anorexia nervosa, bulimia or any similar condition)
- Individual, family or group therapy
- Lab and testing
- Take-home drugs you get in a facility
- Biofeedback
- Physical, speech and occupational therapy provided to treat mental health conditions, such as autism spectrum disorders

Applied behavior analysis (ABA) for the treatment of autism spectrum disorders, including services provided by an autism service provider. See ***Definitions*** for a definition of "autism service provider."

"Outpatient therapeutic visit" (outpatient visit, including virtual care) means a clinical treatment session with a mental health provider of a duration consistent with relevant professional standards as defined in the Physician's Current Procedural Terminology, published by the American Medical Association. Outpatient therapeutic visits can include real-time visits with your doctor or other provider via telephone, online chat or text, or other electronic methods.

This benefit does not cover:

- Psychological treatment of sexual dysfunctions, including impotence and frigidity
- EEG biofeedback or neurofeedback services
- Psychological and neuropsychological testing and evaluations. These services are covered under the ***Psychological and Neuropsychological Testing*** benefit.
- Substance use disorder treatment. These services are covered under the ***Substance Use Disorder*** benefit.
- Mental health evaluations for purposes other than evaluating the presence of or planning treatment for covered mental health disorders, including, but not limited to, custody evaluations, competency evaluations, forensic evaluations, vocational, educational or academic placement evaluations

Newborn Care

Benefits will be provided at 80% of the allowed amount for covered routine newborn care. Subject to the deductible.

Newborn children and grandchildren are covered from the moment of birth. See the dependent eligibility and enrollment guidelines outlined under the ***Who Is Eligible For Coverage?*** and ***When Does Coverage Begin?*** sections in this booklet.

Benefits for routine hospital nursery charges and related inpatient well-baby care for an eligible newborn are provided up to:

- 48 hours after a normal vaginal birth; or
- 96 hours after a normal cesarean birth.

If it's determined that the length of stay will exceed the above limitations, we recommend that the hospital contact us for discharge planning and potential personal health support programs.

Benefits are also provided for routine circumcision.

This benefit does not cover immunizations. See ***Preventive Care*** for coverage of immunization and outpatient well-baby care.

Newborn Hearing Exams and Testing

This benefit provides for one screening hearing exam for covered newborns up to 30 days after birth. Benefits are also provided for diagnostic hearing tests, including administration and interpretation, for covered children up to age 24 months if the newborn hearing screening exam indicates a hearing impairment.

Prescription Drugs

Note: When using manufacturer assistance coupons for certain drugs, the value of the coupons may not apply to your plans deductible and out-of-pocket maximum.

This benefit provides coverage for medically necessary prescription drugs, agents (like insulin) for controlling blood sugar levels, glucagon emergency kits, allergy emergency kits and insulin when prescribed for your use outside of a medical facility and dispensed by a licensed pharmacist in a pharmacy licensed by the state in which the pharmacy is located. When a brand name drug is prescribed, and that drug has equally safe and effective generic alternatives, only the generic alternative will be covered. Generic alternatives are FDA-approved as safe and effective as brand name drugs but are more cost effective. Additionally, coverage will not be provided for prescribed drugs that have ample availability/variety of over the counter (OTC) comparable alternatives will be limited in coverage. Examples include, but not limited to, drugs used for heartburn, allergy and cough/cold remedies. For the purposes of this plan, a prescription drug is any medical substance that, under federal law, must be labeled as follows: "Caution: Federal law prohibits dispensing without a prescription." In no case will the

member's out-of-pocket expense exceed the cost of the drug or supply. This plan covers FDA-approved drugs only if they are medically necessary.

Some prescription drugs require prior authorization. See ***Prior Authorization*** for details.

Economy Plan and Standard Plan Individual Prescription Drug Deductible

Prescription drug and supply purchases shown under ***What's Covered?*** later in this section apply to the prescription drug deductible. This deductible applies to prescription drugs and supplies dispensed by a licensed retail pharmacy, and through the mail-order pharmacy program.

Note: The prescription drug deductible is separate from this plan's plan year deductible described earlier in this booklet. Amounts credited toward the prescription drug deductible don't accrue toward this plan's plan year deductible. Also, amounts credited toward this plan's plan year deductible don't accrue toward the prescription drug deductible.

Retail Pharmacy Prescriptions

Participating Pharmacies

When you get your prescriptions from participating pharmacies, the plan will pay the participating pharmacy directly. To avoid paying the retail cost for a prescription drug instead of the allowed amount, be sure to present your identification card for all prescription drug purchases. See ***Definitions*** for a definition of “allowed amount.”

Non-participating Pharmacies

When you get your prescriptions from non-participating pharmacies, you pay the same cost-share you would as if purchased at a participating pharmacy. You pay the full price for the drugs and submit a claim for reimbursement. See ***How Do I File a Claim?*** for more information on submitting claims. This benefit applies to all prescriptions filled by a non-participating pharmacy, including those filled via mail or other home delivery.

If the pharmacy does not submit your claim for you, you will have to pay the full cost for your prescriptions. You will also need to fill out a prescription drug claim form, attach your prescription drug receipts and submit the information to the address shown on the claim form.

Prescriptions received from non-participating pharmacies are subject to the allowed amount. See ***Definitions*** for a definition of "allowed amount." Amounts in excess of the allowed amount do not count toward any applicable plan year deductible, coinsurance or out-of-pocket maximum.

If you need a list of participating pharmacies, call us at the number listed inside the front cover of this booklet. You can also call the toll-free Pharmacy Locator Line; this number is located on the back of your Premera Blue Cross Blue Shield of Alaska ID card.

Mail-Order Pharmacy Program

How To Use The Mail-Order Pharmacy Program

You can often save time and money by filling your prescriptions through the Mail-Order Pharmacy program. Ask your healthcare provider to prescribe medications for up to a 90-day supply, plus refills. If you are presently taking medication, ask your provider for a new prescription. Make sure that you have at least a 14- to 21-day supply on hand for each drug at the time you submit a prescription to the mail-order pharmacy. See ***How Do I File A Claim?*** for more information on submitting claims.

After you've paid any required deductible, and copays or coinsurance, the plan will pay the participating mail-order pharmacy directly. This benefit is limited to prescriptions filled by the mail-order pharmacy.

To obtain additional details about the mail-order pharmacy program, or to obtain order forms, you may call our customer service department at the number listed inside the front cover of this booklet.

You may also call the mail-order pharmacy's customer service department or visit their website at:

800-391-9701

express-scripts.com

You can mail your prescription drug claims to:

Express Scripts
Attn: Commercial Claims
PO Box 14711
Lexington, KY 40512-4711

Diabetic Supplies and Drugs

When insulin needles and syringes are purchased along with insulin, only the prescription drug deductible, if any, and the copay or coinsurance for the insulin will apply. When insulin needles and syringes are purchased separately, the prescription drug deductible, if any, and the Preferred List Brand Name Drug copay or coinsurance will apply for each item purchased. The prescription drug deductible, if any, and the Preferred List Brand Name Drug copay or coinsurance will also apply to purchases for alcohol swabs, test strips, testing agents and lancets.

What's Covered?

This benefit provides for the following items when dispensed by a licensed pharmacy for use outside of a medical facility:

- Prescription drugs and vitamins (federal legend and state restricted drugs as prescribed by a licensed provider). This benefit covers off-label use of FDA-approved drugs as provided under this plan's definition of "Prescription Drug." See ***Definitions*** for details.
- Prescriptive oral agents for controlling blood sugar levels
- Prescribed injectable medications for self-administration (such as insulin)
- Glucagon and allergy emergency kits
- Compounded medications of which at least one ingredient is a covered prescription drug
- Hypodermic needles, syringes and alcohol swabs used for self-administered injectable prescription medications. Also covered are the following disposable diabetic testing supplies: test strips, testing agents and lancets.
- Inhalation spacer devices and peak flow meters
- Drugs for the treatment of nicotine dependency, including over the counter (OTC) nicotine patches, gum or lozenges purchased through a participating retail pharmacy. Over the counter nicotine products are subject to the generic drug cost-share. Your normal cost-share for drugs received from a participating pharmacy is waived for certain prescription nicotine dependency drugs that meet the guidelines for preventive services described in the ***Preventive Care*** benefit.
- Prescription drugs for the treatment of autism
- Prescription contraceptive drugs and devices (e.g. oral drugs, diaphragms and cervical caps). See ***Contraceptive Management and Sterilization*** for details.
- Weight management drugs

For benefit information on therapeutic devices, appliances, medical equipment, medical supplies, diabetic equipment and accessories (except for those specifically stated as covered in this benefit), see ***Home Medical Equipment (HME), Orthotics, Prosthetics and Supplies*** for details.

For benefit information about immunization agents and vaccines, including the professional services to administer them, see the ***Preventive Care*** benefit.

Additional Information About Your Prescription Drug Benefit

Generic Drugs

This plan requires the use of appropriate "generic drugs." When available a generic drug will be dispensed in place of a brand name drug. If you or the prescriber request a brand name drug instead of a generic when a generic equivalent is available, you'll be required to pay the difference in price between the brand name drug and the generic equivalent, in addition to paying the applicable brand name copay. Consult with your pharmacist on the higher costs you'll pay if you select a brand name drug.

A "generic drug" is a prescription drug product manufactured and distributed after the brand name drug patent of the innovator company has expired. Generic drugs have obtained an AB rating from the U.S. Food and Drug Administration and are considered by the FDA to be therapeutically equivalent to the brand name product. For the purposes of this plan, classification of a particular drug as a generic is based on generic product availability and cost as compared to the reference brand name drug.

Refills

Benefits for refills will be provided only when you have used three-fourths (75%) of a single medication. The seventy-five percent (75%) is calculated based on the number of units and days' supply dispensed in the 180 days immediately preceding the last refill.

You may request an early refill for topical eye medication when prescribed for a chronic eye condition. Your request must be made no earlier than all the following:

- 23 days after a prescription for a 30-day supply is dispensed
- 45 days after a prescription for a 60-day supply is dispensed
- 68 days after a prescription for a 90-day supply is dispensed

An early refill will be allowed if it does not exceed the number of refills prescribed by your doctor and only once during the approved dosage period.

Prescription Drug Formulary

This benefit uses our Essentials drug list, sometimes referred to as a "formulary drug list." Our Pharmacy and Therapeutics Committee, which includes providers and pharmacists from the community, frequently reviews current medical studies and pharmaceutical information. The Committee makes recommendations on which drugs are included on our formulary drug lists. The formulary drug lists are updated as needed based on the Committee's recommendations.

The Essentials drug list includes preferred generic drugs, preferred brand name drugs, preferred specialty drugs, and non-preferred generic, brand name and specialty drugs. Preferred brand name drugs are brand-name drugs that are only made by one drug company. Consult the List of Covered Drugs (Formulary) tool on our website or contact customer service for a complete list of covered prescription drugs.

It's important to note that this plan provides benefits for generic, brand name, and specialty drugs, but at a higher cost to you

Generic Substitution This plan requires the use of appropriate "generic drugs" (as defined below). When available, a generic drug will be dispensed in place of a brand name drug. You or the prescriber may request a brand name drug instead of a generic, but if a generic equivalent is available, you'll have to pay the difference in price between the brand name drug and the generic equivalent, in addition to paying the applicable brand name drug cost-share. Consult with your pharmacist on the higher costs you'll pay if you select a brand name drug.

A "generic drug" is a prescription drug approved by the FDA that works in the same way as the brand name drug. Generic drugs are considered by the FDA to be therapeutically equivalent to the brand name product. For the purposes of this plan, classification of a particular drug as a generic is based on generic product availability and cost as compared to the reference brand name drug.

Right to a Review

- If you cannot tolerate the generic drug or the provider determines that it is not effective in treating your condition, the provider can request a medical necessity review. If approved, you'll only have to pay the applicable brand-name cost-share.
- Your provider can also ask for a medical necessity review of a drug not included on the Essentials drug list if you cannot tolerate the drugs or dosages included on the list. If approved, the drug or dosage will be covered. You will pay the cost-share above for the non-preferred drug.

Specialty Pharmacy Program

"Specialty drugs" are drugs used to treat complex or rare conditions that require special handling, storage, administration or patient monitoring. They are high cost, often self-administered injectable drugs for the treatment of conditions such as rheumatoid arthritis, hepatitis or multiple sclerosis.

Note: There may be times when a specialty drug is not available through your specialty pharmacy. When the specialty drug is not available the pharmacies will contact you or your provider and notify them which pharmacy can fill the medication. In some instances, the specialty pharmacy will assist with the transfer of the prescription to the pharmacy that carries the drug.

For Economy and Standard Plans only*

SaveOnSP Specialty Pharmacy Cost Share Offset Program Certain specialty drugs may be included in SaveOnSP, a specialty pharmacy cost share offset program. See the list of SaveOnSP-eligible drugs located at ***premera.com/saveonsp***. The SaveOnSP Drug List is subject to change throughout the year and is updated at minimum twice yearly (January 1st and July 1st); impacted members will be notified of changes. Drugs included in the program have a 30% coinsurance, however, if you choose to enroll in the SaveOnSP program, your cost share will be covered in full by the program. Participation in the program is voluntary. If you choose not to enroll in the SaveOnSP program, you will be responsible for the 30% coinsurance associated to the medication in the

program. Whether or not you participate, the cost share for drugs included in the program do not accrue toward the deductible and out-of-pocket maximum.

The specialty drugs included in the SaveOnSP program are considered "non-essential health benefits" while other drugs in these categories, classified as essential health benefits, are used to meet the state essential health benefit benchmarks. Therefore, specialty drugs included in the SaveOnSP program do not apply to your annual deductible or out-of-pocket maximum. The essential/non-essential health benefit designation is a key component of the Affordable Care Act (ACA) and is defined by the Centers for Medicare and Medicaid Services. The essential/non-essential health benefit designation is not a "value" statement on the drug, but rather a way to ensure that a health plan provides at least the minimum number of drugs in a certain category and class as outlined by the ACA.

To participate, simply call SaveOnSP at 800-683-1074. You must contact SaveOnSP and enroll in the program **prior to** filling your prescription. **The program cannot be applied retroactively to a previously filled prescription.**

If you choose not to participate, you may submit a claim on your own for reimbursement under any available manufacturer program assistance. Any remaining amount owed through the manufacturer program or after manufacturer funding is exhausted will be member responsibility, and you may be subject to additional out-of-pocket expenses.

Note: If the drug is covered under the medical benefits of this plan, the medical benefit cost-share would apply. SaveOnSP does not apply if the drug is administered under the medical benefit. Drugs may be covered under the medical benefit when administered and billed through a provider as part of a medical service. If you have other primary insurance, the SaveOnSP drug must be filled with Accredo or this benefit will not apply under secondary coverage.

*This program does not apply to the HDHP plan.

Pharmacy Management

Sometimes benefits for prescription drugs may be limited to one or more of the following:

- A set quantity limit or a specific drug or drug dosage appropriate for a usual course of treatment
- Certain drugs for a specific diagnosis
- Step therapy, meaning you must try a generic drug or a specified brand name drug first

These limitations are based on medical standards, the drug maker’s recommendations, and the circumstances of the individual case. They are also based on U.S. Food and Drug Administration guidelines, published medical literature and standard medical references.

Anti-Cancer Medication

This benefit covers self-administered anti-cancer drugs when the medication is dispensed by a pharmacy. Anti-cancer medication means a drug or biologic used to kill cancerous cells, to slow or prevent the growth of cancerous cells, or to treat related side effects. These drugs are covered as shown in the ***Summary of Your Benefits***.

Per Internal Revenue Service requirements, drug manufacturer coupons and other forms of cost-share assistance cannot be used to satisfy this plan’s deductible.

This *Prescription Drug* benefit doesn't cover:

- Over the counter (OTC) drugs and medicines unless prescribed by a practitioner, or as required by law. Even when prescribed by a practitioner, OTC drugs and supplies are not covered unless otherwise stated in this plan. Examples of such excluded items include, but aren't limited to, non-prescription drugs and vitamins, food and dietary supplements, herbal or naturopathic medicines and nutritional and dietary supplements (e.g. infant formulas or protein supplements).
- Over the counter (OTC) contraceptives (e.g. jellies, creams, foams or devices), unless prescribed by a practitioner or as required by law.
- Drugs for the purpose of cosmetic use, or to promote or stimulate hair growth (e.g. wrinkles or hair loss)
- Drugs for experimental or investigational use
- Biologicals, blood or blood derivatives
- Any prescription refilled in excess of the number of refills specified by the prescribing provider, or any refill dispensed after one year from the prescribing provider's original order

- Drugs dispensed for use or administration in a health care facility or provider's office, or take-home drugs dispensed and billed by a medical facility
- Replacement of lost or stolen medication
- Infusion therapy drugs or solutions and drugs requiring parenteral administration or use, and injectable medications. (The exception is injectable drugs for self-administration, such as insulin and glucagon). See ***Infusion Therapy*** for details.
- Drugs to enhance fertility, including assisted reproduction medications
- Drugs to treat sexual dysfunction of organic origin
- The plan does not cover some of the drugs in certain drug classes. An example is proton pump inhibitors. However, at least 1 drug in every drug class is covered. (A drug class is a group of drugs that may work in the same way, have a similar chemical structure, or may be used to treat the same conditions or group of conditions.) Call customer service or visit our website for more information or to find out if a certain drug is covered. If your drug is not covered, work with your provider to find an alternative drug in that drug class that the plan does cover.

Preventive Care

Preventive services are a specific set of evidence-based services expected to prevent future illness. These services are based on guidelines established by government agencies and professional medical societies.

