

**YAVAPAI COMBINED TRUST (YCT)**  
**Health and Welfare Program**

**Plan Document and Summary Plan Description for Medical, Vision, and  
Short-Term Disability Benefits**

Effective: July 1, 2021

Restated: July 1, 2022

## TABLE OF CONTENTS

<b>ESTABLISHMENT OF THE PLAN: ADOPTION OF THE PLAN DOCUMENT AND SUMMARY PLAN DESCRIPTION .....</b>	<b>1</b>
<b>INTRODUCTION AND PURPOSE; GENERAL PLAN INFORMATION .....</b>	<b>2</b>
<b>DEFINITIONS.....</b>	<b>11</b>
<b>ELIGIBILITY FOR COVERAGE.....</b>	<b>31</b>
<b>TERMINATION OF COVERAGE .....</b>	<b>40</b>
<b>CONTINUATION OF COVERAGE.....</b>	<b>41</b>
<b>GENERAL LIMITATIONS AND EXCLUSIONS .....</b>	<b>50</b>
<b>PLAN ADMINISTRATION .....</b>	<b>55</b>
<b>CLAIM PROCEDURES; PAYMENT OF CLAIMS.....</b>	<b>58</b>
<b>COORDINATION OF BENEFITS .....</b>	<b>71</b>
<b>MEDICARE .....</b>	<b>74</b>
<b>THIRD PARTY RECOVERY, SUBROGATION AND REIMBURSEMENT.....</b>	<b>75</b>
<b>MISCELLANEOUS PROVISIONS .....</b>	<b>80</b>
<b>SUMMARY OF BENEFITS .....</b>	<b>83</b>
<b>MEDICAL BENEFITS.....</b>	<b>120</b>
<b>UTILIZATION MANAGEMENT .....</b>	<b>134</b>
<b>VISION BENEFITS.....</b>	<b>138</b>
<b>PRESCRIPTION DRUG BENEFITS.....</b>	<b>139</b>
<b>SHORT-TERM DISABILITY BENEFITS .....</b>	<b>143</b>
<b>HIPAA PRIVACY .....</b>	<b>151</b>
<b>HIPAA SECURITY .....</b>	<b>155</b>
<b>APPENDIX A: NOTICE OF NONDISCRIMINATION (FOR COVERED ENTITIES SUBJECT TO ACA SECTION 1557).....</b>	<b>157</b>

## ESTABLISHMENT OF THE PLAN: ADOPTION OF THE PLAN DOCUMENT AND SUMMARY PLAN DESCRIPTION

THIS PLAN DOCUMENT AND SUMMARY PLAN DESCRIPTION ("Plan Document"), made by **The Board of Trustees of Yavapai Combined Trust** (the "Company" or the "Plan Sponsor") as of July 1, 2021, hereby sets forth the provisions of the Yavapai Combined Trust (YCT) Health and Wellness Program (the "Plan"), which was originally adopted by the Company, July 1, 2020. Any wording which may be contrary to Federal Laws or Statutes is hereby understood to meet the standards set forth in such. Also, any changes in Federal Laws or Statutes which could affect the Plan are also automatically a part of the Plan, if required. This Plan is intended to meet all Internal Revenue Service (IRS) regulations of a Health Savings Account (HSA)-qualified "High Deductible Health Plan" (HDHP).

### Effective Date

The Plan Document is effective as of the date first set forth above, and each amendment is effective as of the date set forth therein (the "Effective Date").

### Adoption of the Plan Document

The Plan Sponsor, as the settlor of the Plan, hereby adopts this Plan Document as the written description of the Plan. This Plan Document represents both the Plan Document and the Summary Plan Description. This Plan Document amends and replaces any prior statement of the health care coverage contained in the Plan or any predecessor to the Plan.

IN WITNESS WHEREOF, the Plan Sponsor has caused this Plan Document to be executed.

**The Board of Trustees of Yavapai Combined Trust  
(YCT)**

By: W. J. [Signature]

Name: W. J. [Signature]

Date: 8-11-21

Title: President

## INTRODUCTION AND PURPOSE; GENERAL PLAN INFORMATION

### **Introduction and Purpose**

The Plan Sponsor has established the Plan for the benefit of eligible Employees and their eligible Dependents, in accordance with the terms and conditions described herein. Plan benefits are self-funded through a benefit fund or a trust established by the Plan Sponsor with contributions from Participants and/or the Plan Sponsor. Participants in the Plan may be required to contribute toward their benefits. Contributions received from Participants are used to cover Plan costs and are expended immediately.

The Plan Sponsor's purpose in establishing the Plan is to protect eligible Employees and their Dependents against certain health expenses and to help defray the financial effects arising from Injury or Illness. To accomplish this purpose, the Plan Sponsor must be mindful of the need to control and minimize health care costs through innovative and efficient plan design and cost containment provisions, and of abiding by the terms of the Plan Document, to allow the Plan Sponsor to effectively assign the resources available to help Participants in the Plan to the maximum feasible extent.

The Plan Sponsor has adopted this Plan Document as the written description of the Plan to set forth the terms and provisions of the Plan that provide for the payment or reimbursement of all or a portion of certain expenses for eligible benefits. The Plan Document is maintained by **The Board of Trustees of Yavapai Combined Trust (YCT)** and may be reviewed at any time during normal working hours by any Participant.

### **General Plan Information**

**Name of Plan:** Yavapai Combined Trust (YCT) Health and Wellness Program

**Plan Sponsor:** The Board of Trustees of Yavapai Combined Trust  
1015 Fair Street  
Prescott, AZ 86305  
Phone: 928-771-3252  
Fax: 928-771-3419  
Website: [www.yavapaiaz.gov](http://www.yavapaiaz.gov)

**Plan Administrator:  
(Named Fiduciary)** The Board of Trustees of Yavapai Combined Trust  
1015 Fair Street  
Prescott, AZ 86305  
Phone: 928-771-3252  
Fax: 928-771-3419  
Website: [www.yavapaiaz.gov](http://www.yavapaiaz.gov)

**Plan Sponsor ID No. (EIN):** 86-6214208

**Source of Funding:** Self-Funded

**Plan Status:** Non-Grandfathered

**Applicable Law:** Federal and the State of Arizona

**Plan Year:** July 1 through June 30

**Plan Type:** Medical  
Vision  
Prescription Drug  
Short-Term Disability

**Third Party Administrator:** Summit Administration Services, Inc.  
P.O. Box 25160  
Scottsdale, AZ 85255-0102  
14646 N. Kierland Blvd., Suite 200  
Scottsdale, AZ 85254  
Phone: 480-505-0400 and 888-690-2020  
Fax: 480-505-0406  
Website: [www.summit-inc.net](http://www.summit-inc.net)

**Prescription Drug Plan Administrator:** OptumRx  
P.O. Box 2975  
Shawnee Mission, KS 66201  
Phone: 800-562-6223  
Pre-certification (Prior Authorization) Phone: 800-711-4555, Option 1  
Fax: 800-527-0531  
Website: [www.OptumRx.com](http://www.OptumRx.com)

**Utilization Review Manager:** American Health Group, Inc.  
2152 S. Vineyard Ave, Suite 103  
Mesa, AZ 85210  
Phone: 602-265-3800 or 800-847-7605  
Fax: 480-894-8105  
Website: [www.amhealthgroup.com](http://www.amhealthgroup.com)

**Participating Employer(s):** Yavapai County  
1015 Fair Street  
Prescott, AZ 86305  
Phone: 928-771-3252  
Fax: 928-771-3419  
Website: [www.yavapaiaz.gov](http://www.yavapaiaz.gov)

Yavapai College  
1100 E. Sheldon Street  
Prescott, AZ 86301  
Phone: 928-776-2217  
Fax: 928-776-2202  
Website: [www.vc.edu](http://www.vc.edu)

City of Prescott  
201 S. Cortez Street  
Prescott, AZ 86303  
Phone: 928-777-1410  
Fax: 928-777-1213  
Website: [www.prescott-az.gov](http://www.prescott-az.gov)

**Town of Chino Valley**  
**202 N. State Route 89**  
**Chino Valley, AZ 86232**  
**Phone: 928-636-2646**  
**Website: [www.chinoaz.net](http://www.chinoaz.net)**

**Agent for Service of Process: Yavapai County**  
**Human Resource Director**  
**1015 Fair Street**  
**Prescott, AZ 86305**  
**Phone: 928-771-3252**  
**Fax: 928-771-3419**  
**Website: [www.yavapaiaz.gov](http://www.yavapaiaz.gov)**

The Plan shall take effect for each Participating Employer on the Effective Date, unless a different date is set forth above opposite such Participating Employer's name.

**Non-English Language Notice**

This Plan Document contains a summary in English of a Participant's plan rights and benefits under the Plan. If a Participant has difficulty understanding any part of this Plan Document, he or she may contact the Plan Administrator at the contact information above.

**Legal Entity: Service of Process**

The Plan is a legal entity. Legal notice may be filed with, and legal process served upon, the Plan Administrator.

**Not a Contract**

This Plan Document and any amendments constitute the terms and provisions of coverage under this Plan. The Plan Document is not to be construed as a contract of any type between the Company and any Participant or to be consideration for, or an inducement or condition of, the employment of any Employee. Nothing in this Plan Document shall be deemed to give any Employee the right to be retained in the service of the Company or to interfere with the right of the Company to discharge any Employee at any time; provided, however, that the foregoing shall not be deemed to modify the provisions of any collective bargaining agreements which may be entered into by the Company with the bargaining representatives of any Employees.

**Mental Health Parity**

Pursuant to the Mental Health Parity Act of 1996 (MHPA) and the Mental Health Parity and Addiction Equity Act of 2008 (MHPAEA), collectively, the mental health parity provisions, this Plan applies its terms uniformly and enforces parity between covered health care benefits and covered mental health and substance disorder benefits relating to financial cost sharing restrictions and treatment duration limitations. For further details, please contact the Plan Administrator.

**Non-Discrimination**

No eligibility rules or variations in contribution amounts will be imposed based on an eligible Employee's and his or her Dependent's/Dependents' health status, medical condition, claims experience, receipt of health care, medical history, genetic information, evidence of insurability, disability, or any other health status related factor. Coverage under this Plan is provided regardless of an eligible Employee's and his or her Dependent's/Dependents' race, color, national origin, disability, age, sex, gender identity or sexual orientation. Variations in the administration, processes or benefits of this Plan that are based on clinically indicated reasonable medical management practices, or are part of permitted wellness incentives, disincentives and/or other programs do not constitute discrimination.

**Applicable Law**

This Plan is a governmental (sponsored) plan and as such it is exempt from the requirements of the Employee Retirement Income Security Act of 1974 (also known as ERISA), which is a Federal law regulating Employee welfare and pension plans. The Participants' rights in the Plan are governed by the plan documents and applicable State law and regulations.

**Discretionary Authority**

To the extent allowed by law, the Plan Administrator shall have sole, full and final discretionary authority to interpret all Plan provisions, including the right to remedy possible ambiguities, inconsistencies and/or omissions in the Plan and related documents; to make determinations in regards to issues relating to eligibility for benefits; to decide disputes that may arise relative to a Participant's rights; and to determine all questions of fact and law arising under the Plan.

**Important Updates Regarding COVID-19 Relief – Tolling of Certain Plan Deadlines**

In accordance with 85 FR 26351, "Extension of Certain Timeframes for Employee Benefit Plans, Participants, and Beneficiaries Affected by the COVID-19 Outbreak," notwithstanding any existing Plan language to the contrary, the Plan will disregard the period from March 1, 2020 until sixty (60) days after (1) the end of the National Emergency relating to COVID-19 and declared pursuant to 42 U.S.C. § 5121 *et seq.* or (2) such other date announced by the Departments of Treasury and/or Labor, for purposes of determining the following periods and dates:

1. The 30-day period (or 60-day period, if applicable) to request special enrollment under ERISA section 701(f) and Internal Revenue Code section 9801(f);
2. The 60-day election period for COBRA continuation coverage under ERISA section 605 and Internal Revenue Code section 4980B(f)(5);
3. The date for making COBRA premium payments pursuant to ERISA section 602(2)(C) and (3) and Internal Revenue Code section 4980B(f)(2)(B)(iii) and (C);
4. The date for individuals to notify the Plan of a qualifying event or determination of disability under ERISA section 606(a)(3) and Internal Revenue Code section 4980B(f)(6)(C);
5. The date within which individuals may file a benefit claim under the Plan's claims procedure pursuant to 29 CFR 2560.503-1;
6. The date within which Claimants may file an appeal of an Adverse Benefit Determination under the Plan's claims procedure pursuant to 29 CFR 2560.503-1(h);
7. The date within which Claimants may file a request for an external review after receipt of an Adverse Benefit Determination or Final Internal Adverse Benefit Determination pursuant to 29 CFR 2590.715-2719(d)(2)(i) and 26 CFR 54.9815-2719(d)(2)(i), if applicable; and
8. The date within which a Claimant may file information to perfect a request for external review upon a finding that the request was not complete pursuant to 29 CFR 2590.715-2719(d)(2)(ii) and 26 CFR 54.9815-2719(d)(2)(ii), if applicable.

This period may also be disregarded in determining the applicable date for the Plan's duty to provide a COBRA election notice under ERISA section 606(c) and Internal Revenue Code section 4980B(f)(6)(D), however, note that the Plan intends to continue to follow all established COBRA parameters.

In no instance will the duration of an extension granted under this section exceed one calendar year.

**Questions You May Have**

If you have any questions concerning eligibility or the benefits that you or your family are eligible to receive, please contact the Claims Administrator (or your Human Resource representative) at their phone number and address located on the Quick Reference Chart. As a courtesy to you, the claims staff may respond informally to oral questions; however, oral communications are not binding on the Plan and cannot be relied upon in any dispute concerning your benefits. Your most reliable method is to put your questions into writing and fax or mail those questions to the Claims Administrator and obtain a written response from the Claims Administrator.

In the event of any discrepancy between any information that you receive from the staff at the various claims administrators, orally or in writing, and the terms of this document, the terms of this document will govern your entitlement to benefits, if any.

**IT IS YOUR RESPONSIBILITY TO UNDERSTAND YOUR COVERAGE**

Choices that you make, or that are made on account of a referral by your physician, that result in out-of-network charges or medically unnecessary care that is not payable by the Plan, are YOUR responsibility.

A referral from an In-Network Physician to an Out-of-Network Physician does NOT make the claim from the Out-of-Network Physician payable at the In-Network rate.

Your Human Resources office and the Plan's Claims Administrator are available to help answer questions and to explore options for coverage, but ultimately it is your responsibility to understand this Plan.



## QUICK REFERENCE CHART

### **Whom to Call for Help or Information**

When you need information, please check this document first. If you need further help, call the people listed in the following chart:

QUICK REFERENCE CHART	
Information Needed	Contact the following
<b>Medical and Vision Claims Administrator</b> <ul style="list-style-type: none"> <li>Medical, Behavioral Health and Vision Claims and Claim appeals</li> <li>Eligibility</li> <li>COBRA Administration</li> <li>Short Term Disability claims administration (for employees of certain participating employers of the Trust)</li> <li>Medicare Part D Notice</li> <li>Summary of Benefits and Coverage (SBC)</li> </ul>	<b>Summit Administration Services, Inc.</b> P.O. Box 25160 Scottsdale AZ 85255-0102 Phone: (888) 690-2020 or (480) 505-0400 Fax: (480) 505-0407 <a href="http://www.summit-inc.net">http://www.summit-inc.net</a>
<b>Medical Preferred Provider Network</b> <ul style="list-style-type: none"> <li>PPO Preferred In-Network Providers</li> <li>Network Behavioral Health Providers</li> <li><b>CAUTION:</b> Use of a <b>non-PPO</b> network Hospital, facility or Health Care Provider could result in you having to pay a substantial balance of the provider's billing (see definition of "balance billing" in the Definitions section of this document). <b>Your lowest out of pocket costs will occur when you use In-Network PPO providers.</b></li> </ul>	<b>Blue Cross and Blue Shield of Arizona (BCBSAZ)</b> Please contact the Network at their website below: <a href="http://www.azblue.com/chsnetwork">www.azblue.com/chsnetwork</a> (the Blue Preferred PPO Network) or call the Medical Plan Claims Administrator above for assistance.  <i>Blue Cross® Blue Shield® of Arizona, an independent licensee of the Blue Cross and Blue Shield Association, provides network access only and provides no administrative or claims payment services and does not assume any financial risk or obligation with respect to claims. No network access is available from Blue Cross and Blue Shield Plans outside of Arizona.</i>
<b>Dental Claims Administrator</b> <ul style="list-style-type: none"> <li>Preventive, Basic and Major Dental Claims</li> </ul>	<b>Delta Dental of Arizona</b> Attn: Claims Department P.O. Box 9092 Farmington Hills, MI 48333-9092 (602) 938-3131 or (800) 352-6132 <a href="http://www.deltadentalaz.com">www.deltadentalaz.com</a>
<b>Utilization Management (UM) Program</b> <ul style="list-style-type: none"> <li>Precertification</li> <li>Case Management</li> <li>Claim appeals for UM decisions</li> </ul>	<b>American Health Group, Inc. (AHG)</b> 2152 S. Vineyard Ave., Suite 103, Mesa, AZ 85210 Phone: <b>(602) 265-3800</b> or <b>(800) 847-7605</b> <a href="http://www.americanhealthgroup.com">www.americanhealthgroup.com</a>

### Telemedicine Nationwide Network of Physicians

- Employees enrolled in a Medical Plan option have access to Teladoc's FREE web or phone-based consultation with a board-certified Health Care Providers (an electronic visit called an e-visit) including diagnosis and treatment of medical and/or mental health issues. Providers are available 24/7/365.
- Teladoc is a convenient, lower cost alternative to an office visit, Urgent Care visit or non-emergency care in an Emergency Room. Teladoc lets you consult with a Doctor over the phone or on-line video, day or night when your regular Doctor is not available. You can use Teladoc when you're traveling, too.
- **Cost:** For members enrolled in the PPO 350 and PPO 600 Medical Plans, Teladoc services are **available at no cost** and are not subject to the plan deductible. For members enrolled in the HDHP 2800 Medical Plan, Teladoc services are covered at no cost after meeting the plan deductible. See the Summary of Benefits for more information.
- The provider will review your medical history, diagnose the condition and can prescribe necessary medications. They can diagnose non-emergency medical problems, like ear infection, colds, pink eye or sore throat, and recommend treatment. They can call in necessary medication to your preferred pharmacy. The US-based Physicians are board-certified in internal medicine, family practice, emergency medicine or pediatrics.
- To use this electronic visit service you must register online at [www.teladoc.com](http://www.teladoc.com) and can set up your account to be web, phone or mobile app.

**Please note:** Due to certain state laws, restrictions may apply to patients in certain states. Patients in Georgia are limited to three days of any prescription; Idaho requires all consultations to occur by video; Arkansas and Delaware require the first visit to occur by video, subsequent consults can occur by video or phone).

#### Teladoc

Available 24/7/365

Phone: 1-800-Teladoc (835-2362)

E-mail: [membersupport@teladoc.com](mailto:membersupport@teladoc.com)

[www.teladoc.com](http://www.teladoc.com)

Mobile App (App Store and Google Play):

[www.teladoc.com/mobile](http://www.teladoc.com/mobile)

**Remember, in an emergency, call 911.**

QUICK REFERENCE CHART	
Information Needed	Contact the following
<b>Childhood Immunizations</b> (other than from your primary doctor)	<b>Yavapai County Community Health Services            Childhood Immunizations</b> (928) 771-3122 (Prescott area) or (928) 639-8130 (Verde Valley)
<b>Employee Assistance Program (EAP)</b> <ul style="list-style-type: none"> <li>Employee Assistance Program (EAP) counseling and referral for <b>up to 6 free behavioral health (mental health and substance abuse) counseling sessions per problem</b>. (Additional free counseling sessions available for public safety-sensitive personnel in accordance with Arizona state law.)</li> <li>The EAP Program provides professional, confidential information, support, short-term counseling and referral to help individuals cope with personal problems that impact their home and work life.</li> <li>All plan participants are eligible for the EAP services. Each of your household members are also eligible – spouse, children, etc.</li> <li>EAP counselors can help you 24/7/365 with stress, marriage, family, work-related problems, substance abuse (alcohol and drug treatment), crisis intervention along with financial and legal problems.</li> <li>There is no waiting period to start using the EAP. You also do not need to be enrolled in any other benefits to be eligible to use the EAP.</li> </ul>	<b>Jorgensen Brooks</b> Phone: 520-575-8623 or 888-520-5400 Web Site: <a href="http://www.jorgensenbrooks.com">www.jorgensenbrooks.com</a>
<b>Mammogram Screening Program</b> <ul style="list-style-type: none"> <li>Women age 30 and older are eligible for annual screenings.</li> </ul>	<b>Mobile On-site Mammography (MOM)</b> <ul style="list-style-type: none"> <li>Patients under 30 years of age need a Physician's referral. No referral needed for ages 30 and older.</li> <li>Bring your medical ID card, Dr's name and address along with the location of your prior mammogram films.</li> <li>To make an appointment during the annual sponsored program, call 1-800-285-0272.</li> </ul> <p>Also see the Radiology and Wellness rows of the Schedule of Medical Benefits for more information on annual mammograms.</p>

QUICK REFERENCE CHART	
Information Needed	Contact the following
<b>Prescription Drug Program</b> <ul style="list-style-type: none"> <li>ID Cards</li> <li>Retail Network Pharmacies</li> <li>Mail Order (Home Delivery) Pharmacy</li> <li>Prescription Drug Information &amp; Formulary</li> <li>Preauthorization (prior auth) of Certain Drugs</li> <li>Specialty Managed Drugs and Variable Copay Program</li> <li>Orphan Drug Program</li> <li>Diabetes Management Program</li> </ul>	<b>OptumRx</b> Customer service (available 24/7): 800-562-6223 (TTY: 1-800-735-2922) Precertification (Rx Prior Auth line): 800-711-4555, Option 1 Fax line: 800-527-0531 Mail Order: 888-290-9990 or 1-800-797-9791 Mail Order address: OptumRx P. O. Box 2975 Shawnee Mission, KS 66201 Specialty Pharmacy: 1-866-218-5445 Website: <a href="http://www.OptumRx.com">www.OptumRx.com</a>
<b>Medicare Part D Notice of Creditable Coverage</b>	Sent annually in October to home address. Contact the Claims Administrator for more information.
<b>Plan Administrator for the Yavapai Combined Trust</b> <ul style="list-style-type: none"> <li>To contact the Board of Trustees</li> </ul>	<b>c/o Human Resources Director, Yavapai County</b> 1015 Fair Street Room 338 Prescott, AZ 86305 Phone: (928) 771-3252 Fax: (928) 771-3419 Email: <a href="mailto:wendy.ross@yavapaiaz.gov">wendy.ross@yavapaiaz.gov</a>
<b>Yavapai College</b> <ul style="list-style-type: none"> <li>HIPAA Privacy Notice</li> <li>HIPAA Privacy/Security Officer</li> </ul>	<b><u>Chief Human Resources Officer, Yavapai College</u></b> 1100 E. Sheldon Prescott, AZ 86301 Phone: (928) 776-2217 Fax: (928) 776-2202 <ul style="list-style-type: none"> <li><b>Privacy/Security Officer Yavapai College: (928) 776-2217</b></li> <li>Also see <a href="http://www.yc.edu">www.yc.edu</a></li> </ul>
<b>City of Prescott</b> <ul style="list-style-type: none"> <li>HIPAA Privacy Notice</li> <li>HIPAA Privacy/Security Officer</li> </ul>	<b><u>Benefits Specialist, City of Prescott</u></b> 201 S. Cortez St Prescott, AZ 86303 Phone: (928) 777-1410 Fax: (928) 777-1213 <ul style="list-style-type: none"> <li><b>Privacy/Security Officer, City of Prescott: (928) 777-1216</b></li> </ul>
<b>Yavapai County</b> <ul style="list-style-type: none"> <li>HIPAA Privacy Notice</li> <li>HIPAA Privacy/Security Officer</li> </ul>	<b><u>Human Resources, Yavapai County</u></b> 1015 Fair Street Room 338 Prescott, AZ 86232 Phone: (928) 771-3252 Fax: (928) 771-3419 <ul style="list-style-type: none"> <li><b>Privacy/Security Officer, Yavapai County: (928) 771-3252</b></li> <li>Also see <a href="http://www.yavapaiaz.gov">www.yavapaiaz.gov</a></li> </ul>
<b>Town of Chino Valley</b> <ul style="list-style-type: none"> <li>HIPAA Privacy Notice</li> <li>HIPAA Privacy/Security Officer</li> </ul>	<b><u>Human Resources Department, Town of Chino Valley</u></b> 202 N State Route 89 Chino Valley, AZ 86323 Phone: (928) 636-2646 <ul style="list-style-type: none"> <li><b><u>Privacy/Security Officer, Town of Chino Valley: (928) 636-2646</u></b></li> <li>Also see <a href="http://www.chinoaz.net">www.chinoaz.net</a></li> </ul>

## DEFINITIONS

The following words and phrases shall have the following meanings when used in the Plan Document. Some of the terms used in this document begin with a capital letter, even though the term normally would not be capitalized. These terms have special meaning under the Plan. Most terms will be listed in this Definitions section, but some terms are defined within the provision the term is used. Becoming familiar with the terms defined in the Definitions section will help to better understand the provisions of this Plan.

**The following definitions are not an indication that charges for particular care, supplies or services are eligible for payment under the Plan, however they may be used to identify ineligible expenses; please refer to the appropriate sections of the Plan Document for that information.**

### **“Accident”**

“Accident” shall mean an event which takes place without one’s foresight or expectation, or a deliberate act that results in unforeseen consequences.

### **“Accidental Bodily Injury” or “Accidental Injury”**

“Accidental Bodily Injury” or “Accidental Injury” shall mean an Injury sustained as the result of an Accident, due to an outside traumatic event, or due to exposure to the elements.

### **“Actively at Work” or “Active Employment”**

An Employee is “Actively at Work” or in “Active Employment” on any day the Employee performs in the customary manner all of the regular duties of employment. An Employee will be deemed Actively at Work on each day of a regular paid vacation or on a regular non-working day, provided the covered Employee was Actively at Work on the last preceding regular work day. An Employee shall be deemed Actively at Work if the Employee is absent from work due to a health factor, as defined by HIPAA, subject to the Plan’s Leave of Absence provisions (including any State-mandated leave). An Employee will not be considered under any circumstances Actively at Work if he or she has effectively terminated employment.

### **“Adverse Benefit Determination”**

“Adverse Benefit Determination” shall mean any of the following:

1. A denial in benefits.
2. A reduction in benefits.
3. A rescission of coverage, even if the rescission does not impact a current claim for benefits.
4. A termination of benefits.
5. A failure to provide or make payment (in whole or in part) for a benefit, including any such denial, reduction, termination, or failure to provide or make payment that is based on a determination of a Claimant’s eligibility to participate in the Plan.
6. A denial, reduction, or termination of, or a failure to provide or make payment (in whole or in part) for, a benefit resulting from the application of any utilization review (may not apply to short-term disability claims/appeals).
7. A failure to cover an item or service for which benefits are otherwise provided because it is determined to be Experimental or Investigational or not Medically Necessary or appropriate (may not apply to short-term disability claims/appeals).

### **“Explanation of Benefits (EOB)”**

“Explanation of Benefits” shall mean a statement a health plan sends to a Participant which shows charges, payments and any balances owed. It may be sent by mail or e-mail. An Explanation of Benefits may serve as an Adverse Benefit Determination.

**“Affordable Care Act (ACA)”**

The “Affordable Care Act (ACA)” means the health care reform law enacted in March 2010. The law was enacted in two parts: the Patient Protection and Affordable Care Act was signed into law on March 23, 2010 and was amended by the Health Care and Education Reconciliation Act on March 30, 2010. The name “Affordable Care Act” is commonly used to refer to the final, amended version of the law. In this document, the Plan uses the name Affordable Care Act (ACA) to refer to the health care reform law.

**“AHA”**

“AHA” shall mean the American Hospital Association.

**“Allowable Expense(s)”**

“Allowable Expense(s)” shall mean the Maximum Allowable Charge for any Medically Necessary, eligible item of expense, at least a portion of which is covered under this Plan. When some Other Plan pays first in accordance with the Application to Benefit Determinations provision in the Coordination of Benefits section, this Plan’s Allowable Expenses shall in no event exceed the Other Plan’s Allowable Expenses.

When some “Other Plan” provides benefits in the form of services (rather than cash payments), the Plan Administrator shall assess the value of said benefit(s) and determine the reasonable cash value of the service or services rendered, by determining the amount that would be payable in accordance with the terms of the Plan. Benefits payable under any Other Plan include the benefits that would have been payable had the claim been duly made therefore, whether or not it is actually made.

**“Alternate Recipient”**

“Alternate Recipient” shall mean any Child of a Participant who is recognized under a Medical Child Support Order as having a right to enrollment under this Plan as the Participant’s eligible Dependent. For purposes of the benefits provided under this Plan, an Alternate Recipient shall be treated as an eligible Dependent.

**“AMA”**

“AMA” shall mean the American Medical Association.

**“Ambulatory Surgical Center”**

“Ambulatory Surgical Center” shall mean any permanent public or private State licensed and approved (whenever required by law) establishment that operates exclusively for the purpose of providing Surgical Procedures to patients not requiring hospitalization with an organized medical staff of Physicians, with continuous Physician and nursing care by Registered Nurses (R.N.s). The patient is admitted to and discharged from the facility within the same working day as the facility does not provide service or other accommodations for patients to stay overnight.

**“Approved Clinical Trial”**

“Approved Clinical Trial” means a phase I, II, III or IV trial that is Federally funded by specified Agencies (National Institutes of Health (NIH), Centers for Disease Control and Prevention (CDCP), Agency for Healthcare Research and Quality (AHRQ), Centers for Medicare and Medicaid Services (CMS), Department of Defense (DOD) or Veterans Affairs (VA), or a non-governmental entity identified by NIH guidelines) or is conducted under an Investigational new drug application reviewed by the Food and Drug Administration (FDA) (if such application is required).

The Affordable Care Act requires that if a “qualified individual” is in an “Approved Clinical Trial,” the Plan cannot deny coverage for related services (“routine patient costs”).

A “qualified individual” is someone who is eligible to participate in an “Approved Clinical Trial” and either the individual’s doctor has concluded that participation is appropriate or the Participant provides medical and scientific information establishing that their participation is appropriate.

“Routine patient costs” include all items and services consistent with the coverage provided in the plan that is typically covered for a qualified individual who is not enrolled in a clinical trial. Routine patient costs do not include 1) the Investigational item, device or service itself; 2) items and services that are provided solely

to satisfy data collection and analysis needs and that are not used in the direct clinical management of the patient; and 3) a service that is clearly inconsistent with the widely accepted and established standards of care for a particular Diagnosis. Plans are not required to provide benefits for routine patient care services provided outside of the Plan's Network area unless Out-of-Network benefits are otherwise provided under the Plan.

**“Calendar Year”**

“Calendar Year” shall mean the 12-month period from January 1 through December 31 of each year.

