Insurance Choice Plus Plan BCYC MOD3 / 0H9

Coverage Period: 01/01/2019 - 12/31/2019

Coverage for: Family | Plan Type: PS1

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately.

This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, call 1-866-633-2446.or visit welcometouhc.com. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms see the Glossary. You can view the Glossary at <a href="https://www.healthcare.gov/sbc-glossary/">www.healthcare.gov/sbc-glossary/</a> or call 1-866-487-2365 to request a copy.

Important Questions	Answers	Why This Matters:		
What is the overall deductible?	Network: \$450 Individual / \$1,350 Family Non-Network: \$450 Individual / \$1,350 Family Per calendar year.	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .		
Are there services covered before you meet your deductible?	Yes. Preventive care and categories with a copay are covered before you meet your deductible.	This <u>plan</u> covers some items and services even if you haven't yet met the annual <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered services at <u>www.healthcare.gov/coverage/preventive-care-benefits/</u>		
Are there other deductibles for specific services?	No	You don't have to meet <u>deductibles</u> for specific services.		
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	Network: \$1,000 Individual / \$3,000 Family Non-Network: \$1,000 Individual / \$3,000 Family Per calendar year.	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.		
What is not included in the out-of-pocket limit?	Premiums, balance-billing charges, health care this plan doesn't cover and penalties for failure to obtain preauthorization for services.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket</u> limit.		
Will you pay less if you use a <u>network provider</u> ?	Yes. See myuhc.com or call <b>1-866-633-2446</b> for a list of network providers.	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays ( <u>balance billing</u> ). Be aware, your <u>network provider</u> might use an out-of- <u>network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.		
Do you need a <u>referral</u> to see a <u>specialist</u> ?	No.	You can see the specialist you choose without a referral.		



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

		What You Will Pay			
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information	
	Primary care visit to treat an injury or illness	20% <u>coinsurance</u>	20% <u>coinsurance</u>	Virtual visits (Telehealth) - No Charge by a Designated Virtual Network Provider. Under age 19 - Network visits are covered at No Charge.	
If you visit a health care provider's office	<u>Specialist</u> visit	20% <u>coinsurance</u>	20% <u>coinsurance</u>	None	
or clinic	Preventive care/screening/ immunization	No Charge	*20% <u>coinsurance</u>	You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for.  *Deductible/coinsurance may not apply to certain services.	
If you have a toot	<u>Diagnostic test</u> (x-ray, blood work)	No Charge	No Charge	<u>Preauthorization</u> is required out-of- <u>network</u> for certain services or benefit reduces to 50% of <u>allowed amount</u> or \$500, whichever is less.	
If you have a test	Imaging (CT/PET scans, MRIs)	20% <u>coinsurance</u>	20% <u>coinsurance</u>	Preauthorization is required out-of-network or benefit reduces to 50% of allowed amount or \$500, whichever is less.	

<sup>\*</sup> For more information about limitations and exceptions, see the  $\underline{\mathsf{plan}}$  or policy document at  $\underline{\mathsf{welcometouhc.com}}$ .