Go to this government website for more information:
https://www.healthcare.gov/coverage/preventive-care-benefits/

Preventive services provided by in-network providers are covered in full. But they have limits on how often you should get them. These limits are often based on your age and gender. After a limit has been exceeded, these services are not covered in full and may require you to pay more out-of-pocket costs.

Some of the services your doctor does during a routine exam may not meet preventive guidelines. These services are then covered the same as any medical service and are not covered in full and you may be responsible for part of the costs.

For example:

During your preventive exam, your doctor may find an issue or problem that requires further testing or screening for a proper diagnosis to be made. Also, if you have a chronic disease, your doctor may check your condition with tests. These types of screenings and tests help to diagnose or monitor your illness and would not be covered under your preventive benefits. They would require you to pay a greater share of the costs.

You can also get a complete list of the preventive care services with the limits on our website at **premera.com** or call us for a list. The list will include website addresses where you can see current federal preventive guidelines.

Preventive services under this plan are those services with an “A” or “B” rating by the United States Preventive Services Task Force (USPSTF); immunizations recommended by the Centers for Disease Control (CDC) and Prevention and as required by state law. When federal or state preventive requirements change, this plan will administer preventive care consistent with those changes, as of their effective date, even if they are not specifically referenced in this document.

Covered preventive services are unlimited unless otherwise specified.

Preventive Exams

- Routine physical exams
- Well-baby exams from birth to three years and well-child exams, including those provided by a qualified health aide from four to eighteen years
- Physical exams related to school, sports, and employment
- Depression screenings, including screening for adults and pregnant/postpartum members

Immunizations

- Preventive immunizations
- Seasonal and certain other immunizations provided by a pharmacy or other mass immunizer location. Covered services include flu shots, flu mist, pneumonia immunizations, whooping cough, adult shingles immunizations and travel immunizations.

Screening Tests and Imaging

- Routine lab tests and imaging
- Mammograms (including 3D)
- Pap smears
- BRCA genetic testing for members at risk for certain breast cancers
- Cervical cancer annual pap smear for members 18 years of age and older, or as recommended by a physician
- Diabetes screening
- Prostate cancer screening. Includes digital rectal exams and prostate-specific antigen (PSA) tests. Annual tests for prostate cancer for high-risk men under 40; all men over 40 years of age, or as recommended by a physician.

Colon Cancer Screenings (for high-risk individuals under 45 years of age, or all individuals 45 years of age or older as recommended by the American Cancer Society)

- Pre-colonoscopy consultation and exam
- Barium enema
- Colonoscopy, sigmoidoscopy, and fecal occult blood tests.
- If polyps are found during the screening, their removal and lab tests are covered as preventive.
- Medically necessary anesthesia.
- Colonoscopies as follow-up to positive non-invasive stool-based screening tests.

Routine Maternity Care

- Routine prenatal exams and tests
- Breastfeeding support and counseling
- Standard breast pump (bought from approved suppliers). Call Premera customer service for a list of approved suppliers.
- Rental of hospital-grade breast pumps
- Maternity diagnostic screening
- Screening for gestational diabetes
- Counseling for sexually transmitted infections

Counseling

- Contraceptive counseling. See ***Contraceptive Management and Sterilization*** for additional information.
- Counseling for sexually transmitted infections

Health Education and Training

- Outpatient programs and classes to help you manage pain or cope with covered conditions like heart disease, diabetes, or asthma.
- The program or class must take place in an approved setting, like a hospital.

Nutritional Counseling and Therapy

- Healthy diet and eating habits for members at risk for health conditions that are affected by diet and nutrition
- Obesity screening and counseling for weight loss

Pre-exposure (PrEP) for members at high-risk for HIV infection

Tobacco Habit-Breaking Programs

Fall Prevention

- Professional services to prevent falling for members who are 65 or older and have a history of falling or mobility issues.

This ***Preventive Care*** benefit does not cover:

- Gym memberships or exercise classes and programs
- Inpatient routine newborn exams while the child is in the hospital following birth. These services are covered under the ***Newborn Care*** benefit.

- Physical exams for basic life or disability insurance
- Prescription contraceptives, including over the counter (OTC) items, dispensed, and billed by your provider or a hospital. See ***Prescription Drugs*** for prescribed contraceptives.
- Work-related disability evaluations or medical disability evaluations

Professional Visits and Services

Benefits are provided for the examination, diagnosis and treatment of an illness or injury when such services are performed on an inpatient or outpatient basis, including your home and virtual care. Benefits are also provided for the following professional services when provided by a qualified provider:

- Biofeedback for migraines and other conditions for which biofeedback is not deemed experimental or investigational when provided by a qualified provider. See ***Definitions*** for a definition of "experimental/ investigational."
- Consultations and treatment for nicotine dependency
- Electronic Visits. This benefit includes electronic visits (e-visits). E-visits are structured, secure online messaging protocol (email) consultations between an approved doctor and you. They are not real-time visits. Your approved doctor will determine which conditions and circumstances are appropriate for e-visits in their practice. E-visits are covered when provided by an approved provider and all the following are true:

Premera Blue Cross Blue Shield of Alaska has approved the physician for e-visits. Not all doctors have agreed to or have the software capabilities to provide e-visits.

The member has previously been treated in the approved doctor's office and has established a patient-physician relationship with that doctor

The e-visit is medically necessary for a covered illness or injury

Call customer service at the number listed inside the front cover of this booklet for help in finding a physician approved to provide e-visits.

- Real time visits via online and telephonic methods with your doctor or other provider
- Prostate, colorectal, and cervical cancer screening exams, unless they meet the guidelines for preventive medical services described in the ***Preventive Care*** benefit
- Second opinions for any covered medical diagnosis or treatment plan when provided by a qualified provider

This benefit does not cover:

- Surgical procedures performed in a provider's office, surgical suite or other facility. These services are covered under the ***Surgery*** benefit, unless they meet the guidelines for preventive medical services described in the ***Preventive Care*** benefit.
- Professional diagnostic imaging and laboratory services. These services are covered under the ***Diagnostic Lab, X-ray, and Imaging*** benefit and the ***Diagnostic and Preventive Mammography*** benefit, unless they meet the guidelines for preventive medical services described in the ***Preventive Care*** benefit.
- Home health or hospice care visits. These services are covered under the ***Home Health Care*** and ***Hospice Care*** benefits.
- Hair analysis or non-legend drugs or medicines, such as herbal, naturopathic or homeopathic medicines or devices
- EEG biofeedback or neurofeedback services
- Services related to the diagnosis or treatment of psychiatric conditions, including biofeedback services. These services are covered under the ***Mental Health Care*** benefit.
- Services related to the diagnosis and treatment of temporomandibular joint disorder
- Injectable or implantable contraceptives and related services. These drugs and services are covered under the ***Contraceptive Management and Sterilization*** benefit.

Psychological and Neuropsychological Testing

Covered services are psychological and neuropsychological testing, including interpretation and report preparation, necessary to prescribe an appropriate treatment plan. This includes later re-testing to make sure the treatment is achieving the desired medical results. Physical, speech or occupational therapy assessments and evaluations for rehabilitation of a psychiatric condition are provided under the ***Mental Health Care*** benefit. For conditions other than a psychiatric condition, see ***Rehabilitation Therapy and Chronic Pain Care*** for benefits.

Rehabilitation Therapy and Chronic Pain Care

Rehabilitation Therapy

Benefits for the following inpatient and outpatient rehabilitation therapy services are provided when such services are medically necessary to either:

- Restore and improve a bodily or cognitive function that was previously normal but was lost as a result of an accidental injury, illness or surgery; or
- Treat disorders caused by physical congenital anomalies. See ***Habilitation Therapy*** for coverage of disorders caused by neurological congenital anomalies.

Covered services include all the following:

- Physical, speech, and occupational therapies
- Chronic pain care. Chronic pain is pain that is hard to control or that will not stop. Treatment for chronic pain is not subject to the 24-month limit for inpatient care.
- Cardiac and pulmonary rehabilitation
- Massage therapy. If provided by a massage therapist, the massage therapist must be licensed by the state to be covered.
- Assessments and evaluation related to rehabilitative therapy
- Rehabilitative devices that have been approved by the FDA and prescribed by a qualified provider

Inpatient Care Inpatient facility services must be furnished in a specialized rehabilitative unit of a hospital and billed by the hospital or be furnished and billed by another rehabilitation facility and will only be covered when services can't be done in a less intensive setting. When rehabilitation follows acute care in a continuous inpatient stay, this benefit starts on the day that the care becomes primarily rehabilitative. This benefit only covers care you receive within 24 months from the onset of the injury or illness or from the date of the surgery that made rehabilitation necessary. The care must also be part of a written plan of multidisciplinary treatment prescribed and periodically reviewed by a physician specializing in physical medicine and rehabilitation.

Outpatient Care Benefits for outpatient care are subject to the following provisions:

- You mustn't be confined in a hospital or other medical facility
- The therapy must be part of a formal written treatment plan prescribed by a physician
- Services must be furnished and billed by a hospital, rehabilitation facility, physician, physical, occupational, or speech therapist

When the above criteria are met, benefits will be provided for physical, speech and occupational therapy services, including cardiac and pulmonary rehabilitation. Benefits are also included for physical, speech, and occupational assessments and evaluations related to rehabilitation.

A "visit" is a session of treatment for each type of therapy. Each type of therapy combined accrues toward the above visit maximum. Multiple therapy sessions on the same day will be counted as one visit, unless provided by different health care providers.

Chronic Pain Care

These services must also be medically necessary to treat intractable or chronic pain. Benefits for inpatient and outpatient chronic pain care are subject to the above rehabilitation therapy benefit limits. All benefit maximums apply. However, inpatient services for chronic pain care aren't subject to the 24-month limit.

This benefit won't be provided in addition to the ***Habilitation Therapy*** benefit for the same condition. Once a plan year maximum has been exhausted under one of these benefits, no further coverage is available for the same condition under the other.

This benefit does not cover:

- Recreational, vocational or educational therapy; exercise or maintenance-level programs
- Social or cultural therapy
- Treatment that isn't actively engaged in by the ill, injured or impaired member
- Gym or swim therapy
- Custodial care

- Inpatient rehabilitation received more than 24 months from the date of onset of the member's accidental injury or illness or from the date of the member's surgery that made rehabilitation necessary
- Services to treat a psychiatric condition; see the ***Mental Health Care*** benefit.
- Therapy for flat feet except to help you recover from surgery to correct flat feet.

Skilled Nursing Facility

This benefit includes:

- Room and board
- Skilled nursing services
- Supplies and drugs
- Skilled nursing care during some stages of recovery
- Skilled rehabilitation provided by physical, occupational or speech therapists while in a skilled nursing facility
- Short or long term stay immediately following a hospitalization
- Active supervision by your doctor while in the skilled nursing facility

We must approve all planned skilled nursing facility stays before you enter a skilled nursing facility. See ***Prior Authorization*** for details.

This benefit does not cover:

- Acute nursing care
- Skilled nursing facility stay not immediately following hospitalization or inpatient stay
- Skilled nursing care outside of a hospital or skilled nursing facility
- Care or stay provided at a facility that is not qualified per our standards

Spinal and Other Manipulations

This benefit covers manipulations to treat a covered illness, injury or condition.

Rehabilitation therapy, such as massage or physical therapy, provided with manipulations is covered under the ***Rehabilitation Therapy*** and ***Habilitation Therapy*** benefits.

Substance Use Disorder

This benefit covers treatment of substance use disorder. Including virtual care (see ***Definitions***). Benefits are limited to the least costly treatment setting that is medically necessary for your condition. This plan complies with federal parity requirements.

Some services require prior authorization before you receive treatment. See ***Prior Authorization*** for details.

This plan covers all of the following services:

- Individual, family or group therapy
- Inpatient, residential treatment, partial hospitalization and outpatient visits (including virtual care) to manage or reduce the effects of the alcohol or drug dependence
- Lab and testing
- Take-home drugs you get in a facility

For this benefit, “outpatient visit” means a clinical treatment session with a substance use provider. Outpatient visits can include real-time visits with your doctor or other provider via telephone, online chat or text, or other electronic methods.

Medically necessary detoxification is covered in any medically necessary setting. Detoxification in the hospital is covered under the ***Emergency Room*** and ***Hospital*** benefits.

In determining whether services for substance use disorder treatment are medically necessary, Premera Blue Cross Blue Shield of Alaska will use the current edition of the Patient Placement Criteria for the Treatment of Substance-Related Disorders as published by the American Society of Addiction Medicine.

This benefit does not cover:

- Alcohol or drug use or abuse that does not meet the definition of substance use disorder as stated in ***Definitions***.
- Halfway houses, quarterway houses, recovery houses, and other sober living residences

Surgery

This benefit covers surgical services, including injections that are not covered under other benefits when performed on an inpatient or outpatient basis, in such locations as a hospital, ambulatory surgical facility, surgical suite or provider's office. Also covered under this benefit are:

- Anesthesia or sedation and postoperative care as medically necessary. Benefits include anesthesia performed in connection with the preventive colonoscopy that your provider determines would be medically appropriate for you.
- Cornea transplantation, skin grafts, and the transfusion of blood or blood derivatives
- Sexual reassignment surgery if medically necessary and not for cosmetic purposes
- Colonoscopy and other scope insertion procedures are also covered under this benefit unless they qualify as preventive services described in the ***Preventive Care*** benefit.
- Surgical services that are considered medically necessary to correct the cause of infertility
- The repair of a dependent child’s congenital anomaly

This benefit also covers services of an assistant surgeon only when medically necessary. Assistant surgeons are not involved in the pre-operative or post-operative care and only assist during a surgical procedure at the direction of the primary surgeon. Benefits allowed for an assistant surgeon are based on their participation in this one element of your care and will be their billed charges or 20% of the primary surgeon's allowed amount, whichever is less.

When multiple or bilateral procedures are performed during the same operative session, the plan will provide benefits based on the allowed amount for the first or major procedure and one-half of the allowed amount for eligible secondary procedures.

For organ, bone marrow or stem cell transplant procedure benefit information, see the ***Transplants*** benefit.

Transgender Surgical Services Criteria

Surgical gender reassignment services will be considered medically necessary if the following criteria are met. For all surgical procedures approved in the most current Standards of Care published by the World Professional Association for Transgender Health (WPATH), transgender benefits are available if:

1. You are at least 18 years old and diagnosed as having gender identity disorder.
2. For breast surgery (mastectomy, chest reconstruction or augmentation mammoplasty) you must also have one letter of recommendation for surgery from a mental health professional.
3. For genital surgery (examples include: orchiectomy, penectomy, vaginoplasty, clitoroplasty, labiaplasty, hysterectomy, salpingo-oophorectomy, vaginectomy, metoidioplasty, scrotoplasty, urethroplasty, testicular prosthesis placement, and phalloplasty) the first criteria listed above and all the following criteria must be met:
   - You have been an active participant in a recognized gender identity treatment program and have successfully lived and worked within the desired gender role full time for at least 12 months.
   - You have received recommendations for surgery from two separate mental health professionals, at least one of which includes an extensive report. One master's degree level professional is acceptable if the second letter is from a psychiatrist or Ph.D. clinical psychologist.
   - The surgery is recognized as medically necessary within the most current Standards of Care published by the World Professional Association for Transgender Health WPATH).

Note: Coverage of prescription drugs, lab, x-ray and other non-surgical services and mental health treatment associated with the treatment of gender dysphoria is eligible under the general plan provisions subject to the applicable copay, deductible or coinsurance and plan limitations and exclusions.

Obtaining a Prior Authorization

To check on your benefit eligibility, the physician who is the most knowledgeable about your history may submit a prior authorization request to Premera Blue Cross on your behalf. The request should include:

- The surgical procedure(s) for which coverage is being requested
- The date the surgery will be performed
- Information supporting that criteria listed above has been met, based on the surgery being requested

Surgical Center – Outpatient

Benefits are provided for services and supplies furnished by a licensed ambulatory surgical center.

Therapeutic Injections

This benefit covers:

- Shots given in the doctor's office
- Supplies used during visit, such as serums, needles and syringes
- Three teaching doses for self-injectable specialty drugs

This benefit does not cover:

- Immunizations (see ***Preventive Care***)
- Self-injectable drugs (see ***Prescription Drugs***)
- Infusion therapy (see ***Infusion Therapy***)
- Allergy shots (see ***Allergy Testing and Treatment***)

Transgendered Services – Treatment to Affirm Gender Identity

This benefit covers medically necessary services to change the gender you were born with. To find the amounts you are responsible for, see the ***Summary Of Your Costs***.

Covered services include management, consultation, counseling, hormones, laboratory services, and surgical services for purposes of affirming your gender identity and/or gender transition (diagnostically this may be referred to as gender dysphoria), including all related medical visits. This benefit covers services which meet the standards in our medical policy. Call customer service or visit our website **at premera.com** for the policy.

See the ***Surgery*** benefit for gynecological, urologic and genital surgery for covered conditions other than gender identity disorder or gender dysphoria.

See the ***Prescription Drug*** benefit for coverage of prescription drugs associated with transgender procedures.

See the ***Mental Health Care*** benefit for coverage of mental health services.

This benefit does not cover:

- Transgender surgery for members under 18
- Cosmetic procedures that are not medically necessary to make the gender change. Examples are procedures to change the voice.
- Surgery to change the appearance of prior gender change procedures. Surgery that is medically necessary to correct medical complications is covered.

Transplants

This benefit covers medical services only if provided by "Approved Transplant Centers." See the transplant benefit requirements later in this benefit for more information about Approved Transplant Centers.