**“Cardiac Care Unit”**

“Cardiac Care Unit” shall mean a separate, clearly designated service area which is maintained within a Hospital and which meets all the following requirements:

1. It is solely for the care and treatment of critically ill patients who require special medical attention.
2. It provides within such area special nursing care and observation of a continuous and constant nature not available in the regular rooms and wards of the Hospital.
3. It provides a concentration of special lifesaving equipment immediately available at all times for the treatment of patients confined within such area.
4. It contains at least two beds for the accommodation of critically ill patients.
5. It provides at least one professional Registered Nurse, in continuous and constant attendance of the patient confined in such area on a 24 hour a day basis.

**“CDC”**

“CDC” shall mean Centers for Disease Control and Prevention.

**“Center(s) of Excellence”**

“Center(s) of Excellence” shall mean medical care facilities that have met stringent criteria for quality care in the specialized procedures of organ transplantation. These centers have the greatest experience in performing transplant procedures and the best survival rates. The Plan Administrator shall determine what Network Centers of Excellence are to be used.

Any Participant in need of an organ transplant may contact the Third Party Administrator to initiate the Pre-Certification process resulting in a referral to a Center of Excellence. The Third Party Administrator acts as the primary liaison with the Center of Excellence, patient and attending Physician for all transplant admissions taking place at a Center of Excellence.

If a Participant chooses not to use a Center of Excellence, the payment for services will be limited to what would have been the cost at the nearest Center of Excellence.

Additional information about this option, as well as a list of Centers of Excellence, will be given to covered Employees and updated as requested.

**“Certified IDR Entity”** “Certified IDR Entity” shall mean an entity responsible for conducting determinations under the No Surprises Act and that has been properly certified by the Department of Health and Human Services, the Department of Labor, and the Department of the Treasury.

**“Child” and/or “Children”**

“Child” and/or “Children” shall mean the Employee's natural Child, any stepchild, legally adopted Child, any other Child for whom the Employee has been named legal guardian, or an “eligible foster child,” which is defined as an individual placed with the Employee by an authorized placement agency or by judgment, decree or other order of a court of competent jurisdiction. For purposes of this definition, a legally adopted Child shall include a Child placed in an Employee's physical custody in anticipation of adoption. “Child” shall also mean a covered Employee's Child who is an Alternate Recipient under a Qualified Medical Child Support Order, as required by the Federal Omnibus Budget Reconciliation Act of 1993. A “legal guardian” is a person recognized by a court of law as having the duty of taking care of the person and managing the property and rights of a minor child.

**“CHIP”**

“CHIP” refers to the Children’s Health Insurance Program or any provision or section thereof, which is herein specifically referred to, as such act, provision or section may be amended from time to time.

**“CHIPRA”**

“CHIPRA” refers to the Children’s Health Insurance Program Reauthorization Act of 2009 or any provision or section thereof, which is herein specifically referred to, as such act.

**“Chiropractic Care”**

“Chiropractic Care” shall mean the detection and correction, by manual or mechanical means, of the interference with nerve transmissions and expressions resulting from distortion, misalignment or dislocation of the spinal (vertebrae) column.

**“Claim Determination Period”**

“Claim Determination Period” shall mean each Plan Year.

**“Claimant”**

“Claimant” shall mean a Participant of the Plan, or entity acting on his or her behalf, authorized to submit claims to the Plan for processing, and/or appeal an Adverse Benefit Determination.

**“Clean Claim”**

A “Clean Claim” is one that can be processed in accordance with the terms of this document without obtaining additional information from the service Provider or a third party. It is a claim which has no defect or impropriety. A defect or impropriety shall include a lack of required sustaining documentation as set forth and in accordance with this document, or a particular circumstance requiring special treatment which prevents timely payment as set forth in this document, and only as permitted by this document, from being made. A Clean Claim does not include claims under investigation for fraud and abuse or claims under review for Medical Necessity or other coverage criteria, or fees under review for application of the Maximum Allowable Charge, or any other matter that may prevent the charge(s) from being Covered Expenses in accordance with the terms of this document.

*Filing a Clean Claim.* A Provider submits a Clean Claim by providing the required data elements on the standard claims forms, along with any attachments and additional elements or revisions to data elements, attachments and additional elements, of which the Provider has knowledge. The Plan Administrator may require attachments or other information in addition to these standard forms (as noted elsewhere in this document and at other times prior to claim submittal) to ensure charges constitute Covered Expenses as defined by and in accordance with the terms of this document. The paper claim form or electronic file record must include all required data elements and must be complete, legible, and accurate. A claim will not be considered to be a Clean Claim if the Participant has failed to submit required forms or additional information to the Plan as well.

**“CMS”**

“CMS” shall mean Centers for Medicare and Medicaid Services.

**“COBRA”**

“COBRA” shall mean the Consolidated Omnibus Budget Reconciliation Act of 1985, as amended.

**“Coinsurance”**

“Coinsurance” shall mean a cost sharing feature of many plans which requires a Participant to pay out-of-pocket a prescribed portion of the cost of Covered Expenses. The defined Coinsurance that a Participant must pay out-of-pocket is based upon his or her health plan design. Coinsurance is established as a predetermined percentage of the Maximum Allowable Charge for covered services and usually applies after a Deductible is met in a Deductible plan.

**“Copayment” or “Copay”**

“Copayment” or “Copay” shall mean a dollar amount per visit the Participant pays to the Provider for health care expenses. In most plans, the Participant pays this after he or she meets his or her Deductible limit.



**“Cosmetic Surgery”**

“Cosmetic Surgery” shall mean any expenses Incurred in connection with the care and treatment of, or operations which are performed for plastic, reconstructive, or cosmetic purposes or any other service or supply which are primarily used to improve, alter, or enhance appearance of a physical characteristic which is within the broad spectrum of normal but which may be considered displeasing or unattractive, except when required by an Injury.

**“Covered Expense(s)”**

“Covered Expense(s)” shall mean a service or supply provided in accordance with the terms of this document, whose applicable charge amount does not exceed the Maximum Allowable Charge for an eligible Medically Necessary service, treatment or supply, meant to improve a condition or Participant’s health, which is eligible for coverage in accordance with this Plan. When more than one treatment option is available, and one option is no more effective than another, the Covered Expense is the least costly option that is no less effective than any other option.

All treatment is subject to benefit payment maximums shown in the Summary of Benefits and as set forth elsewhere in this document.

**“Custodial Care”**

“Custodial Care” shall mean care or confinement designated principally for the assistance and maintenance of the Participant, in engaging in the activities of daily living, whether or not totally disabled. This care or confinement could be rendered at home or by persons without professional skills or training. This care may relieve symptoms or pain but is not reasonably expected to improve the underlying medical condition. Custodial Care includes, but is not limited to, assistance in eating, dressing, bathing and using the toilet, preparation of special diets, supervision of medication which can normally be self-administered, assistance in walking or getting in and out of bed, and all domestic activities.

**“Deductible”**

“Deductible” shall mean an aggregate amount for certain expenses for covered services that is the responsibility of the Participant to pay for him or herself each Plan Year before the Plan will begin its payments. However, certain covered benefits may be considered Preventive Care and paid first dollar. The Participant’s ability to contribute to a Health Savings Account (HSA) on a tax favored basis may be affected by any arrangement that waives this Plan’s Deductible.

**“Dentist”**

“Dentist” shall mean a properly trained person holding a D.D.S. or D.M.D. degree and practicing within the scope of a license to practice dentistry within their applicable geographic venue.

**“Dependent”**

“Dependent” shall mean one or more of the following person(s):

1. An Employee’s lawful spouse. A Dependent spouse shall therefore not be one who is divorced or Legally Separated from the Employee.
2. **NOTE:** *Coverage of a Dependent Child will continue until the end of the calendar month he or she turns 26 years of age.*
3. An Employee’s Child, regardless of age, who was continuously covered prior to attaining the limiting age as stated in the numbers above, who is mentally or physically incapable of sustaining his or her own living. Such Child must have been mentally or physically incapable of earning his or her own living prior to attaining the limiting age as stated in the numbers above. Written proof of such incapacity and dependency satisfactory to the Plan must be furnished and approved by the Plan within 31 days after the date the Child attains the limiting age as stated in the numbers above. The Plan may require, at reasonable intervals, subsequent proof satisfactory to the Plan during the next two years after such date. After such two-year period, the Plan may require such proof, but not more often than once each year.

Active duty members of any armed force shall not be deemed to be “Dependents.”

Residents of a country other than the United States shall not be deemed to be "Dependents."

To establish a Dependent relationship, the Plan reserves the right to require documentation satisfactory to the Plan Administrator.

**NOTE: Tax treatment for certain dependents.** *Federal tax law generally does not recognize former spouses, Legally Separated spouses, civil union or domestic partners, or the children of these partners, as dependents under the federal tax code unless the spouse, partner, or child otherwise qualifies as a dependent under the Internal Revenue Code §152. Therefore, the Employer may be required to automatically include the value of the health care coverage provided to any of the aforementioned individuals, who may be covered under this Plan as eligible Dependents, as additional income to the Employee.*

**"Diagnosis"**

"Diagnosis" shall mean the act or process of identifying or determining the nature and cause of an Illness or Injury through evaluation of patient history, examination, and review of laboratory data. Diagnosis shall also mean the findings resulting from such act or process.

**"Diagnostic Service"**

"Diagnostic Service" shall mean an examination, test, or procedure performed for specified symptoms to obtain information to aid in the assessment of the nature and severity of a medical condition or the identification of an Illness or Injury. The Diagnostic Service must be ordered by a Physician or other professional Provider.

**"Drug"**

"Drug" shall mean a Food and Drug Administration (FDA) approved Drug or medicine that is listed with approval in the *United States Pharmacopeia*, *National Formulary* or *AMA Drug Evaluations* published by the American Medical Association (AMA), that is prescribed for human consumption, and that is required by law to bear the legend: "Caution—Federal Law prohibits dispensing without prescription," or a State restricted drug (any medicinal substance which may be dispensed only by prescription, according to State law), legally obtained and dispensed by a licensed drug dispenser only, according to a written prescription given by a Physician and/or duly licensed Provider. "Drug" shall also mean insulin for purposes of injection.

**"Durable Medical Equipment"**

"Durable Medical Equipment" shall mean equipment and/or supplies ordered by a health care Provider for everyday or extended use which meets all of the following requirements:

1. Can withstand repeated use.
2. Is primarily and customarily used to serve a medical purpose.
3. Generally is not useful to a person in the absence of an Illness or Injury.
4. Is appropriate for use in the home.

**"Emergency"**

"Emergency" shall mean a situation or medical condition with symptoms of sufficient severity (including severe pain) that the absence of immediate medical attention and treatment would reasonably be expected to result in: (a) serious jeopardy to the health of the individual (or, with respect to a pregnant woman, the woman's unborn child); (b) serious impairment to bodily functions; or (c) serious dysfunction of any bodily organ or part. An Emergency includes, but is not limited to, severe chest pain, poisoning, unconsciousness, and hemorrhage. Other Emergencies and acute conditions may be considered on receipt of proof, satisfactory to the Plan, per the Plan Administrator's discretion, that an Emergency did exist. The Plan may, at its own discretion, request satisfactory proof that an Emergency or acute condition did exist.

**"Emergency Medical Condition"**

"Emergency Medical Condition" shall mean a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) so that a prudent layperson, who possesses an average

knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in a condition described in clause (i), (ii), or (iii) of section 1867(e)(1)(A) of the Social Security Act (42 U.S.C. 1395dd(e)(1)(A)). In that provision of the Social Security Act, clause (i) refers to placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; clause (ii) refers to serious impairment to bodily functions; and clause (iii) refers to serious dysfunction of any bodily organ or part.

#### **“Emergency Services”**

“Emergency Services” shall mean, with respect to an Emergency Medical Condition, the following:

1. An appropriate medical screening examination (as required under section 1867 of the Social Security Act, 42 U.S.C. 1395dd) that is within the capability of the emergency department of a Hospital or of an Independent Freestanding Emergency Department, as applicable, including ancillary services routinely available to the emergency department to evaluate such Emergency Condition; and
2. Within the capabilities of the staff and facilities available at the Hospital or the Independent Freestanding Emergency Department, as applicable, such further medical examination and treatment as are required under section 1867 of the Social Security Act (42 U.S.C. 1395dd), or as would be required under such section if such section applied to an Independent Freestanding Emergency Department, to stabilize the patient (regardless of the department of the Hospital in which such further examination or treatment is furnished).

When furnished with respect to an Emergency Medical Condition, Emergency Services shall also include an item or service provided by a Non-Network Provider or Non-Participating Health Care Facility (regardless of the department of the Hospital in which items or services are furnished) after the Participant is stabilized and as part of Outpatient observation or an Inpatient or Outpatient stay with respect to the visit in which the Emergency Services are furnished, until such time as the Provider determines that the Participant is able to travel using non-medical transportation or non-emergency medical transportation, and the Participant is in a condition to, and in fact does, give informed consent to the Provider to be treated as a Non-Network Provider.

#### **“Employee”**

“Employee” shall mean a person who is employed by a Participating Employer of the Yavapai Combined Trust who is eligible to enroll for coverage under the Plan and is regularly scheduled to work for the Participating Employer in an Employer-Employee relationship. Such person must be scheduled to work an average of at least 30 hours per week or 130 hours per month.

#### **The following definitions are associated with the Code Section 4980H (Employer Shared Responsibility) as enacted under the Affordable Care Act:**

**Full-time Employee or Full-time Employment** shall mean, with respect to a calendar month, an Employee who is employed an average of at least 30 hours per week or 130 hours per month with the Employer.

**Hour of Service** shall mean each hour for which an Employee is paid, or entitled to payment, for the performance of duties for the employer; and each hour for which an Employee is paid, or entitled to payment by the employer for a period of time during which no duties are performed due to vacation, holiday, illness, incapacity (including disability), layoff, jury duty, military duty or leave of absence.

**Measurement Period** shall mean a period of time selected by the Employer during which Variable Hour Employee's and/or Ongoing Employee's Hours of Service are tracked to determine his or her employment status for benefit purposes.

**New Employee** shall mean an Employee who has not been employed for at least one complete Measurement Period, or who is treated as a New Employee following a period during which the Employee was credited with zero Hours of Service.

**Non-Variable Hour Employee** shall mean an Employee reasonably expected at the time of hire to work 30 hours per week or 130 hours per month.

**Ongoing Employee** shall mean an Employee who has been employed by the Employer for at least one complete Measurement Period.

**Stability Period** shall mean a period selected by the Employer that immediately follows, and is associated with, a Measurement Period, and is used by the Employer as part of the Lookback Measurement Method. The Stability Period is the period in which the Variable Hour Employee's and/or Ongoing Employee's eligibility status is fixed.

**Variable Hour Employee** shall mean an Employee, based on the facts and circumstances at the Employee's start date, whose reasonable expectation of average hours per week cannot be determined.

**"Employer"**

"Employer" is Yavapai County, Yavapai College, the City of Prescott, and the Town of Chino Valley.

**"Essential Health Benefits"**

"Essential Health Benefits" shall mean, under section 1302(b) of the Affordable Care Act, those health benefits to include at least the following general categories and the items and services covered within the categories: ambulatory patient services; Emergency Services; hospitalization; maternity and newborn care; mental health and Substance Abuse 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.

**"Exclusion"**

"Exclusion" shall mean conditions or services that this Plan does not cover.

**"Experimental" and/or "Investigational"**

"Experimental" and/or "Investigational" ("Experimental") shall mean services or treatments that are not widely used or accepted by most practitioners or lack credible evidence to support positive short or long-orthotic term outcomes from those services or treatments, and that are not the subject of, or in some manner related to, the conduct of an Approved Clinical Trial, as such term is defined herein; these services are not included under or as Medicare reimbursable procedures, and include services, supplies, care, procedures, treatments or courses of treatment which meet either of the following requirements:

1. Do not constitute accepted medical practice under the standards of the case and by the standards of a reasonable segment of the medical community or government oversight agencies at the time rendered.
2. Are rendered on a research basis as determined by the United States Food and Drug Administration and the AMA's Council on Medical Specialty Societies.

A drug, device, or medical treatment or procedure is Experimental if one of the following requirements is met:

1. If the drug or device cannot be lawfully marketed without approval of the U.S. Food and Drug Administration and approval for marketing has not been given at the time the drug or device is furnished.
2. If reliable evidence shows that the drug, device or medical treatment or procedure is the subject of ongoing Phase I, II, or III clinical trials or under study to determine all of the following:
  - a. Maximum tolerated dose.
  - b. Toxicity.
  - c. Safety.
  - d. Efficacy.
  - e. Efficacy as compared with the standard means of treatment or Diagnosis.

3. If reliable evidence shows that the consensus among experts regarding the drug, device, or medical treatment or procedure is that further studies or clinical trials are necessary to determine all of the following:
  - a. Maximum tolerated dose.
  - b. Toxicity.
  - c. Safety.
  - d. Efficacy.
  - e. Efficacy as compared with the standard means of treatment or Diagnosis.

Reliable evidence shall mean one or more of the following:

1. Only published reports and articles in the authoritative medical and scientific literature.
2. The written protocol or protocols used by the treating facility or the protocol(s) of another facility studying substantially the same drug, device, or medical treatment or procedure.
3. The written informed consent used by the treating facility or by another facility studying substantially the same drug, device, or medical treatment or procedure.

The Plan Administrator retains maximum legal authority and discretion to determine what is Experimental.

**“Family Unit”**

“Family Unit” shall mean the Employee and his or her Dependents covered under the Plan.

**“FDA”**

“FDA” shall mean Food and Drug Administration.

**“Final Internal Adverse Benefit Determination”**

“Final Internal Adverse Benefit Determination” shall mean an Adverse Benefit Determination that has been upheld by the Plan at the conclusion of the internal claims and appeals process, or an Adverse Benefit Determination with respect to which the internal claims and appeals process has been deemed exhausted.

**“FMLA”**

“FMLA” shall mean the Family and Medical Leave Act of 1993, as amended.

**“FMLA Leave”**

“FMLA Leave” shall mean an unpaid, job protected Leave of Absence for certain specified family and medical reasons, which the Company is required to extend to an eligible Employee under the provisions of the FMLA.

**“GINA”**

“GINA” shall mean the Genetic Information Nondiscrimination Act of 2008 (Public Law No. 110-233), which prohibits group health plans, issuers of individual health care policies, and employers from discriminating on the basis of genetic information.

**“Habilitation/Habilitative Services”**

“Habilitation/Habilitative Services” shall mean health care services that help a person keep, learn, or improve skills and functioning for daily living. Examples include therapy for a child who is not walking or talking at the expected age. These services may include physical and occupational therapy, speech-language pathology and other services for people with disabilities in a variety of Inpatient and/or Outpatient settings.

**“Health Savings Account (HSA)”**

“Health Savings Account (HSA)” shall mean an account created in connection with a High Deductible Health Plan. The money placed in this account can be used to pay for covered health care costs or saved for future health care costs. The account accrues interest.

**“High Deductible Health Plan (HDHP)”**

“High Deductible Health Plan” shall mean a health plan which has to meet specific federal rules. Participants in a High Deductible Health Plan may be able to put money into a Health Savings Account or health reimbursement arrangement to help pay for health care. The plan Deductible applicable for such plans is generally higher than that of a standard health plan.

**“HIPAA”**

“HIPAA” shall mean the Health Insurance Portability and Accountability Act of 1996, as amended.

**“Home Health Care”**

“Home Health Care” shall mean the continual care and treatment of an individual if all of the following requirements are met:

1. The institutionalization of the individual would otherwise have been required if Home Health Care was not provided.
2. The treatment plan covering the Home Health Care service is established and approved in writing by the attending Physician.
3. The Home Health Care is the result of an Illness or Injury.

**“Home Health Care Agency”**

“Home Health Care Agency” shall mean an agency or organization which provides a program of Home Health Care and which meets one of the following requirements:

1. Is a Federally certified Home Health Care Agency and approved as such under Medicare.
2. Meets the established standards and is operated pursuant to applicable laws in the jurisdiction in which it is located and, is licensed and approved by the regulatory authority having the responsibility for licensing, where licensing is required.
3. Meets all of the following requirements:
  - a. It is an agency which holds itself forth to the public as having the primary purpose of providing a Home Health Care delivery system bringing supportive services to the home.
  - b. It has a full-time administrator.
  - c. It maintains written records of services provided to the patient.
  - d. Its staff includes at least one Registered Nurse (R.N.) or it has nursing care by a Registered Nurse (R.N.) available.
  - e. Its employees are bonded and it provides malpractice insurance.

**“Hospital”**

“Hospital” shall mean an Institution, accredited by the Joint Commission on Accreditation of Hospitals (sponsored by the AMA and the AHA), under the supervision of a staff of Physicians that maintains diagnostic and therapeutic facilities on premises, for the provision of medical (including Surgical facilities for all Institutions other than those specializing in the care and treatment of mentally ill patients, provided such Institution is accredited as such a facility by the Joint Commission on Accreditation of Hospitals sponsored by the AMA and the AHA), diagnosis, treatment, and care to Injured or sick persons, on an Inpatient basis, with 24 hour a day nursing service by Registered Nurses.

To be deemed a “Hospital,” the facility must be duly licensed if it is not a State tax supported Institution, and must not be primarily a place for rest, the aged, and/or a nursing home, custodial, or training institution; or an Institution which is supported in whole or in part by a Federal government fund.

Institutions and/or facilities not deemed to be a “Hospital” in accordance with Medicare, shall not be deemed to be Hospitals for this Plan’s purposes.

“Hospital” shall also have the same meaning, where appropriate in context, set forth in the definition of “Ambulatory Surgical Center.”

**“HRSA”**

“HRSA” shall mean Health Resources and Services Administration.

Yavapai Combined Trust (YCT)

Plan Document and Summary Plan Description

**“Illness”**

“Illness” shall mean any disorder which does not arise out of, which is not caused or contributed to by, and which is not a consequence of, any employment or occupation for compensation or profit; however, if evidence satisfactory to the Plan is furnished showing that the individual concerned is covered as an Employee under any workers’ compensation law, occupational disease law or any other legislation of similar purpose, or under the maritime doctrine of maintenance, wages, and cure, but that the disorder involved is one not covered under the applicable law or doctrine, then such disorder shall, for the purposes of the Plan, be regarded as an Illness.

**“Impregnation and Infertility Treatment”**

“Impregnation and Infertility Treatment” shall mean any services, supplies or Drugs related to the Diagnosis or treatment of infertility.

**“Incurred”**

A Covered Expense is “Incurred” on the date the service is rendered or the supply is obtained. With respect to a course of treatment or procedure which includes several steps or phases of treatment, Covered Expenses are Incurred for the various steps or phases as the services related to each step are rendered and not when services relating to the initial step or phase are rendered. More specifically, Covered Expenses for the entire procedure or course of treatment are not Incurred upon commencement of the first stage of the procedure or course of treatment.

**“Independent Freestanding Emergency Department”**

“Independent Freestanding Emergency Department” means a health care facility that is geographically separate and distinct, and licensed separately, from a Hospital under applicable state law, and which provides any Emergency Services.

**“Injury”**

“Injury” shall mean an Accidental Bodily Injury, which does not arise out of, which is not caused or contributed to by, and which is not a consequence of, any employment or occupation for compensation or profit.

**“Inpatient”**

“Inpatient” shall mean a Participant who receives care as a registered and assigned bed patient while confined in a Hospital, other than in its outpatient department, where a room and board is charged by the Hospital.

**“Institution”**

“Institution” shall mean a facility created and/or maintained for the purpose of practicing medicine and providing organized health care and treatment to individuals, operating within the scope of its license, such as a Hospital, Ambulatory Surgical Center, Psychiatric Hospital, community mental health center, Residential Treatment Facility, psychiatric treatment facility, Substance Abuse Treatment Center, alternative birthing center, or any other such facility that the Plan approves.

**“Intensive Care Unit”**

“Intensive Care Unit” shall have the same meaning set forth in the definition of “Cardiac Care Unit.”

**“Intensive Outpatient Services”**

“Intensive Outpatient Services” shall mean programs that have the capacity for planned, structured, service provision of at least two hours per day and three days per week. The range of services offered could include group, individual, family or multi-family group psychotherapy, psychoeducational services, and medical monitoring. These services would include multiple or extended treatment/rehabilitation/counseling visits or professional supervision and support. Program models include structured “crisis intervention programs,” “psychiatric or psychosocial rehabilitation,” and some “day treatment.”

**“Leave of Absence”**

“Leave of Absence” shall mean a period of time during which the Employee must be away from his or her

primary job with the Employer, while maintaining the status of Employee during said time away from work, generally requested by an Employee and having been approved by his or her Participating Employer, and as provided for in the Participating Employer's rules, policies, procedures and practices where applicable.

**“Legal Separation” and/or “Legally Separated”**

“Legal Separation” and/or “Legally Separated” shall mean an arrangement under the applicable state laws to remain married but maintain separate lives, pursuant to a valid court order.

**“Mastectomy”**

“Mastectomy” shall mean the Surgery to remove all or part of breast tissue as a way to treat or prevent breast cancer.

**“Maximum Allowable Charge”**

The “Maximum Allowable Charge” shall mean amount payable for a specific covered item under this Plan. The Maximum Allowable Charge will be a negotiated rate, if one exists. If no negotiated rate exists, the Maximum Allowable Charge will be determined by the Plan to be the Medicare reimbursement rates presently utilized by the Centers for Medicare and Medicaid Services (“CMS”) multiplied by 150%..

For claims subject to the No Surprises Act (see “No Surprises Act – Emergency Services and Surprises Bills” within the section “Summary of Benefits,”) if no negotiated rate exists, the Maximum Allowable Charge will be:

- An amount determined by an applicable all-payer model agreement; or
- If no such amount exists, an amount determined by applicable state law; or
- If neither such amount exists, an amount deemed payable by a Certified IDR Entity or a court of competent jurisdiction, if applicable.

If none of the above factors is applicable, the Maximum Allowable Charge will be determined by the Plan to be the Medicare reimbursement rates presently utilized by the Centers for Medicare and Medicaid Services (“CMS”) multiplied by 150%. If no Medicare reimbursement rate is available for a given item of service or supply, Medicare reimbursement rates will be calculated based on one of the following:

- Prices established by CMS utilizing standard Medicare Payment methods and/or based upon supplemental Medicare or Medicaid pricing data for items Medicare doesn't cover based on data from CMS;
- Prices established by CMS utilizing standard Medicare payment methods and/or based upon prevailing Medicare rates in the community for non-Medicare facilities for similar services and/or supplies provided by similarly skilled and trained Providers of care; or Yavapai Combined Trust (YCT) 23 Plan Document and Summary Plan Description
- Prices established by CMS utilizing standard Medicare Payment methods for items in alternate settings based on Medicare rates provided for similar services and/or supplies paid to similarly skilled and trained Providers of care in traditional settings.

If and only if none of the above factors is applicable, the Plan Administrator will exercise its discretion to determine the Maximum Allowable Charge based on any of the following: Medicare cost data, or average wholesale price (AWP) or manufacturer's retail pricing (MRP). These ancillary factors will take into account generally-accepted reimbursement standards and practices. When more than one treatment option is available, and one option is no more effective than another, the least costly option that is no less effective than any other option will be considered within the Maximum Allowable Charge. The Maximum Allowable Charge will be limited to an amount which, in the Plan Administrator's discretion, is charged for services or supplies that are not unreasonably caused by the treating Provider, including errors in medical care that are clearly identifiable, preventable, and serious in their consequence for patients. A finding of Provider negligence or malpractice is not required for services or fees to be considered ineligible pursuant to this provision.

Notwithstanding the foregoing, the Plan Administrator, at its sole and absolute discretion, reserves the right to establish an amount in excess of 150% of Medicare , as the allowed amount with a NonParticipating Provider, in circumstances it deems appropriate.



**“Medical Child Support Order”**

“Medical Child Support Order” shall mean any judgment, decree or order (including approval of a domestic relations settlement agreement) issued by a court of competent jurisdiction that meets one of the following requirements:

1. Provides for child support with respect to a Participant's Child or directs the Participant to provide coverage under a health benefits plan pursuant to a State domestic relations law (including a community property law).
2. Is made pursuant to a law relating to medical child support described in §1908 of the Social Security Act (as added by Omnibus Budget Reconciliation Act of 1993 §13822) with respect to a group health plan.

**“Medical Record Review”**

“Medical Record Review” is the process by which the Plan, based upon a Medical Record Review and audit, determines that a different treatment or different quantity of a Drug or supply was provided which is not supported in the billing, then the Plan Administrator may determine the Maximum Allowable Charge according to the Medical Record Review and audit results.

**“Medically Necessary”**

“Medically Necessary”, “Medical Necessity” and similar language refers to health care services ordered by a Physician exercising prudent clinical judgment provided to a Participant for the purposes of evaluation, Diagnosis or treatment of that Participant's Illness or Injury. Such services, to be considered Medically Necessary, must be clinically appropriate in terms of type, frequency, extent, site and duration for the Diagnosis or treatment of the Participant's Illness or Injury. The Medically Necessary setting and level of service is that setting and level of service which, considering the Participant's medical symptoms and conditions, cannot be provided in a less intensive medical setting. Such services, to be considered Medically Necessary must be no more costly than alternative interventions, including no intervention and are at least as likely to produce equivalent therapeutic or diagnostic results as to the Diagnosis or treatment of the Participant's Illness or Injury without adversely affecting the Participant's medical condition. The service must meet all of the following requirements:

1. Its purpose must be to restore health.
2. It must not be primarily custodial in nature.
3. It is ordered by a Physician for the Diagnosis or treatment of an Illness or Injury.
4. The Plan reserves the right to incorporate CMS guidelines in effect on the date of treatment as additional criteria for determination of Medical Necessity and/or an Allowable Expense.

For Hospital stays, this means that acute care as an Inpatient is necessary due to the kind of services the Participant is receiving or the severity of the Participant's condition and that safe and adequate care cannot be received as an Outpatient or in a less intensified medical setting. The mere fact that the service is furnished, prescribed or approved by a Physician does not necessarily mean that it is “Medically Necessary.” In addition, the fact that certain services are specifically excluded from coverage under this Plan because they are not “Medically Necessary” does not mean that all other services are “Medically Necessary.”

To be Medically Necessary, all of the above criteria must be met. The Plan Administrator has the discretionary authority to decide whether care or treatment is Medically Necessary based on recommendations of the Plan Administrator's own medical advisors, the findings of the American Medical Association or similar organization, or any other sources that the Plan Administrator deems appropriate.

**“Medicare”**

“Medicare” shall mean the Federal program by which health care is provided to individuals who are 65 or older, certain younger individuals with disabilities, and individuals with End-Stage Renal Disease, administered in accordance with parameters set forth by the Centers for Medicare and Medicaid Services (CMS) and Title XVIII of the Social Security Act of 1965, as amended, by whose terms it was established.

**“Mental Health Parity Act of 1996 (MHPA) and Mental Health Parity and Addiction Equity Act of 2008 (MHPAEA), Collectively, the Mental Health Parity Provisions”**

“The Mental Health Parity Provisions” shall mean in the case of a group health plan (or health insurance coverage offered in connection with such a plan) that provides both medical and surgical benefits and mental health or Substance Use Disorder benefits, such plan or coverage shall ensure that all of the following requirements are met:

1. The financial requirements applicable to such mental health or Substance Use Disorder benefits are no more restrictive than the predominant financial requirements applied to substantially all medical and surgical benefits covered by the Plan (or coverage).
2. There are no separate cost sharing requirements that are applicable only with respect to mental health or Substance Use Disorder benefits, if these benefits are covered by the group health plan (or health insurance coverage is offered in connection with such a plan).
3. The treatment limitations applicable to such mental health or Substance Use Disorder benefits are no more restrictive than the predominant treatment limitations applied to substantially all medical and surgical benefits covered by the Plan (or coverage).
4. There are no separate treatment limitations that are applicable only with respect to mental health or Substance Use Disorder benefits, if these benefits are covered by the group health plan (or health insurance coverage is offered in connection with such a plan).