		What You Will Pay				
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information		
If you need drugs to treat your illness or	Option  Mail-Order: \$20 \(\frac{\copay}{\copay}\), \(\frac{\deductible}{\does not apply.}\)  At your illness or  Option  Mail-Order: \$20 \(\frac{\copay}{\copay}\), \(\frac{\deductible}{\does not apply.}\)  *The example of the examp		Provider means pharmacyfor purposes of this section.  Retail: Up to a 31 day supply.  Mail-Order*: Up to a 90 day supply.  *or Preferred 90 Day Retail Network Pharmacy			
condition  More information about	Tier2 – Your Mid-Range Cost Option	Retail: \$35 <u>copay</u> , <u>deductible</u> does not apply. Mail-Order: \$70 <u>copay</u> , <u>deductible</u> does not apply.	Retail: \$35 <u>copay,</u> <u>deductible</u> does not apply.	You may need to obtain certain drugs, including certain specialty drugs, from a pharmacy designated by us.  Certain drugs may have a preauthorization requirement or may result in a higher cost.  If you use an out-of-network pharmacy (including a mail order pharmacy), you may be responsible for any amount over the allowed amount.  Certain preventive medications (including certain contraceptives) are covered at No Charge.  See the website listed for information on drugs covered by your plan. Not all drugs are covered.  You may be required to use a lower-cost drug(s) prior to benefits under your policy being available for certain prescribed drugs.		
prescription drug coverage is available at welcometouhc.com	Tier3 – Your Mid-Range Cost Option	Retail: \$50 <u>copay</u> , <u>deductible</u> does not apply. Mail-Order: \$100 <u>copay</u> , <u>deductible</u> does not apply.	Retail: \$50 <u>copay</u> , <u>deductible</u> does not apply.			
	Tier4 – Your Highest Cost Option	Not Applicable	Not Applicable			
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	20% <u>coinsurance</u>	20% <u>coinsurance</u>	<u>Preauthorization</u> is required out-of- <u>network</u> for certain services or benefit reduces to 50% of <u>allowed amount</u> or \$500, whichever is less.		
	Physician/surgeon fees	20% <u>coinsurance</u>	20% <u>coinsurance</u>	None		
If you need immediate medical attention	Emergency room care	\$150 <u>copay</u> per visit, then 20% <u>coinsurance</u> , <u>deductible</u> does not apply.	\$150 <u>copay</u> per visit, then 20% <u>coinsurance</u> , <u>deductible</u> does not apply.	None		
attorium	Emergency medical transportation	20% <u>coinsurance</u>	*20% <u>coinsurance</u>	* <u>Network</u> <u>deductible</u> applies		

 $<sup>^{\</sup>star}\, For\, more\, information\, about\, limitations\, and\, exceptions,\, see\, the\, \underline{plan}\, or\, policy\, document\, at\, \underline{welcometouhc.com}.$ 

		What You	ı Will Pay		
Common Medical Event	Services You May Need	Network Provider (You will pay the least)  Out-of-Network Provider (You will pay the most)		Limitations, Exceptions, & Other Important Information	
	<u>Urgent care</u>	\$50 <u>copay</u> per visit, <u>deductible</u> does not apply.	\$50 <u>copay</u> per visit, <u>deductible</u> does not apply.	If you receive services in addition to <u>Urgent care</u> visit, additional <u>copays</u> , <u>deductibles</u> , or <u>coinsurance</u> may apply e.g. surgery.	
If you have a hospital	Facility fee (e.g., hospital room)	20% <u>coinsurance</u>	20% <u>coinsurance</u>	<u>Preauthorization</u> is required out-of- <u>network</u> or benefit reduces to 50% of <u>allowed amount</u> or \$500, whichever is less.	
stay	Physician/surgeon fees	20% <u>coinsurance</u>	20% <u>coinsurance</u>	None	
If you need mental health, behavioral health, or substance	Outpatient services	20% <u>coinsurance</u>	20% <u>coinsurance</u>	Network Partial hospitalization/intensive outpatient treatment: 20% coinsurance Preauthorization is required out-of-network for certain services or benefit reduces to 50% of allowed amount or \$500, whichever is less. See your policy or plan document for additional information about EAP benefits.	
abuse services	Inpatient services	20% <u>coinsurance</u>	20% <u>coinsurance</u>	Preauthorization is required out-of-network or benefit reduces to 50% of allowed amount or \$500, whichever is less.  See your policy or plan document for additional information about EAP benefits	
	Office visits	No Charge	20% <u>coinsurance</u>	Cost sharing does not apply for preventive services.  Depending on the type of service a copayment, coinsurance or	
If you are pregnant	Childbirth/delivery professional services	20% <u>coinsurance</u>	20% <u>coinsurance</u>	deductible may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound.)	
, ,	Childbirth/delivery facility services	20% <u>coinsurance</u>	20% <u>coinsurance</u>	Inpatient <u>preauthorization</u> applies out-of- <u>network</u> if stay exceeds 48 hours (C-Section: 96 hours) or benefit reduces to 50% of <u>allowed amount</u> or \$500, whichever is less.	
If you need help recovering or have other special health	Home health care	20% <u>coinsurance</u>	20% <u>coinsurance</u>	Limited to 60 visits per calendar year. <u>Preauthorization</u> is required out-of- <u>network</u> or benefit reduces to 50% of <u>allowed amount</u> or \$500, whichever is less.	
needs	Rehabilitation services	20% <u>coinsurance</u>	20% <u>coinsurance</u>	Limits per calendar year: Physical, Speech, Occupational, Pulmonary: 20 visits each; Cardiac: 36 visits	