Covered Transplants

Solid organ transplants and bone marrow/stem cell reinfusion procedures mustn't be considered experimental or investigational for the treatment of your condition. See ***Definitions*** for a definition of "experimental/ investigational."

The plan reserves the right to base coverage on all the following:

- Solid organ transplants and bone marrow/stem cell reinfusion procedures must be medically necessary and meet the plan's criteria for coverage. The medical indications for the transplant, documented effectiveness of the procedure to treat the condition and failure of medical alternatives are all reviewed.
- The types of solid organ transplants and bone marrow/stem cell reinfusion procedures that currently meet the plan's criteria for coverage are:
  - Heart
  - Heart/double lung
  - Single lung
  - Double lung
  - Liver
  - Kidney
  - Pancreas
  - Pancreas with kidney
  - Bone marrow (autologous and allogeneic)
  - Stem cell (autologous and allogeneic)

  Note: For the purposes of this plan, the term "transplant" doesn't include cornea transplantation, skin grafts or the transplant of blood or blood derivatives (except for bone marrow or stem cells). Benefits for such services are provided under other benefits of this plan.
- Your medical condition must meet the plan's written standards, which are found by referring to our website at **premera.com** or by contacting customer service.
- The transplant or reinfusion must be furnished in an Approved Transplant Center. ("Approved Transplant Center" is a hospital or other provider that's developed expertise in performing solid organ transplants, or bone marrow or stem cell reinfusion.) Premera Blue Cross Blue Shield of Alaska has agreements with Approved Transplant Centers in Alaska and Washington, and Premera Blue Cross Blue Shield of Alaska has access to a special network of Approved Transplant Centers around the country. Whenever medically possible, you'll be directed to an approved, contracted transplant center for transplant services.

  Of course, if none of our centers or the network centers can provide the type of transplant you need, this benefit will provide benefits for your transplant furnished by another transplant center.

Recipient Costs

This benefit covers transplant and reinfusion-related expenses, including the preparation regiment for a bone marrow or stem cell reinfusion. Also covered are anti-rejection drugs administered by the transplant center during the inpatient or outpatient stay in which the transplant was performed.

Donor Costs

This plan covers donor or procurement expenses for a covered transplant as shown in the ***Summary of Your Benefits***. Covered services include:

- Selection, removal (harvesting) and evaluation of the donor organ, bone marrow or stem cell
- Transportation of donor organ, bone marrow and stem cells, including the surgical and harvesting teams
- Donor acquisition costs such as testing and typing expenses
- Storage costs for bone marrow and stem cells for a period of up to 12 months

Travel and Lodging

The transplant recipient must reside more than 50 miles from the Approved Transplant Center, unless medically necessary treatment protocols require the member to remain closer to the transplant center. Travel and lodging expenses will be based on current IRS guidelines on the date(s) the expenses were incurred. See the ***Summary of Your Benefits*** to find out what the reimbursement rates are.

- **Travel:** Travel is reimbursed between the patient's home and the Approved Transplant Center for round trip (air, train, or bus) coach class transportation costs. If traveling by car, mileage, parking and toll costs are reimbursed.
- **Lodging:** Expenses incurred by a transplant patient and companion for hotel lodging away from home.

Companion travel and lodging expenses are covered if the companion must, as a matter of medical necessity, accompany the member. If the member receiving the transplant is a child under age 19, one companion is automatically permitted. A second companion will only be permitted if medically necessary.

Reimbursement amounts are subject to change due to IRS regulations. Refer to the IRS website, **www.irs.gov**, for additional information. The information in this benefit should not be assumed as tax advice.

This benefit does not cover:

- Services and supplies that are payable by any government, foundation or charitable grant. This includes services performed on potential or actual living donors and recipients, and on cadavers.
- Donor costs for a solid organ transplant or bone marrow or stem cell reinfusion that isn't covered under this benefit, or for a recipient who isn't a member
- Donor costs for which benefits are available under other group or individual coverage
- Non-human or mechanical organs, unless they aren't experimental or investigational services. See Definitions for a definition of "experimental/ investigational."
- Anti-rejection drugs, except those administered by the transplant center during the inpatient or outpatient stay in which the transplant was performed
- Planned storage of blood for more than 12 months against the possibility it might be used at some point in the future
- Meals
- Alcohol or tobacco
- Car rentals
- Personal care items, such as shampoo or a toothbrush
- Souvenirs or other tourist items such as T-shirts, sweatshirts, or toys
- Entertainment such as movies, visits to museums or mileage for sightseeing
- Phone calls
- Costs for people other than you and your covered companion(s)
- Take-home prescription drugs dispensed by a licensed pharmacy. See ***Prescription Drugs*** for benefit information.

Urgent Care

This benefit covers:

Exams and treatment of:

- Minor sprains
- Cuts
- Ear, nose and throat infections
- Fever

Some services done during the urgent care visit may be covered under other benefits of this plan with different or additional cost shares, such as:

- X-rays and lab work
- Shots or therapeutic injections
- Office surgeries

This benefit does not cover emergency room, or an urgent care facility attached to or part of a hospital, see ***Emergency Room*** for benefit details.

Virtual Care

Providers covered under this benefit offer their services exclusively by methods like secure chat, text, voice or audio message, and video chat. They do not maintain a physical location that you can visit. This benefit does not cover real-time office visits using online and telephonic methods between you and your doctor or other provider who also maintains a physical location. These visits are covered under the ***Professional Visits and Services*** and other benefits of this plan.

Virtual care select providers can be found at www.premera.com/visitor/virtual-care or contact Premera customer service for assistance.

Weight Management Treatment

Non-Surgical Weight Management

Benefits for non-surgical weight management are covered on the same basis as any other covered condition, subject to the applicable benefits, limitations and exclusions.

Non-Surgical Weight Management benefits include, but aren't limited to, coverage of the following outpatient medical services:

- Behavioral health visits
- Nutritional/dietician visits
- Physical therapy visits
- Physician visits
- Prescription drugs
- Related lab and diagnostic services

For specific benefit information, see the ***Mental Health Care***, ***Nutritional Therapy***, ***Rehabilitation Therapy and Chronic Pain Care***, ***Professional Visits***, ***Prescription Drug***, and ***Diagnostic Services*** benefits.

Surgical Treatment for Weight Management

Benefits for surgical weight management services are covered the same as any other covered condition subject to the criteria listed below, applicable benefits, limitations and exclusions. Prior authorization is required.

Coverage is available for bariatric procedures listed as medically necessary in Premera Blue Cross medical policy, when conservative measures have proven ineffective. Examples of conservative measures include but aren't limited to covered services under the ***Non-Surgical Weight Management*** benefit, medically supervised diet and exercise programs.

To qualify for coverage under this benefit, the member must meet all of the following criteria:

- The member must be diagnosed as one of the following:
  - A Body Mass Index (BMI) greater than or equal to 40; or overweight with a BMI greater than 35 with severe co-morbidities, including but not limited to:
    - Congestive heart failure disease (CHF)
    - Established coronary Heart Disease
    - Other atherosclerotic disease
    - Type 2 diabetes that is not controlled by drug therapy
    - High blood pressure that is not controlled by medical management
    - Sleep apnea documented as severe
- During the 2 years immediately before the surgery, the member has actively taken part in a weight-loss program that is supervised by a physician and that lasted at least 6 months in a row. The program must be documented in the patient's medical records.
- Member has been evaluated by a licensed mental health provider to establish emotional stability and ability to cope with surgical limitations?

This benefit is covered as any other surgery and is subject to a lifetime maximum benefit of $25,000 for covered services. Medically necessary treatments of surgical complications do not accrue toward this benefit maximum.

For specific surgical treatment benefit information, see the ***Hospital Inpatient Care***, ***Hospital Outpatient Care*** and ***Surgical Services*** benefits.

Surgical Treatment for Weight Management Maximum

The ***Surgical Treatment of Morbid Obesity*** benefit is subject to a **lifetime maximum** benefit of $25,000 for covered services, including but not limited to surgery, anesthesia, facility and other charges directly related to surgical care. Medically necessary treatment of surgical complications do not accrue toward this benefit maximum.

The ***Weight Management Treatment*** benefit doesn't cover:

- Expenses beyond the lifetime maximum for eligible surgical service
- Procedures or treatments that Premera Blue Cross and its affiliates deem are experimental and investigational (see the ***Definitions*** section in this booklet)
- Surgical removal of excess abdominal, arm or other skin or liposuction unless medically necessary
- Over-the-counter medications for weight loss
- Liquid diet or fasting programs
- Other food replacement and nutritional supplements
- Membership in diet programs
- Health clubs
- Wiring of the jaw
- Weight management drugs (See the ***Prescription Drugs*** benefit.)
- Exercise equipment, whole body calorimeter studies
- Vitamin injections

WHAT DO I DO IF I'M OUTSIDE ALASKA AND WASHINGTON?

Out-of-Area Care

As a member of the Blue Cross Blue Shield Association ("BCBSA"), Premera Blue Cross Blue Shield of Alaska has arrangements with other Blue Cross and Blue Shield Licensees ("Host Blues") for care outside Alaska and Washington and Clark County, Washington. These arrangements are called "Inter-Plan Arrangements." Our Inter-Plan Arrangements help you get covered services from providers within the geographic area of a Host Blue.

The BlueCard® Program is the Inter-Plan Arrangement that applies to most claims from Host Blues' network providers. The Host Blue is responsible for its network providers and handles all interactions with them. Other Inter-Plan Arrangements apply to providers that are not in the Host Blues' networks (non-participating providers). This "Out-Of-Area Care section" explains how the plan pays both types of providers.

Getting services through these Inter-Plan Arrangements does not change covered benefit levels, or any stated eligibility requirements. Call us if your care needs prior authorization. See ***Prior Authorization*** for details.

In-Network Provider		**Non-Participating Provider**		**Out-of-Area Hospital**		**Out-of-Area Professional**	
Billed charge:	$500	Billed charge	$500	Billed charge:	$500	Billed charge	$500
Contracted fee:	$450	Allowed amount:	$450	Plan pays 80% of billed charges:	$400	UCR amount:	$400
Plan pays 80%:	$360	Plan pays 80%:	$360			Plan pays 80% of UCR:	$320
You pay:		**You pay:**		**You pay:**		**You pay:**	
Coinsurance:	$90	Coinsurance:	$90	Coinsurance:	$100	Coinsurance:	$ 80
Amount over contract	-0-	Amount over allowed:	$50			Amount over UCR:	$100
TOTAL YOU PAY:	**$90**	**TOTAL YOU PAY:**	**$140**	**TOTAL YOU PAY:**	**$100**	**TOTAL YOU PAY:**	**$180**

*** UCR (Usual Customary and Reasonable) Fee**

The amount commonly charged for a particular medical service by physicians within a particular geographic region. UCR fees are used by traditional health insurance companies as the basis for physician reimbursement.

To gain maximum benefit of this plan and avoid unnecessary financial liability, it is very important for you and your dependents to know how the program works and what your responsibilities are.

BlueCard Program

Except for copays, we will base the amount you must pay for claims from Host Blues' network providers on the lower of:

- The provider's billed charges for your covered services; or
- The allowed amount that the Host Blue made available to us. See ***Definitions*** for a definition of "allowed amount."

Often, the allowed amount is a discount that reflects an actual price that the Host Blue pays to the provider. Sometimes it is an estimated price that takes into account a special arrangement with a single provider or a group of providers. In other cases, it may be an average price, based on a discount that results in expected average savings for services from similar types of providers.

Host Blues may use a number of factors to set estimated or average prices. These may include settlements, incentive payments, and other credits or charges. Host Blues may also need to adjust their prices to correct their estimates of past prices. However, we will not apply any further adjustments to the price of a claim that has already been paid.

Clark County Providers Services in Clark County, Washington are processed through the BlueCard Program. Some providers in Clark County do have contracts with us. These providers will submit claims directly to us, and benefits will be based on our allowed amount for the covered service or supply.

Value-Based Programs

You might access covered services from providers that participate in a Host Blue's value-based program (VBP). Value-based programs focus on meeting standards for treatment outcomes, cost and quality, and for coordinating care when you are seeing more than one provider. The Host Blue may pay VBP providers for meeting the above standards. Your premiums for this plan may also include an amount for VBP payments. If the Host Blue includes charges for these payments in the allowed amount on a claim, you would pay a part of these charges if a deductible, coinsurance, or copay applies to the claim. If the VBP pays the provider for coordinating your care with other providers, you will not be billed for it.

Taxes, Surcharges and Fees

A law or regulation may require a surcharge, tax or other fee be added to the price of a covered service. If that happens, we will add that surcharge, tax or fee to the allowed amount for the claim.

Non-Participating Providers

It could happen that you receive covered services from providers outside Washington and Alaska and Clark County, Washington that do not have a contract with the Host Blue. In most cases, we will base the amount you pay for such services on either our allowed amount for these providers or the pricing requirements under applicable law. See ***Definitions*** for a definition of "allowed amount."

In these situations, you may owe the difference between the amount that the non-participating provider bills and the payment the plan makes for the covered services as set forth above.

Blue Cross Blue Shield Global Core® Program

If you are outside the United States, Puerto Rico, and the U.S. Virgin Islands (the "BlueCard service area"), you may be able to take advantage of Blue Cross Blue Shield Global Core. Blue Cross Blue Shield Global Core is unlike the BlueCard Program in the BlueCard service area in some ways. For instance, although Blue Cross Blue Shield Global Core helps you access a provider network, you will most likely have to pay the provider and send us the claim yourself in order for the plan to reimburse you. See ***How Do I File A Claim?*** for more information on submitting claims. However, if you need hospital inpatient care, the Blue Cross Blue Shield Global Core service center can often direct you to hospitals that will not require you to pay in full at the time of service. In such cases, these hospitals also send in the claim for you.

If you need to find a doctor or hospital outside the Blue Cross Blue Shield Global Core service area, need help submitting claims or have other questions, call the Blue Cross Blue Shield Global Core Service Center at 800-810-BLUE (2583). The center is open 24 hours a day, seven days a week. You can also call collect at 804-673-1177.

Further Questions?

If you have questions or need to find out more about the BlueCard Program, call our customer service department. To find a provider outside our service area, go to **premera.com** or call 800-810-BLUE (2583). You can also get Blue Cross Blue Shield Global Core information by calling the toll-free phone number.

CARE MANAGEMENT

Care Management services work to help ensure that you receive appropriate and cost-effective medical care. Your role in the Care Management process is simple, but important as explained below.

You must be eligible on the dates of service and services must be medically necessary. We encourage you to call customer service to verify that you meet the required criteria for claims payment and to help us identify admissions that might benefit from personal health support programs.

Prior Authorization

There are certain medical services and prescription drugs that requires prior authorization from us before you get them.

You must get Premera's approval for some services before the service is performed, or you may pay a penalty. This process is called prior authorization. You can find our medical policies at **premera.com**.

There are two different types of prior authorization required:

1. **Prior Authorization for Benefit Coverage** You must get prior authorization for certain types of medical services, equipment, and for most inpatient facility stays, as listed below. This is so that Premera can confirm that these services are medically necessary and covered by the plan.
2. **Prior Authorization for In-Network Cost Shares for Non-Participating Providers** Except for emergency services (See ***Exceptions to Prior Authorization for Non-Participating and Out-Of-Area Providers*** below for more information),you must get prior authorization in order for the plan to:
   - Cover a non-participating provider in Alaska at the in-network benefit level.

     Note: If there are no in-network providers within 50 miles of your home, non-participating providers will be covered at the in-network level in Alaska without prior authorization. Notify us by calling customer service when you receive non-emergency care covered services from a non-participating provider so that we can apply your benefits correctly.
   - Cover a provider who is outside the service area at the in-network benefit level.

How Prior Authorization Works

The plan will decide on a request for services that require prior authorization in writing within 5 work days of receipt of all information necessary to make the decision. The response will let you know whether the services are authorized or not, including the reasons why. If you disagree with the decision, you can ask for an appeal. See ***Complaints and Appeals***.

If your life or health would be in serious jeopardy if you did not receive treatment right away, you may ask for an expedited review. The plan will respond in writing as soon as possible, but no more than 24 hours after the plan gets all the information needed to make a decision.

The prior authorization will be valid for 90 calendar days. This 90-day period depends on your continued coverage under the plan. If you do not receive the services within that time, you will have to ask the plan for another prior authorization.

1. Prior Authorization for Benefit Coverage

Prior Authorization for Medical Services, Supplies or Equipment

The plan has a list of services, equipment, and facility types that must have prior authorization before you receive the service or are admitted as an inpatient at the facility. Contact your in-network provider or Premera customer service before you receive a service to confirm that your service requires prior authorization. You can find our medical policies at **premera.com**.

- **In-network providers or facilities and all providers and facilities outside Alaska and Washington** are required to request prior authorization for the service.
- **Non-participating providers and facilities** will not request prior authorization for the service. You have to ask Premera to prior authorize the service. Certain services, devices and drugs need to be reviewed to make

sure that they are medically necessary for you and meet this plan's other standards for coverage. It is to your advantage to know in advance if the plan would not cover them.