**“Mental or Nervous Disorder”**

“Mental or Nervous Disorder” shall mean any illness or condition, regardless of whether the cause is organic, that is classified as a Mental or Nervous Disorder in the current edition of International Classification of Diseases, published by the U.S. Department of Health and Human Services, is listed in the current edition of Diagnostic and Statistical Manual of Mental Disorders, published by the American Psychiatric Association or other relevant State guideline or applicable sources. The fact that a disorder is listed in any of these sources does not mean that treatment of the disorder is covered by the Plan.

**“National Medical Support Notice” or “NMSN”**

“National Medical Support Notice” or “NMSN” shall mean a notice that contains all of the following information:

1. The name of an issuing State child support enforcement agency.
2. The name and mailing address (if any) of the Employee who is a Participant under the Plan or eligible for enrollment.
3. The name and mailing address of each of the Alternate Recipients (i.e., the Child or Children of the Participant) or the name and address of a State or local official may be substituted for the mailing address of the Alternate Recipient(s).
4. Identity of an underlying child support order.

**“Network” or “In-Network”**

“Network” or “In-Network” shall mean the facilities, Providers and suppliers who have by contract via a medical Provider Network agreed to allow the Plan access to discounted fees for service(s) provided to Participants, and by whose terms the Network’s Providers have agreed to accept assignment of benefits and the discounted fees thereby paid to them by the Plan as payment in full for Covered Expenses. The applicable Provider Network will be identified on the Participant’s identification card.

**“No-Fault Auto Insurance”**

“No-Fault Auto Insurance” is the basic reparations provision of a law or automobile insurance policy providing for payments without determining fault in connection with automobile Accidents.

**“Non-Network” or “Out-of-Network”**

“Non-Network” or “Out-of-Network” shall mean the facilities, Providers and suppliers that do not have an agreement with a designated Network to provide care to Participants.

**“Nurse”**

“Nurse” shall mean an individual who has received specialized nursing training and is authorized to use the designation Registered Nurse (R.N.), Licensed Vocational Nurse (L.V.N.) or Licensed Practical Nurse (L.P.N.), and who is duly licensed by the State or regulatory agency responsible for such license in the State in which the individual performs the nursing services.

**“Open Enrollment Period”**

“Open Enrollment Period” shall mean the period during which Participants in the Plan may add, drop, or change Dependents on their coverage. The Plan’s Open Enrollment period is determined and communicated separately by each participating Employer; or, in the case of a special Open Enrollment Period at such other period as may be designated in advance by the Plan Administrator or its designee.

**“Other Plan”**

“Other Plan” shall include, but is not limited to:

1. Any primary payer besides the Plan.
2. Any other group health plan.
3. Any other coverage or policy covering the Participant.
4. Any first party insurance through medical payment coverage, personal injury protection, no-fault coverage, uninsured or underinsured motorist coverage, including any similar coverage under a different name in a particular state.
5. Any policy of insurance from any insurance company or guarantor of a responsible party.
6. Any policy of insurance from any insurance company or guarantor of a third party.
7. Workers’ compensation or other liability insurance company.
8. Any other source, including but not limited to crime victim restitution funds, any medical, disability or other benefit payments, and school insurance coverage.

**“Out-of-Area”**

“Out-of-Area” shall mean services received by a Participant outside of the normal geographic area supported by the Plan’s Network, as determined by the Plan Administrator, at the time each Participant becomes eligible for coverage under this Plan.

**“Outpatient”**

“Outpatient” shall mean treatment including services, supplies, and medicines provided and used at a Hospital under the direction of a Physician to a person not admitted as a registered bed patient; or services rendered in a Physician’s office, laboratory, or x-ray facility, an Ambulatory Surgical Center, or the patient’s home.

**“Partial Hospitalization”**

“Partial Hospitalization” shall mean medically directed intensive, or intermediate short-term mental health and Substance Abuse treatment, for a period of less than twenty-four (24) hours but more than four (4) hours in a day in a licensed or certified facility or program.

**“Participant”**

“Participant” shall mean any Employee, Dependent, or individual that is covered under the Plan through COBRA continuation who is eligible for benefits (and enrolled) under the Plan.

**“Participating Health Care Facility”** “Participating Health Care Facility” shall mean a Hospital or Hospital Outpatient department, critical access Hospital, Ambulatory Surgical Center, or other Provider as required by law, which has a direct or indirect contractual relationship with the Plan with respect to the furnishing of a healthcare item or service. A single direct contract or case agreement between a health care facility and a plan constitutes a contractual relationship for purposes of this definition with respect to the parties to the agreement and particular individual(s) involved.

**“Patient Protection and Affordable Care Act (PPACA)”**

The “Patient Protection and Affordable Care Act (PPACA)” means the health care reform law enacted in March 2010, Public Law 111-148; PPACA, together with the Health Care and Education Reconciliation Act, is commonly referred to as Affordable Care Act (ACA). (See “Affordable Care Act”).

**“Physician”**

“Physician” shall mean a Doctor of Medicine (M.D.), Doctor of Osteopathy (D.O.), Doctor of Podiatry (D.P.M.), Doctor of Chiropractic (D.C.), Psychologist (Ph.D.), Audiologist, Certified Nurse Anesthetist,

Licensed Professional Counselor, Licensed Professional Physical Therapist, Master of Social Work (M.S.W.), Occupational Therapist, Physiotherapist, Speech Language Pathologist, psychiatrist, midwife, and any other practitioner of the healing arts who is licensed and regulated by a State or Federal agency, acting within the scope of that license.

**“Plan Year”**

“Plan Year” shall mean a period commencing on the Effective Date or any anniversary of the adoption of this Plan and continuing until the next succeeding anniversary.

**“Pre-Admission Tests”**

“Pre-Admission Tests” shall mean those medical tests and Diagnostic Services completed prior to a scheduled procedure, including Surgery, or scheduled admissions to the Hospital or Inpatient health care facility provided that all of the following requirements are met:

1. The Participant obtains a written order from the Physician.
2. The tests are approved by both the Hospital and the Physician.
3. The tests are performed on an Outpatient basis prior to Hospital admission.
4. The tests are performed at the Hospital into which confinement is scheduled, or at a qualified facility designated by the Physician who will perform the procedure or Surgery.

**“Pregnancy”**

“Pregnancy” shall mean a physical state whereby a woman presently bears a child or children in the womb, prior to but likely to result in childbirth, miscarriage and/or non-elective abortion. Pregnancy is considered an Illness for the purpose of determining benefits under this Plan.

**“Preventive Care”**

“Preventive Care” shall mean certain Preventive Care services.

To comply with the ACA, and in accordance with the recommendations and guidelines, plans shall provide In-Network coverage for all of the following:

1. Evidence-based items or services rated A or B in the United States Preventive Services Task Force recommendations.
2. Recommendations of the Advisory Committee on Immunization Practices adopted by the Director of the Centers for Disease Control and Prevention.
3. Comprehensive guidelines for infants, children, and adolescents supported by the Health Resources and Services Administration (HRSA).
4. Comprehensive guidelines for women supported by the Health Resources and Services Administration (HRSA).

Copies of the recommendations and guidelines may be found at the following websites:

<https://www.healthcare.gov/coverage/preventive-care-benefits/>;  
<https://www.uspreventiveservicestaskforce.org/Page/Name/uspstf-a-and-b-recommendations/>;  
<https://www.cdc.gov/vaccines/hcp/acip-recs/index.html>;  
[https://www.aap.org/en-us/Documents/periodicity\\_schedule.pdf](https://www.aap.org/en-us/Documents/periodicity_schedule.pdf);  
<https://www.hrsa.gov/womensguidelines/>.

For more information, Participants may contact the Plan Administrator / Employer.

**“Primary Care Physician (PCP)”**

“Primary Care Physician (PCP)” shall mean family practitioners, general practitioners, internists, OBGYNs, pediatricians, office-based nurse practitioners, physician’s assistants, licensed professional counselors, licensed certified professional counselors, certified chemical dependency counselors, or licensed clinical social workers. All other Physicians are considered specialists.

**“Prior Plan”**

“Prior Plan” shall mean the coverage provided on a group or group type basis by the group insurance policy,

benefit plan or service plan that was terminated on the day before the Effective Date of the Plan and replaced by the Plan.

**“Prior to Effective Date” or “After Termination Date”**

“Prior to Effective Date” or “After Termination Date” are dates occurring before a Participant gains eligibility from the Plan, or dates occurring after a Participant loses eligibility from the Plan (unless continuation of benefits applies).

**“Privacy Standards”**

“Privacy Standards” shall mean the applicable standards for the privacy of individually identifiable health information, pursuant to HIPAA.

**“Provider”**

“Provider” shall mean an entity whose primary responsibility is related to the supply of medical care. Each Provider must be licensed, registered, or certified by the appropriate State agency where the medical care is performed, as required by that State’s law where applicable. Where there is no applicable State agency, licensure, or regulation, the Provider must be registered or certified by the appropriate professional body. The Plan Administrator may determine that an entity is not a “Provider” as defined herein if that entity is not deemed to be a “Provider” by the Centers for Medicare and Medicaid Services (CMS) for purposes arising from payment and/or enrollment with Medicare; however, the Plan Administrator is not so bound by CMS’ determination of an entity’s status as a Provider. All facilities must meet the standards as set forth within the applicable definitions of the Plan as it relates to the relevant provider type.

**“Psychiatric Hospital”**

“Psychiatric Hospital” shall mean an Institution, appropriately licensed as a Psychiatric Hospital, established for the primary purpose of providing diagnostic and therapeutic psychiatric services for the treatment of mentally ill persons either by, or under the supervision of, a Physician. As such, to be deemed a “Psychiatric Hospital,” the Institution must ensure every patient is under the care of a Physician and their staffing pattern must ensure the availability of a Registered Nurse 24 hours each day. Should the Institution fail to maintain clinical medical records on all patients permitting the determination of the degree and intensity of treatment to be provided, that Institution will not be deemed to be a “Psychiatric Hospital.”

To be deemed a “Psychiatric Hospital,” the Institution must be duly licensed and must not be primarily a place for rest, the aged, and/or a nursing home, custodial, or training institution.

**“Qualified Medical Child Support Order” or “QMCSO”**

“Qualified Medical Child Support Order” or “QMCSO” shall mean a Medical Child Support Order, in accordance with applicable law, and which creates or recognizes the existence of an Alternate Recipient’s right to, or assigns to an Alternate Recipient the right to, receive benefits for which a Participant or eligible Dependent is entitled under this Plan.

**“Qualified Payment Amount”**

“Qualifying Payment Amount” means the median of the contracted rates recognized by the Plan, or recognized by all plans serviced by the Plan’s Third Party Administrator (if calculated by the Third Party Administrator), for the same or a similar item or service provided by a Provider in the same or similar specialty in the same geographic region. If there are insufficient (meaning at least three) contracted rates available to determine a Qualifying Payment Amount, said amount will be determined by referencing a state all-payer claims database or, if unavailable, any eligible third-party database in accordance with applicable law.

**“Recognized Amount”**

“Recognized Amount” shall mean, except for Non-Network air ambulance services, an amount determined under an applicable all-payer model agreement, or if unavailable, an amount determined by applicable state law. If no such amounts are available or applicable and for Non-Network air ambulance services generally, the Recognized Amount shall mean the lesser of a Provider’s billed charge or the Qualifying Payment Amount.

**“Rehabilitation”**

“Rehabilitation” shall mean treatment(s) designed to facilitate the process of recovery from Injury or Illness to as normal a condition as possible.

**“Rehabilitation Hospital”**

“Rehabilitation Hospital” shall mean an appropriately licensed Institution, which is established in accordance with all relevant Federal, State and other applicable laws, to provide therapeutic and restorative services to individuals seeking to maintain, reestablish, or improve motor-skills and other functioning deemed Medically Necessary for daily living, that have been lost or impaired due to Illness and/or Injury. To be deemed a “Rehabilitation Hospital,” the Institution must be legally constituted, operated, and accredited for its stated purpose by either the Joint Commission on Accreditation of Hospitals or the Commission on Accreditation for Rehabilitation Facilities, as well as approved for its stated purpose by the Centers for Medicare and Medicaid Services (CMS) for Medicare purposes.

To be deemed a “Rehabilitation Hospital,” the Institution must be duly licensed and must not be primarily a place for rest, the aged, and/or a nursing home, custodial, or training institution.

**“Residential Treatment Facility”**

“Residential Treatment Facility” shall mean a facility licensed or certified as such by the jurisdiction in which it is located to operate a program for the treatment and care of Participants diagnosed with alcohol, drug or Substance Abuse disorders or mental illness.

**“Room and Board”**

“Room and Board” shall mean a Hospital’s charge for any of the following:

1. Room and complete linen service.
2. Dietary service including all meals, special diets, therapeutic diets, required nourishment’s, dietary supplements and dietary consultation.
3. All general nursing services including but not limited to coordinating the delivery of care, supervising the performance of other staff members who have delegated member care and member education.
4. Other conditions of occupancy which are Medically Necessary.

**“Security Standards”**

“Security Standards” shall mean the final rule implementing HIPAA’s Security Standards for the Protection of Electronic Protected Health Information (PHI), as amended.

**“Service Waiting Period”**

“Service Waiting Period” shall mean an interval of time that must pass before an Employee or Dependent is eligible to enroll under the terms of the Plan. The Employee must be a continuously Active Employee of the Employer during this interval of time.

**“Skilled Nursing Facility”**

“Skilled Nursing Facility” shall mean a facility that fully meets all of the following requirements:

1. It is licensed to provide professional nursing services on an Inpatient basis to persons convalescing from Injury or Illness. The service must be rendered by a Registered Nurse (R.N.) or by a Licensed Practical Nurse (L.P.N.) under the direction of a Registered Nurse. Services to help restore patients to self-care in essential daily living activities must be provided.
2. Its services are provided for compensation and under the full-time supervision of a Physician.
3. It provides 24 hour per day nursing services by licensed nurses, under the direction of a full-time Registered Nurse.
4. It maintains a complete medical record on each patient.
5. It has an effective utilization review plan.
6. It is not, other than incidentally, a place for rest, the aged, drug addicts, alcoholics, mentally disabled, Custodial Care, educational care or care of Mental or Nervous Disorders.
7. It is approved and licensed by Medicare.

**“Specialty Drug(s)”**

“Specialty Drug(s)” shall mean high-cost prescription medications used to treat complex, chronic conditions including, but not limited to, cancer, rheumatoid arthritis and multiple sclerosis. Specialty Drugs often require special handling (like refrigeration during shipping) and administration (such as injection or infusion). Please contact the Prescription Drug Plan Administrator to determine specific drug coverage.

**“Substance Abuse” and/or “Substance Use Disorder”**

“Substance Abuse” and/or “Substance Use Disorder” shall mean any disease or condition that is classified as a Substance Use Disorder as listed in the current edition of the International Classification of Diseases, published by the U.S. Department of Health and Human Services, as listed in the current edition of Diagnostic and Statistical Manual of Mental Disorders, published by the American Psychiatric Association, or other relevant State guideline or applicable sources.

The fact that a disorder is listed in any of the above publications does not mean that treatment of the disorder is covered by the Plan.

**“Substance Abuse Treatment Center”**

“Substance Abuse Treatment Center” shall mean an Institution whose facility is licensed, certified or approved as a Substance Abuse Treatment Center by a Federal, State, or other agency having legal authority to so license; which is affiliated with a Hospital and whose primary purpose is providing diagnostic and therapeutic services for treatment of Substance Abuse. To be deemed a “Substance Abuse Treatment Center,” the Institution must have a contractual agreement with the affiliated Hospital by which a system for patient referral is established, and implement treatment by means of a written treatment plan approved and monitored by a Physician. Where applicable, the “Substance Abuse Treatment Center” must also be appropriately accredited by the Joint Commission on Accreditation of Hospitals.

**“Surgery”**

“Surgery” shall in the Plan Administrator’s discretion mean the treatment of Injuries or disorders of the body by incision or manipulation, especially with instruments designed specifically for that purpose, and the performance of generally accepted operative and cutting procedures, performed within the scope of the Provider’s license.

**“Surgical Procedure”**

“Surgical Procedure” shall have the same meaning set forth in the definition of “Surgery.”

**“Third Party Administrator”**

“Third Party Administrator” shall mean the claims administrator which provides customer service and claims payment services only and does not assume any financial risk or obligation with respect to those claims. The Third Party Administrator is not an insurer of health benefits under this Plan, is not a fiduciary of the Plan, and does not exercise any of the discretionary authority and responsibility granted to the Plan Administrator. The Third Party Administrator is not responsible for Plan financing and does not guarantee the availability of benefits under this Plan.

**“Uniformed Services”**

“Uniformed Services” shall mean the Armed Forces, the Army National Guard and the Air National Guard, when engaged in active duty for training, inactive duty training, or full-time National Guard duty, the commissioned corps of the Public Health Service, and any other category of persons designated by the President of the United States in time of war or Emergency.

**“USERRA”**

“USERRA” shall mean the Uniformed Services Employment and Reemployment Rights Act of 1994 (“USERRA”).

**“Utilization Review Manager”**

“Utilization Review Manager” shall mean a team of medical care professionals selected to conduct pre-certification review, emergency admission review, continued stay review, discharge planning, patient consultation, and case management. For more information, see the Utilization Management section of this Yavapai Combined Trust (YCT)

document.

**All other defined terms in this Plan Document shall have the meanings specified in the Plan Document where they appear.**



## ELIGIBILITY FOR COVERAGE

### **Eligibility for Individual Coverage**

Each Non-Variable Hour Employee will become eligible for coverage under this Plan with respect to himself or herself on the first day of the month, following completion of a Service Waiting Period of 30 days, provided the Employee has begun work for his or her Participating Employer.

Each Variable Hour Employee who has averaged the requisite Hours of Service, as defined herein, will become eligible for coverage under this Plan with respect to himself or herself upon completion of a complete Measurement Period. Coverage shall begin on the first day of the Stability Period, as defined herein.

Each Employee who was covered under the Prior Plan, if any, will be eligible on the Effective Date of this Plan. Any Service Waiting Period or portion thereof satisfied under the Prior Plan, if any, will be applied toward satisfaction of the Service Waiting Period of this Plan.

If an Employee meets the eligibility requirements during a Measurement Period then the Employee will remain eligible throughout the entire Stability Period that follows, regardless of a change in employment status (including, but not limited to, a reduction in hours) provided the individual continues to be an Employee in accordance with the Affordable Care Act (as amended). However, there is an exception to this rule. Please see the requirements for this exception in the Change in Employment Status Exception section below.

### **Change in Employment Status Exception**

There is a special treasury rule under 26 CFR 54.4980H-3(f)(2) that provides for the following:

If an Employee who has had minimum value coverage continuously offered to them, and that Employee's employment status changes within a Stability Period, then the Employee may become ineligible for coverage within that Stability Period if the following are met:

1. The Employee was offered minimum value coverage by the first day of the calendar month following the Employee's initial three full calendar months of employment through the calendar month in which the change in employment status occurs;
2. The Employee changes employment status such that, if the Employee had begun employment in the new position or status, the Employee would have reasonably been expected not to be employed on average at least thirty hours of service per week (i.e., changes from full-time to part-time);
3. The Employee actually averages less than thirty hours of service per week for each of the three full calendar months following the change in employment status.

If the above applies, the monthly measurement method can be utilized to determine full-time status on the first day of the fourth full calendar month following the calendar month in which the Employee experiences a change in employment status (even if the Employer does not apply the monthly measurement method to the other Employees in the same category of employees).

The Employer may continue to apply the monthly measurement method through the end of the first full Measurement Period (and any associated Administrative Period) that would have applied had the Employee remained under the applicable look-back measurement method. If the Employee is not averaging at least thirty hours during any of those given months, the Employee would not be eligible for coverage during those months.

***NOTE: For the three full calendar months between the Employee's change in employment status and the application of the monthly measurement method, the Employee's full-time Employee status is determined based on the Employee's status during the applicable Stability Period(s).***

### **Reinstatement of Coverage**

If employment is terminated and the Employee returns to Active Employment within 13 weeks (26 weeks for educational institutions) from the date of termination, the Service Waiting Period will be waived and coverage will take effect on the first day of the month following the date the Employee returns to Active Employment.

An Employee who is terminated and rehired will be treated as a New Employee upon rehire only if the Employee was not credited with an Hour of Service with the Employer (or any member of the controlled or affiliated group) for a period of at least 13 consecutive weeks immediately preceding the date of rehire.

A Variable Hour Employee who is terminated and rehired will be treated as a continuing Employee upon rehire only if the Employee break in service did not exceed 13 weeks.

Upon return, coverage will be effective on the first of the month following the date of rehire, so long as all other eligibility criteria are satisfied.

### **Eligibility Dates for Dependent Coverage**

Each Employee will become eligible for coverage under this Plan for his or her Dependents on the latest of the following dates:

1. His or her date of eligibility for coverage for himself or herself under the Plan.
2. The date coverage for his or her Dependents first becomes available under any amendment to the Plan, if such coverage was not provided under the Plan on the Effective Date of the Plan.
3. The first date upon which he or she acquires a Dependent.
4. If applicable, for a Dependent Child, the date the Dependent Child becomes eligible due to a qualifying status change event, as outlined in the Section 125 plan.

In no event will any Dependent Child be covered as a Dependent of more than one Employee who is covered under the Plan.

In order for an Employee's Dependent to be covered under the Plan the Employee must be enrolled for coverage under the Plan.

### **DEPENDENT SOCIAL SECURITY NUMBERS NEEDED**

To comply with federal Medicare coordination of benefit regulations and certain IRS reporting rules, you must promptly furnish to the Plan Administrator, or its designee, the Social Security Number (SSN) of your Eligible Dependents for whom you have elected, or are electing, Plan coverage, and information on whether you or any of such dependents are currently enrolled in Medicare or have disenrolled from Medicare. This information will be requested when you first enroll for Plan coverage but may also be requested at a later date.

If a dependent does not yet have a social security number, you can go to this website to complete a form to request a SSN: <http://www.socialsecurity.gov/online/ss-5.pdf>. Applying for a social security number is FREE.

Failure to provide the SSN or failure to complete the CMS model form (form is available from the Claims Administrator or [www.cms.gov/Medicare/Coordination-of-Benefits-and-Recovery/Mandatory-Insurer-Reporting-For-Group-Health-Plans/Downloads/New-Downloads/MMSEA-111-HICN-SSN-Collection-GHP-Model-Language.pdf](http://www.cms.gov/Medicare/Coordination-of-Benefits-and-Recovery/Mandatory-Insurer-Reporting-For-Group-Health-Plans/Downloads/New-Downloads/MMSEA-111-HICN-SSN-Collection-GHP-Model-Language.pdf)) **means that claims for eligible individuals may not be considered a payable claim for the affected individuals.**

### **Effective Dates of Coverage: Conditions**

The coverage for which an individual is eligible under this Plan will become effective on the date specified below, subject to the conditions of this section.

1. Enrollment Application (paper or electronic as applicable). Employee(s) may seek to obtain coverage for themselves and/or Dependents via a form (either paper or electronic as applicable)

furnished by the Plan Administrator, in a manner that is satisfactory to the Plan Administrator, and within 31 days following the applicable date of eligibility. If coverage is available and appropriate, coverage will become effective after review of the form, and upon the subsequent date such Employee or Dependents are eligible.

2. Birth of Dependent Child. A newborn Child of a covered Employee will be considered eligible and will be covered from the moment of birth **only if written application to add the Child is received by the Plan Administrator within 31 days following the Child's date of birth.** If written application to add a newborn Child is received by the Plan Administrator AFTER the 31-day period immediately following the Child's date of birth, the Child is considered a late enrollee and not eligible for the Plan until the next Open Enrollment Period. A newborn Child of a Dependent Child is not eligible for this Plan unless the newborn Child meets the definition of an eligible Dependent.
3. Newly Acquired Dependents. If while an Employee is enrolled for coverage, that Employee acquires a Dependent, coverage for the newly acquired Dependent shall be effective on the date the Dependent becomes eligible only if the existing coverage extends to Dependents. If coverage for Dependents has not already been secured by the Employee, a written application must be made to the Plan within 31 days of the date of the newly acquired Dependent's initial eligibility, and any required contributions must be made if enrollment is otherwise approved by the Plan Administrator.
4. Requirement for Employee Coverage. Coverage for Dependents shall only be available to Dependents of Employees eligible for coverage for themselves.
5. Dependents of Multiple Employees. If a Dependent may be deemed to be a Dependent of more than one Covered Employee, such Dependent shall be deemed to be a Dependent of one such Employee only.
6. Medicaid Coverage. An individual's eligibility for any State Medicaid benefits will not be taken into account by the Plan in determining that individual's eligibility under the Plan.
7. FMLA Leave. Regardless of any requirements set forth in the Plan, the Plan shall at all times comply with FMLA.

**NOTE:** *It is the responsibility of the enrolled Employee to notify his or her Employer of any changes in the Dependent's status.*

#### **IMPORTANT NOTICE**

You or your Dependents must promptly furnish to the Plan Administrator information regarding change of name, address, marriage, divorce or legal separation, birth, death of any covered family member, change in status of a Dependent Child, Medicare enrollment or disenrollment, an individual no longer meeting the eligibility provisions of the Plan, or the existence of other coverage. Proof of legal documentation will be required for certain changes.

Notify the Plan preferably within 31 days, but no later than 60 days, after any of the above noted events. Proof of legal documentation will be required for certain changes.

Failure to give this Plan a timely notice (as noted above) may cause you, your Spouse and/or Dependent Child(ren):

- a. to lose the right to obtain COBRA Continuation Coverage, or
- b. may cause the coverage of a Dependent Child to end when it otherwise might continue because of a disability, or
- c. may cause claims to not be able to be considered for payment until eligibility issues have been resolved, or

d. may result in your liability to repay the Plan if any benefits are paid to an ineligible person. The Plan has the right to offset the amounts paid against the participant's future health benefits.

### **Proof of Dependent Status**

Specific documentation to substantiate Dependent status may be required by the Plan as a part of the process to enroll for coverage, and may include a birth certificate, marriage license, proof of dependent's age, dependent's social security number and any of the following:

- **Marriage:** copy of the certified marriage certificate.
- **Birth:** copy of the certified birth certificate *or paternity evaluation report*.
- **Stepchild:** copy of the certified birth certificate plus marriage certificate.
- **Adoption or placement for adoption:** court order paper signed by the judge showing that Employee has adopted or intends to adopt the Child and certified birth certificate.
- **Foster Child:** a copy of the foster child placement papers from a qualified state placement agency, or proof of judgment decree or court order of a court of competent jurisdiction, and proof of any state provided health coverage.
- **Legal Guardianship:** a copy of your court-appointed legal guardianship documents and a copy of the certified birth certificate.
- **Disabled Dependent Child:** Current written statement from the Child's Physician indicating the Child's diagnoses that are the basis for the Physician's assessment that the Child is currently mentally or physically disabled (as that term disabled is defined in this document) and is incapable of self-sustaining employment as a result of that disability; and the Child's disability occurred prior to their 26<sup>th</sup> birthday for the Medical and Vision Plan, and Dependent relies chiefly on you and/or your Spouse for support and maintenance. The Plan may require that you show proof of initial and ongoing disability and that the Child meets the Plan's definition of Dependent Child.
- **Qualified Medical Child Support Order (QMCSO):** Valid QMCSO document or National Medical Support Notice.

### **Failure to Provide Proof of Dependent Status**

Failure to provide timely proof of Dependent status means that the Dependent is not yet considered eligible for benefits and claims submitted to the Plan for the Dependent will not be able to be considered for payment until such proof is provided.

### **Declining Medical Coverage**

You may decline benefits coverage under this Plan for yourself, your Spouse or Dependent Child(ren). To do so, you must affirmatively decline benefits through YCT's online enrollment portal or complete the declination portion of the enrollment form available from your Human Resource Department.

Note that if you do not enroll for coverage at the Initial Enrollment opportunity and do not qualify for the Special Enrollment provisions of this Plan you will have to wait until Open Enrollment to initiate enrollment in this Plan.

There is **no additional compensation paid** to you if you waive/decline coverage.

### **Special and Open Enrollment**

Federal law requires and the Plan provides so-called "Special Enrollment Periods," during which Employees may enroll in the Plan, even if they declined to enroll during an initial or subsequent eligibility period.

### **Loss of Other Coverage**

This Plan will permit an eligible Employee or Dependent (including his or her spouse) who is eligible, but not enrolled, to enroll for coverage under the terms of the Plan if each of the following conditions is met:

1. The eligible Employee or Dependent was covered under another group health plan or had other health insurance coverage at the time coverage under this Plan was offered.
2. The eligible Employee stated in writing at the time this Plan was offered, that the reason for declining enrollment was due to the eligible Employee having coverage under another group health plan or due to the Employee having other health insurance coverage.
3. The eligible Employee or Dependent lost other coverage pursuant to one of the following events:
  - a. The eligible Employee or Dependent was under COBRA and the COBRA coverage was exhausted.
  - b. The eligible Employee or Dependent was not under COBRA and the other coverage was terminated as a result of loss of eligibility (including as a result of Legal Separation, divorce, loss of Dependent status, death, termination of employment, or reduction in the number of hours worked).
  - c. The eligible Employee or Dependent moved out of a Health Maintenance Organization (HMO) service area with no other option available.
  - d. The Plan is no longer offering benefits to a class of similarly situated individuals.
  - e. The benefit package option is no longer being offered and no substitute is available.
  - f. The employer contributions under the other coverage were terminated.

If an Employee is currently enrolled in a benefit package, the Employee may elect to enroll in another benefit package under the Plan if the following requirements are met:

1. Multiple benefit packages are available.
2. A Dependent of the enrolled Employee has a special enrollment right in the Plan because the Dependent has lost eligibility for other coverage.

Special enrollment rights will not be available to an Employee or Dependent if either of the following occurs:

1. The other coverage is/was available via COBRA Continuation Coverage and the Employee or Dependent failed to exhaust the maximum time available to him or her for such COBRA coverage.
2. The Employee or Dependent lost the other coverage as a result of the individual's failure to pay premiums or required contributions or for cause (such as making a fraudulent claim or an intentional misrepresentation of a material fact in connection with the Other Plan).

For an eligible Employee or Dependent(s) who has met the conditions specified above, this Plan will be effective at 12:01 A.M. on the first day of the first calendar month beginning after the date the written or electronic request for enrollment (including the Participant's enrollment application, either paper or electronic as applicable, in the case of enrollment) is received by the Plan and the request is made within 31 days from loss of coverage. For example, if the Employee loses his or her other health coverage on April 22, he or she must notify the Plan Administrator and apply for coverage by close of business on May 23.