 $<sup>^{\</sup>star}\, For\, more\, information\, about\, limitations\, and\, exceptions,\, see\, the\, \underline{plan}\, or\, policy\, document\, at\, \underline{welcometouhc.com}.$ 

		What You Will Pay			
Common Medical Event Services You May		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information	
	Habilitative services	20% <u>coinsurance</u>	20% <u>coinsurance</u>	Services are provided under and limits are combined with Rehabilitation Services above. Preauthorization required out-of-network for certain services or benefit reduces to 50% of allowed amount or \$500, whichever is less.	
	Skilled nursing care	20% <u>coinsurance</u>	20% <u>coinsurance</u>	Limited to 60 days per calendar year (combined with inpatient rehabilitation).  Preauthorization is required out-of-network or benefit reduces to 50% of allowed amount or \$500, whichever is less.	
	Durable medical equipment	20% <u>coinsurance</u>	20% <u>coinsurance</u>	Covers 1 per type of DME (including repair/replacement) every 3 years.  Preauthorization is required out-of-network for DME over \$1,000 or benefit reduces to 50% of allowed amount or \$500, whichever is less.	
	<u>Hospice services</u>	20% <u>coinsurance</u>	20% <u>coinsurance</u>	<u>Preauthorization</u> is required out-of- <u>network</u> before admission for an Inpatient Stay in a hospice facility or benefit reduces to 50% of <u>allowed amount</u> or \$500, whichever is less.	
	Children's eye exam	Not Covered	Not Covered	No coverage for Children's eye exams.	
If your child needs dental or eye care	Children's glasses	Not Covered	Not Covered	No coverage for Children's glasses.	
	Children's dental check-up	Not Covered	Not Covered	No coverage for Children's Dental check-up.	

### **Excluded Services & Other Covered Services:**

Acupuncture	Infertility treatment	Private duty nursing
'		Routine eye care
Cosmetic surgery	<ul> <li>Long-term care</li> </ul>	<ul> <li>Routine foot care – Except as covered for</li> </ul>
Dental care	<ul> <li>Non-emergencycare when travelling outside -</li> </ul>	Diabetes
Glasses	the U.S.	Diabetes

Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)

Bariatric surgery
 Chiropractic (Manipulative care) – 20 visits per calendar year

Hearing aids

<sup>•</sup> Weight loss programs

Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)

<sup>\*</sup> For more information about limitations and exceptions, see the <u>plan</u> or policy document at <u>welcometouhc.com</u>.