The following services require prior authorization:

- **Elective (non-emergent) Air or Ground Ambulance Transport**
- **Experimental or investigational**
- **Home Medical Equipment (HME) and Prosthetic Devices**

  HME rental for home use do not require prior authorization. However, rental beyond 3 months may be reviewed for ongoing medical necessity.
  - Bone growth stimulators – electronic and ultrasonic
  - Chest compression vests and devices
  - Cochlear devices
  - Custom-made knee braces
  - Electrical stimulation devices – includes bone growth stimulators
  - Electronic, mechanical or microprocessor-controlled artificial limb or joint
  - Equipment and supplies to treat obstructive sleep apnea: CPAP, BiPAP and APAP machines and related supplies
  - Hospital beds and accessories (no prior authorization needed for rental of standard beds for hospital to home transitions for less than 3 months)
  - Lymphedema pumps (pumps to reduce swelling)
  - Medical foods
  - Myoelectric upper limb prosthetic (externally powered artificial arm or hand)
  - Oral devices, appliances, surgical splints and impressions – includes preparation
  - Power-operated lifting devices
  - Standing frames
  - Vagal nerve stimulators other than TENS (implanted devices to stimulate a specific nerve)
  - Wheelchairs, power-operated vehicles and scooters (no prior authorization is needed for standard manual wheelchairs rented for less than 3 months)
- **Inpatient Facility Admissions**
  - All planned (elective) inpatient hospital care (surgical, non-surgical, behavioral health and/or substance use disorder)

    Elective admissions must have prior authorization **before** admission

    For facilities only, if the service for which the member is admitted is not included in the list below, notification from the facility is required within 24 hours of the admission
  - Admission to skilled nursing facility, a long-term acute care hospital (LTACH) or a rehabilitation facility
  - Admission to all residential treatment program
- **Outpatient Imaging Tests**
  - Contrast enhanced computed tomography (CT) angiography of the heart
  - Computed tomography (CT) scans
  - Echocardiograms (ultrasound test of the heart)
  - Magnetic resonance imaging (MRI) and magnetic resonance angiography (MRA)
  - Magnetic resonance spectroscopy (special imaging to look at the brain)
  - Nuclear cardiology (using special dyes to look at heart function)
  - Positron emission tomography (PET and PET/CT)
- **Surgical, Medical, Therapeutic, Diagnostic and Reconstructive Procedures (inpatient or outpatient)**
  - Ablation therapy (destruction of abnormal tissue)
  - Artificial intervertebral disc, any level (artificial disc between vertebrae in the spine)
  - Bioengineered skin substitutes
  - Blepharoplasty (eyelid surgery)

- Bone anchored and implantable hearing aids
- Breast surgeries – selected: implant removal, mastectomy for gynecomastia (removal of breast tissue in males), prophylactic mastectomy (removal of breasts to prevent breast cancer), reduction mammoplasty (breast reduction)
- Cardiac devices; including related services for implantation if applicable: ventricular assist devices for outpatient (a certain kind of device to help the heart pump), implanted and wearable defibrillators (a device to shock the heart into a normal rhythm); closure devices for septal defects (a hole in a specific part of the heart); transcatheter aortic valve replacement known as TAVR/TAVI (a specific procedure that replaces the heart's aortic valve)
- Chelation therapy
- Chemotherapy administration and radiation oncology
- Cochlear implantation (stimulates the nerve in the inner ear)
- Corneal remodeling/keratoprosthesis (reshaping the clear front layer of the eyeball/implanting an artificial cornea)
- Cosmetic or reconstructive surgeries (usually done to change appearance) that are covered under this plan
- Cryosurgical ablation/ablation of tumors (using extreme cold to destroy tumors)
- Deep brain stimulation (electrical stimulation of the brain through implanted wires)
- Electrophysiologic studies
- Esophageal sphincter procedures (anti-reflux surgery)
- Extracorporeal photopheresis (collecting cells, treating them with special light, and then returning specific cells to the body)
- Facet arthroscopy (replacing a specific part of a joint in the spine with an artificial support)
- Facility based polysomnography (sleep studies done in a lab)
- Foot surgery (some specific surgeries)
- Fundus photography
- Genetic testing and analysis
- Hernia repair
- Home-based polysomnography (sleep studies done at home)
- Hyaluronan or derivative for intra-articular injection
- Hyperbaric oxygen therapy (pressurized oxygen to treat certain kinds of wounds and illnesses
- Hysterectomy
- Implantation or application of electric stimulator devices – selected: gastric (stomach), spinal cord, sacral nerve (a specific nerve that affects bladder and bowel function), pelvic floor (muscles at the bottom of the pelvis), implanted bone stimulators, posterior tibial nerve (a nerve running down the back of the lower leg)
- Interspinous distraction devices (spacers between the bone of the spine)
- Intraoperative neurophysiology monitoring, continuous
- Joint surgeries, arthroscopy, ankle, elbow, foot, and wrist
- Lab services
- Major joint surgeries, arthroplasty/arthroscopy: knee, hip and shoulder
- Mitral valve repair (repair of a specific heart valve)
- Myringotomy
- Nasal/sinus surgery
- Panniculectomy (removing an apron of fat and tissue that hangs far below the waist)
- Radiation therapy – selected: stereotactic radiosurgery, gamma knife, proton beam, intensity modulated radiation therapy (IMRT), high dose rate electronic brachytherapy, and brachytherapy
- Radiofrequency ablation of tumors and treatment of facet joints (using heat to destroy tumors and treat nerves at specific joints of the spine)

- Septoplasty
- Skilled home health care services
- Spine surgeries and treatments
- Surgeries related to gender reassignment
- Surgery to treat sleep apnea
- Surgical treatments for the temporomandibular joint (joint that connects the jaw to the rest of the skull)
- Therapeutic apheresis (removing certain components of the blood)
- Therapy (physical/occupational/speech) after first visits
- Total ankle replacement
- Transcatheter occlusion or embolization for tumor destruction (closing off the blood supply to tumors)
- Transcranial magnetic stimulation, TMS (magnetic pulses to the brain)
- Tympanoplasty without mastoidectomy (including canalplasty, atticotomy and/or middle ear surgery)
- Upper gastrointestinal endoscopy (a viewing scope inserted through the mouth to examine the esophagus, stomach, and first part of the small intestine)
- Vagus nerve blocking therapy (obesity treatment that blocks signals going to the nerve that goes to the stomach)
- Varicose veins and perforator veins – all procedures
- Vascular embolization or occlusion for tumors, organ ischemia or infarction (closing off a blood vessel to treat a tumor or other tissue)
- Vertebroplasty, kyphoplasty, or sacroplasty (specific treatments for stabilizing compression fractures in the spine)

- **Transplant (inpatient or outpatient)**
  - Autologous progenitor cell therapy (stem cell transplants)
  - Complex organ transplants (small bowel, lung, heart, liver, multi-organ, face, limb)
  - Transplant donor procedures and services (for all types of transplants)
- **Dental Services**
  - Anesthesia for dental services and related facility charges
  - Medically necessary orthodontia (medically necessary braces for teeth)
  - Orthognathic surgery (jaw enlargement or reduction)
  - Pediatric orthodontia, non-routine (non-routine braces for children)
  - Sleep apnea intraoral appliances (devices worn in the mouth to treat sleep apnea)
  - Temporomandibular (TMJ) treatments (MRIs, oral splints, mouth guards, TMJ surgery)

Prior Authorization for Prescription Drugs

Certain prescription drugs must have prior authorization before you get them at a pharmacy. The list is on our website at **premera.com**. Your provider can ask for a prior authorization by faxing an accurately completed prior authorization form to us. This form is also on the pharmacy section of our website.

If your provider does not get prior authorization, when you go to the pharmacy to get your prescription, the pharmacy will tell you that you need it. You or your pharmacy should inform your provider of the need for prior authorization. Your provider can fax us an accurately completed prior authorization form for review.

You can still buy the drug before it is prior authorized, but you must pay the full cost. If the drug is authorized after you bought it, you can send us a claim for reimbursement. Reimbursement will be based on the allowed amount. See ***How Do I File A Claim?*** for details.

The list below includes examples of drug categories that require prior authorization. This list does not include specific drugs, and it may be changed from time to time.

- Adrenal hormones
- Adrenergics
- Androgens

- Angiotensin II receptor blockers and renin inhibitors
- Anorexiants
- Antiandrogens
- Anticholinergics and antispasmodics
- Anticonvulsants
- Antidiarrheals
- Antiestrogens
- Antimalarials
- Antimetabolites
- Antiparkinsonism agents
- Antiplatelet drugs
- Antipsoriatic/Antiseborrheic
- Antivertigo and antiemetic agents
- Beta agonists inhalers
- Beta blockers
- Blood derivatives
- Blood glucose monitoring devices and supplies
- Botulinum toxins
- Bowel evacuants
- Combination narcotic/analgesics
- Compounds
- Direct acting miotics
- Drugs with significant changes in product labeling
- Erythroid stimulants
- Estrogen combinations
- Estrogens
- Fluoroquinolones
- Gene therapies and cellular immunotherapies such as CAR-T
- Glucose elevating agents
- Gonadotropin and related agents
- Gout therapy
- Growth hormones
- Headache therapy
- Hemostatics
- HIV/AIDS therapy
- Hypnotic agents
- Immunosuppressant drugs
- Inhaled corticosteroids
- Insulin therapy
- Interferons
- Interleukins
- Intranasal steroids
- Keratolytics
- Kits

- Lipid/Cholesterol lowering agents
- Long acting nitrates
- MAO inhibitors
- Miscellaneous agents
- Miscellaneous analgesics
- Miscellaneous antidepressants
- Miscellaneous antiinfectives
- Miscellaneous antineoplastic drugs
- Miscellaneous antipsychotics
- Miscellaneous antivirals
- Miscellaneous cardiovascular agents
- Miscellaneous coagulation agents
- Miscellaneous dermatologicals
- Miscellaneous gastrointestinal agents
- Miscellaneous neurological therapy drugs
- Miscellaneous ophthalmologics
- Miscellaneous psychotherapeutic agents
- Miscellaneous pulmonary agents
- Miscellaneous rheumatological agents
- Miscellaneous urologicals
- Muscle relaxants and antispasmodic agents
- Myasthenia gravis
- Myeloid stimulants
- Narcotics
- Narcotics antagonists
- Newly FDA-approved drugs
- Non-insulin hypoglycemic agents
- NSAIDS/Cox II inhibitors
- Osteoporosis therapy
- Other glaucoma drugs
- Ovulatory stimulants
- Proton pump inhibitors
- Radiopharmaceuticals
- Selective serotonin reuptake inhibitors
- Smoking deterrents
- Specialty drugs
- Steroids
- Tetracyclines
- Therapy for acne
- Thiazide and related diuretics
- Topical anesthetics
- Topical antibacterials
- Topical antifungals
- Topical corticosteroids

- Vasodilators
- Vitamins and hematinics
  - Iron replacement therapy

Exceptions to Prior Authorization for Benefit Coverage

The following services do not require prior authorization for benefit coverage, but they have separate requirements:

- Emergency care and emergency hospital admissions, including emergency drug or alcohol detox in a hospital.
- Childbirth admission to a hospital, or admissions for newborns who need emergency medical care at birth.

Emergency and childbirth hospital admissions do not require prior authorization, but you must notify the plan as soon as reasonably possible.

2. Prior Authorization for In-Network Cost Shares for Non-Participating Providers

Generally, non-emergent care by non-participating providers in Alaska and providers outside the service area are covered at lower benefit levels. However, you may ask for a prior authorization to cover one of these providers at the in-network level if the services are medically necessary and are available from an in-network provider within 50 miles of your home. You or the non-participating or out-of-area provider must ask for prior authorization before you receive the services.

Cover a Participating or Non-Participating provider in Alaska at the Preferred INN benefit level.

Note: If there are no Preferred INN providers within 50 miles of your home, participating and non-participating providers in Alaska will be covered at the Preferred INN level without prior authorization. Please notify us by calling customer service when you receive non-emergency care covered services from a Participating or Non-Participating provider so that we can apply your benefits correctly.

- Cover a provider who is outside the service area at the Preferred INN benefit level.

Notify us by calling customer service when you receive non-emergency covered services from an non-participating provider so that we can apply your benefits correctly.

Note: It is your responsibility to get prior authorization for any services that require it when you see a non-participating provider. If you do not get a prior authorization, the services will not be covered at the in-network benefit level.

The prior authorization request for a non-participating provider or provider outside of the service area must include the following:

- A statement explaining how the provider has unique skills or provides unique services that are medically necessary for your care, and that are not reasonably available from an in-network provider, and
- Medical records needed to support the request.

If the non-participating or out-of-area provider's services are authorized, the plan will cover the service at the in-network benefit level. **However, in addition to the cost shares, you must pay any amounts over the allowed amount if the provider does not have an in-network contract with us or the local Blue Cross and/or Blue Shield Licensee. Amounts over the allowed amount do not count toward your plan deductible and out-of-pocket maximum.**

Exceptions to Prior Authorization for Non-Participating and Out-Of-Area Providers

Non-participating providers can be covered at the in-network level without prior authorization for emergency care and hospital admissions for a medical emergency. This includes hospital admissions for emergency drug or alcohol detox or for childbirth.

If you are admitted to a non-participating or out-of-area hospital due to an emergency condition, those services are always covered at the in-network benefit level. The plan will continue to cover those services until you are medically stable and can safely transfer to an in-network hospital.

If you choose to stay in the non-participating or out-of-area hospital after you are medically stable and can safely transfer to an in-network hospital, you may be subject to additional charges which may not be covered by your plan.

Clinical Review

Clinical review is a summary of medical and payment policies. These are used to make sure that you get appropriate and cost-effective care. Our policies include:

- Accepted clinical practice guidelines

- Industry standards accepted by organizations like the American Medical Association (AMA)
- Other professional societies
- Center for Medicare and Medicaid Services (CMS).

You can find our medical policies at **premera.com**.

You or your provider may request a copy of the criteria used to make a medical necessity decision. Send your request to Care Management at the address or fax number located on the inside front cover of this benefit booklet.

Premera may deny payment for services that are not medically necessary or that are considered experimental or investigational. A decision by Premera may be appealed, see ***Complaints and Appeals.*** When there is more than one alternative available, coverage will be provided for the least costly among medically appropriate alternatives.

Personal Health Support Programs

Premera offers participation in our personal health support programs to help members with such things as managing complex medical conditions, a recent surgery, or admission to a hospital. Our services include:

- Helping to overcome barriers to health improvement or following providers' treatment plan
- Coordinating care services including access
- Helping to understand the health plan's coverage
- Finding community resources

Participation is voluntary. To learn more about our personal health support programs, contact customer service at the phone number listed on the back of your Premera ID card

Chronic Condition Management

Premera has contracted with a consumer digital health company (the program manager) to give members access to a program of monitoring and health management support for certain chronic conditions described below. The program is voluntary. Your readings and other data are not shared with Premera Blue Cross Blue Shield of Alaska, City and Borough of Juneau, Bartlett Hospital or Juneau School District, or anyone other than the program manager. However, the program manager can share your data with your doctor or with someone close to you if you choose.

- **Diabetes Management Plus:** For members who have Type 1 or Type 2 diabetes. If you qualify and join the program, you will get:
  - A blood glucose meter from the program manager that uploads blood sugar readings to a personal online account.
  - A lancing device and lancets.
  - Test strips for this meter. You can reorder test strips using the meter or online. The strips will be sent to you directly.
  - Real-time reminders to check blood sugar or to take medication, and tips based on your blood sugar readings that can help keep your levels within a healthy range.
  - Coaching and support via phone, text, e-mail, or the program manager's mobile app.
- **Weight Management:** If you qualify and join the program, you will get:
  - An application and cellular scale that logs and tracks results.
  - Messaging and live one-on-one expert coaching.
  - Health summaries to help educate and offer positive reinforcement.

EXCLUSIONS AND LIMITATIONS

In addition to services listed as not covered under ***Covered Services***, this section lists the services that are either limited or not covered by this plan.

Amounts Over the Allowed Amount

Costs over the allowed amount as defined by this plan, for non-emergency services from a , non-participating or non-contracted provider.

Benefits from Other Sources

Services that are covered by other types of insurance or coverage, such as:

- Motor vehicle medical or motor vehicle no-fault
- Any type of no-fault coverage, such as Personal Injury Protection (PIP) coverage, Medical Payment coverage or Medical Premises coverage
- Any type of liability insurance, such as home owners' coverage or commercial liability coverage
- Any type of excess coverage
- Boat coverage
- School or athletic coverage

Benefits That Have Been Exhausted

Amounts in excess of a maximum benefit for a covered service.

Broken or Missed Appointments

Broken or missed appointments, including charges from providers for broken or missed appointments.

Caffeine Dependency

Charges For Records or Reports

Charges from providers for supplying records or reports, not requested for utilization management.

Comfort or convenience items

- Personal services or items like meals for guests while hospitalized, long-distance phone, radio or TV, personal grooming and babysitting.
- Normal living needs, such as food, clothes, housekeeping and transport. This doesn't apply to chores done by a home health aide as prescribed in your treatment plan.
- Dietary assistance, including "Meals on Wheels"

Complications of a Non-Covered Service

Includes follow-up services or effects of those services.

Cosmetic Services

Drugs, services or supplies for cosmetic services, including any direct or indirect complications and aftereffects. Examples of what is not covered are:

- Reshaping normal structures of the body in order to improve or change your appearance and self-esteem and not primarily to restore an impaired function of the body

  The only exceptions to this exclusion are:

  - Repair of a defect that's the direct result of an accidental injury, providing such repair is started within 12 months of the date of the accident
  - Repair of a dependent child's congenital anomaly
  - Reconstructive breast surgery in connection with a mastectomy as provided under the Mastectomy and Breast Reconstruction Services benefit
  - Correction of functional disorders (not including removal of excess skin and/or fat related to weight loss surgery or the use of weight management drugs), upon our review and approval
  - Genital or breast surgery that meets medical necessity criteria, or is medically necessary for the treatment of gender dysphoria diagnoses

Counseling, Educational Or Training Services

Counseling, education and training in the absence of illness or injury, including but not limited to:

- Job help and outreach
- Social or fitness counseling
- Acting as a tutor, helping a member with schoolwork, acting as an educational or other aide for a member while the member is at school, or providing services that are part of a school's individual education program or should otherwise be provided by school staff

- Private school or boarding school tuition
- Community wellness or safety programs

Court-Ordered Services

Services that you must get to avoid being tried, sentenced or losing the right to drive when they are not medically necessary.