### ***New Dependent***

An Employee or Dependent who is eligible, but not enrolled in this Plan, may be eligible to enroll during a special enrollment period if an Employee acquires a new Dependent as a result of marriage, legal guardianship, a foster child being placed with the Employee, birth, adoption, or placement for adoption. To be eligible for this special enrollment, the Employee must apply in writing or electronically, as applicable, no later than 31 days after he or she acquires the new Dependent. For example, if the Employee or Employee's spouse gives birth to a baby on June 22, he or she must notify the Plan Administrator and apply for coverage by close of business on July 23. The following conditions apply to any eligible Employee and Dependents:

An Employee or Dependent who is eligible, but not enrolled in this Plan, may enroll during a special enrollment period if both of the following conditions are met:

1. The eligible Employee is a covered Employee under the terms of this Plan but elected not to enroll during a previous enrollment period.

2. An individual has become a Dependent of the eligible Employee through marriage, legal guardianship, a foster child being placed with the Employee, birth, adoption, or placement for adoption.

If the conditions for special enrollment are satisfied, the coverage of the Dependent and/or Employee enrolled during the Special Enrollment Period will be effective at 12:01 A.M. for the following events:

1. In the case of marriage, on the first day of the first calendar month following enrollment.
2. For a legal guardianship, on the date on which such Child is placed in the covered Employee's home pursuant to a court order appointing the covered Employee as legal guardian for the Child.
3. In the case of a foster child being placed with the Employee, on the date on which such Child is placed with the Employee by an authorized placement agency or by judgment, decree or other order of a court of competent jurisdiction.
4. In the case of a Dependent's birth, as of the date of birth.
5. In the case of a Dependent's adoption or placement for adoption, the date of the adoption or placement for adoption.

#### ***Additional Special Enrollment Rights***

Employees and Dependents who are eligible but not enrolled are entitled to enroll under one of the following circumstances:

1. The Employee's or Dependent's Medicaid or State Child Health Insurance Plan (i.e. CHIP) coverage has terminated as a result of loss of eligibility and the Employee requests coverage under the Plan within 60 days after the termination.
2. The Employee or Dependent become eligible for a contribution / premium assistance subsidy under Medicaid or a State Child Health Insurance Plan (i.e. CHIP), and the Employee requests coverage under the Plan within 60 days after eligibility is determined.

If the conditions for special enrollment are satisfied, coverage for the Employee and/or his or her Dependent(s) will be effective at 12:01 A.M. on the first day of the first calendar month beginning after the date the written or electronic request, as applicable, (including the Participant's enrollment application, either paper or electronic as applicable, in the case of enrollment) is received by the Plan.

#### ***Open Enrollment***

Prior to the start of a Plan Year, this Plan has an Open Enrollment Period. Eligible Participants who are not covered under this Plan may enroll for coverage during Open Enrollment Periods. Employees who are enrolled will be given an opportunity to change their coverage effective the first day of the upcoming Plan Year. A Participant who fails to make an election during the Open Enrollment Period will automatically retain his or her present coverages. Coverage for Participants enrolling during an Open Enrollment Period will become effective on July 1, as long as all other eligibility requirements have been met. If the other eligibility requirements have not been met, coverage for Participants enrolling during an Open Enrollment Period will become effective as stated in the provision, "Eligibility for Individual Coverage".

The terms of the Open Enrollment Period, including duration of the election period, shall be determined by the Plan Administrator and communicated prior to the start of an Open Enrollment Period.

"Open Enrollment Period" shall mean the period during which Participants in the Plan may add, drop, or change Dependents on their coverage. The Plan's Open Enrollment period is determined and communicated separately by each participating Employer; or, in the case of a special Open Enrollment Period, at such other period as may be designated in advance by the Plan Administrator or its designee.

#### **Relation to Section 125 Cafeteria Plan**

This Plan may also allow additional changes to enrollment due to change in status events under the employer's Section 125 Cafeteria Plan. Refer to the employer's Section 125 Cafeteria Plan for more information.

### **Qualified Medical Child Support Orders**

This Plan will provide for immediate enrollment and benefits to the Child or Children of a Participant, not including an ex-stepchild or ex-stepchildren, who are the subject of a Qualified Medical Child Support Order (QMCSO), regardless of whether the Child or Children reside with the Participant, provided the Child or Children are not already enrolled as an eligible Dependent as described in this Plan. If a QMCSO is issued, then the Child or Children shall become Alternate Recipient(s) of the benefits under this Plan, subject to the same limitations, restrictions, provisions and procedures as any other Participant. The Plan Administrator will determine if the order properly meets the standards described herein. A properly completed National Medical Support Notice (NMSN) will be treated as a QMCSO and will have the same force and effect.

To be considered a Qualified Medical Child Support Order, the Medical Child Support Order must contain the following information:

1. The name and last known mailing address (if any) of the Participant and the name and mailing address of each such Alternate Recipient covered by the order.
2. A reasonable description of the type of coverage to be provided by this Plan to each Alternate Recipient, or the manner in which such type of coverage is to be determined.
3. The period of coverage to which the order applies.
4. The name of this Plan.

A Medical Child Support Order shall be deemed a QMCSO if all of the following requirements are met:

1. It contains the information set forth in the Definitions section in the definition of "National Medical Support Notice."
2. It identifies either the specific type of coverage or all available group health coverage. If the Employer receives a NMSN that does not designate either specific type(s) of coverage or all available coverage, the Employer and the Plan Administrator will assume that all are designated.
3. It informs the Plan Administrator that, if a group health plan has multiple options and the Participant is not enrolled, the issuing agency will make a selection after the NMSN is qualified, and, if the agency does not respond within 20 days, the Child will be enrolled under the Plan's default option (if any).
4. It specifies that the period of coverage may end for the Alternate Recipient(s) only when similarly situated dependents are no longer eligible for coverage under the terms of the Plan, or upon the occurrence of certain specified events.

A NMSN need not be recognized as a QMCSO if it requires the Plan to provide any type or form of benefit, or any option, not otherwise provided to the Participants and eligible Participants without regard to the provisions herein, except to the extent necessary to meet the requirements of a State law relating to Medical Child Support Orders, as described in Social Security Act §1908 (as added by Omnibus Budget Reconciliation Act of 1993 §13822).

In the instance of any Medical Child Support Order received by this Plan, the Plan Administrator shall, as soon as administratively possible, perform the following:

1. In writing, notify the Participant and each Alternate Recipient covered by such Order (at the address included in the Order) of the receipt of such Order and the Plan's procedures for determining whether the Order qualifies as a QMCSO.
2. Make an administrative determination if the order is a QMCSO and notify the Participant and each affected Alternate Recipient of such determination.

In the instance of any National Medical Support Notice received by this Plan, the Plan Administrator shall perform the following:

1. Notify the State agency issuing the notice with respect to the Child whether coverage of the Child is available under the terms of the Plan and, if so:

- a. Whether the Child is covered under the Plan.
  - b. Either the effective date of the coverage or, if necessary, any steps to be taken by the custodial parent or by the official of a State or political subdivision to effectuate the coverage.
2. Provide to the custodial parent (or any State official serving in a substitute capacity) a description of the coverage available and any forms or documents necessary to effectuate such coverage.

As required by Federal law, the Plan Administrator shall perform the following:

1. Establish reasonable procedures to determine whether Medical Child Support Order or National Medical Support Notice are Qualified Medical Child Support Orders.
2. Administer the provision of benefits under such qualified orders. Such procedures shall:
  - a. Be in writing.
  - b. Provide for the notification of each person specified in a Medical Child Support Order as eligible to receive benefits under the plan (at the address included in the Medical Child Support Order) of such procedures promptly upon receipt by the plan of the Medical Child Support Order.
  - c. Permit an Alternate Recipient to designate a representative for receipt of copies of notices that are sent to the Alternate Recipient with respect to a Medical Child Support Order.

A Participant of this Plan may obtain, without charge, a copy of the procedures governing QMCSO determinations from the Plan Administrator.

#### **Acquired Companies**

Eligible Employees of an acquired company who are Actively at Work and were covered under the Prior Plan of the acquired company will be eligible for the benefits under this Plan on the date of acquisition. Any waiting period previously satisfied under the prior health plan will be applied toward satisfaction of the Service Waiting Period of this Plan. In the event that an acquired company did not have a health plan, all eligible Employees will be eligible on the date of the acquisition.

#### **Genetic Information Nondiscrimination Act ("GINA")**

"GINA" prohibits group health plans, issuers of individual health care policies, and employers from discriminating on the basis of genetic information.

The term "genetic information" means, with respect to any individual, information about any of the following:

1. Such individual's genetic tests.
2. The genetic tests of family members of such individual.
3. The manifestation of a disease or disorder in family members of such individual.

The term "genetic information" includes participating in clinical research involving genetic services. Genetic tests would include analysis of human DNA, RNA, chromosomes, proteins, or metabolites that detect genotypes, mutations, or chromosomal changes. Genetic information is a form of Protected Health Information (PHI) as defined by and in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and is subject to applicable Privacy and Security Standards.

Family members as it relates to GINA include dependents, plus all relatives to the fourth degree, without regard to whether they are related by blood, marriage, or adoption. Underwriting as it relates to GINA includes any rules for determining eligibility, computing premiums or contributions, and applying pre-existing condition limitations. Offering reduced premiums or other rewards for providing genetic information would be impermissible underwriting.

GINA will not prohibit a health care Provider who is treating an individual from requesting that the patient undergo genetic testing. The rules permit the Plan to obtain genetic test results and use them to make claims payment determinations when it is necessary to do so to determine whether the treatment provided to the patient was medically advisable and/or necessary.



The Plan may request, but not require, genetic testing in certain very limited circumstances involving research, so long as the results are not used for underwriting, and then only with written notice to the individual that participation is voluntary and will not affect eligibility for benefits, premiums or contributions. In addition, the Plan will notify and describe its activity to the Health and Human Services secretary of its activities falling within this exception.

While the Plan may collect genetic information after initial enrollment, it may not do so in connection with any annual renewal process where the collection of information affects subsequent enrollment. The Plan will not adjust premiums or increase group contributions based upon genetic information, request or require genetic testing or collect genetic information either prior to or in connection with enrollment or for underwriting purposes.

## TERMINATION OF COVERAGE

### **Termination Dates of Individual Coverage**

The coverage of any Employee for himself or herself under this Plan will terminate on the earliest to occur of the following dates:

1. The date upon which the Plan is terminated.
2. The last day of the month in, or with respect to which, he or she requests that such coverage be terminated, on the condition that such request is made on or before such date, unless prohibited by law (i.e., when election changes cannot be made due to Internal Revenue Code Section 125 "change in status" guidelines). **NOTE:** *The Employer offers these benefits in conjunction with a cafeteria plan under Section 125 of the Internal Revenue Code and a voluntary termination must comply with the requirements of the Code and the cafeteria plan.*
3. The last day of the month for which the Employee has made a contribution, in the event of his or her failure to make, when due, any contribution for coverage for himself or herself to which he or she has agreed in writing.
4. The last day of the month in which the Non-Variable Hour Employee is no longer eligible for such coverage under the Plan.
5. The last day of the month in which the termination of employment occurs.
6. The last day of the month following the end of the Stability Period for Variable Hour Employees, if the Employee failed to qualify during the previous Measurement Period.
7. Immediately upon submission of a fraudulent claim or any fraudulent information to the Plan (including enrollment information), by and/or on behalf of an Employee or his or her Dependent, or upon the Employee or his or her Dependent gaining knowledge of the submission, as determined by the Plan Administrator in its discretion, consistent with applicable laws and/or rules regarding such rescission.

### **Termination Dates of Dependent Coverage**

The coverage for any Dependents of any Employee who are covered under the Plan will terminate on the earliest to occur of the following dates:

1. The date upon which the Plan is terminated.
2. The date of termination of the Employee's coverage for himself or herself under the Plan.
3. The date of the expiration of the last period for which the Employee has made a contribution, in the event of his or her failure to make, when due, any contribution for coverage for Dependents to which he or she has agreed in writing.
4. In the case of a Child age 26 or older for whom coverage is being continued due to mental or physical inability to earn his or her own living, the earliest to occur of:
  - a. Cessation of such disability or inability.
  - b. Failure to provide any required proof of continuous disability or inability or to submit to any required examination.
  - c. Upon the Child's no longer being dependent on the Employee for his or her support.
5. The last day of the month in which such person ceases to be a Dependent Child, as defined herein, except as may be provided for in other areas of this section or within this document.

**NOTE:** *The Employer offers these benefits in conjunction with a cafeteria plan under Section 125 of the Internal Revenue Code and a voluntary termination must comply with the requirements of the Code and the cafeteria plan.*

## CONTINUATION OF COVERAGE

### **Employer Continuation Coverage**

Upon approval by the employer and in accordance with the employer's leave policies for its employees, an employee may be granted a leave of absence that is not on account of FMLA or USERRA. In these situations, the employer is to determine if benefits are to be continued for the employee during the Approved Leave of Absence. If not, COBRA Continuation Coverage will be offered. If so, the employer must make arrangements to collect and submit the appropriate premium contributions for the employee and any covered dependents during the leave period, in order for coverage to continue during the approved leave of absence. For details of the approved leave including income, accumulation of vacation or sick time, continuation of applicable life insurance and/or disability benefits, refer to the employer's leave policies.

### **Continuation During Family and Medical Leave Act (FMLA) Leave**

In general, to be eligible for FMLA, an employee must have worked for their employer for at least 12 months, met the 1,250 hours of service requirement in the 12 months prior to the leave, and worked at a location where the employer employed at least 50 employees within 75 miles. If the employee is eligible for FMLA the employee is entitled by law to up to 12 weeks each year (in some cases, up to 26 weeks) of unpaid family or medical leave for specified family or medical purposes, such as the birth or adoption of a child, to provide care of a Spouse, child or parent who is seriously ill, or for the employee's own serious illness.

For the calculation of the 12-month period used to determine employee eligibility for FMLA, this Plan uses a rolling 12-month period measured backward in time from the date the employee uses any FMLA leave.

The participating employer will continue plan contributions for the employee on the same basis as prior to the beginning of the leave. The employee will be responsible for making required monthly dependent contributions. Since you will not be paid while you are on a Family or Medical Leave, you must make arrangements with your participating employer to pay any required contributions while you are on a leave. **NOTE: The Plan may end your coverage and/or the coverage of any of your covered Dependents if you fail to pay your premium payment while on FMLA leave** and your coverage may be terminated retroactively to the date of the delinquent premium payment. In addition, your coverage may be suspended during the 15-day notice period.

Any changes in the Plan's terms, rules or practices that went into effect while you were away on leave will apply to you and your Dependents in the same way they apply to all other employees and their Dependents. Contact your Human Resources Department for additional information on the Family and Medical Leave policies.

The Plan shall at all times comply with FMLA. It is the intention of the Plan Administrator to provide these benefits only to the extent required by applicable law and not to grant greater rights than those so required. If Plan coverage lapses during the FMLA Leave, coverage will be reinstated for the person(s) who had coverage under the Plan when the FMLA Leave began, upon the Employee's return to work at the conclusion of the FMLA Leave.

To the extent this Plan is required to comply with a State family and medical leave law that is more generous than the FMLA, continuation of coverage under this Plan will be provided in accordance with such State family and medical leave law, as well as under FMLA.

### **Continuation During USERRA**

Participants who are absent from employment because they are in the Uniformed Services, and who are on active military duty, must be offered the right to continue health care benefits. If the military leave orders are for a period of 30 days or less, Participants cannot be required to pay more than the normal Participant contribution amount. After this period, Participants may elect to continue their coverage under this Plan for up to 24 months and Participants cannot be required to pay more than 102 percent of the full contribution amount during that time.

To continue coverage, Participants must comply with the terms of the Plan, including election during the Plan's annual enrollment period, and pay their contributions, if any. In addition, USERRA also requires that, regardless of whether a Participant elected to continue his or her coverage under the Plan, his or her coverage and his or her Dependents' coverage be reinstated immediately upon his or her return to employment, so long as he or she meets certain requirements contained in USERRA. Participants should contact their participating Employer for information concerning their eligibility for USERRA and any requirements of the Plan.

### **Continuation During COBRA – Introduction**

The right to this form of continued coverage was created by a Federal law, under the Consolidated Omnibus Budget Reconciliation Act of 1985, as amended ("COBRA"). COBRA Continuation Coverage can become available to Participants when they otherwise would lose their group health coverage. It also can become available to other members of the Participant's family who are covered under the Plan when they otherwise would lose their group health coverage. Under the Plan, certain Participants and their eligible family members (called Qualified Beneficiaries) that elect COBRA Continuation Coverage must pay the entire cost of the coverage, including a reasonable administration fee. There are several ways coverage will terminate, including the failure of the Participant or their covered Dependents to make timely payment of contributions or premiums. For additional information, Participants should contact the Participating Employer to determine if COBRA applies to him or her and/or his or her covered Dependents.

**Participants may have other options available when group health coverage is lost.** For example, a Participant may be eligible to buy an individual plan through the Health Insurance Marketplace. By enrolling in coverage through the Marketplace, the Participant may qualify for lower costs on his or her monthly premiums and lower out-of-pocket costs. Participants can learn more about many of these options at [www.healthcare.gov](http://www.healthcare.gov). Additionally, the Participant may qualify for a 30-day special enrollment period for another group health plan for which the Participant is eligible (such as a spouse's plan), even if that plan generally doesn't accept late enrollees.

### **COBRA Continuation Coverage**

"COBRA Continuation Coverage" is a continuation of Plan coverage when coverage would otherwise end because of a life event known as a "Qualifying Event." COBRA (and the description of COBRA Continuation Coverage contained in this Plan) does not apply to the following benefits (if available as part of the Employer's plan): life insurance, accidental death and dismemberment benefits, and weekly income or long term disability benefits. The aforementioned benefits are not considered for continuation under COBRA. The Plan provides no greater COBRA rights than what COBRA requires – nothing in this Plan is intended to expand the Participant's rights beyond COBRA's requirements.

### **Qualifying Events**

A qualifying event is any of those listed below if the Plan provided that the Participant would lose coverage (i.e., cease to be covered under the same terms and conditions as in effect immediately before the qualifying event) in the absence of COBRA continuation coverage. After a Qualifying Event, COBRA Continuation Coverage must be offered to each person who is a "Qualified Beneficiary." A Qualified Beneficiary is someone who is or was covered by the Plan, and has lost or will lose coverage under the Plan due to the occurrence of a Qualifying Event. The Employee and/or Employee's Dependents could therefore become Qualified Beneficiaries if applicable coverage under the Plan is lost because of the Qualifying Event.

An Employee, who is properly enrolled in this Plan and is a covered Employee, will become a Qualified Beneficiary if he or she loses his or her coverage under the Plan because either one of the following Qualifying Events happens:

1. The hours of employment are reduced.
2. The employment ends for any reason other than gross misconduct.

The spouse of a covered Employee will become a Qualified Beneficiary if he or she loses his or her coverage under the Plan because any of the following Qualifying Events happens:

1. The Employee dies.
2. The Employee's hours of employment are reduced.
3. The Employee's employment ends for any reason other than his or her gross misconduct.
4. The Employee becomes entitled to Medicare benefits (under Part A, Part B, or both).
5. The Employee becomes divorced or Legally Separated from his or her spouse.

Dependent Children will become Qualified Beneficiaries if they lose coverage under the Plan because any of the following Qualifying Events happens:

1. The parent-covered Employee dies.
2. The parent-covered Employee's hours of employment are reduced.
3. The parent-covered Employee's employment ends for any reason other than his or her gross misconduct.
4. The parent-covered Employee becomes entitled to Medicare benefits (Part A, Part B, or both).
5. The parents become divorced or Legally Separated.
6. The Child stops being eligible for coverage under the Plan as a Dependent Child.

### ***Employer Notice of Qualifying Events***

When the Qualifying Event is the end of employment (for reasons other than gross misconduct), reduction of hours of employment, death of the covered Employee, or the covered Employee's becoming entitled to Medicare benefits (under Part A, Part B, or both), the Employer must notify the COBRA Administrator of the Qualifying Event.

### ***Employee Notice of Qualifying Events***

In certain circumstances, the covered Employee or Qualified Beneficiary, in order to protect his or her rights under COBRA, is required to provide notification to the COBRA Administrator in writing, either by U.S. First Class Mail or hand delivery. These circumstances are any of the following:

1. **Notice of Divorce or Separation:** Notice of the occurrence of a Qualifying Event that is a divorce or Legal Separation of a covered Employee (or former Employee) from his or her spouse.
2. **Notice of Child's Loss of Dependent Status:** Notice of the occurrence of a Qualifying Event that is an individual's ceasing to be eligible as a Dependent Child under the terms of the Plan.
3. **Notice of a Second Qualifying Event:** Notice of the occurrence of a second Qualifying Event after a Qualified Beneficiary has become entitled to COBRA Continuation Coverage with a maximum duration of 18 (or 29) months.
4. **Notice Regarding Disability:** Notice that a Qualified Beneficiary entitled to receive COBRA Continuation Coverage with a maximum duration of 18 months has been determined by the Social Security Administration ("SSA") to be disabled at any time during the first 60 days of COBRA Continuation Coverage.
5. **Notice Regarding End of Disability:** Notice that a Qualified Beneficiary, with respect to whom a notice described above in #4 has been provided, has subsequently been determined by the SSA to no longer be disabled.

As indicated above, Notification of a Qualifying Event must be made in writing. Notice must be made by submitting the "Notice of Qualifying Event" form and mailing it by U.S. First Class Mail or hand delivery to the COBRA Administrator. This form is available, without charge, from the COBRA Administrator.

Notification must include an adequate description of the Qualifying Event or disability determination. Please see the remainder of this section for additional information.

Notification must be received by the COBRA Administrator, who is:

Summit Administration Services, Inc.  
14646 N. Kierland Blvd., Suite 201  
Scottsdale, AZ 85254  
Phone: 480-505-0400 or 888-690-2020  
Fax: 480-505-0406  
Website: [www.summit-inc.net](http://www.summit-inc.net)

A form of notice is available, free of charge, from the COBRA Administrator and must be used when providing the notice.

***Deadline for providing the notice***

For Qualifying Events described above, notice must be furnished within 60 days of the latest occurring event set forth below:

1. The date upon which the Qualifying Event occurs.
2. The date upon which the Qualified Beneficiary loses (or would lose) Plan coverage due to a Qualifying Event.
3. The date upon which the Qualified Beneficiary is notified via the Plan's SPD or general notice, and/or becomes aware of their status as a Qualified Beneficiary and/or the occurrence of a Qualifying Event; as well as their subsequent responsibility to comply with the Plan's procedure(s) for providing notice to the COBRA Administrator regarding said status.

As described above, if an Employee or Qualified Beneficiary is determined to be disabled under the Social Security Act, the notice must be delivered no more than 60 days after the latest of:

1. The date of the disability determination by the SSA.
2. The date on which a Qualifying Event occurs.
3. The date on which the Qualified Beneficiary loses (or would lose) coverage under the Plan as a result of the Qualifying Event.
4. The date on which the Qualified Beneficiary is informed, through the furnishing of the Plan's SPD or the general notice, of both the responsibility to provide the notice and the Plan's procedures for providing such notice to the COBRA Administrator.

In any event, this notice must be provided within the first 18 months of COBRA Continuation Coverage.

For a change in disability status described above, the notice must be furnished by the date that is 30 days after the later of:

1. The date of the final determination by the SSA that the Qualified Beneficiary is no longer disabled.
2. The date on which the Qualified Beneficiary is informed, through the furnishing of the Plan's SPD or the general notice, of both the responsibility to provide the notice and the Plan's procedures for providing such notice to the COBRA Administrator.

The notice must be postmarked (if mailed), or received by the COBRA Administrator (if hand delivered), by the deadline set forth above. If the notice is late, the opportunity to elect or extend COBRA Continuation Coverage is lost, and if the person is electing COBRA Continuation Coverage, his or her coverage under the Plan will terminate on the last date for which he or she is eligible under the terms of the Plan, or if the person is extending COBRA Continuation Coverage, such Coverage will end on the last day of the initial 18-month COBRA coverage period.

***Who Can Provide the Notice***

Any individual who is the covered Employee (or former Employee) with respect to a Qualifying Event, or any representative acting on behalf of the covered Employee (or former Employee) or Qualified Beneficiary,

may provide the notice. Notice by one individual shall satisfy any responsibility to provide notice on behalf of all related Qualified Beneficiaries with respect to the Qualifying Event.

### ***Required Contents of the Notice***

After receiving a notice of a Qualifying Event, the Plan must provide the Qualified Beneficiary with an election notice, which describes their rights to COBRA Continuation Coverage and how to make such an election. The notice must contain the following information:

1. Name and address of the covered Employee or former Employee.
2. Name of the Plan and the name, address, and telephone number of the Plan's COBRA administrator.
3. Identification of the Qualifying Event and its date (the initial Qualifying Event and its date if the Qualifying Participant is already receiving COBRA Continuation Coverage and wishes to extend the maximum coverage period).
4. A description of the Qualifying Event (for example, divorce, Legal Separation, cessation of Dependent status, entitlement to Medicare by the covered Employee or former Employee, death of the covered Employee or former Employee, disability of a Qualified Beneficiary or loss of disability status).
  - a. In the case of a Qualifying Event that is divorce or Legal Separation, name(s) and address(es) of spouse and Dependent Child or Children covered under the Plan, date of divorce or Legal Separation, and a copy of the decree of divorce or Legal Separation.
  - b. In the case of a Qualifying Event that is Medicare entitlement of the covered Employee or former Employee, date of entitlement, and name(s) and address(es) of spouse and Dependent Child or Children covered under the Plan.
  - c. In the case of a Qualifying Event that is a Dependent Child's cessation of Dependent status under the Plan, name and address of the Child, reason the Child ceased to be an eligible Dependent (for example, attained limiting age).
  - d. In the case of a Qualifying Event that is the death of the covered Employee or former Employee, the date of death, and name(s) and address(es) of spouse and Dependent Child or Children covered under the Plan.
  - e. In the case of a Qualifying Event that is disability of a Qualified Beneficiary, name and address of the disabled Qualified Beneficiary, name(s) and address(es) of other family members covered under the Plan, the date the disability began, the date of the SSA's determination, and a copy of the SSA's determination.
  - f. In the case of a Qualifying Event that is loss of disability status, name and address of the Qualified Beneficiary who is no longer disabled, name(s) and address(es) of other family members covered under the Plan, the date the disability ended and the date of the SSA's determination.
5. Identification of the Qualified Beneficiaries (by name or by status).
6. An explanation of the Qualified Beneficiaries' right to elect continuation coverage.
7. The date coverage will terminate (or has terminated) if continuation coverage is not elected.
8. How to elect continuation coverage.
9. What will happen if continuation coverage isn't elected or is waived.
10. What continuation coverage is available, for how long, and (if it is for less than 36 months), how it can be extended for disability or second qualifying events.
11. How continuation coverage might terminate early.
12. Premium payment requirements, including due dates and grace periods.
13. A statement of the importance of keeping the Plan Administrator informed of the addresses of Qualified Beneficiaries.
14. A statement that the election notice does not fully describe COBRA or the plan and that more information is available from the Plan Administrator and in the SPD.
15. A certification that the information is true and correct, a signature and date.

If a copy of the decree of divorce or Legal Separation or the SSA's determination cannot be provided by the deadline for providing the notice, complete and provide the notice, as instructed, by the deadline and submit the copy of the decree of divorce or Legal Separation or the SSA's determination within 30 days

after the deadline. The notice will be timely if done so. However, no COBRA Continuation Coverage, or extension of such Coverage, will be available until the copy of the decree of divorce or Legal Separation or the SSA's determination is provided.

If the notice does not contain all of the required information, the COBRA Administrator may request additional information. If the individual fails to provide such information within the time period specified by the COBRA Administrator in the request, the COBRA Administrator may reject the notice if it does not contain enough information for the COBRA Administrator to identify the plan, the covered Employee (or former Employee), the Qualified Beneficiaries, the Qualifying Event or disability, and the date on which the Qualifying Event, if any, occurred.

### ***Electing COBRA Continuation Coverage***

Complete instructions on how to elect COBRA Continuation Coverage will be provided by the COBRA Administrator within 14 days of receiving the notice of the Qualifying Event. The individual then has 60 days in which to elect COBRA Continuation Coverage. The 60-day period is measured from the later of the date coverage terminates or the date of the notice containing the instructions. If COBRA Continuation Coverage is not elected in that 60-day period, then the right to elect it ceases.

Each Qualified Beneficiary will have an independent right to elect COBRA Continuation Coverage. Covered Employees may elect COBRA Continuation Coverage on behalf of all other Qualified Beneficiaries, including their spouses, and parents or a legal guardian may elect COBRA Continuation Coverage on behalf of their Children.

In the event that the COBRA Administrator determines that the individual is not entitled to COBRA Continuation Coverage, the COBRA Administrator will provide to the individual an explanation as to why he or she is not entitled to COBRA Continuation Coverage.

### ***Waiver Before the End of the Election Period***

If, during the election period, a Qualified Beneficiary waives COBRA continuation coverage, the waiver can be revoked at any time before the end of the election period. Revocation of the waiver is an election of COBRA continuation coverage. However, if a waiver is later revoked, coverage need not be provided retroactively (that is, from the date of the loss of coverage until the waiver is revoked). Waivers and revocations of waivers are considered made on the date they are sent to the Plan Administrator or its designee, as applicable.

### ***Duration of COBRA Continuation Coverage***

The maximum time period shown below shall dictate for how long COBRA Continuation Coverage will be available. The maximum time period for coverage is based on the type of the Qualifying Event and the status of the Qualified Beneficiary. Multiple Qualifying Events that may be combined under COBRA will not ordinarily continue coverage for more than 36 months beyond the date of the original Qualifying Event. When the Qualifying Event is "entitlement to Medicare," the 36-month continuation period is measured from the date of the original Qualifying Event. For all other Qualifying Events, the continuation period is measured from the date of the Qualifying Event, not the date of loss of coverage.

When the Qualifying Event is the death of the covered Employee (or former Employee), the covered Employee's (or former Employee's) becoming entitled to Medicare benefits (under Part A, Part B, or both), a divorce or Legal Separation, or a Dependent Child's losing eligibility as a Dependent Child, COBRA Continuation Coverage lasts for up to a total of 36 months.

When the Qualifying Event is the end of employment or reduction of the covered Employee's hours of employment, and the covered Employee became entitled to Medicare benefits less than 18 months before the Qualifying Event, COBRA Continuation Coverage for Qualified Beneficiaries other than the covered Employee lasts until 36 months after the date of Medicare entitlement. For example, if a covered Employee becomes entitled to Medicare eight months before the date on which his or her employment terminates, COBRA Continuation Coverage for his or her spouse and Children can last up to thirty-six months after the



date of Medicare entitlement, which is equal to twenty-eight months after the date of the Qualifying Event (thirty-six months minus eight months).

Otherwise, when the Qualifying Event is the end of employment (for reasons other than gross misconduct) or reduction of the covered Employee's hours of employment, COBRA Continuation Coverage generally lasts for only up to a total of 18 months. There are two ways in which this 18-month period of COBRA Continuation Coverage can be extended.