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is:

U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or <a href="https://www.dol.gov/ebsa">www.dol.gov/ebsa</a>, or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or <a href="https://www.cciio.cms.gov">www.cciio.cms.gov</a>. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance <a href="https://www.dol.gov/ebsa">Marketplace</a>. For more information about the <a href="https://www.dol.gov/ebsa">Marketplace</a>, visit <a href="https://www.dol.gov/ebsa">www.dol.gov/ebsa</a>, or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or <a href="https://www.dol.gov/ebsa">www.cciio.cms.gov</a>. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance <a href="https://www.dol.gov/ebsa">Marketplace</a>. For more information about the <a href="https://www.dol.gov/ebsa">Marketplace</a>, visit <a href="https://www.dol.gov/ebsa">www.dol.gov/ebsa</a>, or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or <a href="https://www.dol.gov/ebsa">www.dol.gov/ebsa</a>, or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or <a href="https://www.dol.gov/ebsa">www.dol.gov/ebsa</a>, or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or <a href="https://www.dol.gov/ebsa">www.dol.gov/ebsa</a>, or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or <a href="https://www.dol.gov/ebsa">www.dol.gov/ebsa</a>, or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice, or assistance, contact: the Member Service number listed on the back of your ID card or myuhc.com or the Employee Benefits Security Administration at 1-866-444-3272 or dol.gov/ebsa/healthreform or Texas Department of Insurance at 1-800-252-3439 or tdi.texas.gov.

## Does this plan provide Minimum Essential Coverage? Yes

If you don't have Minimum Essential Coverage for a month, you'll have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

#### Does this plan meet the Minimum Value Standards? Yes

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

## Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-866-633-2446.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-866-633-2446.

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-866-633-2446.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-866-633-2446.

<sup>\*</sup> For more information about limitations and exceptions, see the <u>plan</u> or policy document at <u>welcometouhc.com</u>.