Custodial Care

Custodial services, that are not covered hospice care services.

Dental Care

Dental care or supplies, that are not covered under any dental benefits.

EEG biofeedback or neurofeedback services

Environmental Therapy

Therapy designed to provide a change or controlled environment.

Experimental Or Investigational Services

Experimental or investigational services or supplies, including any complications or effects of such services. This does not apply to certain services that are part of an approved clinical trial.

Family Members Or Volunteers

Services or supplies that you provide to yourself. It also does not cover a provider who is:

- Your spouse, mother, father, child, brother or sister
- Your mother, father, child, brother or sister by marriage
- Your stepmother, stepfather, stepchild, stepbrother or stepsister
- Your grandmother, grandfather, grandchild or their spouse
- A volunteer

Governmental Medical Facilities

Services provided by a state or federal facility that are not emergency services required by law or regulation.

Hair Analysis

Hair Loss

- Drugs, supplies, equipment, or procedures to replace hair, slow hair loss, or stimulate hair growth
- Hair prostheses, such as wigs or hair weaves, transplants, and implants

Hearing Hardware

- Hearing aids (including batteries and related equipment) that exceed the maximum benefit. These expenses are also not eligible for coverage under other benefits of this plan.
- Batteries or other ancillary equipment other than that obtained upon purchase of hearing aids
- Hearing aids that exceed the specifications prescribed for correction of hearing loss
- Expenses incurred after your coverage under this plan ends unless hearing aids were ordered before that date and were delivered within 90 days after the date your coverage ended

Illegal Acts, Illegal Services, and Terrorism

Illness or injury you get while committing a felony, an act of terrorism, or an act of riot or revolt, as well as any service that is illegal under state or federal law.

Low-Level Laser Therapy

Military And War-Related Conditions

Illness or injury that is caused by or arises from:

- Acts of war, such as armed invasion, no matter if war has been declared or not
- Services in the armed forces of any country, including any related civilian forces or units.

Non-Covered Services

Services or supplies directly related to any non-covered condition:

- Ordered when this plan is not in effect or when the person is not covered under this plan
- That are not listed as covered under this plan
- That are not listed as covered under this plan
- Services or supplies for which no charge is made, for which none would have been made if this plan were not in effect, or for which you are not legally required to pay
- Non-treatment charges, including charges for provider time
- Transporting a member in place of a parent or other family member or accompanying the member to appointments or other activities outside the home, such as medical appointments or shopping
- Doing housework or chores for the member or helping the member do housework or chores

Non-Treatment Facilities, Institutions or Programs

- Institutional care
- Housing
- Incarceration
- Programs from facilities that are not licensed to provide medical or behavioral health treatment for covered services. Examples are prisons, nursing homes and juvenile detention facilities.

Orthodontia

Orthodontic services, including casts, models, x-rays, photographs, examinations, appliances, braces, and retainers.

Orthognathic Surgery

Procedures to lengthen or shorten the jaw. Orthognathic surgery is not covered other than for treatment of the following:

- Temporomandibular joint disorder due to illness or injury which meet the criteria of our medical policy
- Sleep apnea, or
- Congenital anomaly

Provider's Licensing or Certification

Services that are outside the scope of the provider's license or certification or any unlicensed or uncertified providers.

Recreational, Camp and Activity Programs

Recreational, camp and activity-based programs. These programs are not medically necessary and include:

- Gym, swim and other sports programs, camps and training
- Creative art, play and sensory movement and dance therapy
- Recreational programs and camps
- Hiking, tall ship and other adventure programs and camps
- Boot camp programs and outward bound programs
- Equine programs and other animal-assisted programs and camps
- Exercise and maintenance-level programs
- Hiking and other adventure programs and camps

Serious Adverse Events and Never Events

Serious Adverse Events are hospital injury(ies) caused by medical management that prolonged the hospitalization, and/or produces a disability at the time of discharge.

Never Events are events that should never occur, such as a surgery on the wrong patient, surgery on the wrong body part or a wrong surgery.

Members and this plan are not responsible for payment of services provided by providers for serious adverse events, never events and resulting follow-up care. Serious adverse events and never events are medical errors that are specific to a nationally published list. They are identified by specific diagnoses codes, procedure codes and specific present-on-admission indicator codes. Providers may not bill members for these services and members are held harmless.

Not all medical errors are defined as serious adverse events or never events. You can obtain a list of serious adverse events by contacting us or on the Centers for Medicare and Medicaid Services (CMS) website.

Services or Supplies Not Medically Necessary

Services or supplies that are not medically necessary even if they are court-ordered. This also includes places of service, such as inpatient hospital care or stays.

Sexual Dysfunction

Diagnosis and treatment of sexual dysfunctions, regardless of origin or cause; surgical, medical or psychological treatment of impotence or hypoactive sexual desire disorder, including drugs, medications, or penile or other implants.

Skilled Hourly Nursing

Medically intensive care provided by a licensed nurse at home.

Substance Use Disorder Coverage Exceptions

Treatment of alcohol or drug use or abuse that does not meet the definition of "Substance Use Disorder" as stated in the ***Definitions*** section of this booklet.

Temporomandibular Joint (TMJ) Disorders

Treatment of TMJ disorders. TMJ disorders are problems with the lower jaw joint that have one or more of the features below:

- Pain in the muscles near the TMJ
- Internal derangements of the parts of the TMJ
- Arthritic problems with the TMJ
- The TMJ has a limited range of motion, or its range of motion is not normal

Vision Exams

Routine vision exams to test visual acuity and/or to prescribe any type of vision hardware.

Vision Hardware

- Vision hardware (and fittings) used to improve visual sharpness, including eyeglasses and contact lenses and all related supplies
- Non-prescription eyeglasses or contact lenses, or other special purpose vision aids (such as magnifying attachments), sunglasses or light-sensitive lenses, even if prescribed

Vision Therapy

Vision therapy, eye exercise or any sort of training to correct muscular imbalance of the eye (orthoptics), and pleoptics, treatment or surgeries to improve the refractive character of the cornea or any results of such treatment.

Voluntary Support Groups

Patient support, consumer or affinity groups such as diabetic support groups or Alcoholics Anonymous.

Work-Related Conditions

Any illness, condition or injury for which you get benefits by law or from separate coverage for illness or injury on the job. For details, see ***Third Party Recovery*** under ***What If I Have Other Coverage?*** section of the booklet.

WHAT IF I HAVE OTHER COVERAGE?

Coordinating of Benefits With Other Health Care (COB) - Medical / Dental and Vision Coverage

For HDHP Plan

Note: If you participate in a health savings account and have other health care coverage in addition to this high deductible health plan, the tax deductibility of the health savings account contributions may not be allowed. Contact your tax advisor or HSA plan administrator for more information.

For All Plans

You also may be covered under one or more other group or individual plans, such as one sponsored by your spouse's employer. This plan includes a "coordination of benefits" feature to handle such situations.

All of the benefits of this plan are subject to coordination of benefits. However, note that benefits provided under this plan for allowable dental expenses will be coordinated separately from allowable medical expenses.

If you have other coverage besides this plan, we recommend that you submit your claim to the primary carrier first, and then submit the claim to the secondary carrier with the primary carrier processing information. In that way, the proper coordinated benefits may be most quickly determined and paid.

If you are a member of the U.S. Military (active or retired) or you have dependents enrolled in the TRICARE program, this plan is the primary plan and TRICARE would be secondary, when required by federal law.

Definitions Applicable To Coordination Of Benefits

To understand coordination of benefits, it's important to know the meanings of the following terms:

- **Allowable Medical Expense** means the usual, customary and reasonable charge for any medically necessary health care service or supply provided by a licensed medical professional when the service or supply is covered at least in part under this plan. When a plan provides benefits in the form of services or supplies rather than cash payments, the reasonable cash value of each service rendered or supply provided shall be considered an allowable expense.
- **Allowable Dental Expense** means the usual, customary and reasonable charge for any dentally necessary service or supply provided by a licensed dental professional when the service or supply is covered at least in part under this plan. When a plan provides benefits in the form of services or supplies rather than cash payments, the reasonable cash value of each service rendered or supply provided shall be considered an allowable expense. For the purpose of this plan, only those dental services to treat an accidental injury to natural teeth will be considered an allowable dental expense.
- **Claim Determination Period** means a plan year
- **Medical Plan** means all the following health care coverages, even if they don't have their own coordination provisions:
  - Group, individual or blanket disability insurance policies and health care service contractor and health maintenance organization group or individual agreements issued by insurers, health care service contractors, and health maintenance organizations
  - Labor-management trusteed plans, labor organization plans, employer organization plans or employee benefit organization plans
  - Government programs that provide benefits for their own civilian employees or their dependents
  - Group coverage required or provided by any law, including Medicare. This doesn't include workers' compensation.
  - Group student coverage that's sponsored by a school or other educational institution and includes medical benefits for illness or disease
- **Dental Plan** means all of the following dental care coverages, even if they don't have their own coordination provisions:
  - Group, individual or blanket disability insurance policies and health care service contractor and health maintenance organization group or individual agreements issued by insurers, health care service contractors, and health maintenance organizations
  - Labor-management trusteed plans, labor organization plans, employer organization plans or employee benefit organization plans

- Government programs that provide benefits for their own civilian employees or their dependents

Each contract or other arrangement for coverage described above is a separate plan. It's also important to note that for the purpose of this plan, we'll coordinate benefits for allowable medical expenses separately from allowable dental expenses, as separate plans.

Effect On Benefits

An important part of coordinating benefits is determining the order in which the plans provide benefits. One plan is responsible for providing benefits first. This is called the "primary" plan. The primary plan provides its full benefits as if there were no other plans involved. The other plans then become "secondary." When this plan is secondary, it will reduce its benefits for each claim so that the benefits from all medical plans aren't more than the allowable medical expense for that claim and the benefits from all dental plans aren't more than the allowable dental expense for that claim.

We will coordinate benefits when you have other health care coverage that is primary over this plan. Coordination of benefits applies whether or not a claim is filed with the primary coverage.

Here is the order in which the plans should provide benefits:

First: A plan that doesn't provide for coordination of benefits.

Next: A plan that covers you as **other than** a dependent.

Next: A plan that covers you as a dependent. For dependent children, the following rules apply:

When the parents **aren't** separated or divorced: The plan of the parent whose birthday falls earlier in the year will be primary, if that's in accord with the coordination of benefits provisions of both plans. Otherwise, the rule set forth in the plan that doesn't have this provision shall determine the order of benefits.

When the parents **are** separated or divorced: If a court decree makes one parent responsible for paying the child's health care costs, that parent's plan will be primary. Otherwise, the plan of the parent with custody will be primary, followed by the plan of the spouse of the parent with custody, followed by the plan of the parent who doesn't have custody.

If the rules above don't apply, the plan that has covered you for the longest time will be primary, except that benefits of a plan that covers you as a laid-off or retired employee, or as the dependent of such an employee, shall be determined after the benefits of any plan that covers you as other than a laid-off or retired employee, or as the dependent of such an employee. However, this applies only when other plans involved have this provision regarding laid-off or retired employees.

If none of the rules above determines the order of benefits, the plan that's covered the employee or subscriber for the longest time will be primary.

Right Of Recovery/Facility Of Payment

The plan has the right to recover any payments that are greater than those required by the coordination of benefits provisions from one or more of the following: the persons the plan paid or for whom the plan has paid, providers of service, insurance companies, service plans or other organizations. If a payment that should have been made under this plan was made by another plan, the plan may also have the right to pay directly to another plan any amount that the plan should have paid. Such payment will be considered a benefit under this plan and will meet the plan's obligations to the extent of that payment.

This plan has the right to appoint a third party to act on its behalf in recovery efforts.

Coordinating Benefits With Medicare

If you're also covered under Medicare, federal law determines how we provide the benefits of this plan. Those laws may require this plan to be primary over Medicare.

When this plan isn't primary, we'll coordinate benefits with Medicare. Benefits will be coordinated up to Medicare's allowed amount, as required by federal regulations. If the provider does not accept Medicare assignment, this allowed amount is the Medicare Limiting Charge.

Third Party Recovery (Subrogation)

General

If you become ill or are injured by the actions of a third party, your medical care should be paid by that third party. For example, if you are hurt in a car crash, the other driver or their insurance company may be required under law to pay for your medical care.

This plan does not pay for claims for which a third party is responsible. However, the plan may agree to advance benefits for your injury with the understanding that it will be repaid from any recovery received from the third party. By accepting plan benefits for the injury, you agree to comply with the terms and conditions of this section.

In addition, the plan maintains a right of subrogation, meaning the right of the plan to be substituted in place of the member who received benefits with respect to any lawful claim, demand, or right of action against any third party that may be liable for the injury, illness or medical condition that resulted in payment of plan benefits. The third party may not be the actual person who caused the injury and may include an insurer to which premiums have been paid.

The plan administrator has discretion to interpret and to apply the terms of this section. It has delegated such discretion to Premera Blue Cross Blue Shield of Alaska and its affiliates to the extent we need in order to administer this section.

Definitions The following definitions shall apply to this section:

- **Recovery** All payments from another source that are related in any way to your injury for which plan benefits have also been paid. This includes any judgment, award, or settlement. It does not matter how the recovery is termed, allocated, or apportioned or whether any amount is specifically included or excluded as a medical expense. Recoveries may also include recovery for pain and suffering, non-economic damages, or general damages. This also includes any amounts put into a trust or constructive trust set up by or for you or your family, beneficiaries or estate as a result of your injury.
- **Reimbursement Amount** The amount of benefits paid by the plan for your injury and that you must pay back to the plan out of any recovery per the terms of this section.
- **Responsible Third Party** A third party that is or may be responsible under the law ("liable") to pay you back for your injury.
- **Third Party** A person; corporation; association; government; insurance coverage, including uninsured/underinsured motorist (UM/UIM), personal umbrella coverage, personal injury protection (PIP) insurance, medical payments coverage from any source, or workers' compensation coverage. The third party may not be the actual party who caused the injury, and may include an insurer.

  Note: For this section, a third party does not include other health care plans that cover you.
- **You** In this section, "you" includes any lawyer, guardian, or other representative that is acting on your behalf or on the behalf of your estate in pursuing a repayment from responsible third parties.

Exclusions

- **Benefits From Other Sources** – Benefits are not available under this plan when coverage is available through:
  - Any type of excess coverage
  - Any type of liability insurance, such as home owner’s coverage or commercial liability coverage
  - Any type of no-fault coverage, such as Personal injury protection (PIP), Medical Payment coverage or Medical Premises coverage
  - Boat coverage
  - Motor vehicle medical or motor vehicle no-fault
  - School or athletic coverage
- **Work-Related Conditions –** Any illness, condition or injury arising out of or in the course of employment, for which the member is entitled to receive benefits, whether or not a proper and timely claim for such benefits has been made under:
  - Occupational coverage required of or voluntarily obtained by the employer
  - State or federal workers compensation acts
  - Any legislative act providing compensation for work-related illness or injury

However, this exclusion doesn't apply to owners, partners or executive officers who are full-time employees of the Group if they're exempt from the above laws and if the Group doesn't furnish them with workers' compensation coverage. They'll be covered under this plan for conditions arising solely from their occupations with the Group. Coverage is subject to the other terms and limitations of this plan.

These exclusions apply when the available or existing contract or insurance is either issued to a member or makes benefits available to a member, whether or not the member makes a claim under such coverage. Further, the member is responsible for any cost-sharing required by motor vehicle coverage, unless applicable state law requires otherwise. If other insurance is available for medical bills, the member must choose to put the benefit to use towards those medical bills before coverage under this plan is available. Once benefits under such contract or insurance have been used and exhausted or considered to no longer be injury-related under the no-fault provisions of the contract, this plan's benefits will be provided.

Reimbursement and Subrogation Rights

If the plan advances payment of benefits to you for an injury, the plan has the right to be repaid in full for those benefits.

- The plan has the right to be repaid first and in full, without regard to lawyers' fees or legal expenses, make-whole doctrine, the common fund doctrine, your negligence or fault, or any other common law doctrine or state statute that the plan is not required to comply with that would restrict the plan's right to reimbursement in full. The reimbursement to the plan shall be made directly from the responsible third party or from you, your lawyer or your estate.
  - The plan shall also be entitled to reimbursement by asking for refunds from providers for the claims that it had already paid.
- The plan’s right to reimbursement first and in full shall apply even if:
  - The recovery is not enough to make you whole for your injury.
  - The funds have been commingled with other assets. The plan may recover from any available funds without the need to trace the source of the funds.
  - The member has died as a result of the injury and a representative is asserting a wrongful death or survivor claim against the third party.
  - The member is a minor, disabled person, or is not able to understand or make decisions.
  - The member did not make a claim for medical expenses as part of any claim or demand
- Any party who distributes your recovery funds without regard to the plan’s rights will be personally liable to the plan for those funds.
- In any case where the plan has the right to be repaid, the plan also has the right of subrogation. This means that the Plan Administrator can choose to take over your right to receive payments from any responsible third party. For example, the plan can file its own lawsuit against a responsible third party. If this happens, you must co-operate with the plan as it pursues its claim.
- The plan shall also have the right to join or intervene in your suit or claim against a responsible third party.
- You cannot assign any rights or causes of action that you might have against a third party tortfeasor, person, or entity, which would grant you the right to any recovery without the express, prior written consent of the plan.