#### ***Disability Extension of COBRA Continuation Coverage***

Disability can extend the 18-month period of continuation coverage for a Qualifying Event that is a termination of employment or reduction of hours, if an Employee or anyone in an Employee's family covered under the Plan is determined by the Social Security Administration ("SSA") to be disabled, and the Employee notifies the COBRA Administrator. The Employee and his or her Dependents may thereby be entitled to an additional 11 months of COBRA Continuation Coverage, for a total of 29 months, if the disability started at some time before the 60<sup>th</sup> day of COBRA Continuation Coverage and lasts at least until the end of the 18-month period of COBRA Continuation Coverage. The Plan can charge 150% of the premium cost for the extended period of coverage.

#### ***Second Qualifying Event Extension of COBRA Continuation Coverage***

If an Employee's family experiences another Qualifying Event while receiving 18 months of COBRA Continuation Coverage, Dependents may receive up to 18 additional months of COBRA Continuation Coverage, for a maximum of 36 months, if notice of the second Qualifying Event is provided to the Plan Administrator or COBRA Administrator in accordance with the procedures set forth herein. This extension may be applicable to the Employee's death, Medicare Parts A and/or B eligibility, divorce or Legal Separation, or a loss of Dependent status under the terms of the Plan if the event would have also caused the spouse or Dependent Child to lose coverage under the Plan regardless of whether the first Qualifying Event had occurred.

#### ***Shorter Duration of COBRA Continuation Coverage***

COBRA establishes required periods of coverage for continuation health benefits. A plan, however, may provide longer periods of coverage beyond those required by COBRA. COBRA Qualified Beneficiaries generally are eligible for group coverage during a maximum of 18 months after Qualifying Events arising due to employment termination or reduction of hours of work. Certain Qualifying Events, or a second Qualifying Event during the initial period of coverage, may permit a Qualified Beneficiary to receive a maximum of 36 months of coverage.

It is not necessary that COBRA Continuation Coverage be in effect for the maximum period of time, as set forth herein. COBRA Continuation Coverage will terminate immediately, unless otherwise noted, upon the occurrence of any of the following events:

- Contributions are not paid in full on a timely basis,
- The Plan Sponsor ceases to maintain any group health plan,
- The Qualified Beneficiary begins coverage under another group health plan after electing continuation coverage,
- The Qualified Beneficiary enrolls in Medicare Part A or B after electing continuation coverage,
- The Qualified Beneficiary engages in fraud or other conduct that would justify termination of coverage of a similarly situated participant or beneficiary not receiving continuation coverage, or
- If covered under an 11-month disability extension, there is a final determination that the Qualified Beneficiary is no longer disabled for Social Security Purposes (coverage shall terminate on the first day of the month at least 30 days after the determination is made that the Qualified Beneficiary is no longer disabled).

If COBRA Continuation Coverage is terminated early, the Plan will provide the Qualified Beneficiary with an early termination notice.

**Employee Notice of Other Enrollment**

If the Qualified Beneficiary becomes enrolled in Medicare or under another group health plan after electing COBRA Continuation Coverage, the Qualified Beneficiary must notify the COBRA Administrator in writing immediately.

**Contribution and/or Premium Requirements**

The cost of the elected COBRA Continuation Coverage must be paid within 45 days of its election. Payments will then be subsequently due on the first day of each month. COBRA Continuation Coverage will be canceled and will not be reinstated if any payment is made late; however, the Plan Administrator must allow for a 30-day grace period during which a late payment may still be made without the loss of COBRA Continuation Coverage.

**Trade Reform Act and Consolidated Appropriations Act, 2021**

The Consolidated Appropriations Act, 2021 has extended certain provisions of the Trade Reform Act, which created a special COBRA right applicable to certain employees who have been terminated or experienced a reduction of hours and who qualify for a “trade readjustment allowance” or “alternative trade adjustment assistance.” These individuals can either take a Health Coverage Tax Credit (HCTC) or get advance payment of the applicable percentage of premiums paid for qualified health insurance coverage, including COBRA continuation coverage. These individuals are also entitled to a second opportunity to elect COBRA coverage for themselves and certain family members (if they did not already elect COBRA coverage). This election must be made within the 60-day period that begins on the first day of the month in which the individual becomes eligible for assistance under the Trade Reform Act. However, this election may not be made more than six months after the date the individual’s group health plan coverage ends.

A Participant’s eligibility for subsidies under the Consolidated Appropriations Act, 2021, affects his or her eligibility for subsidies that provide premium assistance for coverage purchased through the Health Insurance Marketplace. For each coverage month, a Participant must choose one or the other, and if he or she receives both during a tax year, the IRS will reconcile his or her eligibility for each subsidy through his or her individual tax return. Participants may wish to consult their individual tax advisors concerning the benefits of using one subsidy or the other.

Participants may contact the Plan Administrator for additional information or if they have any questions, they may call the Health Coverage Tax Credit Customer Contact Center toll-free at 1-866-628-4282. TTD/TTY callers may call toll-free at 1-866-626-4282. More information about the Trade Reform Act is available at [www.doleta.gov/tradeact](http://www.doleta.gov/tradeact); for information about the Health Coverage Tax Credit (HCTC), please see: <https://www.irs.gov/Credits-&-Deductions/Individuals/HCTC>.

**Additional Information**

Please contact the COBRA Administrator with any questions about the Plan and COBRA Continuation Coverage at the following:

Summit Administration Services, Inc.  
COBRA Administrator  
14646 N. Kierland Blvd., Suite 201  
Scottsdale, AZ 85254  
Phone: 480-505-0400 or 888-690-2020  
Fax: 480-505-0406  
Website: [www.summit-inc.net](http://www.summit-inc.net)

Questions concerning the Plan or COBRA continuation coverage rights should be addressed to the contact or contacts identified above. For more information about a Participant’s rights under COBRA, HIPAA, the Affordable Care Act, and other 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) or visit <https://www.dol.gov/agencies/ebsa>. (Addresses and phone numbers of Regional and District EBSA Offices are available through EBSA’s website.) For more information about the Marketplace, visit [www.HealthCare.gov](http://www.HealthCare.gov).

***Current Addresses***

Important information may be distributed by mail. In order to protect the rights of the Employee's family, the Employee should keep the COBRA Administrator (who has been previously identified in this Continuation of Coverage section) informed of any changes in the addresses of family members.

## GENERAL LIMITATIONS AND EXCLUSIONS

Some health care services are not covered by the Plan. Coverage is not available from the Plan for charges arising from care, supplies, treatment, and/or services:

**Administrative Costs.** That are solely for and/or applicable to administrative costs of completing claim forms or reports or for providing records wherever allowed by applicable law and/or regulation.

**After the Termination Date.** That are Incurred by the Participant on or after the date coverage terminates, even if payments have been predetermined for a course of treatment submitted before the termination date, unless otherwise deemed to be covered in accordance with the terms of the Plan or applicable law and/or regulation.

**Autopsy.** Expenses for an autopsy and any related expenses, except as required by the Plan Administrator or its designee.

**Broken Appointments.** That are charged solely due to the Participant's having failed to honor an appointment.

**Complications of Non-Covered Services.** That are required as a result of complications from a service not covered under the Plan, unless expressly stated otherwise.

**Confined Persons.** That are for services, supplies, and/or treatment of any Participant that were Incurred while confined and/or arising from confinement in a prison, jail or other penal institution.

**Cosmetic Surgery.** That are Incurred in connection with the care and/or treatment of Surgical Procedures which are performed for plastic, reconstructive or cosmetic purposes or any other service or supply which are primarily used to improve, alter or enhance appearance, whether or not for psychological or emotional reasons, except to the extent where it is needed for: (a) repair or alleviation of damage resulting from an Accident; (b) because of infection or illness; (c) because of congenital disease, developmental condition or anomaly of a covered Dependent Child which has resulted in a functional defect. A treatment will be considered cosmetic for either of the following reasons: (a) its primary purpose is to beautify or (b) there is no documentation of a clinically significant impairment, meaning decrease in function or change in physiology due to Injury, Illness or congenital abnormality. The term "cosmetic services" includes those services which are described in IRS Code Section 213(d)(9).

**Costs of Reports, Bills, etc.** Expenses for preparing forms and medical reports/medical records, bills, disability/sick leave/claim forms and the like; mailing, shipping or handling expenses; and charges for broken/missed appointments, telephone calls, e-mailing charges, prescription refill charges, disabled plates/automotive forms/interest charges, late fees, mileage costs, provider administration fees, concierge/retainer agreement/membership fees and/or photocopying fees.

**Custodial Care.** That do not restore health or are provided mainly as a rest cure or for maintenance care, unless specifically mentioned otherwise, and whether provided in the home or in any facility whatsoever that is determined by the Plan Administrator or its designee to be primarily domiciliary or custodial, including, without limitation, adult day care, assisted living, child day care, senior care facilities, memory care facilities, services of a homemaker, or personal care, except when custodial care is provided as part of a covered hospice program.

**Deductible.** That are amounts applied toward satisfaction of Deductibles and expenses that are defined as the Participant's responsibility in accordance with the terms of the Plan.

**Excess.** That exceed Plan limits, set forth herein and including (but not limited to) the Maximum Allowable Charge in the Plan Administrator's discretion and as determined by the Plan Administrator, in accordance with the Plan terms as set forth by and within this document.

**Expenses for and Related to Service Animals.** Including an animal that has been individually trained to do work or perform tasks for the benefit of an individual with a disability, such as seeing eye dogs, hearing/disability assistance dogs/birds/miniature horses and the like, seizure detection animals, diabetes/low blood sugar detection animals, service monkeys, etc. The Plan also excludes service animal supplies, transportation and veterinary expenses.

**Experimental.** That are Experimental or Investigational.

**Foreign Travel.** That are received outside of the United States if travel is for the purpose of obtaining medical services, except for a medical emergency or accidental injury, unless otherwise approved by the Plan Administrator.

**Government.** That the Participant obtains, but which is paid, may be paid, is provided or could be provided at no cost to the Participant through any program or agency, in accordance with the laws or regulations of any government, or where care is provided at government expense, unless there is a legal obligation for the Participant to pay for such treatment or service in the absence of coverage. This Exclusion does not apply when otherwise prohibited by law, including laws applicable to Medicaid and Medicare.

**Government-Operated Facilities.** That meet the following requirements:

1. That are furnished to the Participant in any veteran's Hospital, military Hospital, Institution or facility operated by the United States government or by any State government or any agency or instrumentality of such governments.
2. That can be paid for by any government agency, even if the patient waives his rights to those services or supplies.

**NOTE:** *This Exclusion does not apply to treatment of non-service related disabilities or for Inpatient care provided in a military or other Federal government Hospital to Dependents of active duty armed service personnel or armed service retirees and their Dependents. This Exclusion does not apply where otherwise prohibited by law.*

**Illegal Acts.** Expenses incurred by any covered individual for injuries resulting from or sustained as a result of commission or attempted commission of an illegal act that the Plan Administrator determines in his or her sole discretion, on the advice of legal counsel, involves violence or the threat of violence to another person or in which firearm, explosive or other weapon likely to cause physical harm or death is used by the covered individual; unless such Injury or Illness is the result of domestic violence or the commission or attempted commission of an assault or felony is the direct result of an underlying health factor. The Plan Administrator's discretionary determination that this exclusion applies shall not be affected by any subsequent acquittal of the covered individual of any criminal charges or by any other determination by a court regarding the nature of the act involved or the use by the covered individual of a firearm, explosive or other weapon.

**Immediate Family Member.** That are rendered by a member of the immediate Family Unit or person regularly residing in the same household, whether the relationship is by blood or exists in law.

**Incurred by Other Persons.** That are expenses actually Incurred by other persons.

**Internet/Virtual Office Visit:** Expenses related to an online internet consultation with a Physician or other Health Care Practitioner, also called a virtual office visit/consultation, Physician-patient web service or Physician-patient e-mail service, including receipt of advice, treatment plan, prescription drugs or medical supplies obtained from an online internet provider. Note however, the Plan does pay for telemedicine visits obtained through the Plan's exclusive Telemedicine Services Provider as explained on the Quick Reference Chart and Schedule of Medical Benefits.

**NOTE:** *Effective March 1, 2020 and through the end of the Emergency Period during which the federal government has announced a National Emergency due to COVID-19, telephone calls and virtual visits for covered services performed by in-network providers outside of the Plan's exclusive Telemedicine Services*

*Provider are payable. Such services are subject to the normal deductible, copayment, and coinsurance provisions of the Plan, on the same basis as a face-to-face visit.*

**Leaving a Hospital Contrary to Medical Advice.** Hospital or other Health Care Facility expenses if you leave the facility against the medical advice of the attending Physician within 72 hours after admission.

**Long Term Care.** That are related to long term care.

**Medical Necessity.** That are not Medically Necessary and/or arise from services and/or supplies that are not Medically Necessary.

**Military Service.** That are related to conditions determined by the Veteran's Administration to be connected to active service in the military of the United States, except to the extent prohibited or modified by law.

**Modifications of Homes or Vehicles.** Expenses for construction or modification to a home, residence or vehicle required as a result of an injury, illness or disability of a covered individual.

**Negligence.** That are for Injuries resulting from negligence, misfeasance, malfeasance, nonfeasance or malpractice on the part of any caregiver, Institution, or Provider, as determined by the Plan Administrator, in its discretion, in light of applicable laws and evidence available to the Plan Administrator.

**No Coverage.** That are Incurred at a time when no coverage is in force for the applicable Participant and/or Dependent.

**Non-Emergency Travel and Related Expenses.** Expenses for and related to non-emergency travel or transportation (including lodging, meals and related expenses) of a Physician or other health care provider, covered person or family member of a covered person, unless those expenses have been pre-approved by the Plan Administrator or its designee, except as defined in the Transplantation benefits in the Summary of Benefits.

**No Legal Obligation.** That are for services provided to a Participant for which the Provider of a service does not and/or would not customarily render a direct charge, or charges Incurred for which the Participant or Plan has no legal obligation to pay, or for which no charges would be made in the absence of this coverage, including but not limited to charges for services not actually rendered, fees, care, supplies, or services for which a person, company or any other entity except the Participant or the Plan, may be liable for necessitating the fees, care, supplies, or services.

**Non-Prescription Drugs.** That are for drugs for use outside of a Hospital or other Inpatient facility that can be purchased over-the-counter and without a Physician's written prescription. Drugs for which there is a non-prescription equivalent available. This does not apply to the extent the non-prescription drug must be covered under Preventive Care, subject to the Affordable Care Act.

**Not Acceptable.** That are not accepted as standard practice by the American Medical Association (AMA), American Dental Association (ADA), or the Food and Drug Administration (FDA).

**Not Covered Provider.** That are performed by Providers that do not satisfy all the requirements per the Provider definition as defined within this Plan.

**Not Specified As Covered.** Any service, supply, Drug, or equipment that is not specified as covered under any provision of this Plan.

**Other than Attending Physician.** That are other than those certified by a Physician who is attending the Participant as being required for the treatment of Injury or Illness, and performed by an appropriate Provider.

**Personal Injury Insurance.** That are in connection with an automobile accident for which benefits payable hereunder are, or would be otherwise covered by, mandatory no-fault automobile insurance or any other

similar type of personal injury insurance required by state or federal law, without regard to whether or not the Participant actually had such mandatory coverage. Any claims which arise in connection with an automobile accident for which the policy provides an option for medical coverage are excluded. Benefits will be excluded to the maximum amount of first party medical coverage available under the applicable state law, regardless of a Participant's election of lesser coverage. This Exclusion does not apply if the Injured person is a passenger in a non-family owned vehicle or a pedestrian.

**Postage, Shipping, Handling Charges, Etc.** That are for any postage, shipping or handling charges which may occur in the transmittal of information to the Third Party Administrator; including interest or financing charges.

**Prior to Coverage.** That are rendered or received prior to or after any period of coverage hereunder, except as specifically provided herein.

**Private Room in a Hospital or Specialized Health Care Facility.** The use of a private room in a Hospital or other specialized health care facility, unless its use is certified as medically necessary by the Plan Administrator or its designee or unless the Hospital or other specialized health care facility only has private rooms available.

**Prohibited by Law.** That are to the extent that payment under this Plan is prohibited by law.

**Provider Error.** That are required as a result of unreasonable Provider error.

**Services Covered by Workers' Compensation.** Expenses for the treatment of conditions covered by workers' compensation or occupational disease law.

**Services for Patient Convenience.** Expenses for patient convenience, including, but not limited to, care of family members while the covered individual is confined to a hospital or other specialized health care facility or to bed at home, guest meals, television, DVD/CD or similar device, telephone, barber or beautician services, house cleaning or maintenance, shopping, birth announcements, photographs of new babies, etc.

**Services Performed by Certain Health Care Practitioners:**

1. **Medical Students or Interns:** Expenses for the services of a medical student or intern.
2. **Stand-By Physicians or Health Care Providers:** Expenses for any Physician or other health care provider who did not directly provide or supervise medical services to the patient, even if the Physician or health care provider was available to do so on a stand-by basis.

**Services Provided by Employer.** Expenses for services rendered through a medical/health department, clinic or similar facility provided or maintained by the Trust, or if benefits are otherwise provided under this Plan or any other plan that the Trust contributes to or otherwise sponsors, such as HMOs.

**Subrogation, Reimbursement, and/or Third Party Responsibility.** That are for an Illness or Injury not payable by virtue of the Plan's subrogation, reimbursement, and/or third party responsibility provisions.

**Take Home Drugs or Medicines.** That are provided by a hospital, emergency room, ambulatory surgical center, or other health care facility.

**Telephone Calls.** Any and all telephone calls between a Physician or other health care provider and any patient, other health care provider, Utilization Management Company, or any representative of the Plan (except the EAP Program) for any purpose whatsoever, including, without limitation:

1. Communication with any representative of the Plan or its Utilization Management Company for any purpose related to the care or treatment of a covered individual.
2. Consultation with any health care provider regarding medical management or care of a patient.
3. Coordinating medical management of a new or established patient.
4. Coordinating services of several different health professionals working on different aspects of a patient's care. Discussing test results.

5. Initiating therapy or a plan of care that can be handled by telephone.
6. Providing advice to a new or established patient.
7. Providing counseling to anxious or distraught patients or family members.

Note however, the Plan does pay for telemedicine visits obtained through the Plan's exclusive Telemedicine Services Provider.

**Untimely Filed Claims.** Expenses for services or supplies that would otherwise be covered by the Plan will not be covered or payable by the Plan if a claim for payment of such services is not submitted to the Claims Administrator within 12 months from the date that the service is rendered or the supply provided.

**War/Riot.** That are Incurred as a result of war or any act of war, whether declared or undeclared, or any act of aggression by any country, including rebellion or riot, when the Participant is a member of the armed forces of any country, or during service by a Participant in the armed forces of any country, or voluntary participation in a riot. This Exclusion does not apply to any Participant who is not a member of the armed forces, and does not apply to victims of any act of war or aggression.

***With respect to any Illness or Injury which is otherwise covered by the Plan, the Plan will not deny benefits otherwise provided for treatment of the Illness or Injury if the Illness or Injury results from being the victim of an act of domestic violence or a documented medical condition. To the extent consistent with applicable law, this exception will not require this Plan to provide particular benefits other than those provided under the terms of the Plan.***



## **PLAN ADMINISTRATION**

The Plan Administrator has been granted the authority to administer the Plan. The Plan Administrator has retained the services of the Third Party Administrator to provide certain claims processing and other technical services. The claims processing and other technical services delegated to the Third Party Administrator notwithstanding, the Plan Administrator reserves the unilateral right and power to administer and to interpret, construe and construct the terms and provisions of the Plan, including without limitation, correcting any error or defect, supplying any omission, reconciling any inconsistency and making factual determinations.

### **Plan Administrator**

The Plan is administered by the Plan Administrator in accordance with these provisions. An individual, committee, or entity may be appointed by the Plan Sponsor to be Plan Administrator and serve at the convenience of the Plan Sponsor. If the appointed Plan Administrator or a committee member resigns, dies, is otherwise unable to perform, is dissolved, or is removed from the position, the Plan Sponsor shall appoint a new Plan Administrator as soon as reasonably possible.

The Plan Administrator may delegate to one or more individuals or entities part or all of its discretionary authority under the Plan, provided that any such delegation must be made in writing.

The Plan shall be administered by the Plan Administrator, in accordance with its terms. Policies, interpretations, practices, and procedures are established and maintained by the Plan Administrator. It is the express intent of this Plan that the Plan Administrator shall have maximum legal discretionary authority to construe and interpret the terms and provisions of the Plan, to make all interpretive and factual determinations as to whether any individual is eligible and entitled to receive any benefit under the terms of this Plan, to decide disputes which may arise with respect to a Participant's rights, and to decide questions of Plan interpretation and those of fact relating to the Plan. The decisions of the Plan Administrator will be final and binding on all interested parties. Benefits will be paid under this Plan only if the Plan Administrator, in its discretion, determines that the Participant is entitled to them.

If due to errors in drafting, any Plan provision does not accurately reflect its intended meaning, as demonstrated by prior interpretations or other evidence of intent, or as determined by the Plan Administrator in its sole and exclusive judgment, the provision shall be considered ambiguous and shall be interpreted by the Plan Administrator in a fashion consistent with its intent, as determined by the Plan Administrator. The Plan may be amended retroactively to cure any such ambiguity, notwithstanding anything in the Plan to the contrary.

The foregoing provisions of this Plan may not be invoked by any person to require the Plan to be interpreted in a manner which is inconsistent with its interpretations by the Plan Administrator. All actions taken and all determinations by the Plan Administrator shall be final and binding upon all persons claiming any interest under the Plan subject only to the claims appeal procedures of the Plan.

### **Duties of the Plan Administrator**

The duties of the Plan Administrator include the following:

1. To administer the Plan in accordance with its terms.
2. To determine all questions of eligibility, status and coverage under the Plan.
3. To interpret the Plan, including the authority to construe possible ambiguities, inconsistencies, omissions and disputed terms.
4. To make factual findings.
5. To decide disputes which may arise relative to a Participant's rights and/or availability of benefits.
6. To prescribe procedures for filing a claim for benefits, to review claim denials and appeals relating to them and to uphold or reverse such denials.
7. To keep and maintain the Plan documents and all other records pertaining to the Plan.
8. To appoint and supervise a Third Party Administrator to pay claims.

9. To establish and communicate procedures to determine whether a Medical Child Support Order is a QMCSO.
10. To delegate to any person or entity such powers, duties and responsibilities as it deems appropriate.
11. To perform each and every function necessary for or related to the Plan's administration.

### **Amending and Terminating the Plan**

This Plan was established for the exclusive benefit of the Employees with the intention it will continue indefinitely; however, as the settlor of the Plan, the Plan Sponsor, through its directors and officers, may, in its sole discretion, at any time, amend, suspend or terminate the Plan in whole or in part. This includes amending the benefits under the Plan or the trust agreement (if any). All amendments to this Plan shall become effective as of a date established by the Plan Sponsor.

Any amendment to the Plan that is not made effective at the beginning of a normal Plan Year by integration into a full Plan Document restatement, including suspension and/or termination, shall follow the amendment procedure outlined in this section. The amendment procedure is accomplished by a separate, written amendment decided upon and/or enacted by resolution of the Plan Sponsor's directors or officers (in compliance with its articles of incorporation or bylaws and if these provisions are deemed applicable), or by the sole proprietor in his or her own discretion if the Plan Sponsor is a sole proprietorship, but always in accordance with applicable Federal and State law.

If the Plan is terminated, the rights of the Participants are limited to expenses Incurred before termination. In connection with the termination, the Plan Sponsor may establish a deadline by which all claims must be submitted for consideration. Benefits will be paid only for Covered Expenses Incurred prior to the termination date and submitted in accordance with the rules established by the Plan Sponsor. Upon termination, any Plan assets will be used to pay outstanding claims and all expenses of Plan termination. As it relates to distribution of assets upon termination of the Plan, any contributions paid by Participants will be used for the exclusive purpose of providing benefits and defraying reasonable expenses related to Plan administration, and will not inure to the benefit of the Employer.

### **Summary of Material Modification (SMM)**

A Summary of Material Modifications reports changes in the information provided within the Summary Plan Description. Examples include a change to Deductibles, eligibility or the addition or deletion of coverage.

The Plan Administrator shall notify all covered Employees of any plan amendment considered a Material Modification by the Plan as soon as administratively feasible after its adoption, but no later than within 210 days after the close of the Plan Year in which the changes became effective. If said Material Modification is affected by amendment as described above, distribution of a copy of said written amendment, within all applicable time limits, shall be deemed sufficient notification to satisfy the Plan's Summary of Material Modifications requirements.

***NOTE: The Affordable Care Act (ACA) requires that if a Plan's Material Modifications are not reflected in the Plan's most recent Summary of Benefits and Coverage (SBC) then the Plan must provide written notice to Participants at least 60 days before the effective date of the Material Modification.***

### **Summary of Material Reduction (SMR)**

A Summary of Material Reduction (SMR) is a type of SMM. A Material Reduction generally means any modification that would be considered by the average Participant to be an important reduction in covered services or benefits. Examples include reductions in benefits or increases in Deductibles or Copayments.

The Plan Administrator shall notify all eligible Employees of any plan amendment considered a Material Reduction in covered services or benefits provided by the Plan as soon as administratively feasible after its adoption, but no later than 60 days after the date of adoption of the reduction. Eligible Employees and beneficiaries must be furnished a summary of such reductions, and any changes so made shall be binding on each Participant. The 60-day period for furnishing a summary of Material Reduction does not apply to

any Employee covered by the Plan who would reasonably expect to receive a summary through other means within the next 90 days.

If said Material Reduction is affected by amendment as described above, distribution of a copy of said written amendment, within all applicable time limits, shall be deemed sufficient notification to satisfy the Plan's Summary of Material Reduction requirements.

Material Reduction disclosure provisions are subject to the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and any related amendments.

## **CLAIM PROCEDURES; PAYMENT OF CLAIMS**

### **Introduction**

In accordance with applicable law, the Plan will allow an authorized representative to act on a Claimant's behalf in pursuing or appealing a benefit claim.

The availability of health benefit payments is dependent upon Claimants complying with the following:

### **Health Claims**

Full and final authority to adjudicate claims and make determinations as to their payability by and under the Plan belongs to and resides solely with the Plan Administrator. The Plan Administrator shall make claims adjudication determinations after full and fair review and in accordance with the terms of this Plan, and applicable law. To receive due consideration, claims for benefits and questions regarding said claims should be directed to the Third Party Administrator. The Plan Administrator may delegate to the Third Party Administrator responsibility to process claims in accordance with the terms of the Plan and the Plan Administrator's directive(s). The Third Party Administrator is not a fiduciary of the Plan and does not have discretionary authority to make claims payment decisions or interpret the meaning of the Plan terms.

Written proof that expenses eligible for Plan reimbursement and/or payment were Incurred, as well as proof of their eligibility for payment by the Plan, must be provided to the Plan Administrator via the Third Party Administrator. Although a provider of medical services and/or supplies may submit such claims directly to the Plan by virtue of an assignment of benefits, ultimate responsibility for supplying such written proof remains with the Claimant. The Plan Administrator may determine the time and fashion by which such proof must be submitted. No benefits shall be payable under the Plan if the Plan Administrator determines that the claims are not eligible for Plan payment, or, if inadequate proof is provided by the Claimant or entities submitting claims to the Plan on the Claimant's behalf.

A call from a Provider who wants to know if an individual is covered under the Plan, or if a certain procedure is covered by the Plan, prior to providing treatment is not a "claim," since an actual claim for benefits is not being filed with the Plan. These are simply requests for information, and any response is not a guarantee of benefits, since payment of benefits is subject to all Plan provisions, limitations and Exclusions. Once treatment is rendered, a Clean Claim must be filed with the Plan (which will be a "Post-service Claim"). At that time, a determination will be made as to what benefits are payable under the Plan.

A Claimant has the right to request a review of an Adverse Benefit Determination. If the claim is denied at the end of the appeal process, as described below, the Plan's final decision is known as a Final Internal Adverse Benefit Determination. If the Claimant receives notice of a Final Internal Adverse Benefit Determination, or if the Plan does not follow the claims procedures properly, the Claimant then has the right to request an independent external review. The external review procedures are described below.

The claims procedures are intended to provide a full and fair review. This means, among other things, that claims and appeals will be decided in a manner designed to ensure the independence and impartiality of the persons involved in making these decisions.

Benefits will be payable to a Claimant, or to a Provider that has accepted an assignment of benefits as consideration in full for services rendered.

According to Federal regulations which apply to the Plan, there are four types of claims: Pre-service (Urgent and Non-urgent), Concurrent Care and Post-service.

1. Pre-service Claims. A "Pre-service Claim" occurs when issuance of payment by the Plan is dependent upon determination of payability prior to the receipt of the applicable medical care; however, if the Plan does not require the Claimant to obtain approval of a medical service prior to getting treatment, then there is no "Pre-service Claim."

Urgent care or Emergency medical services or admissions will not require notice to the Plan prior to the receipt of care. Furthermore, if in the opinion of a Physician with knowledge of the Claimant's medical condition, pre-determination of payability by the Plan prior to the receipt of medical care (a Pre-service Claim) would result in a delay adequate to jeopardize the life or health of the Claimant, hinder the Claimant's ability to regain maximum function (compared to treatment without delay), or subject the Claimant to severe pain that cannot be adequately managed without the care or treatment that is the subject of the claim, said claim may be deemed to be a "Pre-service Urgent Care Claim." In such circumstances, the Claimant is urged to obtain the applicable care without delay, and communicate with the Plan regarding their claim(s) as soon as reasonably possible.

If, due to Emergency or urgency as defined above, a Pre-service claim is not possible, the Claimant must comply with the Plan's requirements with respect to notice required after receipt of treatment, and must file the claim as a Post-service Claim, as herein described.

Pre-admission certification of a non-Emergency Hospital admission is a "claim" only to the extent of the determination made – that the type of procedure or condition warrants Inpatient confinement for a certain number of days. The rules regarding Pre-service Claims will apply to that determination only. Once a Claimant has the treatment in question, the claim for benefits relating to that treatment will be treated as a Post-service Claim.

2. Concurrent Claims. If a Claimant requires an on-going course of treatment over a period of time or via a number of treatments, the Plan may approve of a "Concurrent Claim." In such circumstances, the Claimant must notify the Plan of such necessary ongoing or routine medical care, and the Plan will assess the Concurrent Claim as well as determine whether the course of treatment should be reduced or terminated. The Claimant, in turn, may request an extension of the course of treatment beyond that which the Plan has approved. If the Plan does not require the Claimant to obtain approval of a medical service prior to getting treatment, then there is no need to contact the Plan Administrator to request an extension of a course of treatment, and the Claimant must simply comply with the Plan's requirements with respect to notice required after receipt of treatment, as herein described.
3. Post-service Claims. A "Post-service Claim" is a claim for benefits from the Plan after the medical services and/or supplies have already been provided.

#### ***When Claims Must Be Filed***

Post-service health claims (which must be Clean Claims) must be filed with the Third Party Administrator within 12 months of the date charges for the service(s) and/or supplies were Incurred. Claims filed later than that date shall be denied. Benefits are based upon the Plan's provisions at the time the charges were Incurred.

A Pre-service Claim (including a Concurrent claim that also is a Pre-service claim) is considered to be filed when the request for approval of treatment or services is received by the Third Party Administrator in accordance with the Plan's procedures.