# **About these Coverage Examples:**



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

Specialist coinsurance							
(9 months of in-network pre-natal care and a hospital delivery)  The plan's overall deductible specialist coinsurance 20% Specialist coinsurance 20% Hospital (facility) coinsurance 20% Hospital (facility) coinsurance 20% Other coinsurance 20% Other coinsurance 20% Other coinsurance 20% Other coinsurance 20% Office visits (prenatal care) Primary care physician office visits (including disease education) Diagnostic tests (ultrasounds and blood work) Specialist visit (anesthesia) Durable medical equipment (glucose meter)  Total Example Cost \$12,800 Total Example Cost \$1,900 Deductibles \$450 Copayments \$500 Coinsurance \$500 Limits or exclusions	Peg is Having a Baby		Managing Joe's type 2 Diak	etes	Mia's Simple Fracture		
The plan's overall deductible Specialist coinsurance 20% Specialist coinsur		re and a		a well-			
■ Specialist coinsurance ■ Hospital (facility) coinsurance ■ Other coinsurance ■ Coinsurance (including medical supplies Emergency room care (including medical supplies Diagnostic test (x-ray) □ Diagnostic tests (blood work) □ Diagnostic tests (ultrasounds and blood work) □ Diagnostic tests (v-ray) □ Durable medical equipment (glucose meter)  ■ Total Example Cost ■ This EXAMPLE event includes services like: □ Emergency room care (including medical supplies Diagnostic test (x-ray) □ Durable medical equipment (glucose meter)  ■ Total Example Cost ■ Total Example Cost ■ State of Cost Sharing □ Co			controlled condition)		follow up care)		
■ Hospital (facility) coinsurance ■ Other coinsurance 20% ■ Other coinsurance ■ Other coinsurance 20% ■ Other coi	■ The plan's overall deductible \$450		■ The <u>plan's</u> overall <u>deductible</u>	\$450	■ The <u>plan's</u> overall <u>deductible</u>	\$450	
This EXAMPLE event includes services like: Specialist office visits (prenatal care) Childbirth/Delivery Professional Services Diagnostic tests (plood work) Specialist visit (anesthesia)  Total Example Cost  In this example, Peg would pay:  Cost Sharing  Deductibles  Copayments  So Coinsurance  20%  Other coinsurance  Other coinsurance  20%  This EXAMPLE event includes services like: Emergency room care (including medical supplies Diagnostic test (x-ray) Diagnostic tests (ultrasounds and blood work) Prescription drugs Durable medical equipment (glucose meter)  Total Example Cost  \$12,800  Total Example Cost  \$1,900  In this example, Peg would pay:  Cost Sharing  Deductibles  \$450 Copayments  \$0 Copayments  \$0 Copayments  \$0 Copayments  \$30 Coinsurance  \$30 Coinsurance  \$450 Coinsurance  \$450 Coinsurance  \$450 Coinsurance  \$450 Copayments  \$450 Copayments  \$450 Copayments  \$450 Copayments  \$450 Copayments  \$450 Copayments  \$450 Coinsurance  \$45						20%	
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Childbirth/Delivery Professional Serviceseducation)Diagnostic test (x-ray)Childbirth/Delivery Facility ServicesDiagnostic tests (blood work)Durable medical equipment (crutches)Diagnostic tests (ultrasounds and blood work)Prescription drugsRehabilitation services (physical therapy)Specialist visit (anesthesia)Total Example Cost\$7,400In this example, Peg would pay:In this example, Joe would pay:In this example, Mia would pay:Cost SharingCost SharingCost SharingDeductibles\$450Deductibles\$450Copayments\$0Copayments\$500Coinsurance\$500Coinsurance\$30What isn't coveredWhat isn't coveredWhat isn't coveredLimits or exclusions\$30Limits or exclusions\$30	This EXAMPLE event includes service	s like:	This EXAMPLE event includes service	s like:	This EXAMPLE event includes serv	vices like:	
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Diagnostic tests (ultrasounds and blood work) Specialist visit (anesthesia)  Prescription drugs Durable medical equipment (glucose meter)  Total Example Cost  \$12,800  Total Example Cost  \$1,900  In this example, Peg would pay:  Cost Sharing  Cost Sharing  Deductibles  \$450  Copayments  Coinsurance  \$500  What isn't covered  Limits or exclusions  Prescription drugs Durable medical equipment (glucose meter)  Total Example Cost  \$1,900  Total Example Cost  \$1,900  In this example, Mia would pay:  In this example, Mia would pay:  Cost Sharing  Cost Sharing  Deductibles  \$450  Copayments  \$500  Coinsurance  \$30  What isn't covered  Limits or exclusions  \$30  Limits or exclusions	Childbirth/Delivery Professional Services		education)		• • • • • • • • • • • • • • • • • • • •		
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In this example, Peg would pay:In this example, Joe would pay:In this example, Mia would pay:Cost SharingCost SharingDeductibles\$450Deductibles\$450Copayments\$0Copayments\$500Coinsurance\$500Coinsurance\$30What isn't coveredWhat isn't coveredWhat isn't coveredLimits or exclusions\$60Limits or exclusions\$30	Specialist visit (anesthesia)		Durable medical equipment (glucose met	er)			
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Cost Sharing         Cost Sharing         Cost Sharing           Deductibles         \$450         Deductibles         \$450           Copayments         \$0         Copayments         \$500           Coinsurance         \$500         Coinsurance         \$30           What isn't covered         What isn't covered         What isn't covered           Limits or exclusions         \$30         Limits or exclusions         \$30	In this example. Peg would pay:		In this example. Joe would pay:		In this example. Mia would pay:		
Deductibles         \$450         Deductibles         \$450           Copayments         \$0         Copayments         \$500           Coinsurance         \$500         Coinsurance         \$30           What isn't covered         What isn't covered         What isn't covered           Limits or exclusions         \$30         Limits or exclusions         \$30							
Coinsurance\$500Coinsurance\$30Coinsurance\$100What isn't coveredWhat isn't coveredWhat isn't coveredLimits or exclusions\$60Limits or exclusions\$30Limits or exclusions	Deductibles	\$450		\$450	Deductibles	\$450	
What isn't coveredWhat isn't coveredWhat isn't coveredLimits or exclusions\$60Limits or exclusions\$30Limits or exclusions	<u>Copayments</u>	\$0	<u>Copayments</u>	\$500	<u>Copayments</u>	\$200	
Limits or exclusions \$60 Limits or exclusions \$30 Limits or exclusions \$	Coinsurance \$500		Coinsurance \$30		Coinsurance	\$100	
	What isn't covered		What isn't covered		What isn't covered		
The total Peg would pay is \$1,010 The total Joe would pay is \$1,010 The total Mia would pay is \$75		\$60	Limits or exclusions	\$30	Limits or exclusions	\$0	
	The total Peg would pay is	\$1,010	The total Joe would pay is	\$1,010	The total Mia would pay is	\$750	