Your Responsibilities

- If any of the requirements below are not met, the plan shall:
  - Deny or delay claims related to your injury
  - Recoup directly from you all benefits the plan has provided for your injury
  - Deduct the benefits owed from any future claims
- You must notify Premera Blue Cross Blue Shield of Alaska of the existence of the injury immediately and no later than 30 days of any claim for the injury.
- You must notify the third parties of the plan's rights under this provision.
- You must cooperate fully with the plan in the recovery of the benefits advanced by the plan and the plan's exercise of its reimbursement and subrogation rights. You must take no action that would prejudice the plan's rights. You must also keep the plan advised of any changes in the status of your claim or lawsuit.
- If you hire a lawyer, you must tell Premera Blue Cross right away and provide the contact information.

- Neither the plan nor Premera Blue Cross Blue Shield of Alaska shall be liable for any costs or lawyer's fees you must pay in pursuing your suit or claim. You shall defend, indemnify and hold the plan and Premera Blue Cross Blue Shield of Alaska harmless from any claims from your lawyer for lawyer's fees or costs.
- You must complete and return to the plan an Incident Questionnaire and any other documents required by the plan.
- Claims for your injury shall not be paid until Premera Blue Cross Blue Shield of Alaska receives a completed copy of the Incident Questionnaire when one was sent.
- You must tell Premera Blue Cross Blue Shield of Alaska if you have received a recovery. If you have, the plan will not pay any more claims for the injury unless you and the plan agree otherwise.
- You must notify the plan at least 14 days prior to any settlement or any trial or other material hearing concerning the suit or claim.

Reimbursement and Subrogation Procedures

If you receive a recovery, you or your lawyer shall hold the Recovery funds separately from other assets until the plan's reimbursement rights have been satisfied. The plan shall hold a claim, equitable lien, and constructive trust over all recovery funds. Once the plan's reimbursement rights have been determined, you shall make immediate payment to the plan out of the recovery proceeds.

If you or your lawyer do not promptly set the recovery funds apart and reimburse the plan in full from those funds, the plan has the right to take action to recover the reimbursement amount. Such action shall include, but shall not be limited to one or both of the following:

- Initiating an action against you and/or your lawyer to compel compliance with this section.
- Withholding plan benefits payable to you or your family until you and your lawyer complies or until the reimbursement amount has been fully paid to the plan.

OTHER INFORMATION ABOUT THIS PLAN

This section tells you about how this plan is administered. It also includes information about federal and state requirements we and the Group must follow and other information that must be provided to you.

Conformity With The Law

If any provision of the plan or any amendment is deemed to be in conflict with applicable state or federal laws or regulations, upon discovery of such conflict the plan will be administered in conformance with the requirements of such laws and regulations as of their effective date.

Evidence Of Medical Necessity

We have the right to require proof of medical necessity for any services or supplies you receive before benefits under this plan are provided. You or your health care providers may submit this proof. No benefits will be available if the proof isn't provided or acceptable to the plan.

Health Care Providers - Independent Contractors

All health care providers who provide services and supplies to a member do so as independent contractors. None of the provisions of this plan or the contract between Premera and the Group are intended to create, nor shall they be deemed or construed to create, any employment or agency relationship between Premera and the Group and the provider of service other than that of independent contractors.

ID Card

If you need a replacement Premera ID card, call our customer service or visit our website at www.premera.com. If coverage under the contract terminates, your Premera ID card will no longer be valid.

Intentionally False Or Misleading Statements

If this plan's benefits are paid in error due to any intentionally false or misleading statements, the plan is entitled to recover these amounts.

If you make any intentionally false or misleading statements on any application or enrollment form that affects your acceptability for coverage, we may, as directed by the Group:

- Deny your claim;
- Reduce the amount of benefits provided for your claim; or

- Void your coverage under this plan. (Void means to cancel coverage back to its effective date as if it had never existed at all.) Your coverage cannot be voided based on a misrepresentation you made unless you have performed an act or practice that constitutes fraud; or made an intentional misrepresentation of material fact that affects your acceptability for coverage.

Limitations Of Liability

The plan, the Group and Premera Blue Cross Blue Shield of Alaska are not liable for any of the following:

- Situations such as epidemics or disasters that prevent members from getting the care they need
- The quality of services or supplies received by members, or the regulation of the amounts charged by any provider, since all those who provide care do so as independent contractors
- Providing any type of hospital, medical, dental, vision or similar care
- Harm that comes to a member while in a provider's care
- Amounts in excess of the actual cost of services and supplies
- Amounts in excess of this plan's maximums. This includes recovery under any claim of breach.
- General or special damages including, without limitation, alleged pain, suffering, mental anguish or consequential damages

Member Cooperation

You're under a duty to cooperate with us and the Group in a timely and appropriate manner in our administration of benefits. You're also under a duty to cooperate with us and the Group in the event of a lawsuit.

Notice Of Information Use And Disclosure

We may collect, use or disclose certain information about you. This protected personal information (PPI) may include medical information, or personal data such as your address, telephone number or Social Security number. We may receive this information from or release it to medical care providers, insurance companies or other sources.

This information is collected, used or disclosed for conducting routine business operations such as:

- Underwriting and determining your eligibility for benefits and paying claims (we do not use genetic information for underwriting or enrollment purposes);
- Coordinating benefits with other health care plans;
- Conducting care management, personal health support programs or quality reviews; and
- Fulfilling other legal obligations that are specified under the plan and our administrative service contract with the Group

This information may also be collected, used or disclosed as required or permitted by law.

To safeguard your privacy, we take care to ensure that your information remains confidential by having a company confidentiality policy and by requiring all employees to sign it.

If a disclosure of PPI isn't related to a routine business function, we remove anything that could be used to easily identify you or we obtain your prior written authorization.

You have the right to request inspection and /or amendment of records retained by us that contain your PPI. Contact our customer service department and ask that a representative mail a request form to you.

Notice Of Other Coverage

As a condition of receiving benefits under this plan, you must notify us of:

- Any legal action or claim against another party for a condition or injury for which the plan provides benefits, and the name and address of that party's insurance carrier
- The name and address of any insurance carrier that provides:
  - Personal injury protection (PIP)
  - Underinsured motorist coverage
  - Uninsured motorist coverage
- Any other insurance under which you are or may be entitled to recover compensation

The name of any group or individual insurance plans that cover you

Notices

Any notice we're required to submit to the Group or subscriber will be considered to be delivered if mailed to the Group or subscriber, at the most recent address appearing on our records. We'll use the date of postmark in determining the date of our notification. If you are required to submit notice to us, it will be considered delivered on the postmark date or the date we receive it, if not postmarked.

Recovery Of Claims Overpayments

On behalf of the plan, we have the right to recover amounts the plan has overpaid in error. Such amounts may be recovered from the subscriber or any other payee, including a provider. Or, such amounts may be deducted from future benefits of the subscriber or any of their dependents (even if the original payment wasn't made on that member's behalf) when the future benefits would otherwise have been paid directly to the subscriber or to a provider who doesn't have a contract with us.

The plan will give written notice to the subscriber, or any other payee, including a provider at least 30 calendar days before the insurer seeks recovery of an overpayment. The notice will include how to identify the specific claim and the specific reason for the recovery. You have the right to challenge the recovery of overpayment. The plan may also exercise the right to delegate all or part of the responsibility for recoveries to another third party.

Right To And Payment Of Benefits

Benefits of this plan are available only to members. Except as required by law, we will not honor any attempted assignment, garnishment or attachment of any right of this plan. In addition, members may not assign a payee for claims, payments or any other rights of this plan.

At our option only and in accordance with the law, we may pay the benefits of this plan to:

- The subscriber
- A provider
- A health insurance carrier
- The member
- Another party legally entitled under federal or state medical child support laws
- Jointly to any of the above

Payment to any of the above satisfies the plan's obligation as to payment of benefits.

Venue

All suits and legal proceedings, including arbitration proceedings, brought against us, the plan or the Group by you or anyone claiming any right under this plan must be filed:

- Within one year of the date the rights or benefits claimed under this plan were denied in writing, or of the completion date of the independent review process if applicable; and
- In a mutually agreed upon location

HOW DO I FILE A CLAIM?

MEDICAL CLAIMS

Many providers in Alaska and Washington have agreements with the Claims Administrator and will submit their bills to the Claims Administrator directly.

When you receive services from a provider in Alaska or Washington that does not have an agreement with the Claims Administrator, or from a provider outside Alaska and Washington, you will need to submit these claims directly to the Claims Administrator. Follow these simple steps:

Step 1

Complete a separate Subscriber Claim Form for each patient and each provider. You can get a claim form at **premera.**com. You can call us and we will mail a claim form to you within 10 days.

Note: For information on how to submit a claim for international services, see **Care Received Outside the United States**, under the ***Claims Procedure*** section below.

Step 2

Attach the itemized bill. The itemized bill must contain all of the following information:

- Names of the subscriber and the enrollee who incurred the expense.
- Identification numbers for both the subscriber and the Plan Sponsor (these are shown on the subscriber's identification card).
- Name, address, and IRS tax identification number of the provider.
- Information about other insurance coverage.
- Date of onset of the illness or injury.
- Diagnosis (ICD) code. Will need to change next renewal.
- Procedure codes (CPT, HCPCS, ADA, or UB-92) for each service.
- Dates of service and itemized charges for each service rendered.
- If the services rendered are for treatment of an accidental injury, the date, time, location, and a brief description of the accident.

Step 3

If you are also covered by Medicare, and Medicare is primary, you must attach a copy of the "Explanation of Medicare Benefits."

Step 4

Check that all required information is complete. Bills received will not be considered to be claims until all necessary information is included.

Step 5

Sign the Subscriber Claim Form in the space provided.

Step 6

Mail Your Claims To:

Premera Blue Cross Blue Shield of Alaska
PO Box 91059
Seattle, WA 98111-9159

Timely Filing

You should submit all claims within 90 days of the start of service or within 30 days after the service is completed. The Claims Administrator must receive claims:

- Within 365 days of discharge for hospital or other medical facility expenses, or within 365 days of the date on which expenses were incurred for any other services or supplies; or
- For enrollees who have Medicare, within 90 days of the process date shown on the Explanation of Medicare Benefits, whichever is greater.

We will not provide benefits for claims the Claims Administrator received after the later of these two dates, nor will we provide benefits for claims which were denied by Medicare because they were received past Medicare's submission deadline. Exceptions will be allowed when required by law or regulation.

PRESCRIPTION DRUG CLAIMS

To make a claim for covered prescription drugs, follow these steps:

Participating Pharmacies

For retail pharmacy purchases, you don’t have to send us a claim. Just show your Premera Blue Cross Blue Shield of Alaska ID card to the pharmacist, who will bill us directly. If you don’t show your ID card, you’ll have to pay the full cost of the prescription and submit the claim yourself. You’ll need to fill out a prescription drug claim form, attach your prescription drug receipts and submit the information to the address shown on the claim form.

For mail-order pharmacy purchases, you don’t have to send us a claim, but you’ll need to follow the instructions on the mail-order order form and submit it to the address printed on the form. Allow up to 14 days for delivery.

Non-Participating Pharmacies

If the pharmacy does not submit your claim for you, you will have to pay the full cost for new prescriptions and refills purchased at these pharmacies. You will also need to fill out a prescription drug claim form, attach your prescription drug receipts and submit the information to the address shown on the claim form.

CLAIMS PROCEDURE

Claims for benefits will be processed under the following time frames:

- If the claim includes all the information we need to process the claim, we will process it within 30 calendar days of receipt.
- If we need more information to process the claim, we will tell you or the provider who submitted the claim that we need more information. We will make that request within 30 days of receipt.
- Once we receive the additional information, we will process your claim within 15 days of the date we receive the information.

When we process your claim, we will send a written notice explaining how the claim was processed. If the claim is denied in whole or in part, we will send a written notice that states the reason for the denial, and information on how to request an appeal of that decision.

If your provider requires a copay when you get medical services or supplies, it is not considered a claim for benefits. However, you always have the right to request and obtain from us a paper copy of your explanation of benefits in connection with such a medical service by calling customer service. The phone number is on the front cover of your booklet and on your Premera ID card. Or, you can visit our website, **premera.com**, for information and secure online access to claims information. To file a claim, see the "How Do I File A Claim?" section for more detail. If your claim is denied in whole or in part, you may submit a complaint or appeal as outlined under ***Complaints and Appeals*** in this booklet.

CARE RECEIVED OUTSIDE THE UNITED STATES

When you submit a claim for care you received outside the United States, include whenever possible: a detailed description, in English, of the services, drugs, or supplies received; the names and credentials of the treating providers, and medical records or chart notes.

To process your foreign claim, we will convert the foreign currency amount on the claim into US dollars for claims processing. We use a national currency converter (available at **oanda.com**) as follows:

- For professional outpatient services and other care with single dates of service, we use the exchange rate on the date of service.
- For inpatient stays of more than one day, we use the exchange rate on the date of discharge.
- Claim forms can be found on the website,premera.com, or you can call customer service at
- 800-508-4722

COMPLAINTS AND APPEALS

If at any time you have questions regarding your healthcare, you may contact customer service for assistance. They are here to serve you and answer questions.

If you disagree with a decision we made or feel dissatisfied, and would like us to formally review your concerns, you can file a complaint or appeal with Premera.

WHAT IS A COMPLAINT?

Other than denial of payment for medical services or non-provision of medical services, a complaint is when you are not satisfied with customer service, quality, or access to medical service, and you want to share it with Premera.

How to file a complaint

Call customer service at 800-508-4722 (TTY:711)

Send a fax to 425-918-5592

Send the details in writing to:

Premera Blue Cross Blue Shield of Alaska
PO Box 91102
Seattle, WA 98111-9202

For complaints received in writing, we will send a written response within 30 days.

WHAT IS AN APPEAL?

An appeal is a request to review a specific decision or an adverse benefit determination Premera has made.

An adverse-benefit determination means a decision to deny, reduce, terminate or a failure to provide or to make payment, in whole or in part for services. This includes:

- A member's or applicant's eligibility to be or stay enrolled in this plan or health insurance coverage
- A limitation on otherwise covered benefits
- A clinical review decision
- A decision that a service is experimental, investigative, not medically necessary or appropriate, or not effective

What you can appeal

Claims and prior authorization	Payment	Benefits or charges were not applied correctly, including a limit or restriction on otherwise covered benefits.
	Denied	Coverage of your service, supply, device or prescription was denied or partially denied. This includes prior authorization denials. **For Economy and Standard Plans** – It also includes denials of drugs not on the plan's list of covered drugs (See ***Prescription Drugs*** for details).

Appeal Levels

You have the right to three levels of appeals:

Appeal Level	What it means	Deadline to appeal
Level 1 (Internal)	This is your first appeal. Premera will review your appeal.	180 days from the date you were notified of our decision.
Level 2 (Internal)	If we deny your Level 1 appeal, you can appeal a second time. Premera will review your appeal.	60 days from the date you were notified of our Level 1 appeal decision.
External	If we deny your Level 1 appeal, you can ask for an Independent Review Organization (IRO) to review your appeal. OR You can ask for an IRO review if Premera has not made a decision by the deadline for the Level 1 appeal. There is no cost to you for an external appeal.	180 days from the date you were notified of our Level 1 appeal decision. OR 180 days from the date the response to your Level 1 appeal was due, if you did not get a response or it was late.

HOW TO SUBMIT AN APPEAL IN WRITING

Step 1. **Get the form**	• Complete the **Member Appeal Form**, you can find it on premera.com or call customer service to request a copy. If you need help submitting an appeal, or would like a copy of the appeals process, call customer service at 800-508-4722 (TTY:711)
Step 2. **Collect supporting documents**	• Collect any supporting documents that may help with your appeal. This may include chart notes, medical records, or a letter from your doctor. Within 3 working days, we will confirm in writing that we have your request. • If you would like someone to appeal on your behalf, including your provider, complete a **Member Appeal Form** with authorization, you can find it on premera.com. We can't release your information without this form.

Step 3. **Send in my appeal**	To help process your appeal, be sure to complete the form and return with any supporting documents. **Send your documents to:** Premera Blue Cross Blue Shield of Alaska Attn: Appeals Coordinator PO Box 91102 Seattle, WA 98111-9202 Fax to 425-918-5592

Note: You may also call customer service to verbally submit an appeal.

If you would like to review the information used for your appeal, send us a request in writing to:

Premera Blue Cross Blue Shield of Alaska
Attn: Appeals Coordinator
PO Box 91102
Seattle, WA 98111

Fax: 425-918-5592

APPEAL RESPONSE TIME LIMITS

We'll review your appeal and send a decision in writing within the time limits below. The timeframes are based on what the appeal is about, not the appeal level. At each level, Premera representatives who have not reviewed the case before will review and make a decision. Medical review denials will be reviewed by a medical specialist.

Level II internal appeals will be reviewed by a panel of people who were not part of the Level I internal appeal. You may take part in the level II panel meeting in person or by phone. Call us for more details about this process.

Type of appeal	When to expect a response
Urgent appeals	No later than 72 hours. We will call, fax, or email you with the decision, and follow up in writing.
All other (internal) appeals	Within 30 days
External appeals	• Urgent appeals within 72 hours • Other IRO appeals within 45 days from the date the IRO gets your request

WHAT IF YOU HAVE ONGOING CARE?