A Post-service Claim is considered to be filed when the following information is received by the Third Party Administrator, together with the industry standard claim form:

1. The date of service.
2. The name, address, telephone number and tax identification number of the Provider of the services or supplies.
3. The place where the services were rendered.
4. The Diagnosis and procedure codes.
5. Any applicable pre-negotiated rate.
6. The name of the Plan.
7. The name of the covered Employee.
8. The name of the patient.

Upon receipt of this information, the claim will be deemed to be initiated with the Plan.

The Third Party Administrator will determine if enough information has been submitted to enable proper consideration of the claim (a Clean Claim). If not, more information may be requested as provided herein. This additional information must be received by the Third Party Administrator within 45 days (48 hours in the case of Pre-service urgent care claims) from receipt by the Claimant of the request for additional information. **Failure to do so may result in claims being declined or reduced.**

### ***Timing of Claim Decisions***

The Plan Administrator shall notify the Claimant, in accordance with the provisions set forth below, of any Adverse Benefit Determination (and, in the case of Pre-service claims and Concurrent claims, of decisions that a claim is payable in full) within the following timeframes:

1. Pre-service Urgent Care Claims:

- a. If the Claimant has provided all of the necessary information, as soon as possible, taking into account the medical exigencies, but not later than 72 hours after receipt of the claim.
- b. If the Claimant has not provided all of the information needed to process the claim, then the Claimant will be notified as to what specific information is needed as soon as possible, but not later than 24 hours after receipt of the claim.
- c. The Claimant will be notified of a determination of benefits as soon as possible, but not later than 48 hours, taking into account the medical exigencies, after the earliest of:
  - i. The Plan's receipt of the specified information.
  - ii. The end of the period afforded the Claimant to provide the information.
- d. If there is an Adverse Benefit Determination, a request for an expedited appeal may be submitted orally or in writing by the Claimant. All necessary information, including the Plan's benefit determination on review, may be transmitted between the Plan and the Claimant by telephone, facsimile, or other similarly expeditious method. Alternatively, the Claimant may request an expedited review under the external review process.

2. Pre-service Non-urgent Care Claims:

- a. If the Claimant has provided all of the information needed to process the claim, in a reasonable period of time appropriate to the medical circumstances, but not later than 15 days after receipt of the claim, unless an extension has been requested, then prior to the end of the 15-day extension period.
- b. If the Claimant has not provided all of the information needed to process the claim, then the Claimant will be notified as to what specific information is needed as soon as possible. The Claimant will be notified of a determination of benefits in a reasonable period of time appropriate to the medical circumstances, either prior to the end of the extension period (if additional information was requested during the initial processing period), or by the date agreed to by the Plan Administrator and the Claimant (if additional information was requested during the extension period).

3. Concurrent Claims:

- a. **Plan Notice of Reduction or Termination.** If the Plan Administrator is notifying the Claimant of a reduction or termination of a course of treatment (other than by Plan amendment or termination), notification will occur before the end of such period of time or number of treatments. The Claimant will be notified sufficiently in advance of the reduction or termination to allow the Claimant to appeal and obtain a determination on review of that Adverse Benefit Determination before the benefit is reduced or terminated. This rule does not apply if benefits are reduced or eliminated due to plan amendment or termination. A similar process applies for claims based on a rescission of coverage for fraud or misrepresentation.
- b. **Request by Claimant Involving Urgent Care.** If the Plan Administrator receives a request from a Claimant to extend the course of treatment beyond the period of time or number of treatments involving urgent care, notification will occur as soon as possible, taking into account the medical exigencies, but not later than 24 hours after receipt of the claim, as long as the Claimant makes the request at least 24 hours prior to the expiration of the prescribed period of time or number of treatments. If the Claimant submits the request with

less than 24 hours prior to the expiration of the prescribed period of time or number of treatments, the request will be treated as a claim involving urgent care and decided within the urgent care timeframe.

- c. Request by Claimant Involving Non-urgent Care. If the Plan Administrator receives a request from the Claimant for a claim not involving urgent care, the request will be treated as a new benefit claim and decided within the timeframe appropriate to the type of claim (either as a Pre-service Non-urgent claim or a Post-service claim).
  - d. Request by Claimant Involving Rescission. With respect to rescissions, the following timetable applies:
    - i. Notification to Claimant 30 days
    - ii. Notification of Adverse Benefit Determination on appeal 30 days
4. Post-service Claims:
- a. If the Claimant has provided all of the information needed to process the claim, in a reasonable period of time, but not later than 30 days after receipt of the claim, unless an extension has been requested, then prior to the end of the 15-day extension period.
  - b. If such an extension is necessary due to a failure of the Claimant to submit the information necessary to decide the claim, the notice of extension shall specifically describe the required information, and the Claimant shall be afforded at least 45 days from receipt of the notice within which to provide the specified information.
  - c. If the Claimant has not provided all of the information needed to process the claim and additional information is requested during the initial processing period, then the Claimant will be notified of a determination of benefits prior to the end of the extension period, unless additional information is requested during the extension period, then the Claimant will be notified of the determination by a date agreed to by the Plan Administrator and the Claimant.
5. Extensions:
- a. Pre-service Urgent Care Claims. No extensions are available in connection with Pre-service urgent care claims.
  - b. Pre-service Non-urgent Care Claims. This period may be extended by the Plan for up to 15 days, provided that the Plan Administrator both determines that such an extension is necessary due to matters beyond the control of the Plan and notifies the Claimant, prior to the expiration of the initial 15-day processing period, of the circumstances requiring the extension of time and the date by which the Plan expects to render a decision.
  - c. Post service Claims. This period may be extended by the Plan for up to 15 days, provided that the Plan Administrator both determines that such an extension is necessary due to matters beyond the control of the Plan and notifies the Claimant, prior to the expiration of the initial 30-day processing period, of the circumstances requiring the extension of time and the date by which the Plan expects to render a decision.
6. Calculating Time Periods. The period of time within which a benefit determination is required to be made shall begin at the time a claim is deemed to be filed in accordance with the procedures of the Plan.

#### ***Notification of an Adverse Benefit Determination***

The Plan Administrator shall provide a Claimant with a notice, either in writing or electronically (or, in the case of urgent care claims, by telephone, facsimile or similar method, with written or electronic notice following within three days), containing the following information:

1. Information sufficient to allow the Claimant to identify the claim involved (including date of service, the health care Provider, the claim amount, if applicable, and a statement describing the availability, upon request, of the Diagnosis code and its corresponding meaning, and the treatment code and its corresponding meaning).
2. A reference to the specific portion(s) of the Plan Document upon which a denial is based.
3. Specific reason(s) for a denial, including the denial code and its corresponding meaning, and a description of the Plan's standard, if any, that was used in denying the claim.
4. A description of any additional information necessary for the Claimant to perfect the claim and an explanation of why such information is necessary.

5. A description of the Plan's review procedures and the time limits applicable to the procedures.
6. A statement that the Claimant is entitled to receive, upon request and free of charge, reasonable access to, and copies of, all documents, records and other information relevant to the Claimant's claim for benefits.
7. Upon request, the identity of any medical or vocational experts consulted in connection with a claim, even if the Plan did not rely upon their advice (or a statement that the identity of the expert will be provided, upon request).
8. Any rule, guideline, protocol or similar criterion that was relied upon in making the determination (or a statement that it was relied upon and that a copy will be provided to the Claimant, free of charge, upon request).
9. In the case of denials based upon a medical judgment (such as whether the treatment is Medically Necessary or Experimental), either an explanation of the scientific or clinical judgment for the determination, applying the terms of the Plan to the Claimant's medical circumstances, or a statement that such explanation will be provided to the Claimant, free of charge, upon request.
10. In a claim involving urgent care, a description of the Plan's expedited review process.

### **Appeal of Adverse Benefit Determinations**

#### ***Full and Fair Review of All Claims***

In cases where a claim for benefits is denied, in whole or in part, and the Claimant believes the claim has been denied wrongly, the Claimant may appeal the denial and review pertinent documents. The claims procedures of this Plan provide a Claimant with a reasonable opportunity for a full and fair review of a claim and Adverse Benefit Determination. More specifically, the Plan provides:

1. A 180-day timeframe following receipt of a notification of an initial Adverse Benefit Determination within which to appeal the determination. The Plan will not accept appeals filed after a 180-day timeframe.
2. The opportunity to submit written comments, documents, records, and other information relating to the claim for benefits.
3. The opportunity to review the Claim file and to present evidence and testimony as part of the internal claims and appeals process.
4. A review that does not afford deference to the previous Adverse Benefit Determination and that is conducted by an appropriate named fiduciary of the Plan, who shall be neither the individual who made the Adverse Benefit Determination that is the subject of the appeal, nor the subordinate of such individual.
5. A review that takes into account all comments, documents, records, and other information submitted by the Claimant relating to the claim, without regard to whether such information was submitted or considered in the prior benefit determination.
6. That, in deciding an appeal of any Adverse Benefit Determination that is based in whole or in part upon a medical judgment, the Plan fiduciary shall consult with a health care professional who has appropriate training and experience in the field of medicine involved in the medical judgment, who is neither an individual who was consulted in connection with the Adverse Benefit Determination that is the subject of the appeal, nor the subordinate of any such individual.
7. Upon request, the identity of medical or vocational experts whose advice was obtained on behalf of the Plan in connection with a claim, even if the Plan did not rely upon their advice.
8. If applicable, a discussion of the basis for disagreeing with the disability determination made by either (a) the Social Security Administration; or (b) an independent medical expert that has conducted a full medical review of the Claimant if presented by the Claimant in support of the claim.
9. That a Claimant will be provided, free of charge: (a) reasonable access to, and copies of, all documents, records, and other information relevant to the Claimant's claim in possession of the Plan Administrator or Third Party Administrator; (b) information regarding any voluntary appeals procedures offered by the Plan; (c) information regarding the Claimant's right to an external review process; (d) any internal rule, guideline, protocol or other similar criterion relied upon, considered or generated in making the adverse determination; and (e) an explanation of the scientific or clinical judgment for the determination, applying the terms of the Plan to the Claimant's medical circumstances.



10. That a Claimant will be provided, free of charge, and sufficiently in advance of the date that the notice of Final Internal Adverse Benefit Determination is required, with new or additional evidence considered, relied upon, or generated by the Plan in connection with the Claim, as well as any new or additional rationale for a denial at the internal appeals stage, and a reasonable opportunity for the Claimant to respond to such new evidence or rationale.

#### ***Requirements for First Level Appeal***

The Claimant must file an appeal regarding a Post-service claim and applicable Adverse Benefit Determination, in writing within 180 days following receipt of the notice of an Adverse Benefit Determination.

For Pre-service Claims. All Pre-service claims must be sent to the Utilization Review Manager. Oral appeals should be submitted in writing as soon as possible after it has been initiated. To file any appeal in writing, the Claimant's appeal must be addressed as follows:

American Health Group, Inc.  
2152 S. Vineyard Ave., Suite 103  
Mesa, AZ 85210  
Phone: 602-265-3800 or 800-847-7605  
Fax: 480-894-8105  
Website: [www.amhealthgroup.com](http://www.amhealthgroup.com)

For Post-service Claims. To file any appeal in writing, the Claimant's appeal must be addressed as follows:

Summit Administration Services, Inc.  
P.O. Box 25160  
Scottsdale, AZ 85255-0102  
14646 N. Kierland Blvd., Suite 200  
Scottsdale, AZ 85254  
Phone: 480-505-0400 or 888-690-2020  
Fax: 490-505-0406  
Website: [www.summit-inc.net](http://www.summit-inc.net)

It shall be the responsibility of the Claimant or authorized representative to submit an appeal under the provisions of the Plan. Any appeal must include:

1. The name of the Employee/Claimant.
2. The Employee/Claimant's social security number.
3. The group name or identification number.
4. All facts and theories supporting the claim for benefits.
5. A statement in clear and concise terms of the reason or reasons for disagreement with the handling of the claim.
6. Any material or information that the Claimant has which indicates that the Claimant is entitled to benefits under the Plan.

#### ***Timing of Notification of Benefit Determination on Review***

The Plan Administrator shall notify the Claimant of the Plan's benefit determination on review within the following timeframes:

1. Pre-service Urgent Care Claims: As soon as possible, taking into account the medical exigencies, but not later than 72 hours after receipt of the appeal.
2. Pre-service Non-urgent Care Claims: Within a reasonable period of time appropriate to the medical circumstances, but not later than 15 days after receipt of the appeal.
3. Concurrent Claims: The response will be made in the appropriate time period based upon the type of claim: Pre-service Urgent, Pre-service Non-urgent or Post-service.
4. Post-service Claims: Within a reasonable period of time, but not later than 30 days per internal appeal.

Calculating Time Periods. The period of time within which the Plan's determination is required to be made shall begin at the time an appeal is filed in accordance with the procedures of this Plan, without regard to whether all information necessary to make the determination accompanies the filing.

***Manner and Content of Notification of Adverse Benefit Determination on Review***

The Plan Administrator shall provide a Claimant with notification, with respect to Pre-service urgent care claims, by telephone, facsimile or similar method, and with respect to all other types of claims, in writing or electronically, of a Plan's Adverse Benefit Determination on review, setting forth:

1. Information sufficient to allow the Claimant to identify the claim involved (including date of service, the health care Provider, the claim amount, if applicable, and a statement describing the availability, upon request, of the Diagnosis code and its corresponding meaning, and the treatment code and its corresponding meaning).
2. Specific reason(s) for a denial, including the denial code and its corresponding meaning, and a description of the Plan's standard, if any, that was used in denying the claim, and a discussion of the decision.
3. A reference to the specific portion(s) of the plan provisions upon which a denial is based.
4. The identity of any medical or vocational experts consulted in connection with a claim, even if the Plan did not rely upon their advice (or a statement that the identity of the expert will be provided, upon request).
5. A statement that the Claimant is entitled to receive, upon request and free of charge, reasonable access to, and copies of, all documents, records, and other information relevant to the Claimant's claim for benefits.
6. Any rule, guideline, protocol or similar criterion that was relied upon, considered, or generated in making the determination will be provided free of charge. If this is not practical, a statement will be included that such a rule, guideline, protocol or similar criterion was relied upon in making the determination and a copy will be provided to the Claimant, free of charge, upon request.
7. A description of any additional information necessary for the Claimant to perfect the claim and an explanation of why such information is necessary.
8. A description of available internal appeals and external review processes, including information regarding how to initiate an appeal.
9. A description of the Plan's review procedures and the time limits applicable to the procedures.
10. In the case of denials based upon a medical judgment (such as whether the treatment is Medically Necessary or Experimental), either an explanation of the scientific or clinical judgment for the determination, applying the terms of the Plan to the Claimant's medical circumstances, will be provided. If this is not practical, a statement will be included that such explanation will be provided to the Claimant, free of charge, upon request.
11. Information about the availability of, and contact information for, an applicable office of health insurance consumer assistance or ombudsman established under applicable federal law to assist Participants with the internal claims and appeals and external review processes.
12. The following statement: "You and your Plan may have other voluntary alternative dispute resolution options, such as mediation. One way to find out what may be available is to contact your local U.S. Department of Labor Office and your State insurance regulatory agency."

***Furnishing Documents in the Event of an Adverse Determination***

In the case of an Adverse Benefit Determination on review, the Plan Administrator shall provide such access to, and copies of, documents, records, and other information described in the provision relating to "Manner and Content of Notification of Adverse Benefit Determination on Review" as appropriate.

***Decision on Review***

The decision by the Plan Administrator or other appropriate named fiduciary of the Plan on review will be final, binding and conclusive and will be afforded the maximum deference permitted by law. All claim review procedures provided for in the Plan must be exhausted before any legal action is brought.

### ***Requirements for Second Level Appeal***

The Claimant must file an appeal regarding a Pre-service or Post-service claim and applicable Adverse Benefit Determination in writing within 60 days following receipt of the notice of the first level Adverse Benefit Determination.

### ***Two Levels of Appeal***

This Plan requires two levels of appeal (Pre-service or Post-service) by a Claimant before the Plan's internal appeals are exhausted. For each level of appeal, the Claimant and the Plan are subject to the same procedures, rights, and responsibilities as stated within this Plan. Each level of appeal is subject to the above-outlined submission and response guidelines.

Once a Claimant receives an Adverse Benefit Determination in response to an initial claim for benefits, the Claimant may appeal that Adverse Benefit Determination, which will constitute the initial appeal. If the Claimant receives an Adverse Benefit Determination in response to that initial appeal, the Claimant may appeal that Adverse Benefit Determination as well, which will constitute the final internal appeal. If the Claimant receives an Adverse Benefit Determination in response to the Claimant's second appeal, such Adverse Benefit Determination will constitute the Final Internal Adverse Benefit Determination, and the Plan's internal appeals procedures will have been exhausted.

### ***Deemed Exhaustion of Internal Claims Procedures and De Minimis***

#### Exception to the Deemed Exhaustion Rule

A Claimant will not be required to exhaust the internal claims and appeals procedures described above if the Plan fails to adhere to the claims procedures requirements. In such an instance, a Claimant may proceed immediately to the external review program or make a claim in court. However, the internal claim and appeals procedures will not be deemed exhausted (meaning the Claimant must adhere to them before participating in the external review program or bringing a claim in court) in the event of a de minimis violation that does not cause, and is not likely to cause, prejudice or harm to the Claimant as long as the Plan Administrator demonstrates that the violation was for good cause or due to matters beyond the control of the Plan, the violation occurred in the context of an ongoing, good faith exchange of information between the Plan and the Claimant, and the violation is not reflective of a pattern or practice of non-compliance.

If a Claimant believes the Plan Administrator has engaged in a violation of the claims procedures and would like to pursue an immediate review, the Claimant may request that the Plan provide a written explanation of the violation, including a description of the Plan's basis for asserting that the violation should not result in a "deemed exhaustion" of the claims procedures. The Plan will respond to this request within ten days. If the external reviewer or a court rejects a request for immediate review because the Plan has met the requirements for the "de minimis" exception described above, the Plan will provide the Claimant with notice of an opportunity to resubmit and pursue an internal appeal of the claim.

#### External Review Process

The Federal external review process does not apply to a denial, reduction, termination, or a failure to provide payment for a benefit based on a determination that a Claimant or beneficiary fails to meet the requirements for eligibility under the terms of a group health plan. The Federal external review process, in accordance with applicable law, applies only to an Adverse Benefit Determination that involves consideration of whether the Plan is complying with the surprise billing and cost-sharing protections set forth in the No Surprises Act.

#### Standard external review

Standard external review is an external review that is not considered expedited (as described in the "expedited external review" paragraph in this section).

1. Request for external review. The Plan will allow a Claimant to file a request for an external review with the Plan if the request is filed within four months after the date of receipt of a notice of a Final Internal Adverse Benefit Determination. If there is no corresponding date four months after the date of receipt of such a notice, then the request must be filed by the first day of the fifth month following the receipt of the notice. For example, if the date of receipt of the notice is October 30, because

there is no February 30, the request must be filed by March 1. If the last filing date would fall on a Saturday, Sunday, or Federal holiday, the last filing date is extended to the next day that is not a Saturday, Sunday, or Federal holiday.

2. Preliminary review. Within five business days following the date of receipt of the external review request, the Plan will complete a preliminary review of the request to determine whether:
  - a. The Claimant is or was covered under the Plan at the time the health care item or service was requested or, in the case of a retrospective review, was covered under the Plan at the time the health care item or service was provided.
  - b. The Adverse Benefit Determination or the Final Internal Adverse Benefit Determination does not relate to the Claimant's failure to meet the requirements for eligibility under the terms of the Plan (e.g., worker classification or similar determination).
  - c. The Claimant has exhausted the Plan's internal appeal process (unless the Claimant is not required to exhaust the internal appeals process under the final regulations) and rendered the appeal available for standard external review.
  - d. The Claimant has provided all the information and forms required to process an external review. Within one business day after completion of the preliminary review, the Plan will issue a notification in writing to the Claimant. If the request is complete but not eligible for external review, such notification will include the reasons for its ineligibility and contact information for the Employee Benefits Security Administration (toll-free number 866-444-EBSA (3272)). If the request is not complete, such notification will describe the information or materials needed to make the request complete and the Plan will allow a Claimant to perfect the request for external review within the four-month filing period or within the 48-hour period following the receipt of the notification, whichever is later.
3. Referral to Independent Review Organization. The Plan will assign an independent review organization (IRO) that is accredited by URAC or by a similar nationally-recognized accrediting organization to conduct the external review. Moreover, the Plan will take action against bias and to ensure independence. Accordingly, the Plan will contract with (or direct the Third Party Administrator to contract with, on its behalf) at least three IROs for assignments under the Plan and rotate claims assignments among them (or incorporate other independent unbiased methods for selection of IROs, such as random selection). In addition, the IRO may not be eligible for any financial incentives based on the likelihood that the IRO will support the denial of benefits.
4. Reversal of Plan's decision. Upon receipt of a notice of a final external review decision reversing the Adverse Benefit Determination or Final Internal Adverse Benefit Determination, the Plan will provide coverage or payment for the claim without delay, regardless of whether the plan intends to seek judicial review of the external review decision and unless or until there is a judicial decision otherwise.

#### Expedited external review

1. Request for expedited external review. The Plan will allow a Claimant to make a request for an expedited external review with the Plan at the time the Claimant receives:
  - a. An Adverse Benefit Determination if the Adverse Benefit Determination involves a medical condition of the Claimant for which the timeframe for completion of a standard internal

- appeal under the final regulations would seriously jeopardize the life or health of the Claimant or would jeopardize the Claimant's ability to regain maximum function and the Claimant has filed a request for an expedited internal appeal.
- b. A Final Internal Adverse Benefit Determination, if the Claimant has a medical condition where the timeframe for completion of a standard external review would seriously jeopardize the life or health of the Claimant or would jeopardize the Claimant's ability to regain maximum function, or if the Final Internal Adverse Benefit Determination concerns an admission, availability of care, continued stay, or health care item or service for which the Claimant received Emergency Services, but has not been discharged from a facility.
2. Preliminary review. Immediately upon receipt of the request for expedited external review, the Plan will determine whether the request meets the reviewability requirements set forth above for standard external review. The Plan will immediately send a notice that meets the requirements set forth above for standard external review to the Claimant of its eligibility determination.
  3. Referral to Independent Review Organization. Upon a determination that a request is eligible for external review following the preliminary review, the Plan will assign an IRO pursuant to the requirements set forth above for standard review. The Plan will provide or transmit all necessary documents and information considered in making the Adverse Benefit Determination or Final Internal Adverse Benefit Determination to the assigned IRO electronically or by telephone or facsimile or any other available expeditious method. The assigned IRO, to the extent the information or documents are available and the IRO considers them appropriate, will consider the information or documents described above under the procedures for standard review. In reaching a decision, the assigned IRO will review the claim de novo and is not bound by any decisions or conclusions reached during the Plan's internal claims and appeals process.
  4. Notice of final external review decision. The Plan's (or Third Party Administrator's) contract with the assigned IRO will require the IRO to provide notice of the final external review decision, in accordance with the requirements set forth above, as expeditiously as the Claimant's medical condition or circumstances require, but in no event more than 72 hours after the IRO receives the request for an expedited external review. If the notice is not in writing, within 48 hours after the date of providing that notice, the assigned IRO will provide written confirmation of the decision to the Claimant and the Plan.

#### **Appointment of Authorized Representative**

A Claimant may designate another individual to be an authorized representative and act on his or her behalf and communicate with the Plan with respect to a specific benefit claim or appeal of a denial. This authorization must be in writing, signed and dated by the Claimant, and include all the information required in the authorized representative form. The appropriate form can be obtained from the Plan Administrator or the Third Party Administrator.

The Plan will permit, in a medically urgent situation, such as a claim involving Urgent Care, a Claimant's treating health care practitioner to act as the Claimant's authorized representative without completion of the authorized representative form.

Should a Claimant designate an authorized representative, all future communications from the Plan will be conducted with the authorized representative instead of the Claimant, unless the Plan Administrator is otherwise notified in writing by the Claimant. A Claimant can revoke the authorized representative at any time. A Claimant may authorize only one person as an authorized representative at a time.

Recognition as an authorized representative is completely separate from a Provider accepting an assignment of benefits, requiring a release of information, or requesting completion a similar form. An assignment of benefits by a Claimant shall not be recognized as a designation of the Provider as an authorized representative. Assignment and its limitations under this Plan are described below.

**Autopsy**

Upon receipt of a claim for a deceased Claimant for any condition or Injury is the basis of such claim, the Plan maintains the right to request an autopsy be performed upon said Claimant. The request for an autopsy may be exercised only where not prohibited by any applicable law.

**Payment of Benefits**

Where benefit payments are allowable in accordance with the terms of this Plan, payment shall be made in U.S. Dollars (unless otherwise agreed upon by the Plan Administrator). Payment shall be made, in the Plan Administrator's discretion, to an assignee of an assignment of benefits, but in any instance may alternatively be made to the Claimant, on whose behalf payment is made and who is the recipient of the services for which payment is being made. Should the Claimant be deceased, payment shall be made to the Claimant's heir, assign, agent or estate (in accordance with written instructions), or, if there is no such arrangement and in the Plan Administrator's discretion, the institute and/or Provider who provided the care and/or supplies for which payment is to be made – regardless of whether an assignment of benefits occurred.

**Assignments**

For this purpose, the term "Assignment of Benefits" (or "AOB") is defined as an arrangement whereby a Participant of the Plan, at the discretion of the Plan Administrator, assigns its right to seek and receive payment of eligible Plan benefits, less Deductible, Copayments and Coinsurance amounts, to a medical Provider. If a Provider accepts said arrangement, the Provider's rights to receive Plan benefits are equal to those of the Participant, and are limited by the terms of this Plan Document. A Provider that accepts this arrangement indicates acceptance of an AOB and Deductibles, Copayments, and Coinsurance amounts, as consideration in full for treatment rendered.

The Plan Administrator may revoke an AOB at its discretion and treat the Participant of the Plan as the sole beneficiary. Benefits for medical expenses covered under this Plan may be assigned by a Participant to the Provider as consideration in full for services rendered; however, if those benefits are paid directly to the Participant, the Plan will be deemed to have fulfilled its obligations with respect to such benefits. The Plan will not be responsible for determining whether any such assignment is valid. Payment of benefits which have been assigned may be made directly to the assignee unless a written request not to honor the assignment, signed by the Participant, has been received before the proof of loss is submitted, or the Plan Administrator – at its discretion – revokes the assignment.

No Participant shall at any time, either during the time in which he or she is a Participant in the Plan, or following his or her termination as a Participant, in any manner, have any right to assign his or her right to sue to recover benefits under the Plan, to enforce rights due under the Plan or to any other causes of action which he or she may have against the Plan or its fiduciaries. A medical Provider which accepts an AOB does as consideration in full for services rendered and is bound by the rules and provisions set forth within the terms of this document.

**Recovery of Payments**

Occasionally, benefits are paid more than once, are paid based upon improper billing or a misstatement in a proof of loss or enrollment information, are not paid according to the Plan's terms, conditions, limitations or Exclusions, or should otherwise not have been paid by the Plan. As such, this Plan may pay benefits that are later found to be greater than the Maximum Allowable Charge. In this case, this Plan may recover the amount of the overpayment from the source to which it was paid, primary payers, or from the party on whose behalf the charge(s) were paid. As such, whenever the Plan pays benefits exceeding the amount of benefits payable under the terms of the Plan, the Plan Administrator has the right to recover any such erroneous payment directly from the person or entity who received such payment and/or from other payers and/or the Claimant or Dependent on whose behalf such payment was made.

A Claimant, Dependent, Provider, another benefit plan, insurer, or any other person or entity who receives a payment exceeding the amount of benefits payable under the terms of the Plan or on whose behalf such payment was made, shall return or refund the amount of such erroneous payment to the Plan within 30

days of discovery or demand. The Plan Administrator shall have no obligation to secure payment for the expense for which the erroneous payment was made or to which it was applied.

The person or entity receiving an erroneous payment may not apply such payment to another expense. The Plan Administrator shall have the sole discretion to choose who will repay the Plan for an erroneous payment and whether such payment shall be reimbursed in a lump sum. When a Claimant or other entity does not comply with the provisions of this section, the Plan Administrator shall have the authority, in its sole discretion, to deny payment of any claims for benefits by the Claimant and to deny or reduce future benefits payable (including payment of future benefits for other Injuries or Illnesses) under the Plan by the amount due as reimbursement to the Plan. The Plan Administrator may also, in its sole discretion, deny or reduce future benefits (including future benefits for other Injuries or Illnesses) under any other group benefits plan maintained by the Plan Sponsor. The reductions will equal the amount of the required reimbursement.

Providers and any other person or entity accepting payment from the Plan or to whom a right to benefits has been assigned, in consideration of services rendered, payments and/or rights, agrees to be bound by the terms of this Plan and agree to submit claims for reimbursement in strict accordance with their State's health care practice acts, ICD or CPT standards, Medicare guidelines, HCPCS standards, or other standards approved by the Plan Administrator or insurer. Any payments made on claims for reimbursement not in accordance with the above provisions shall be repaid to the Plan within 30 days of discovery or demand or incur prejudgment interest of 1.5% per month. If the Plan must bring an action against a Claimant, Provider or other person or entity to enforce the provisions of this section, then that Claimant, Provider or other person or entity agrees to pay the Plan's attorneys' fees and costs, regardless of the action's outcome.

Further, Claimants and/or their Dependents, beneficiaries, estate, heirs, guardian, personal representative, or assigns (Claimants) shall assign or be deemed to have assigned to the Plan their right to recover said payments made by the Plan, from any other party and/or recovery for which the Claimant(s) are entitled, for or in relation to facility-acquired condition(s), Provider error(s), or damages arising from another party's act or omission for which the Plan has not already been refunded.

The Plan reserves the right to deduct from any benefits properly payable under this Plan the amount of any payment which has been made for any of the following circumstances:

1. In error.
2. Pursuant to a misstatement contained in a proof of loss or a fraudulent act.
3. Pursuant to a misstatement made to obtain coverage under this Plan within two years after the date such coverage commences.
4. With respect to an ineligible person.
5. In anticipation of obtaining a recovery if a Claimant fails to comply with the Plan's Third Party Recovery, Subrogation and Reimbursement provisions.
6. Pursuant to a claim for which benefits are recoverable under any policy or act of law providing for coverage for occupational injury or disease to the extent that such benefits are recovered. This provision (6) shall not be deemed to require the Plan to pay benefits under this Plan in any such instance.

The deduction may be made against any claim for benefits under this Plan by a Claimant or by any of his covered Dependents if such payment is made with respect to the Claimant or any person covered or asserting coverage as a Dependent of the Claimant.

If the Plan seeks to recoup funds from a Provider, due to a claim being made in error, a claim being fraudulent on the part of the Provider, and/or the claim that is the result of the Provider's misstatement, said Provider shall, as part of its assignment to benefits from the Plan, abstain from billing the Claimant for any outstanding amount(s).

***Medicaid Coverage***

A Claimant's eligibility for any State Medicaid benefits will not be taken into account in determining or making any payments for benefits to or on behalf of such Claimant. Any such benefit payments will be subject to the State's right to reimbursement for benefits it has paid on behalf of the Claimant, as required by the State Medicaid program; and the Plan will honor any Subrogation rights the State may have with respect to benefits which are payable under the Plan.