We do not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to the Civil Rights Coordinator.

Online: UHC\_Civil\_Rights@uhc.com

Mail: Civil Rights Coordinator. UnitedHealthcare Civil Rights Grievance. P.O. Box 30608 Salt Lake City, UTAH 84130

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free number listed within this Summary of Benefits and Coverage (SBC), TTY 711, Monday through Friday, 8 a.m. to 8 p.m.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online: <a href="https://ocrportal.hhs.gov/ocr/portal/lobby.jsf">https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</a>

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

**Phone:** Toll-free 1-800-368-1019, 800-537-7697 (TDD)

Mail: U.S. Dept. of Health and Human Services. 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the number contained within this Summary of Benefits and Coverage (SBC), TTY 711, Monday through Friday, 8 a.m. to 8 p.m.

ATENCIÓN: Si habla **español (Spanish)**, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número gratuito que aparece en este Resumen de Beneficios y Cobertura (Summary of Benefits and Coverage, SBC).

請注意:如果您說中文 (Chinese),我們免費為您提供語言協助服務。請撥打本福利和承保摘要(Summary of Benefits and Coverage, SBC)內所列的免付費電話號碼。

XIN LƯU Ý: Nếu quý vị nói tiếng **Việt (Vietnamese)**, quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Vui lòng gọi số điện thoại miễn phí ghi trong bản Tóm lược về quyền lợi và đài thọ bảo hiểm (Summary of Benefits and Coverage, SBC) này.

알림: 한국어(Korean)를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 본 혜택 및 보장 요약서(Summary of Benefits and Coverage, SBC)에 기재된 무료전화번호로 전화하십시오.

PAUNAWA: Kung nagsasalita ka ng **Tagalog** (**Tagalog**), may makukuha kang mga libreng serbisyo ng tulong sa wika. Pakitawagan ang toll-free na numerong nakalista sa Buod na ito ng Mga Benepisyo at Saklaw (Summary of Benefits and Coverage o SBC).

ВНИМАНИЕ: бесплатные услуги перевода доступны для людей, чей родной язык является русском (Russian). Позвоните по бесплатному номеру телефона, указанному в данном «Обзоре льгот и покрытия» (Summary of Benefits and Coverage, SBC).

تنبيه: إذا كنت تتحدت العربية (Arabic)، فإن خدمات المساعدة اللغوية المجانية متاحة لك. يُرجى الاتصال برقم الهاتف المجاني المدرج بداخل مخلص المزايا والتغطية (Summary of Benefits and Coverage، SBC) هذا.

ATANSYON: Si w pale **Kreyòl ayisyen (Haitian Creole)**, ou kapab benefisye sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nimewo gratis ki nan Rezime avantaj ak pwoteksyon sa a (Summary of Benefits and Coverage, SBC).

ATTENTION : Si vous parlez **français (French)**, des services d'aide linguistique vous sont proposés gratuitement. Veuillez appeler le numéro sans frais figurant dans ce Sommaire des prestations et de la couverture (Summary of Benefits and Coverage, SBC).

UWAGA: Jeżeli mówisz po **polsku (Polish)**, udostępniliśmy darmowe usługi tłumacza. Prosimy zadzwonić pod bezpłatny numer podany w niniejszym Zestawieniu świadczeń i refundacji (Summary of Benefits and Coverage, SBC).