Ongoing care is continuous treatment you are currently receiving, such as residential care, care for a chronic condition, in-patient care and rehabilitation.

If you appeal a decision that affects ongoing care because we've determined the care is not or no longer medically necessary, benefits will not change during the appeal period. Your benefits during the appeal period should not be taken as a change of the initial denial. If our decision is upheld, you must repay all amounts we paid for ongoing care during the appeal review.

WHAT IF IT'S URGENT?

If your condition is urgent, you will get our response sooner. Urgent appeals are only available for services you are currently receiving or have not yet received. Examples of urgent situation are:

- You are requesting coverage for inpatient or receiving emergency services that you are currently receiving
- Your life or health is in serious danger or, a delay in treatment would cause you to be in severe pain that you cannot bear, as determined by our medical professionals or your treating physician

If your situation is urgent, you may ask for an expedited external appeal at the same time you request an expedited internal appeal.

HOW TO ASK FOR AN EXTERNAL REVIEW

External reviews will be done by an Independent Review Organization (IRO).

Step 1. **Get the form**	**We'll tell you about your right to an external review with the written decision of your internal appeal.** • Complete the Independent Review Organization (IRO) Request form, you can find it on premera.com or call customer service to request a copy. You may also write to us directly to ask for an external appeal.
Step 2. **Collect supporting documents**	• Collect any supporting documents that may help with your external review. This may include medical records and other information. • We'll forward your medical records and other information to the Independent Review Organization (IRO). We will notify you which IRO was selected to review your appeal. If you have additional information on your appeal, you may send it to the IRO directly within five business days.
Step 3. **Send in my external review request**	To help process your external review, be sure to complete the form and return with any supporting documents. **Send your documents to:** Premera Blue Cross Blue Shield of Alaska Attn: Appeals Coordinator PO Box 91102 Seattle, WA 98111-9202 Fax to 425-918-5592

External appeals are also available for decisions related to Premera's compliance with protections established by the No Surprises Act (NSA) such as:

- Cost-sharing and surprise billing for emergency services
- Cost-sharing and surprise billing protections related to care you received from non-participating providers at participating facilities
- Your condition to receive notice and provide informed consent to waive NSA protections; and
- If a claim for care received is coded correctly and accurately reflects the treatments received, and the associated NSA protections related to patient cost-sharing and surprise billing.

These reviews will be referred to CMS for the HHS-Administered Federal External Review Process.

ONCE THE IRO DECIDES

For urgent appeals, the IRO will inform you and the plan immediately.

Premera will accept the IRO decision.

If the IRO:

- Reverses our decision, we will apply their decision quickly
- Stands by our decision, there is no further appeal. However, you may have other steps you can take under state or federal law, such as filing a lawsuit. If you have questions about a denial of a claim or your appeal rights, you may call customer service at the number listed on your Premera ID card.

If your plan is governed by the Federal Employee Retirement Income Security Act of 1974 (ERISA), you can contact the Employee Benefits Security Administration (EBSA) of the U.S. Department of Labor. The phone number is 866-444-EBSA (3272).

ESTIMATED QUOTE FOR OUT OF POCKET EXPENSE

Use the following guidelines when requesting an *estimated* out of pocket expense for medical, dental or vision procedures.

This request should be done when a subscriber desires information regarding out of pocket expenses or to have written verification of an allowed benefit.

The following information should be sent to Premera Blue Cross Blue Shield of Alaska prior to the procedure being performed:

- Providers are to complete the attached request;
- A letter from the provider of service stating the full treatment plan, including all CPT Codes, diagnosis codes pertinent to each CPT Code, and the total charge for each code;
- All chart notes from the patient's file that pertains to the condition;
- All patient back-up, in addition to the patient's chart notes, showing medical necessity of the procedures; and
- In certain cases it is helpful to include pictures for visual documentation of the condition. If these are part of the patient's charge, these should be included.

Patients must consider any deductibles that must be met prior to these benefits being paid. If the patient does not utilize an In-Network Provider, the subscriber's out of pocket expense will be increased by any amounts over the allowed amount.

Any written or oral verification received from the Plan Administrator or Claims Administrator is based upon eligibility information and Plan benefits, which are subject to change. Therefore, any verification should not be interpreted as a guarantee of coverage or payment for any services rendered or otherwise provided to a subscriber. In addition, such statements shall not be used in the prosecution or defense of a claim under this Plan.

Estimated Quote Request Form

Quote for out of pocket expense request: From the listed information below, advise the amount that will be paid by Premera Blue Cross Blue Shield of Alaska.

Name of Subscriber: _____

Subscriber Identification Number: _____

Name of Patient: _____

Patient's relationship to Subscriber: _____

Diagnosis/ICD Code: _____

Date of Proposed Procedure: _____

Name of Provider and zip code of where services were provided: _____

Name of Assisting Provider and zip code of where services were provided:: _____

Identify CPT codes, including bilateral procedures, separately.

Name of Procedure	CPT Procedure Code	Provider's Charge	Assist. Provider's Charge	Estimated Amount Premera Blue Cross Blue Shield of Alaska will pay*

Any written or oral verification from the Plan Administrator or Claims Administrator is based upon eligibility information and Plan benefits, which are subject to change. Therefore, any verification should not be interpreted as a guarantee of coverage or payment for any services rendered or otherwise provided to a subscriber. In addition, such statements shall not be used in the prosecution or defense of a claim under this Plan.

*Actual payment will be based on submitted bill and eligibility at the time of service.

DEFINITIONS

The terms listed throughout this section have specific meanings under this plan. We have the discretionary authority to determine the terms used in this plan.

Accepted Rural Provider

A selected provider practicing in a medically under-served area of Alaska. Benefits for services from accepted rural providers are provided at the higher, preferred provider benefit level. If they are not in our network, you may also pay for charges over the allowed amount except for emergency services, covered air ambulance services, or as prohibited by law. You may have to pay for services and send us a claim for reimbursement. Amounts over the allowed amount do not count towards the deductible or out-of-pocket maximum.

Accidental Injury

Physical harm caused by a sudden and unforeseen event at a specific time and place. Accidental injury does not mean any of the following:

- An illness, except for infection of a cut or wound
- Dental injuries caused by billing or chewing
- Over-exertion or muscle strains

Adverse Benefit Determination

An adverse benefit determination means a decision to deny, reduce, terminate or a failure to provide or to make payment, in whole or in part for services. This includes:

- A member's or applicant's eligibility to be or stay enrolled in this plan or health insurance coverage
- A limitation on otherwise covered benefits
- A clinical review decision
- A decision that a service is experimental, investigative, not medically necessary or appropriate, or not effective
- A decision related to compliance with protections against balance billing as defined by federal and state law

Affordable Care Act

The Patient Protection and Affordable Care Act of 2010 (Public Law 111-148) as amended by the Health Care and Education Reconciliation Act of 2010 (Public Law 111-152).

Allowed Amount

The allowed amount shall mean one of the following:

- **Providers In Alaska and Washington Who Have Agreements With Us**

  For any given service or supply, the allowed amount is the lesser of the following:

  - The provider’s billed charge; or
  - The fee that we have negotiated as a “reasonable allowance” for medically necessary covered services and supplies.

  Contracting providers agree to seek payment from us when they furnish covered services to you. You’ll be responsible only for any applicable deductibles, copays, coinsurance, charges in excess of the stated benefit maximums and charges for services and supplies not covered under this plan.

- **Providers Outside Alaska and Washington Who Have Agreements With Other Blue Cross Blue Shield Licensees**

  For covered services and supplies received outside Alaska and Washington or in Clark County, Washington, allowed amounts are determined as stated in the ***What Do I Do If I’m Outside Alaska And Washington?*** section in this booklet.

- **Providers Who Don’t Have Agreements With Us Or Another Blue Cross Blue Shield Licensee**

  The allowed amount for Alaska or Washington providers that don't have a contract with us is the least of the three amounts shown below. The allowed amount for providers outside Alaska or Washington that don't have a contract with us or the local Blue Cross and/or Blue Shield Licensee is also the least of the three amounts shown below.

- An amount that is no less than the lowest amount the plan allows for the same or similar service from a comparable provider that has a contracting agreement with us
- 125% of the fee schedule determined by the Centers for Medicare and Medicaid Services (Medicare), if available
  - The provider's billed charges. Ambulance providers that do not have agreements with us or another Blue Cross Blue Shield Licensee are always paid based on billed charges.

If applicable law requires a different allowed amount than the least of the three amounts above, this plan will comply with that law.

- **Dialysis Due To End-Stage Renal Disease**

  Providers Who Have Agreements With Us Or Other Blue Cross Blue Shield Licensees

  The allowed amount is the amount explained above in this definition.

  Providers Who Don't Have Agreements With Us Or Another Blue Cross Blue Shield Licensee

  - The amount the plan allows for dialysis during Medicare's waiting period will be no less than 300 percent of the amount allowed by Medicare.
  - The amount the Plan allows for dialysis after Medicare's waiting period is 125 percent of the Medicare-approved amount, even when a Member who is eligible for Medicare does not enroll in Medicare.

  See the ***Dialysis*** benefit for more details.

- **Non-Emergency Services Protected From Balance Billing**

  For these services, the allowed amount is calculated consistent with the requirements of federal law

- **Emergency Services**

  The allowed amount for non-participating providers will be calculated consistent with the requirements of federal law:

- **Air Ambulance**

  The allowed amount for non-participating air ambulance providers will be calculated consistent with the requirements of federal law.

  Note: Ground ambulance providers that do not have agreements with us or another Blue Cross Blue Shield Licensee are always paid based on billed charges.

If you have questions about this information, call us at the number listed on your Premera Blue Cross Blue Shield of Alaska ID card.

We reserve the right to determine the amount allowed for any given service or supply unless otherwise specified in the Group's administrative services agreement with us.

Ambulatory Surgical Center

A healthcare facility that's licensed or certified as required by the state it operates in and that meets all of the following:

- It has an organized staff of physicians;
- It has permanent facilities that are equipped and operated primarily for the purpose of performing surgical procedures
- It doesn't provide inpatient services or accommodations

Applied Behavior Analysis (ABA)

The design, implementation and evaluation of environmental modifications, using behavioral stimuli and consequences, including direct observation, measurement and functional analysis of the relationship between environment and behavior to produce socially significant improvement in human behavior or to prevent the loss of an attained skill or function.

Autism Spectrum Disorders

Pervasive developmental disorders or a group of conditions having substantially the same characteristics as pervasive developmental disorders, as defined in the current **Diagnostics and Statistical Manual (DSM)** published by the American Psychiatric Association, as amended or reissued from time to time.

Autism Service Provider

An individual who is licensed, certified, or registered by the applicable state licensing board or by a nationally recognized certifying organization, and who provides direct services to an individual with autism spectrum disorder.

Benefit

What this plan provides for a covered service. The benefits you get are subject to this plan's cost shares.

Benefit Booklet

Benefit booklet describes the benefits, limitations, exclusions, eligibility and other coverage provisions included in this plan and is part of the entire contract.

Clinical Trials

An approved clinical trial means a scientific study using human subjects designed to test and improve prevention, diagnosis, treatment, or palliative care of cancer, or the safety and effectiveness of a drug, device, or procedure used in the prevention, diagnosis, treatment, or palliative care, if the study is approved by one of the following:

- An institutional review board that complies with federal standards for protecting human research subjects, and
- The United States Department of Health and Human Services, National Institutes of Health, or its institutes or centers
- The United States Food and Drug Administration (FDA)
- The United States Department of Defense
- The United States Department of Veterans' Affairs
- A nongovernmental research entity abiding by current National Institute of Health guidelines

Complication of Pregnancy

A medical condition related to pregnancy or childbirth that falls into one of these three categories:

- A condition of the fetus that needs surgery while still in the womb (in utero)
- A condition the mother has that is caused by the pregnancy. It is more difficult to treat because of the pregnancy. These conditions are limited to:
  - Ectopic pregnancy
  - Hydatidiform mole/molar pregnancy
  - Incompetent cervix that requires treatment
  - Complications of administration of anesthesia or sedation during labor or delivery
  - Obstetrical trauma, such as uterine rupture before onset or during labor
  - Hemorrhage before or after delivery that requires medical or surgical treatment
  - Placental conditions that require surgical intervention
  - Preterm labor and monitoring
  - Toxemia
  - Gestational diabetes
  - Hyperemesis gravidarum
  - Spontaneous miscarriage or missed abortion
  - A disease the mother has during pregnancy that is not caused by pregnancy. The disease is made worse by pregnancy.
- A complication of pregnancy needs services that are more than the usual maternity services. This includes care before, during, and after birth (normal or cesarean).

Congenital Anomaly

A marked difference from the normal structure of an infant's body that's present from birth.

Contract

Contract describes the benefits, limitations, exclusions, eligibility, and other coverage provisions included in this plan.

Cosmetic Services

Services that are performed to reshape normal structures of the body in order to improve or alter your appearance and not primarily to restore an impaired function of the body.

Cost share

The part of healthcare costs that you have to pay. These are deductibles, coinsurance, and copayments.

Covered Service

A service, supply or drug that is eligible for benefits under the terms of this plan

Custodial Care

Any portion of a service, procedure or supply that, is provided primarily:

- For ongoing maintenance of the member's health and not for its therapeutic value in the treatment of an illness or injury
- To assist the member in meeting the activities of daily living. Examples are help in walking, bathing, dressing, eating, preparation of special diets, and supervision over self-administration of medication not requiring constant attention of trained medical personnel

Dental Emergency

A condition requiring prompt or urgent attention due to trauma and/or pain caused by a sudden unexpected injury, acute infection or similar occurrence.

Dentally Necessary

Those covered services and supplies that a dentist, exercising prudent clinical judgment, would provide to a patient for the purpose of preventing, evaluating, diagnosing or treating an illness, injury, disease or its symptoms, and that are:

- In accordance with generally accepted standards of dental practice
- Clinically appropriate, in terms of type, frequency, extent, site and duration, and considered effective for the patient's illness, injury or disease
- Not primarily for the convenience of the patient, dentist, or other dental care provider, and not more costly than an alternative service or sequence of services at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of that patient's illness, injury or disease

For those purposes, "generally accepted standards of dental practice" means standards that are based on authoritative dental or scientific literature.

Decisions regarding dental necessity are based on the criteria stated above. If you disagree with a decision that has been made, you have the right to additional review. See ***Complaints and Appeals*** in this booklet for an explanation of the appeals process.

Dentist

One who is licensed to provide services in the state where the services are rendered as a:

- Doctor of Medical Dentistry (DMD); or
- Doctor of Dental Surgery (DDS).

Dependent

The subscriber's spouse or domestic partner and any children who are on this plan

Detoxification

Active medical management of substance intoxication or substance withdrawal. Active medical management means repeated physical examination appropriate to the substance taken, repeated vital sign monitoring, and use of medication to manage intoxication or withdrawal.

Observation without active medical management, or any service that is claimed to be detoxification but does not include active medical management, is not detoxification.

Effective Date

30 days from the date of hire your coverage begins under this program.

Eligibility Waiting Period

The length of time that must pass before a subscriber or dependent is eligible to be covered under the dental care plan. If a subscriber or dependent enrolls under the “Special Enrollment” provisions of this plan or enrolls on a date other than when first eligible to enroll, any period prior to such enrollment isn’t considered an eligibility waiting period, unless all or part of the initial eligibility waiting period hadn’t been met.

Emergency Medical Condition (also called “Emergency”)

A medical condition, mental health, or substance use disorder condition which manifests itself by acute symptoms of sufficient severity, including, but not limited to, severe pain or emotional distress, such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate attention to result in 1) placing the health of the individual (or with respect to a pregnant member, the member’s health or the unborn child) in serious jeopardy; 2) serious impairment to bodily functions; or 3) serious dysfunction of any bodily organ or part.

Examples of an emergency medical condition are severe pain, suspected heart attacks and fractures. Examples of a non-emergency medical condition are minor cuts and scrapes.

Emergency Services

- A medical screening examination to evaluate an emergency that is within the capability of the emergency department of a hospital, including ancillary services routinely available to the emergency department.
- Further medical examination and treatment to stabilize the member to the extent the services are within the capabilities of the hospital staff and facilities, or if necessary, to make an appropriate transfer to another medical facility. "Stabilize" means to provide medical, mental health, or substance use disorder treatment of the medical emergency as may be necessary to assure, within reasonable medical probability that no material deterioration of the condition is likely to result from or occur during the transfer of the member from a medical facility.
- Ambulance transport as needed in support of the services above.

Employer

City & Borough of Juneau/Bartlett Regional Hospital/Juneau School District

Enrollee

A person who is covered under this program as an employee or dependent; also called "you" and "your" in this booklet.

Essential Health Benefits

Benefits defined by the Secretary of Health and Human Services that shall include at least the following general categories: ambulatory patient services, emergency services, hospitalization, maternity and newborn care, mental health and substance use disorder services, including behavioral health treatment, prescription drugs, rehabilitative and habilitative services and devices, laboratory services, preventive and wellness services and chronic disease management and pediatric services, including oral and vision care. The designation of benefits as essential shall be consistent with the requirements and limitations set forth under the Affordable Care Act and applicable regulations as determined by the Secretary of Health and Human Services.

Expense Incurred

An expense is incurred on the date the service is received or the supply is ordered.