***Limitation of Action***

A Claimant cannot bring any legal action against the Plan for a claim of benefits until 90 days after all appeal processes have been exhausted. After 90 days, if the Claimant wants to bring a legal action against the Plan, he or she must do so within 3 years of the date he or she is notified of the final decision on the final appeal or he or she will lose any rights to bring such an action against the Plan.



## **COORDINATION OF BENEFITS**

### **Coordination of the Benefit Plans**

Coordination of benefits sets out rules for the order of payment of Covered Expenses when two or more plans, including Medicare, are paying. When a Participant is covered by this Plan and another plan, the plans will coordinate benefits when a claim is received.

### **Standard Coordination of Benefits**

The plan that pays first according to the rules will pay as if there were no other plan involved. The secondary and subsequent plans will pay the balance due up to 100% of the total allowable charges.

### **Benefits Subject to This Provision**

The following shall apply to the entirety of the Plan and all benefits described therein.

### **Excess Insurance**

If at the time of Injury, Illness or disability there is available, or potentially available any coverage (including but not limited to coverage resulting from a judgment at law or settlements), the benefits under this Plan shall apply only as an excess over such other sources of coverage.

The Plan's benefits shall be excess to any of the following:

1. The responsible party, its insurer, or any other source on behalf of that party.
2. Any first party insurance through medical payment coverage, personal injury protection, no-fault coverage, uninsured or underinsured motorist coverage, including any similar coverage under a different name in a particular state.
3. Any policy of insurance from any insurance company or guarantor of a third party, including but not limited to an employer's policy.
4. Workers' compensation or other liability insurance company.
5. Any other source of coverage, including, but not limited to, the following:
  - Crime victim restitution funds
  - Civil restitution funds
  - No-fault restitution funds such as vaccine injury compensation funds
  - Any medical, applicable disability or other benefit payments
  - School insurance coverage

### **Vehicle Limitation**

When medical payments are available under any vehicle insurance, the Plan shall pay excess benefits only, without reimbursement for vehicle plan and/or policy deductibles. This Plan shall always be considered secondary to such plans and/or policies and will exclude benefits subject to the Exclusions in this Plan up to the maximum amount available to the Participant under applicable state law, regardless of a Participant's election of lesser coverage amount. This applies to all forms of medical payments under vehicle plans and/or policies regardless of their names, titles, or classifications.

### **Effect on Benefits**

#### ***Application to Benefit Determinations***

The plan that pays first according to the rules in the provision entitled "Order of Benefit Determination" will pay as if there were no Other Plan involved. The secondary and subsequent plans will pay the balance due up to 100% of the total Allowable Expenses. When there is a conflict in the rules, this Plan will never pay more than 50% of Allowable Expenses when paying secondary. Benefits will be coordinated on the basis of a Claim Determination Period.

When medical payments are available under automobile insurance, this Plan will pay excess benefits only, without reimbursement for automobile plan deductibles. This Plan will always be considered secondary

regardless of the individual's election under personal injury protection (PIP) coverage with the automobile insurance carrier regarding priority of payment.

In certain instances, the benefits of the Other Plan will be ignored for the purposes of determining the benefits under this Plan. This is the case when all of the following occur:

1. The Other Plan would, according to its rules, determine its benefits after the benefits of this Plan have been determined.
2. The rules in the provision entitled "Order of Benefit Determination" would require this Plan to determine its benefits before the Other Plan.

#### ***Order of Benefit Determination***

For the purposes of the provision entitled "Application to Benefit Determinations," the rules establishing the order of benefit determination are:

1. A plan without a coordinating provision will always be the primary plan.
2. The benefits of a plan which covers the person on whose expenses a claim is based other than as a dependent shall be determined before the benefits of a plan which covers such person as a dependent.
3. If the person for whom claim is made is a dependent child covered under both parents' plans, the plan covering the parent whose birthday (month and day of birth, not year) falls earlier in the year will be primary, except:
  - a. When the parents were never married, are separated, or are divorced, the benefits of a plan which covers the child as a dependent of the parent with custody will be determined before the benefits of a plan which covers the child as a dependent of the parent without custody.
  - b. When the parents are divorced and the parent with custody of the child has remarried, the benefits of a plan which covers the child as a dependent of the parent with custody shall be determined before the benefits of a plan which covers that child as a dependent of the stepparent, and the benefits of a plan which covers that child as a dependent of the stepparent will be determined before the benefits of a plan which covers that child as a dependent of the parent without custody.

Notwithstanding the above, if there is a court decree which would otherwise establish financial responsibility for the child's health care expenses, the benefits of the plan which covers the child as a dependent of the parent with such financial responsibility shall be determined before the benefits of any Other Plan which covers the child as a dependent child.

4. When the rules above do not establish an order of benefit determination, the benefits of a plan which has covered the person on whose expenses claim is based for the longer period of time shall be determined before the benefits of a plan which has covered such person for the shorter period of time.
5. To the extent required by Federal and State regulations, this Plan will pay before any Medicare, Tricare, Medicaid, State child health benefits or other applicable State health benefits program.

#### **Right to Receive and Release Necessary Information**

The Plan Administrator may, without notice to or consent of any person, release to or obtain from any insurance company or other organization or individual any information regarding coverage, expenses, and benefits which the Plan Administrator, in its sole discretion, considers necessary to determine, implement and apply the terms of this provision or any provision of similar purpose of any Other Plan. Any Participant claiming benefits under this Plan shall furnish to the Plan Administrator such information as requested and as may be necessary to implement this provision.

#### **Facility of Payment**

A payment made under any Other Plan may include an amount that should have been paid under this Plan. The Plan Administrator may, in its sole discretion, pay any organizations making such other payments any amounts it shall determine to be warranted in order to satisfy the intent of this provision. Any such amount

paid under this provision shall be deemed to be benefits paid under this Plan. The Plan Administrator will not have to pay such amount again and this Plan shall be fully discharged from liability.

**Right of Recovery**

In accordance with the Recovery of Payments provision, whenever payments have been made by this Plan with respect to Allowable Expenses in a total amount, at any time, in excess of the maximum amount of payment necessary at that time to satisfy the intent of this Coordination of Benefits section, the Plan shall have the right to recover such payments, to the extent of such excess, from any one or more of the following as this Plan shall determine: any person to or with respect to whom such payments were made, or such person's legal representative, any insurance companies, or any other individuals or organizations which the Plan determines are responsible for payment of such Allowable Expenses, and any future benefits payable to the Participant or his or her Dependents. Please see the Recovery of Payments provision above for more details.

## MEDICARE

### **Applicable to Active Employees and Their Spouses Ages 65 and Over**

An Active Employee and their spouse (ages 65 and over) may, at the option of such Employee, elect or reject coverage under this Plan. If such Employee elects coverage under this Plan, the benefits of this Plan shall be determined before any benefits provided by Medicare. If coverage under this Plan is rejected by such Employee, benefits listed herein will not be payable even as secondary coverage to Medicare.

### **Applicable to All Other Participants Eligible for Medicare Benefits**

To the extent required by Federal regulations, this Plan will pay before any Medicare benefits. There are some circumstances under which Medicare would be required to pay its benefits first. In these cases, benefits under this Plan would be calculated as secondary payor (as described under the section entitled "Coordination of Benefits"). If the Provider accepts assignment with Medicare, Covered Expenses will not exceed the Medicare approved expenses.

### **Applicable to Medicare Services Furnished to End Stage Renal Disease ("ESRD") Participants Who Are Covered Under This Plan**

If any Participant is enrolled in Medicare coverage because of ESRD, the benefits of the Plan will be determined before Medicare benefits for the first 30 months of the Participant's Medicare entitlement, regardless of the date of enrollment, unless applicable Federal law provides to the contrary, in which event the benefits of the Plan will be determined in accordance with such law.

## **THIRD PARTY RECOVERY, SUBROGATION AND REIMBURSEMENT**

### **Payment Condition**

The Plan, in its sole discretion, may elect to conditionally advance payment of benefits in those situations where an Injury, Illness or disability is caused in whole or in part by, or results from the acts or omissions of Participants, and/or their Dependents, beneficiaries, estate, heirs, guardian, personal representative, or assigns (collectively referred to hereinafter in this section as "Participant(s)") or a third party, where any party besides the Plan may be responsible for expenses arising from an incident, and/or other funds are available, including but not limited to crime victim restitution funds, civil restitution funds, no-fault restitution funds (including vaccine injury compensation funds), uninsured motorist, underinsured motorist, medical payment provisions, third party assets, third party insurance, and/or guarantor(s) of a third party, any medical, applicable disability, or other benefit payments, and school insurance coverage (collectively "Coverage").

Participant(s), their attorney, and/or legal guardian of a minor or incapacitated individual agrees that acceptance of the Plan's conditional payment of medical benefits is constructive notice of these provisions in their entirety and agrees to maintain 100% of the Plan's conditional payment of benefits or the full extent of payment from any one or combination of first and third party sources in trust, without disruption except for reimbursement to the Plan or the Plan's assignee. The Plan shall have an equitable lien on any funds received by the Participant(s) and/or their attorney from any source and said funds shall be held in trust until such time as the obligations under this provision are fully satisfied. The Participant(s) agrees to include the Plan's name as a co-payee on any and all settlement drafts. Further, by accepting benefits the Participant(s) understands that any recovery obtained pursuant to this section is an asset of the Plan to the extent of the amount of benefits paid by the Plan and that the Participant shall be a trustee over those Plan assets.

In the event a Participant(s) settles, recovers, or is reimbursed by any Coverage, the Participant(s) agrees to reimburse the Plan for all benefits paid or that will be paid by the Plan on behalf of the Participant(s). When such a recovery does not include payment for future treatment, the Plan's right to reimbursement extends to all benefits paid or that will be paid by the Plan on behalf of the Participant(s) for charges Incurred up to the date such Coverage or third party is fully released from liability, including any such charges not yet submitted to the Plan. If the Participant(s) fails to reimburse the Plan out of any judgment or settlement received, the Participant(s) will be responsible for any and all expenses (fees and costs) associated with the Plan's attempt to recover such money. Nothing herein shall be construed as prohibiting the Plan from claiming reimbursement for charges Incurred after the date of settlement if such recovery provides for consideration of future medical expenses.

If there is more than one party responsible for charges paid by the Plan, or may be responsible for charges paid by the Plan, the Plan will not be required to select a particular party from whom reimbursement is due. Furthermore, unallocated settlement funds meant to compensate multiple injured parties of which the Participant(s) is/are only one or a few, that unallocated settlement fund is considered designated as an "identifiable" fund from which the plan may seek reimbursement.

### **Subrogation**

As a condition to participating in and receiving benefits under this Plan, the Participant(s) agrees to assign to the Plan the right to subrogate and pursue any and all claims, causes of action or rights that may arise against any person, corporation and/or entity and to any Coverage to which the Participant(s) is entitled, regardless of how classified or characterized, at the Plan's discretion, if the Participant(s) fails to so pursue said rights and/or action.

If a Participant(s) receives or becomes entitled to receive benefits, an automatic equitable lien attaches in favor of the Plan to any claim, which any Participant(s) may have against any Coverage and/or party causing the Illness or Injury to the extent of such conditional payment by the Plan plus reasonable costs of collection. The Participant is obligated to notify the Plan or its authorized representative of any settlement prior to finalization of the settlement, execution of a release, or receipt of applicable funds. The Participant

is also obligated to hold any and all funds so received in trust on the Plan's behalf and function as a trustee as it applies to those funds until the Plan's rights described herein are honored and the Plan is reimbursed.

The Plan may, at its discretion, in its own name or in the name of the Participant(s) commence a proceeding or pursue a claim against any party or Coverage for the recovery of all damages to the full extent of the value of any such benefits or conditional payments advanced by the Plan.

If the Participant(s) fails to file a claim or pursue damages against:

1. The responsible party, its insurer, or any other source on behalf of that party.
2. Any first party insurance through medical payment coverage, personal injury protection, no-fault coverage, uninsured or underinsured motorist coverage, including any similar coverage under a different name in a particular state.
3. Any insurance policy from any insurance company or guarantor of a third party, including but not limited to an employer's policy.
4. Workers' compensation or other liability insurance company.
5. Any other source of Coverage, including, but not limited to, the following:
  - Crime victim restitution funds
  - Civil restitution funds
  - No-fault restitution funds such as vaccine injury compensation funds
  - Any medical, applicable disability or other benefit payments
  - School insurance coverage

the Participant(s) authorizes the Plan to pursue, sue, compromise and/or settle any such claims in the Participant's/Participants' and/or the Plan's name and agrees to fully cooperate with the Plan in the prosecution of any such claims. The Participant(s) assigns all rights to the Plan or its assignee to pursue a claim and the recovery of all expenses from any and all sources listed above.

#### **Right of Reimbursement**

The Plan shall be entitled to recover 100% of the benefits paid or payable benefits Incurred, that have been paid and/or will be paid by the Plan, or were otherwise Incurred by the Participant(s) prior to and until the release from liability of the liable entity, as applicable, without deduction for attorneys' fees and costs or application of the common fund doctrine, made whole doctrine, or any other similar legal or equitable theory, and without regard to whether the Participant(s) is fully compensated by their recovery from all sources. The Plan shall have an equitable lien that supersedes all common law or statutory rules, doctrines, and laws of any State prohibiting assignment of rights which interferes with or compromises in any way the Plan's equitable lien and right to reimbursement. The obligation to reimburse the Plan in full exists regardless of how the judgment or settlement is classified and whether or not the judgment or settlement specifically designates the recovery or a portion of it as including medical, disability, or other expenses and extends until the date upon which the liable party is released from liability. If the Participant's/Participants' recovery is less than the benefits paid, then the Plan is entitled to be paid all of the recovery achieved. Any funds received by the Participant are deemed held in constructive trust and should not be dissipated or disbursed until such time as the Participant's obligation to reimburse the Plan has been satisfied in accordance with these provisions. The Participant is also obligated to hold any and all funds so received in trust on the Plan's behalf and function as a trustee as it applies to those funds until the Plan's rights described herein are honored and the Plan is reimbursed.

No court costs, experts' fees, attorneys' fees, filing fees, or other costs or expenses of litigation may be deducted from the Plan's recovery without the prior, express written consent of the Plan.

The Plan's right of subrogation and reimbursement will not be reduced or affected as a result of any fault or claim on the part of the Participant(s), whether under the doctrines of causation, comparative fault or contributory negligence, or other similar doctrine in law. Accordingly, any lien reduction statutes, which attempt to apply such laws and reduce a subrogating Plan's recovery will not be applicable to the Plan and will not reduce the Plan's reimbursement rights.

These rights of subrogation and reimbursement shall apply without regard to whether any separate written acknowledgment of these rights is required by the Plan and signed by the Participant(s).

This provision shall not limit any other remedies of the Plan provided by law. These rights of subrogation and reimbursement shall apply without regard to the event's location that led to or caused the applicable illness, injury, or disability.

#### **Participant is a Trustee Over Plan Assets**

Any Participant who receives benefits and is therefore subject to the terms of this section is hereby deemed a recipient and holder of Plan assets and is therefore deemed a trustee of the Plan solely as it relates to possession of any funds which may be owed to the Plan as a result of any settlement, judgment or recovery through any other means arising from any injury or accident. By virtue of this status, the Participant understands that their required to:

1. Notify the Plan or its authorized representative of any settlement prior to finalization of the settlement, execution of a release, or receipt of applicable funds.
2. Instruct his or her attorney to ensure that the Plan and/or its authorized representative is included as a payee on all settlement drafts.
3. In circumstances where the Participant is not represented by an attorney, instruct the insurance company or any third party from whom the Participant obtains a settlement, judgment or other source of Coverage to include the Plan or its authorized representative as a payee on the settlement draft.
4. Hold any and all funds so received in trust, on the Plan's behalf, and function as a trustee as it applies to those funds, until the Plan's rights described herein are honored and the Plan is reimbursed.

To the extent the Participant disputes this obligation to the Plan under this section, the Participant or any of its agents or representatives is also required to hold any/all settlement funds, including the entire settlement if the settlement is less than the Plan's interests, and without reduction in consideration of attorneys' fees, for which they exercises control, in an account segregated from their general accounts or general assets until such time as the dispute is resolved.

No Participant, beneficiary, or the agents or representatives thereof, exercising control over plan assets and incurring trustee responsibility in accordance with this section will have any authority to accept any reduction of the Plan's interest on the Plan's behalf.

#### **Release of Liability**

The Plan's right to reimbursement extends to any incident related care that is received by the Participant(s) ("Incurred") prior to the liable party being released from liability. The Participant's/Participants' obligation to reimburse the Plan is therefore tethered to the date upon which the claims were Incurred, not the date upon which the payment is made by the Plan. In the case of a settlement, the Participant has an obligation to review the "lien" provided by the Plan and reflect claims paid by the Plan for which it seeks reimbursement, prior to settlement and/or executing a release of any liable or potentially liable third party, and is also obligated to advise the Plan of any incident related care Incurred prior to the proposed date of settlement and/or release, which is not listed but has been or will be Incurred, and for which the Plan will be asked to pay.

#### **Excess Insurance**

If at the time of Injury, Illness, or disability there is available, or potentially available any Coverage (including but not limited to Coverage resulting from a judgment at law or settlements), the benefits under this Plan shall apply only as an excess over such other sources of Coverage, except as otherwise provided for under the Plan's Coordination of Benefits section.

The Plan's benefits shall be excess to any of the following:

1. The responsible party, its insurer, or any other source on behalf of that party.

2. Any first party insurance through medical payment coverage, personal injury protection, no-fault coverage, uninsured or underinsured motorist coverage, including any similar coverage under a different name in a particular state.
3. Any insurance policy from any insurance company or guarantor of a third party, including but not limited to an employer's policy.
4. Workers' compensation or other liability insurance company.
5. Any other source of Coverage, including, but not limited to, the following:
  - Crime victim restitution funds
  - Civil restitution funds
  - No-fault restitution funds such as vaccine injury compensation funds
  - Any medical, applicable disability or other benefit payments
  - School insurance coverage

### **Separation of Funds**

Benefits paid by the Plan, funds recovered by the Participant(s), and funds held in trust over which the Plan has an equitable lien exist separately from the property and estate of the Participant(s), such that the death of the Participant(s), or filing of bankruptcy by the Participant(s), will not affect the Plan's equitable lien, the funds over which the Plan has a lien, or the Plan's right to subrogation and reimbursement.

### **Wrongful Death**

In the event that the Participant(s) dies as a result of their Injuries and wrongful death or survivor claim is asserted against a third party or any Coverage, the Plan's subrogation and reimbursement rights shall still apply, and the entity pursuing said claim shall honor and enforce these Plan rights and terms by which benefits are paid on behalf of the Participant(s) and all others that benefit from such payment.

### **Obligations**

It is the Participant's/Participants' obligation at all times, both prior to and after payment of medical benefits by the Plan:

1. To cooperate with the Plan, or any representatives of the Plan, in protecting its rights, including discovery, attending depositions, and/or cooperating in trial to preserve the Plan's rights.
2. To provide the Plan with pertinent information regarding the Illness, disability, or Injury, including accident reports, settlement information and any other requested additional information.
3. To take such action and execute such documents as the Plan may require to facilitate enforcement of its subrogation and reimbursement rights.
4. To do nothing to prejudice the Plan's rights of subrogation and reimbursement.
5. To promptly reimburse the Plan when recovery through settlement, judgment, award, or other payment is received.
6. To notify the Plan or its authorized representative of any incident-related claims or care which might be not identified within the lien (but has been Incurred) and/or reimbursement request submitted by or on behalf of the Plan.
7. To notify the Plan or its authorized representative of any settlement prior to the finalization of the settlement.
8. To not settle or release, without the prior consent of the Plan, any claim to the extent that the Participant may have against any responsible party or Coverage.
9. To instruct his or her attorney to ensure that the Plan and/or its authorized representative is included as a payee on any settlement draft.
10. In circumstances where the Participant is not represented by an attorney, instruct the insurance company or any third party from whom the Participant obtains a settlement to include the Plan or its authorized representative as a payee on the settlement draft.
11. To make good faith efforts to prevent disbursement of settlement funds until such time as any dispute between the Plan and Participant over settlement funds is resolved.

If the Participant(s) and/or his or her attorney fails to reimburse the Plan for all benefits paid, to be paid, Incurred, or that will be Incurred, prior to the date of the release of liability from the relevant entity, as a



result of said Injury or condition, out of any proceeds, judgment or settlement received, the Participant(s) will be responsible for any and all expenses (whether fees or costs) associated with the Plan's attempt to recover such money from the Participant(s).

The Plan's rights to reimbursement and/or subrogation are in no way dependent upon the Participant's/Participants' cooperation or adherence to these terms.

#### **Offset**

If timely repayment is not made, or the Participant and/or his or her attorney fails to comply with any of the requirements of the Plan, the Plan has the right, in addition to any other lawful means of recovery, to deduct the value of the Participant's amount owed to the Plan. To do this, the Plan may refuse payment of any future medical benefits and any funds or payments due under this Plan on behalf of the Participant(s) in an amount equivalent to any outstanding amounts owed by the Participant to the Plan. This provision applies even if the Participant has disbursed settlement funds.

#### **Minor Status**

In the event the Participant(s) is a minor as that term is defined by applicable law, the minor's parents or court-appointed guardian shall cooperate in any and all actions by the Plan to seek and obtain requisite court approval to bind the minor and his or her estate insofar as these subrogation and reimbursement provisions are concerned.

If the minor's parents or court-appointed guardian fail to take such action, the Plan shall have no obligation to advance payment of medical benefits on behalf of the minor. Any court costs or legal fees associated with obtaining such approval shall be paid by the minor's parents or court-appointed guardian.

#### **Language Interpretation**

The Plan Administrator retains sole, full, and final discretionary authority to construe and interpret the language of this provision, to determine all questions of fact and law arising under this provision, and to administer the Plan's subrogation and reimbursement rights with respect to this provision. The Plan Administrator may amend the Plan at any time without notice.

#### **Severability**

In the event that any section of this provision is considered invalid or illegal for any reason, said invalidity or illegality shall not affect the remaining sections of this provision and Plan. The section shall be fully severable. The Plan shall be construed and enforced as if such invalid or illegal sections had never been inserted in the Plan.

## **MISCELLANEOUS PROVISIONS**

### **Clerical Error/Delay**

Any clerical error by the Plan Administrator or an agent of the Plan Administrator in keeping pertinent records or a delay in making any changes to such records will not invalidate coverage otherwise validly in force or continue coverage validly terminated. Contributions made in error by Participants due to such clerical error will be returned to the Participant; coverage will not be inappropriately extended. Contributions that were due but not made, in error and due to such clerical error will be owed immediately upon identification of said clerical error. Failure to so remedy amounts owed may result in termination of coverage. Effective Dates, waiting periods, deadlines, rules, and other matters will be established based upon the terms of the Plan, as if no clerical error had occurred. An equitable adjustment of contributions will be made when the error or delay is discovered.

If, an overpayment occurs in a Plan reimbursement amount, the Plan retains a contractual right to the overpayment. The person or institution receiving the overpayment will be required to return the incorrect amount of money. In the case of a Participant, the amount of overpayment may be deducted from future benefits payable.

### **Conformity With Applicable Laws**

Any provision of this Plan that is contrary to any applicable law, equitable principle, regulation, or court order (if such a court is of competent jurisdiction) will be interpreted to comply with said law, or, if it cannot be so interpreted, shall be automatically amended to satisfy the law's minimum requirement, including, but not limited to, stated maximums, Exclusions, or statutes of limitations. It is intended that the Plan will conform to the requirements of applicable law.

### **Fraud**

Under this Plan, coverage may be retroactively canceled or terminated (rescinded) if a Participant acts fraudulently or intentionally makes material misrepresentations of fact. It is a Participant's responsibility to provide accurate information and to make accurate and truthful statements, including information and statements regarding family status, age, relationships, etc. It is also a Participant's responsibility to update previously provided information and statements. Failure to do so may result in coverage of Participants being canceled, and such cancellation may be retroactive.

If a Participant, or any other entity, submits or attempts to submit a claim for or on behalf of a person who is not a Participant of the Plan; submits a claim for services or supplies not rendered; provides false or misleading information in connection with enrollment in the Plan; or provides any false or misleading information to the Plan as it relates to any element of its administration; that shall be deemed to be fraud. If a Participant is aware of any instance of fraud, and fails to bring that fraud to the Plan Administrator's attention, that shall also be deemed to be fraud. Fraud will result in immediate termination of all coverage under this Plan for the Participant and their entire Family Unit of which the Participant is a member.

A determination by the Plan that rescission is warranted will be considered an Adverse Benefit Determination for purposes of review and appeal. A Participant whose coverage is being rescinded will be provided a 30-day notice period as described under the Affordable Care Act (ACA) and regulatory guidance. Claims Incurred after the retroactive date of termination shall not be further processed and/or paid under the Plan. Claims Incurred after the retroactive date of termination that were paid under the Plan will be treated as erroneously paid claims under this Plan.

### **Headings**

The headings used in this Plan Document are used for the convenience of reference only. Participants are advised not to rely on any provision because of the heading.

### **Pronouns**

Unless the context otherwise demands, words importing any gender shall be interpreted to mean any or all genders.

**Word Usage**

Wherever any words are used herein in the singular or plural, they shall be construed as though they were in the plural or singular, as the case may be, in all cases where they would so apply.

**No Waiver or Estoppel**

All parts, portions, provisions, and conditions in the Plan, and/or other items addressed in this Plan shall be deemed to be in full force and effect, and not waived, absent an explicit written instrument expressing otherwise executed by the Plan Administrator. Absent such explicit waiver, there shall be no waiver of or estoppel against the enforcement of any provision of this Plan. Failure by any applicable entity to enforce any part of the Plan shall not constitute a waiver, either as it specifically applies to a particular circumstance, or as it applies to the Plan's general administration. If an explicit written waiver is executed, that waiver shall only apply to the matter addressed therein, and shall be interpreted in the most narrow fashion possible.

**Plan Contributions**

The Plan Administrator shall, from time to time, evaluate the funding method of the Plan and determine the amount to be contributed by the Participating Employer and the amount to be contributed (if any) by each Participant.

The Plan Sponsor shall fund the Plan in a manner consistent with the provisions of the Internal Revenue Code and such other laws and regulations as shall be apply to the end that the Plan shall be funded on a lawful and sound basis. The manner and means by which the Plan is funded shall be solely determined by the Plan Sponsor, to the extent allowed by applicable law.

Notwithstanding any other provision of the Plan, the Plan Administrator's obligation to pay claims otherwise allowable under the terms of the Plan shall be limited to its obligation to make contributions to the Plan as set forth in the preceding paragraph. Payment of said claims in accordance with these procedures shall discharge completely the Company's obligation with respect to such payments.

In the event that the Company terminates the Plan, then as of the effective date of termination, the Employer and eligible Employees shall have no further obligation to make additional contributions to the Plan and the Plan shall have no obligation to pay claims Incurred after the termination date of the Plan.

**Right to Receive and Release Information**

The Plan Administrator may, without notice to or consent of any person, release to or obtain any information from any insurance company or other organization or person any information regarding coverage, expenses, and benefits which the Plan Administrator, at its sole discretion, considers necessary to determine and apply the provisions and benefits of this Plan. In so acting, the Plan Administrator shall be free from any liability that may arise with regard to such action. Any Participant claiming benefits under this Plan shall furnish to the Plan Administrator such information as requested and as may be necessary to implement this provision.

**Written Notice**

Any written notice required under this Plan which, as of the Effective Date, is in conflict with the law of any governmental body or agency which has jurisdiction over this Plan shall be interpreted to conform to the minimum requirements of such law.

**Right of Recovery**

In accordance with the Recovery of Payments provision, whenever payments have been made by this Plan in a total amount, at any time, in excess of the maximum amount of benefits payable under this Plan, the Plan shall have the right to recover such payments, to the extent of such excess, from any one or more of the following as this Plan shall determine: any person to or with respect to whom such payments were made, or such person's legal representative, any insurance companies, or any other individuals or organizations which the Plan determines are responsible for payment of such amount, and any future benefits payable to the Participant or their Dependents. See the Recovery of Payments provision for full details.

**Binding Arbitration**

Any dispute or claim, of whatever nature, arising out of, in connection with, or in relation to this Plan, or breach or rescission thereof, or in relation to care or delivery of care, including any claim based on contract, tort, or statute, must be resolved by arbitration if the amount sought exceeds the jurisdictional limit of the small claims court. Any dispute regarding a claim for damages within the jurisdictional limits of the small claims court will be resolved in such court.

The Federal Arbitration Act shall govern the interpretation and enforcement of all proceedings under this Binding Arbitration provision. To the extent that the Federal Arbitration Act is inapplicable, or is held not to require arbitration of a particular claim, State law governing agreements to arbitrate shall apply.

The Participant and the Plan Administrator agree to be bound by this Binding Arbitration provision and acknowledge that they are each giving up their right to a trial by court or jury.

The Participant and the Plan Administrator agree to give up the right to participate in a class arbitration against each other. Even if applicable law permits class actions or class arbitrations, the Participant waives any right to pursue, on a class basis, any such controversy or claim against the Plan Administrator and the Plan Administrator waives any right to pursue on a class basis any such controversy or claim against the Participant.

The arbitration findings will be final and binding except to the extent that State or Federal law provides for the judicial review of arbitration proceedings.

The arbitration is begun by the Participant making written demand on the Plan Administrator. The arbitration will be conducted by Judicial Arbitration and Mediation Services ("JAMS") according to its applicable Rules and Procedures. If for any reason, JAMS is unavailable to conduct the arbitration, the arbitration will be conducted by another neutral arbitration entity, by mutual agreement of the Participant and the Plan Administrator, or by order of the court, if the Participant and the Plan Administrator cannot agree.

The costs of the arbitration will be allocated per the JAMS Policy on Consumer Arbitrations. If the arbitration is not conducted by JAMS, the costs will be shared equally by the parties, except in cases of extreme financial hardship, upon application to the neutral arbitration entity to which the parties have agreed, in which cases, the Plan Administrator will assume all or a portion of the costs of the arbitration.

**Unclaimed Self-Insured Plan Funds**

Any medical or vision reimbursement payments that have been approved and remain unclaimed (e.g., uncashed benefit checks) by the close of the Plan Year immediately following the Plan Year in which the medical or vision claims were incurred will be forfeited. Any amounts so forfeited will be remitted to the Arizona Department of Revenue Unclaimed Property Unit.

## SUMMARY OF BENEFITS

### **General Limits**

Payment for any of the expenses listed below is subject to all Plan Exclusions, limitations, and provisions. All coverage figures, if applicable, are after the out-of-pocket Deductible has been satisfied.

See the Utilization Management section for more information regarding Pre-Certification and/or Notification requirements.