ATENÇÃO: Se você fala **português** (**Portuguese**), contate o serviço de assistência de idiomas gratuito. Ligue para o número gratuito listado neste Resumo de Beneficios e Cobertura (Summary of Benefits and Coverage - SBC).

ATTENZIONE: in caso la lingua parlata sia l'italiano (Italian), sono disponibili servizi di assistenza linguistica gratuiti. Chiamate il numero verde indicato all'interno di questo Sommario dei Benefit e della Copertura (Summary of Benefits and Coverage, SBC).

ACHTUNG: Falls Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Bitte rufen Sie die in dieser Zusammenfassung der Leistungen und Kostenübernahmen (Summary of Benefits and Coverage, SBC) angegebene gebührenfreie Rufnummer an.

注意事項:日本語 (Japanese) を話される場合、無料の言語支援サービスをご利用いただけます。本「保障および給付の概要」(Summary of Benefits and Coverage, SBC) に記載されているフリーダイヤルにてお電話ください。

توجه: اگر زیان شما فارسی (Farsi) است، خدمات امداد زیانی به طور رایگان در اختیار شما می باشد. لطفاً با شماره تلفن رایگان ذکر شده در این خلاصه مزایا و یوشش (Summary of Benefits and Coverage، SBC) تماس بگیرید.

ध्यान दें: यदि आप **हिंदी (Hindi)** बोलते हैं, आपको भाषा सहायता सेबाएं, नि:शुल्क उपलब्ध हैं। लाभ और कवरेज (Summary of Benefits and Coverage, SBC) के इस सारांश के भीतर सूचीबद्ध टोल फ्री नंबर पर कॉल करें।

CEEB TOOM: Yog koj hais Lus **Hmoob (Hmong)**, muaj kev pab txhais lus pub dawb rau koj. Thov hu rau tus xov tooj hu dawb teev muaj nyob ntawm Tsab Ntawv Nthuav Qhia Cov Txiaj Ntsim Zoo thiab Kev Kam Them Nqi (Summary of Benefits and Coverage, SBC) no.

ចំណាប់អារម្មណ៍: បើសិនអ្នកនិយាយ**កាសាខ្មែរ (Khmer)** សេវាជំនួយកាសាដោយឥតគិតថ្លៃ គឺមានសំរាប់អ្នក។ សូមទូរស័ព្ទទៅលេខឥតចេញថ្លៃ ដែលមានកត់នៅក្នុង សេចក្តីសង្ខេបអត្ថប្រយោជន៍ និងការ៉ាបង់រង (Summary of Benefits and Coverage, SBC) នេះ។

PAKDAAR: Nu saritaem ti Ilocano (Ilocano), ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Maidawat nga awagan ti awan bayad na nu tawagan nga numero nga nakalista iti uneg na daytoy nga Dagup dagiti Benipisyo ken Pannakasakup (Summary of Benefits and Coverage, SBC).

DÍÍ BAA'ÁKONÍNÍZIN: Diné (Navajo) bizaad bee yániłti'go, saad bee áka'anída'awo'ígíí, t'áá jíík'eh, bee ná'ahóót'i'. T'áá shoodí Naaltsoos Bee 'Aa'áhayání dóó Bee 'Ak'é'asti' Bee Baa Hane'í (Summary of Benefits and Coverage, SBC) biyi' t'áá jíík'ehgo béésh bee hane'í biká'ígíí bee hodíilnih.

OGOW: Haddii aad ku hadasho **Soomaali (Somali)**, adeegyada taageerada luqadda, oo bilaash ah, ayaad heli kartaa. Fadlan wac lambarka bilaashka ah ee ku yaalla Soo-koobitaanka Dheefaha iyo Caymiska (Summary of Benefits and Coverage, SBC).