Experimental/Investigative Services

A treatment, procedure, equipment, drug, drug usage, medical device or supply that meets one or more of the following criteria:

- A drug or device which cannot be lawfully marketed without the approval of the U.S. Food and Drug Administration, and does not have approval on the date the service is provided

- It is subject to oversight by an Institutional Review Board
- There is no reliable evidence showing that the service is effective, in clinical diagnosis, evaluation, management or treatment of the condition
- It is the subject of ongoing clinical trials to determine its maximum tolerated dose, toxicity, safety or efficacy.
- Evaluation of reliable evidence shows that more research is necessary before the service can be classified as equally or more effective than conventional therapies

Reliable evidence means only published reports and articles in authoritative medical and scientific literature, and assessments.

Explanation of Benefits

An explanation of benefits is a statement that shows what you will owe and what we will pay for healthcare services received. It's not a bill.

Facility (Medical Facility)

A hospital, skilled nursing facility, approved treatment facility for substance use disorder, state-approved institution for treatment of mental or psychiatric conditions, or hospice. Not all health care facilities are covered under this contract.

Family

Two or more enrollees under the plan.

Group

The entity that sponsors this self-funded plan.

Habilitation Therapy

Habilitative services or devices are medical services or devices provided when medically necessary for development of bodily or cognitive functions to perform activities of daily living that never developed or did not develop appropriately based on the chronological age of the insured. Habilitative services include physical therapy, occupational therapy, and speech-language therapy when provided by a state-licensed or state-certified provider acting within the scope or their license. Therapy to retain skills necessary for activities of daily living and prevent regression to a previous level of function is a habilitative service, if medically necessary and appropriate. Habilitative devices may be limited to those that have FDA approval and are prescribed by a qualified provider. Habilitative services do not include respite care, day habilitation services designed to provide training, structured activities and specialized assistance for adults, chore services to assist with basic needs, educational, vocational, recreational or custodial services.

Home Health Agency

An organization that provides covered home health services to a member.

Home Medical Equipment (HME)

Equipment ordered by a healthcare provider for everyday or extended use to treat an illness or injury. HME may include: oxygen equipment, wheelchairs or crutches. This is also sometimes known as "Durable Medical Equipment" or "DME".

Hospice

A facility or program designed to provide a caring environment for supplying the physical and emotional needs of the terminally ill.

Hospital

A healthcare facility that meets the following requirements:

- It operates legally as a hospital in the state where it is located.
- It has facilities for the diagnosis, treatment, and acute care of injured and ill persons as inpatients
- It has a staff of providers that provide or supervises the care
- It has 24-hour nursing services provided by or supervised by registered nurses

A facility is *not* considered a hospital if it operates mainly for any of the purposes below:

- As a rest home, nursing home or convalescent home
- As a residential treatment center; or health resort
- To provide hospice care for terminally ill patients
- For the care of the elderly
- To treat substance use disorder or tuberculosis

Illness

A sickness, disease, or medical condition.

Injury

Physical harm caused by a sudden event at a specific time and place. It is independent of illness, except for infection of a cut or wound.

Inpatient

Confined in a qualified medical facility as an overnight bed patient.

Lifetime Maximum

The maximum amount that your insurance benefit will provide during your lifetime.

Maternity Care

Health services you get during pregnancy (before, during and after birth) or for any condition caused by pregnancy. This includes the time during pregnancy and within 45 days following delivery.

Medical Equipment

Mechanical equipment that can stand repeated use and is used in connection with the direct treatment of an illness or injury.

Medically Necessary and Medical Necessity

Services a provider, exercising prudent clinical judgment, would use with a patient to prevent, evaluate, diagnose or treat an illness, injury, disease or its symptoms. These services must:

- Agree with generally accepted standards of medical practice;
- Be clinically appropriate, in type, frequency, extent, site and duration. They must be considered effective for the patient's illness, injury or disease.
- Not be mostly for the convenience of the patient, doctor, or other health care provider. They do not cost more than another service or series of services that are at least as likely to produce equivalent therapeutic or diagnostic results for the diagnosis or treatment of that patient's illness, injury or disease.

For these purposes, "generally accepted standards of medical practice" means standards that are based on credible scientific evidence published in peer reviewed medical literature. This published evidence is recognized by the relevant medical community, physician specialty society recommendations and the views of physicians practicing in relevant clinical areas and any other relevant factors.

Member (also called "You" and "Your")

A person covered under this plan as a subscriber or dependent.

Mental Health Conditions

A condition that is listed in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders (DSM*)*. This does not include conditions and treatments for substance use disorder.

Non-Essential Health Benefits

The specialty drugs included in the SaveonSP program are considered "non-essential health benefits" while other drugs in these categories, classified as essential health benefits, are used to meet the state essential health benefits benchmarks. Therefore, specialty drugs included in the SaveonSP program do not apply to your annual deductible, if any, or out-of-pocket maximum.

Non-Participating Provider

A provider that is not in one of the provider networks stated in the ***How Does Selecting A Provider Affect My Benefits?*** section.

Orthodontia

The branch of dentistry which specializes in the correction of tooth arrangement problems, including poor relationships between the upper and lower teeth (malocclusion).

Orthotic

A support or brace applied to an existing portion of the body for weak or ineffective joints or muscles, to aid, restore or improve function.

Outpatient

Treatment received in a setting other than an inpatient in a medical facility.

Outpatient Surgical Center

A facility that's licensed or certified as required by the state it operates in and that meets all of the following:

- It has an organized staff of physicians.
- It has permanent facilities that are equipped and operated primarily for the purpose of performing surgical procedures.
- It doesn't provide inpatient services or accommodations.

Participating Pharmacy (Participating Retail/Participating Mail-Order Pharmacy)

A licensed pharmacy which contracts with us or the Pharmacy Benefits Administrator, to provide prescription drugs as specified under the ***Prescription Drug*** benefit section.

Participating Provider

A provider, who at the time services are received, has a participating contract in effect with us.

Pharmacy Benefits Manager

An entity that contracts with us to administer Prescription Drug benefits under this plan.

Physician

A state-licensed:

- Doctor of Medicine and Surgery (MD)
- Doctor of Osteopathy (DO)
- Podiatrist (DPM)

Professional services provided by one of the following types of providers will be covered under this plan, but only when the provider is licensed to practice where the care is provided, is providing a service within the scope of that license; is providing a service or supply for which benefits are specified in this plan; and when benefits would be payable if the services were provided by a "physician" as defined above:

- An Advanced registered nurse practitioner (ARNP)
- A Certified Direct Entry Midwife
- A Chiropractor (DC)
- A Dentist (DDS or DMD)
- A Licensed Clinical Social Worker (LCSW)
- A Licensed Marital and Family Therapist; (LMFT)
- A Licensed Marriage and Family Counselor (LMFC)
- A Licensed Massage Practitioners (LMP)
- A Naturopath (ND)
- A Nurse Midwife
- An Occupational Therapist (OT)

- An Optometrist (OD)
- A Physical Therapist (PT)
- A Physician Assistant supervised by a collaborating MD or DO
- A Podiatrist (DPM)
- A Psychological Associate
- A Psychologist (PhD)

Plan (also called "This Plan")

The Group's self-funded plan described in this booklet.

Plan Administrator

City & Borough of Juneau/ Bartlett Regional Hospital/Juneau School District, also called "we" and "our" in this booklet.

Plan Year

The period of 12 consecutive months that starts each July 1 at 12:01 a.m. and ends on the next June 30 at midnight.

Premera Blue Cross Blue Shield of Alaska

Selected by City & Borough of / Bartlett Regional Hospital/Juneau School District as the Claims Administrator to administer the benefits of this Plan.

Premiums

The monthly rates to be paid by the member that are set by the Group as a condition of the member's coverage under the plan.

Prescription Drug

Any medical substance, including biologicals used in an anticancer chemotherapeutic regimen for a medically accepted indication or for the treatment of people with HIV or AIDS, the label of which, under the Federal Food, Drug and Cosmetic Act, as amended, is required to bear the legend: "Caution: Federal law prohibits dispensing without a prescription."

Benefits available under this plan will be provided for "off-label" use, including administration, of prescription drugs for treatment of a covered condition when use of the drug is recognized as effective for treatment of such condition by:

- One of the following standard reference compendia:
  - **The American Hospital Formulary Service-Drug Information**
  - **The American Medical Association Drug Evaluation**
  - **The United States Pharmacopoeia-Drug Information**
  - Other authoritative compendia as identified from time to time by the Federal Secretary of Health and Human Services or the Insurance Commissioner
- If not recognized by one of the standard reference compendia cited above, then recognized by the majority of relevant, peer-reviewed medical literature (original manuscripts of scientific studies published in medical or scientific journals after critical review for scientific accuracy, validity and reliability by independent, unbiased experts)
- The Federal Secretary of Health and Human Services

"Off-label use" means the prescribed use of a drug that’s other than that stated in its FDA-approved labeling.

Benefits aren’t available for any drug when the U.S. Food and Drug Administration (FDA) has determined its use to be contra-indicated, or for experimental or investigational drugs not otherwise approved for any indication by the FDA.

Program

The benefits, terms, and limitations set forth in this booklet. Also called "this Plan."

Prior Authorization

Prior authorization is a process that requires you or a provider to follow before a service is given, to determine if service is a covered service and meets the requirements for medical necessity, clinical appropriateness, level of care, or effectiveness. You must ask for prior authorization before the service is delivered.

See ***Prior Authorization*** for details.

Provider (also called "Covered Provider")

A physician or other health care professional or facility named in this plan that is licensed or certified as required by the state in which the services were received to provide a medical service or supply, and who does so within the lawful scope of that license or certification.

Psychiatric Condition

A condition listed in the current **Diagnostic and Statistical Manual (DSM)** published by the American Psychiatric Association, excluding diagnoses and treatments for substance use disorder.

Reconstructive Surgery

Is surgery:

- That restores features damaged as a result of injury or illness.
- To correct a congenital deformity or anomaly

Rehabilitation Therapy

Rehabilitation therapy services or devices are medical services or devices provided when medically necessary for restoration of bodily or cognitive functions lost due to a medical condition.

Rehabilitation services include physical therapy, and speech-language therapy when provided by a state-licensed or state-certified provider acting within the scope or their license. Therapy performed to maintain a current level of functioning without documentation of significant improvement is considered maintenance therapy and is not a rehabilitative service. Rehabilitative devices may be limited to those that have FDA approval and are prescribed by a qualified provider.

Service Area

The area in which we directly operate provider networks. This area is made up of the state of Alaska and the state of Washington (except for Clark County).

Services

Procedures, surgeries, consultations, advice, diagnosis, referrals, treatment, supplies, drugs, devices, technologies or places of service.

Skilled Care

Care that’s ordered by a physician and requires the medical knowledge and technical training of a licensed registered nurse.

Skilled Nursing Facility

A medical facility providing services that require the direction of a physician and nursing supervised by a registered nurse and that’s state-licensed, approved by Medicare or would qualify for Medicare approval if so requested.

Subscriber

An enrolled employee of the Group. Coverage under this plan is established in the subscriber’s name.

Substance Use Disorder Conditions

Substance-related disorders included in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders published by the American Psychiatric Association. Substance use disorder is an addictive relationship with any drug or alcohol characterized by a physical or psychological relationship, or both, that interferes on a recurring basis with an individual's social, psychological, or physical adjustment to common problems. Substance use disorder does not include addiction to or dependency on tobacco, tobacco products, or foods.

Temporomandibular Joint (TMJ) Disorders

TMJ disorders shall include those disorders which have one or more of the following characteristics: pain in the musculature associated with the temporomandibular joint, internal derangements of the temporomandibular joint, arthritic problems with the temporomandibular joint, or an abnormal range of motion or limitation of motion of the temporomandibular joint.

Urgent Care

Treatment of unscheduled, drop-in patients who have minor illnesses and injuries. These illnesses or injuries need treatment right away, but they are not life-threatening. Examples are high fevers, minor sprains and cuts, and ear, nose and throat infections. Urgent care is provided at a medical facility that is open to the public and has extended hours.

Virtual Care

Healthcare services provided through the use of online technology, telephonic and secure messaging of member-initiated care from a remote location (e.g. home)or an originating site with a provider that is diagnostic and treatment focused.

Originating site: Hospital, rural health clinic, federally qualified health center, physician’s or other health care provider office, community mental health center, skilled nursing facility, home, or renal dialysis center, except an independent renal dialysis center.

Visit

A visit is one session of consultation, diagnosis, or treatment with a provider. We count multiple visits with the same provider on the same day as one visit. Two or more visits on the same date with different providers count as separate visits.

We, Us and Our

Premera Blue Cross Blue Shield of Alaska

SUMMARY PLAN DESCRIPTION

Plan Administration

Name of Plan - City & Borough of Juneau Employee Health Benefit Plan

Name, Address and Phone of Employer -

City & Borough of Juneau
155 Heritage Way
Juneau, AK 99801
907-586-0323

Plan Number - 501

Type of Plan - Employee Welfare Benefit Plan providing medical, dental, and vision benefits

Type of Administration - Contract Administration

Plan Effective Date - January 1, 2005

Anniversary Date –July 1

Name, Address, and Telephone Number of Plan Administrator - Employer (see above)

Name, Address, and Telephone Number of Agency where employees can seek information about the Health Reform Law -

Department of Labor and Industries
315 Fifth Avenue S, Suite 200
Seattle, Washington 98104
Telephone: (206) 515-2800
Fax: (206) 515-2779
TTY: (800) 833-6388

Employer Identification Number - 92-0038816

Name and Address of Designated Legal Agent - Employer (see above)

Eligibility To Participate In The Plan - Plan participants and their dependents are eligible for the benefits of the Plan when they meet the eligibility requirements in this booklet.

Benefits - The Plan provides benefits which are described in this benefit booklet. Notification is given of changes which may occur in the coverage from time to time. Replacements for lost or misplaced copies will be furnished by the Plan Administrator.

Source of Contributions To The Plan - The employer pays 95% of the cost of the active full-time employee's coverage and 83% of their eligible dependent's coverage. Active part-time employee contributions are subsidized by the employer based on an average number of hours worked per month. Total self-payments are also permitted as provided in "Continuation of Coverage Under This Program" in this booklet.

Notice of availability and nondiscrimination 800-508-4722 | TTY: 711

Call for free language assistance services and appropriate auxiliary aids and services.
Tumawag para sa mga libreng serbisyo ng tulong sa wika at angkop na mga karagdagang tulong at serbisyo.
Llame para obtener servicios gratuitos de asistencia lingüística, y ayudas y servicios auxiliares apropiados.
무료 언어 지원 서비스와 적절한 보조 도구 및 서비스를 신청하십시오.
Hu thov kev pab txhais lus pub dawb thiab lwm yam khoom pab dawb thiab kev pab cuam ua tsim nyog.
Звоните для получения бесплатных услуг по переводу и других вспомогательных средств и услуг.
呼吁提供免费的语言援助服务和适当的辅助设备及服务。
呼籲提供免費的語言援助服務和適當的輔助設備及服務。
Vala'au mo auaunaga tau fesoasoani mo gagana e leai ni totogi ma fesoasoani fa'aopo'opo talafeagai ma auaunaga.
ໂທເພື່ອຮັບການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ແລະ ການບໍລິການ ແລະ ການຊ່ວຍເຫຼືອພິເສດທີ່ເໝາະສົມແບບບໍ່ເສຍຄ່າ.
無料言語支援サービスと適切な補助器具及びサービスをお求めください。
Tumawag para kadagiti libre a serbisio iti tulong iti pagsasao ken dagiti nakanada nga aid ken serbisio iti komunikasion.
Gọi cho các dịch vụ hỗ trợ ngôn ngữ miễn phí và các hỗ trợ và dịch vụ phụ trợ thích hợp.
Звертайтесь за безкоштовною мовною підтримкою та відповідними додатковими послугами.
ติดต่อขอบริการช่วยเหลือด้านภาษาฟรีพร้อมความช่วยเหลือและบริการอื่น ๆ เพิ่มเติม
Fordern Sie kostenlose Sprachunterstützungsdienste und geeignete Hilfsmittel und Dienstleistungen an.
Zadzwoń, aby uzyskać bezpłatną pomoc językową oraz odpowiednie wsparcie i usługi pomocnicze.
Rele pou w jwenn sèvis asistans lengwistik gratis ak èd epi sèvis oksilyè ki apwopriye.
Appelez pour obtenir des services gratuits d'assistance linguistique et des aides et services auxiliaires appropriés.
Ligue para serviços gratuitos de assistência linguística e auxiliares e serviços auxiliares adequados.
Chiama per i servizi di assistenza linguistica gratuiti e per gli ausili e i servizi ausiliari appropriati.
اتصل للحصول على خدمات المساعدة اللغوية المجانية والمساعدات والخدمات المناسبة.
برای خدمات کمک زبانی رایگان و کمک‌ها و خدمات امدادی مقتضی، تماس بگیرید.

Discrimination is against the law. Premera Blue Cross Blue Shield of Alaska (Premera) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex characteristics, intersex traits, pregnancy or related conditions, sexual orientation, gender identity, and sex stereotypes. Premera does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex. Premera provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). Premera provides free language assistance services to people whose primary language is not English, which may include qualified interpreters and information written in other languages. If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact our Civil Rights Coordinator. If you believe that Premera 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 Coordinator — Complaints and Appeals, PO Box 91102, Seattle, WA 98111, Toll free: 855-332-4535, TTY: 711, Fax: 425-918-5592, Email AppealsDepartmentInquiries@Premera.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Civil Rights Coordinator 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 Ave SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

where to send claims

MAIL YOUR CLAIMS TO:

Premera Blue Cross Blue Shield of Alaska

PO Box 91059

Seattle, WA 98111-9159

MAIL PRESCRIPTION DRUG CLAIMS TO:

Express Scripts

ATTN: Commercial Claims

PO Box 14711

Lexington, KY 40512-4711

www.premera.com