### **Network and Non-Network Provider Arrangement**

The Plan contracts with medical Provider Networks to access discounted fees for service for Participants. Hospitals, Physicians and other Providers who have contracted with the medical Provider Networks are called "Network Providers." Those who have not contracted with the Networks are referred to in this Plan as "Non-Network Providers." This arrangement results in the following benefits to Participants:

1. The Plan provides different levels of benefits based on whether the Participants use a Network or Non-Network Provider. Unless one of the exceptions shown below applies, if a Participant elects to receive medical care from the Non-Network Provider, the benefits payable are generally lower than those payable when a Network Provider is used. The following exceptions apply:
  - a. The Network Provider level of benefits is payable when a Participant receives Emergency care either Out-of-Area or at a Non-Network Hospital for an Accidental Bodily Injury or Emergency.
2. Except as outlined in "No Surprises Act – Emergency Services and Surprise Bills" below, if the charge billed by a Non-Network Provider for any covered service is higher than the Maximum Allowable Charge determined by the Plan, Participants are responsible for the excess unless the Provider accepts assignment of benefits as consideration in full for services rendered. Since Network Providers have agreed to accept a negotiated discounted fee as full payment for their services, Participants are not responsible for any billed amount that exceeds that fee. The Plan Administrator reserves the right to revoke any previously-given assignment of benefits or to proactively prohibit assignment of benefits to anyone, including any Provider, at its discretion.
3. To receive benefit consideration, Participants may need to submit claims for services provided by Non-Network Providers to the Third Party Administrator. Network Providers have agreed to bill the Plan directly, so that Participants do not have to submit claims themselves. .
4. Benefits available to Network Providers are limited such that if a Network Provider advances or submits charges which exceed amounts that are eligible for payment in accordance with the terms of the Plan, or are for services or supplies for which Plan coverage is not available, or are otherwise limited or excluded by the Plan, benefits will be paid in accordance with the terms of the Plan.

Please note that affirmation that a treatment, service, or supply is of a type compensable by the Plan is not a guarantee that the particular treatment, service, or supply in question, upon receipt of a Clean Claim and review by the Plan Administrator, will be eligible for payment.

If a Participant receives information with respect to an item or service from the Plan, its representative, or a database maintained by the Plan or its representative indicating that a particular Provider is an In-Network Provider and the Participant receives such item or service in reliance on that information, the Participant's Coinsurance, Copayment, Deductible, and out-of-pocket maximum will be calculated as if the Provider had been In-Network despite that information proving inaccurate.

### **Balance Billing**

In the event that a claim submitted by a Network or Non-Network Provider is subject to a medical bill review or medical chart audit and some or all of the charges in connection with such claim are repriced because of billing errors and/or overcharges, it is the Plan's position that the Participant should not be responsible for payment of any charges denied as a result of the medical bill review or medical chart audit, and should not be balance billed for the difference between the billed charges and the amount determined to be payable

by the Plan Administrator. However, the Plan has no control over any Provider's actions, including balance billing.

In addition, with respect to services rendered by a Network Provider being paid in accordance with a discounted rate, it is the Plan's position that the Participant should not be responsible for the difference between the amount charged by the Network Provider and the amount determined to be payable by the Plan Administrator, and should not be balance billed for such difference. Again, the Plan has no control over any Network Provider that engages in balance billing practices, except to the extent that such practices are contrary to the contract governing the relationship between the Plan and the Network Provider.

The Participant is responsible for any applicable payment of Coinsurances, Deductibles, and out-of-pocket maximums and may be billed for any or all of these.

### **Choice of Providers**

The Plan is not intended to disturb the Physician-patient relationship. Each Participant has a free choice of any Physician or surgeon, and the Physician-patient relationship shall be maintained. Physicians and other health care Providers are not agents or delegates of the Plan Sponsor, Company, Plan Administrator, Employer, or Third Party Administrator. The delivery of medical and other health care services on behalf of any Participant remains the sole prerogative and responsibility of the attending Physician or other health care Provider. The Participant, together with his or her Physician, is ultimately responsible for determining the appropriate course of medical treatment, regardless of whether the Plan will pay for all or a portion of the cost of such care.

### **Continuity of Care**

In the event a Participant is a continuing care patient receiving a course of treatment from a Provider which is In-Network or otherwise has a contractual relationship with the Plan governing such care and that contractual relationship is terminated, not renewed, or otherwise ends for any reason other than the Provider's failure to meet applicable quality standards or for fraud, the Participant shall have the following rights to continuation of care. The Plan shall notify the Participant in a timely manner, but in no event later than 7 calendar days after termination that the Provider's contractual relationship with the Plan has terminated, and that the Participant has rights to elect continued transitional care from the Provider. If the Participant elects in writing to receive continued transitional care, Plan benefits will apply under the same terms and conditions as would be applicable had the termination not occurred, beginning on the date the Plan's notice of termination is provided and ending 90 days later or when the Participant ceases to be a continuing care patient, whichever is sooner.

For purposes of this provision, "continuing care patient" means an individual who:

- 1) is undergoing a course of treatment for a serious and complex condition from a specific Provider,
- 2) is undergoing a course of institutional or Inpatient care from a specific Provider
- 3) is scheduled to undergo non-elective surgery from a specific Provider, including receipt of postoperative care with respect to the surgery,
- 4) is pregnant and undergoing a course of treatment for the Pregnancy from a specific Provider, or
- 5) is or was determined to be terminally ill and is receiving treatment for such illness from a specific Provider.

Note that during continuation, Plan benefits will be processed as if the termination had not occurred and the law requires the Provider to continue to accept the previously-contracted amount, the contract itself will have terminated, and thus the Plan may be unable to protect the Participant if the Provider pursues a balance bill.

### **Network Provider Information**

The Network Providers are merely independent contractors; neither the Plan nor the Plan Administrator makes any warranty as to the quality of care that may be rendered by any Network Provider.

A current list of Network Providers is available, without charge, through the Third Party Administrator's website (located at [www.summit-inc.net](http://www.summit-inc.net)). If the Participant does not have access to a computer at his or her home, he or she may access this website at his or her place of employment. If they have any questions about how to do this, they should contact the Human Relations Department. The Network Provider list

changes frequently; therefore, it is recommended that a Participant verify with the Provider that the Provider is still a Network Provider before receiving services. Please refer to the Participant identification card for the Network website address.

#### **No Surprises Act – Emergency Services and Surprise Bills**

For Non-Network claims subject to the No Surprises Act (“NSA”), Participant cost-sharing will be the same amount as would be applied if the claim was provided by a Network Provider and will be calculated as if the Plan’s Allowable Expense was the Recognized Amount, regardless of the Plan’s actual Maximum Allowable Charge. The NSA prohibits Providers from pursuing Participants for the difference between the Maximum Allowable Charge and the Provider’s billed charge for applicable services, with the exception of valid Plan-appointed cost-sharing as outlined above. Any such cost-sharing amounts will accrue toward In-Network Deductibles and out of pocket maximums. Benefits for claims subject to the NSA will be denied or paid within 30 days of receipt of an initial claim, and if approved will be paid directly to the Provider. Claims subject to the NSA are those which are submitted for:

- Emergency Services;
- Non-emergency services rendered by a Non-Network Provider at a Participating Health Care Facility, provided the Participant has not validly waived the applicability of the NSA; and
- Covered Non-Network air ambulance services.

#### **Claims Audit**

In addition to the Plan’s Medical Record Review process, the Plan Administrator may use its discretionary authority to utilize an independent bill review and/or claim audit program or service for a complete claim. While every claim may not be subject to a bill review or audit, the Plan Administrator has the sole discretionary authority for the selection of claims subject to review or audit.

The analysis will be employed to identify charges billed in error and/or charges that exceed the Maximum Allowable Charge or services that are not Medically Necessary. It may include a patient medical billing records review and/or audit of the patient’s medical charts and records.

Upon completing an analysis, a report will be submitted to the Plan Administrator or its agent to identify the charges deemed in excess of the Maximum Allowable Charge or other applicable provisions, as outlined in this Plan Document.

Despite the existence of any agreement to the contrary, the Plan Administrator has the discretionary authority to reduce any charge to the Maximum Allowable Charge, in accord with the terms of this Plan Document.

**Plan Year Maximum Benefit**

The following Plan Year maximums apply to each Participant.

Plan Year Maximum Benefits for:	
All Essential Health Benefits	Unlimited

**Summary of Benefits – Medical – PPO 350**

The following benefits are per Participant per Plan Year. All benefits are subject to the Maximum Allowable Charge.

Premier Plan	Network	Non-Network
<b>Deductible</b> <ul style="list-style-type: none"> <li>Individual</li> <li>Family Unit</li> </ul>	\$350 \$700	\$350 \$700
Payment Level (unless otherwise stated)	80%	60%
<b>Maximum Out-of-Pocket</b> <ul style="list-style-type: none"> <li>Individual</li> <li>Family Unit (embedded)</li> </ul> <p>Each family member has to meet their own individual out-of-pocket maximum until the overall family maximum is met.</p>	\$3,350 \$6,700	Not applicable Not applicable

The following table identifies what does and does not apply toward the Network and Non-Network Out-of-Pocket Maximums:

Plan Features	Applies to the Network Out-of-Pocket Maximum?	Applies to the Non-Network Out-of-Pocket Maximum?
Payments toward the annual Deductible	Yes	Yes
Coinsurance payments	Yes	Yes
Copayments	Yes	Yes
Charges for non-covered services	No	No
Pre-Certification penalty amounts	No	No
Charges that exceed Allowable Expenses	No	No



Covered Medical Expenses	In-Network	Out-of-Network	Limits
<b>Hospital Services</b> Inpatient	80% after Deductible	60% after Deductible	Pre-certification required for elective treatment. Private room is covered only if medically necessary. If a private room is the only available accommodation, the Plan will pay the Maximum Allowable Charge. Hospitalization for Dental Services is covered as medically necessary. The Plan does not cover Dental Professional Fees or Dental Products/Supplies for the service that occurs at a hospital or outpatient facility. Professional fees are billed separately. Assistant surgeon fees will be reimbursed for services to a maximum of 20% of the eligible expenses allowed for the primary surgeon.
<b>Physician Services</b>  Office Visit – Primary Care Physician  Office Visit – Specialist  Newborn circumcision (males birth-10 weeks)  <b>NOTE:</b> For purposes of this Plan, Physicians considered a Primary Care Physician (PCP) are: Family Practitioner, General Practitioner, Internist, Pediatrician, OB/Gyn, Licensed (Certified) Professional Counselor, Chemical Dependency Counselor, and Licensed Clinical	\$20 copay, Deductible waived  \$35 copay, Deductible waived  \$55 copay	60% after Deductible	In-Network: Lab and x-ray services are covered under the PCP copay only when such services are obtained, processed and interpreted within the Physician's office. A copay does not apply to in-office surgical and invasive procedures. There is no requirement to select a PCP or to obtain a referral or prior authorization before visiting an OB/GYN provider.

Covered Medical Expenses	In-Network	Out-of-Network	Limits
<i>Social Worker. All other Physicians are considered Specialists. A referral from a Primary Care Physician to a Specialist is not required.</i>			
<b>Telehealth</b>	100%, Deductible waived  COVID-19-related virtual visit: 100%, Deductible waived	Not covered  COVID-19-related virtual visit: 100%, Deductible waived	
<b>Midwife</b>	80% after Deductible	60% after Deductible	
<b>Allergy Services</b>	80% after Deductible	60% after Deductible	If desensitization shots are administered in the Primary Care Physician's office, only the coinsurance applies.
<b>Alternative Healthcare Services</b> Acupuncture Chiropractic Care Naturopathic Services or Supplies	80% after Deductible	60% after Deductible	Acupuncture: 8 visits/Plan Year. Chiropractic Care: 12 visits/Plan Year.
<b>Ambulance Services</b>  Air Ground	80% after Deductible	80% after Deductible	No coverage is provided for non-emergency use.
<b>Applied Behavior Analysis (ABA)/ Interactive Behavioral Therapy (IBT)</b>	80% after Deductible	60% after Deductible	Pre-certification required.
<b>Mental Health and Substance Abuse Services</b>  EAP Visits  Outpatient Visits  Inpatient admission, Residential treatment facility, and other outpatient services  Facility fees and Physician fees associated with an emergency inpatient hospital admittance	100%, Deductible waived  \$20 copay; then 100%, Deductible waived 80% after Deductible  80% after Deductible	100%, Deductible waived 60% after Deductible  60% after Deductible  80% after Deductible	Pre-certification required for Residential Treatment Facility. The EAP Program offers up to 6 free visits per problems/Plan Year with an EAP Counselor. A residential treatment facility must be properly licensed in the state in which the facility operates. Psychiatric Testing can be performed on an Inpatient or Outpatient basis.
<b>Blood Transfusions</b>	80% after Deductible	60% after Deductible	Covered only when ordered by a Physician or licensed practitioner.

Covered Medical Expenses	In-Network	Out-of-Network	Limits
<b>Chemotherapy</b>	80% after Deductible	60% after Deductible	Coverage varies according to the Plan's Maximum Allowable Charge for the location where the service is rendered (e.g. hospital, ambulatory surgicenter, doctor's office, home, etc.).
<b>Corrective Appliances</b>	80% after Deductible	60% after Deductible	Prosthetic devices: \$30,000/lifetime per limb or device, including necessary supplies, repair, and servicing, then 10% coinsurance. Non-Foot orthotics: covered when Medically Necessary, including necessary supplies, repair, and servicing. Foot orthotics: 1 pair/Plan Year. Occupational therapy self-help supplies: \$500/Plan Year, then 10% coinsurance. Anti-embolism garments: 3 pairs/Plan Year. Prescription contact lenses or eye glasses: 1 pair/Plan Year, including the examination and fitting of the lenses, to replace the human lens lost through intraocular surgery.
<b>COVID-19 Testing</b>	100%, Deductible waived	100%, Deductible waived	
<b>COVID-19 Treatment</b>	80% after Deductible	60% after Deductible	
<b>Diabetes Education</b>	100%, Deductible waived	100%, Deductible waived	5 visits/lifetime. Covered only when ordered by a licensed practitioner.

Covered Medical Expenses	In-Network	Out-of-Network	Limits
<b>Dialysis</b>	80% after Deductible	60% after Deductible	Covered only when ordered by a licensed practitioner. When you have reached end stage of kidney failure (renal impairment) that causes your Physician to recommend a kidney transplant or regular course of dialysis, you may be eligible for Medicare.
<b>Durable Medical Equipment (DME)</b>  Breast pump and supplies	80% after Deductible  100%, Deductible waived	60% after Deductible  60% after Deductible	For DME, excluding oxygen, the first \$5,000 per person per plan year is payable at the usual cost-sharing; thereafter, the Plan pays 10%. For oxygen, the first \$5,000 per person per plan year is payable at the usual cost-sharing; thereafter, the Plan pays 10%. Pre-certification required on rentals and purchases in excess of \$1,000. 1 wig or toupee/lifetime if required to replace lost hair due to chemotherapy.
<b>Emergency Room Facility</b>	\$150 copay, then 80% after Deductible	\$150 copay, then 80% after Deductible	No coverage for non-Emergency use of Emergency Room Services. Copay waived if admitted with 24 hours. If you are admitted to an Out-of-Network Hospital for Emergency Services, and are not ready for discharge, the Utilization Manager will work with your

Covered Medical Expenses	In-Network	Out-of-Network	Limits
			Physician to have you transported to an In-Network facility as soon as possible. Out-of-Network emergency care accumulates towards the In-Network Out-of-Pocket Maximum
<b>Urgent Care</b>	\$50 copay, Deductible waived	60% after Deductible	
<b>Emergency Room Physician Fee</b>	80% after Deductible	80% after Deductible	
<b>Contraceptives</b> Female contraceptives, female sterilization, patient education/counseling  All other services	100%, Deductible waived  80% after Deductible	60% after Deductible  60% after Deductible	Coverage is provided for ACA mandated (preventive service) FDA-approved female contraceptives such as oral birth control pills/patch, emergency contraception, injectables (e.g., Depo-Provera, Lunelle), intrauterine device (IUD) and removal of IUD, cervical cap, contraceptive ring (e.g. NuvaRing), diaphragm, implantable birth control device/service (e.g. Implanon, Nexplanon).
<b>Gene Therapy</b>	80% after Deductible	60% after Deductible	Pre-certification required.
<b>Genetic Testing and Counseling</b>  ACA required genetic tests and counseling  All others	100%, Deductible waived  80% after Deductible	60% after Deductible	Covered when ordered by a Physician and performed by a qualified Generic Counselor. No coverage for pre-parental genetic testing (carrier testing) to determine if a prospective parent(s) have chromosomal abnormalities. No coverage of genetic testing of

Covered Medical Expenses	In-Network	Out-of-Network	Limits
			Participants if the testing is performed primarily for the medical management of individuals who are not covered under this Plan.
<b>Hearing Services</b>	80% after Deductible	60% after Deductible	Hearing exam and hearing aid limited to \$1,500/3 years.
<b>Home Health Care</b>	80% after Deductible	60% after Deductible	Pre-certification required. Covered only when ordered by a Physician or licensed practitioner and provided by a licensed Home Health Care agency. 60 visits/Plan Year.
<b>Laboratory Services</b> Hospital based  Non-Hospital based	80% after Deductible  100%, Deductible waived	60% after Deductible	Covered only when ordered by a Physician or licensed practitioner.
<b>Maternity Services</b>  Pre- and Postnatal office visits and mandated services  Lactation Counseling, and Breast-feeding equipment and supplies  All other services including ultrasounds and professional delivery fees  Hospital, Birthing Center, and all other services	100%, Deductible waived  100%, Deductible waived  \$150 copay, then 80% after Deductible  80% after Deductible	  \$150 copay for professional fees, then 60% after Deductible  \$150 copay for professional fees, then 60% after Deductible  60% after Deductible	Dependent Children covered for ACA mandated services only.
<b>Medical Supplies</b>	80% after Deductible	60% after Deductible	Diabetic supplies are covered under the Prescription Drug Plan.
<b>Oral and Craniofacial Supplies</b>	80% after Deductible	60% after Deductible	These services will first be considered under the Dental Plan,

Covered Medical Expenses	In-Network	Out-of-Network	Limits
			and any services not payable under the Dental Plan will then be considered under the Medical Plan. No coverage is available for surgical treatment of Temporomandibular Joint Disorder (TMJ). Non-surgical treatment of TMJ is payable at a maximum of \$500/Plan Year, thereafter the Plan pays 10%.
<b>Radiology (X-Ray), Nuclear Medicine and Radiation Therapy Services</b> (X-Ray, Computed Tomographic (CT) studies, Coronary CT angiography, MRI/MRA, nuclear cardiology, nuclear medicine, and PET scans)	80% after Deductible	60% after Deductible	Some radiology procedures are covered under Preventive Services.
<b>Reconstructive Services and Breast Reconstruction After Mastectomy</b>	80% after Deductible	60% after Deductible	Includes expenses for reconstructive surgery, procedures or treatment intended to improve bodily function and/or correct a deformity resulting from disease, trauma, congenital anomalies or prior covered therapeutic procedure.
<b>Rehabilitation Services</b> Cardiac Rehabilitation Pulmonary Rehabilitation	80% after Deductible	60% after Deductible	Pre-certification required. Covered only when ordered by a Physician. Cardiac Rehabilitation: Maximum of 12 weeks. Pulmonary Rehabilitation: Maximum of 12 weeks.

Covered Medical Expenses	In-Network	Out-of-Network	Limits
<b>Therapy Services</b> Physical Therapy Occupational Therapy Speech Therapy	80% after Deductible	60% after Deductible	Maintenance rehabilitation, habilitation services, and coma stimulation services are not covered. A combined maximum of 50 visits/Plan Year for Physical, Occupational, and Speech Therapies.
<b>Rehabilitation</b> Inpatient Outpatient	80% after Deductible	60% after Deductible	Pre-certification is required for Inpatient. Inpatient: 60 consecutive days/injury. Outpatient: 50 visits/Plan Year.
<b>Second and Third Opinions</b> Plan-required opinions  Patient-requested opinions	100%, Deductible waived  80% after Deductible	100%, Deductible waived  60% after Deductible	1 office visit/opinion.
<b>Sexual Assignment/Reassignment</b>	80% after Deductible	60% after Deductible	Precertification is required.
<b>Sleep Disorders</b>	80% after Deductible	60% after Deductible	Covered only when ordered by a Physician or licensed practitioner.
<b>Smoking Cessation</b>	100%, Deductible waived	60% after Deductible	Includes: 4 counseling sessions (minimum 10 minutes/session), FDA-approved tobacco cessation medications (including prescription and over-the-counter) for a 90-day treatment regimen.
<b>Ambulatory Surgical Center</b>	80% after Deductible	60% after Deductible	Pre-certification is required.
<b>Birth Center</b>	80% after Deductible	60% after Deductible	



<b>Skilled Nursing Facility</b>	80% after Deductible	60% after Deductible	Pre-certification is required.
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Covered Medical Expenses	In-Network	Out-of-Network	Limits
			Maximum of 60 days per person, per injury, per Plan Year.
<b>Hospice Services</b>	80% after Deductible	60% after Deductible	Pre-certification is required.
<b>Transplants</b> Recipient Expenses Donor Expenses Travel Expenses	80% after Deductible 80% after Deductible 80% after Deductible	60% after Deductible 60% after Deductible 60% after Deductible	Pre-certification required, including for pre-transplant tests. Travel expenses include two round-trip coach transportation charges for the patient and one family member or companion to and from the transplant site, lodging for two (one room) not to exceed \$150/day. Receipts are required. Travel expenses do not include: meals, car rentals, telephone calls, personal care items, entertainment, alcohol/tobacco, souvenirs, and expenses for personal other than the patient and his/her designated family member/companion. Travel expenses benefit maximum: \$10,000/transplant.
<b>Morbid Obesity</b>	80% after Deductible	60% after Deductible	Maximum of \$20,000/lifetime.
<b>Preventive Services</b> Well Child Care Immunizations Well Adult Care Mammograms – <i>must be over age 40, unless Medically Necessary</i> Pap Smears Routine Physical Exams	100%, Deductible waived 100%, Deductible waived 100%, Deductible waived 100%, Deductible waived 100%, Deductible waived 100%, Deductible waived	\$20 copay, then 100%, Deductible waived 100%, Deductible waived 100%, Deductible waived 60% after Deductible 100%, Deductible waived 100%, Deductible waived	If there is no In-Network provider who can provide the Preventive Service, then the plan will cover the service when performed by an Out-of-Network provider without cost-sharing. When both preventive services and diagnostic or therapeutic services occur at the same visit,

Covered Medical Expenses	In-Network	Out-of-Network	Limits
			you pay the cost share for the diagnostic or therapeutic services but not for the preventive services. When a preventive visit turns into a diagnostic or therapeutic service in the same visit, then cost-sharing will apply to the diagnostic or therapeutic services provided.
<b>All Other Covered Services</b>	80% after Deductible	60% after Deductible	

**Summary of Benefits – Medical – PPO 600**

The following benefits are per Participant per Plan Year. All benefits are subject to the Maximum Allowable Charge.

Premier Plan	Network	Non-Network
<b>Deductible</b> <ul style="list-style-type: none"><li>• Individual</li><li>• Family Unit</li></ul>	\$600 \$1,200	\$1,200 \$2,400
Payment Level (unless otherwise stated)	60%	50%
<b>Maximum Out-of-Pocket</b> <ul style="list-style-type: none"><li>• Individual</li><li>• Family Unit (embedded)</li></ul> <p>Each family member has to meet their own individual out-of-pocket maximum until the overall family maximum is met.</p>	\$6,600 \$13,200	Not applicable Not applicable

The following table identifies what does and does not apply toward the Network and Non-Network Out-of-Pocket Maximums:

Plan Features	Applies to the Network Out-of-Pocket Maximum?	Applies to the Non-Network Out-of-Pocket Maximum?
Payments toward the annual Deductible	Yes	Yes
Coinsurance payments	Yes	Yes
Copayments	Yes	Yes
Charges for non-covered services	No	No
Pre-Certification penalty amounts	No	No
Charges that exceed Allowable Expenses	No	No

Covered Medical Expenses	In-Network	Out-of-Network	Limits
<b>Hospital Services</b> Inpatient	60% after Deductible	50% after Deductible	Pre-certification required for elective treatment. Private room is covered only if medically necessary. If a private room is the only available accommodation, the Plan will pay the Maximum Allowable Charge. Hospitalization for Dental Services is covered as medically necessary. The Plan does not cover Dental Professional Fees or Dental Products/Supplies for the service that occurs at a hospital or outpatient facility. Professional fees are billed separately. Assistant surgeon fees will be reimbursed for services to a maximum of 20% of the eligible expenses allowed for the primary surgeon.
<b>Physician Services</b>  Office Visit – Primary Care Physician (PCP)  Office Visit - Specialist  Newborn circumcision (males birth-10 weeks)  <b>NOTE:</b> For purposes of this Plan, Physicians considered a Primary Care Physician (PCP) are: Family Practitioner, General Practitioner, Internist, Pediatrician, OB/Gyn, Licensed (Certified) Professional Counselor, Chemical Dependency Counselor, and Licensed Clinical Social Worker. All other Physicians are considered Specialists. A referral from a	\$30 copay, Deductible waived  \$45 copay, Deductible waived  \$55 copay	50% after Deductible	In-Network: Lab and x-ray services are covered under the PCP copay only when such services are obtained, processed and interpreted within the Physician's office. A copay does not apply to in-office surgical and invasive procedures. There is no requirement to select a PCP or to obtain a referral or prior authorization before visiting an OB/GYN provider.

Covered Medical Expenses	In-Network	Out-of-Network	Limits
<i>Primary Care Physician to a Specialist is not required.</i>			
<b>Telehealth</b>	100%, Deductible waived  COVID-19-related virtual visit: 100%, Deductible waived	Not covered  COVID-19-related virtual visit: 100%, Deductible waived	
<b>Midwife</b>	60% after Deductible	50% after Deductible	
<b>Allergy Services</b>	60% after Deductible	50% after Deductible	If desensitization shots are administered in the Primary Care Physician's office, only the coinsurance applies.
<b>Alternative Healthcare Services</b> Acupuncture Chiropractic Care Naturopathic Services or Supplies	60% after Deductible	50% after Deductible	Acupuncture: 8 visits/Plan Year. Chiropractic Care: 12 visits/Plan Year.
<b>Ambulance Services</b>  Air Ground	60% after Deductible	60% after Deductible	No coverage is provided for non-emergency use.
<b>Applied Behavior Analysis (ABA)/ Interactive Behavioral Therapy (IBT)</b>	60% after Deductible	50% after Deductible	Pre-certification required.
<b>Mental Health and Substance Abuse Services</b>  EAP Visits  Outpatient Visits  Inpatient admission, Residential treatment facility, other outpatient services  Facility fees and Physician fees associated with an emergency inpatient hospital admittance	100%, Deductible waived  60% after Deductible  60% after Deductible  60% after Deductible	100%, Deductible waived  50% after Deductible  50% after Deductible  60% after Deductible	Pre-certification required for Residential Treatment Facility. The EAP Program offers up to 6 free visits per problems/Plan Year with an EAP Counselor. A residential treatment facility must be properly licensed in the state in which the facility operates. Psychiatric Testing can be performed on an Inpatient or Outpatient basis.
<b>Blood Transfusions</b>	60% after Deductible	50% after Deductible	Covered only when ordered by a Physician or licensed practitioner.
<b>Chemotherapy</b>	60% after Deductible	50% after Deductible	Coverage varies according to the Plan's Maximum Allowable Charge for the location where the service is rendered (e.g. hospital, ambulatory surgicenter, doctor's office, home, etc.).

Covered Medical Expenses	In-Network	Out-of-Network	Limits
<b>Corrective Appliances</b>	60% after Deductible	50% after Deductible	Prosthetic devices: \$30,000/lifetime per limb or device, including necessary supplies, repair, and servicing, then 10% coinsurance. Non-Foot orthotics: covered when Medically Necessary, including necessary supplies, repair, and servicing. Foot orthotics: 1pair/Plan Year. Occupational therapy self-help supplies: \$500/Plan Year, then 10% coinsurance. Anti-embolism garments: 3 pairs/Plan Year. Prescription contact lenses or eye glasses: 1 pair/Plan Year, including the examination and fitting of the lenses, to replace the human lens lost through intraocular surgery.
<b>COVID-19 Testing</b>	100%, Deductible waived	100%, Deductible waived	
<b>COVID-19 Treatment</b>	60% after Deductible	50% after Deductible	
<b>Diabetes Education</b>	100%, Deductible waived	100%, Deductible waived	5 visits/lifetime. Covered only when ordered by a licensed practitioner.
<b>Dialysis</b>	60% after Deductible	50% after Deductible	Covered only when ordered by a licensed practitioner. When you have reached end stage of kidney failure (renal impairment) that causes your Physician to recommend a kidney transplant or regular course of dialysis, you may be eligible for Medicare.
<b>Durable Medical Equipment (DME)</b>	60% after Deductible	50% after Deductible	For DME, excluding oxygen, the first \$5,000 per person per plan year

Covered Medical Expenses	In-Network	Out-of-Network	Limits
Breast pump and supplies	100%, Deductible waived	50% after Deductible	is payable at the usual cost-sharing; thereafter, the Plan pays 10%. For oxygen, the first \$5,000 per person per plan year is payable at the usual cost-sharing; thereafter, the Plan pays 10%. Pre-certification required on rentals and purchases in excess of \$1,000. 1 wig or toupee/lifetime if required to replace lost hair due to chemotherapy.
<b>Emergency Room Facility</b>	\$150 copay, then 60% after Deductible	\$150 copay, then 60% after Deductible	No coverage for non-Emergency use of Emergency Room Services. Copay waived if admitted with 24 hours. If you are admitted to an Out-of-Network Hospital for Emergency Services, and are not ready for discharge, the Utilization Manager will work with your Physician to have you transported to an In-Network facility as soon as possible. Out-of-Network emergency care accumulates towards the In-Network Out-of-Pocket Maximum
<b>Urgent Care</b>	\$60 copay, Deductible waived	50% after Deductible	
<b>Emergency Room Physician Fee</b>	60% after Deductible	60% after Deductible	
<b>Contraceptives</b> Female contraceptives, female sterilization, patient education/counseling  All other services	100%, Deductible waived  60% after Deductible	50% after Deductible  50% after Deductible	Coverage is provided for ACA mandated (preventive service) FDA-approved female contraceptives such as oral birth control pills/patch, emergency contraception, injectables (e.g., Depo-Provera,



Covered Medical Expenses	In-Network	Out-of-Network	Limits
			Lunelle), intrauterine device (IUD) and removal of IUD, cervical cap, contraceptive ring (e.g. NuvaRing), diaphragm, implantable birth control device/service (e.g. Implanon, Nexplanon).
<b>Gene Therapy</b>	60% after Deductible	50% after Deductible	Pre-Certification required.
<b>Genetic Testing and Counseling</b>  ACA required genetic tests and counseling  All others	100%, Deductible waived  60% after Deductible	50% after Deductible	Covered when ordered by a Physician and performed by a qualified Generic Counselor. No coverage for pre-parental genetic testing (carrier testing) to determine if a prospective parent(s) have chromosomal abnormalities. No coverage of genetic testing of Participants if the testing is performed primarily for the medical management of individuals who are not covered under this Plan.
<b>Hearing Services</b>	60% after Deductible	50% after Deductible	Hearing exam and hearing aid limited to \$1,500/3 years.
<b>Home Health Care</b>	60% after Deductible	50% after Deductible	Pre-certification required. Covered only when ordered by a Physician or licensed practitioner and provided by a licensed Home Health Care agency. 60 visits/Plan Year.
<b>Laboratory Services</b> Hospital based  Non-Hospital based	60% after Deductible  100%, Deductible waived	50% after Deductible	Covered only when ordered by a Physician or licensed practitioner.
<b>Maternity Services</b>  Pre- and Postnatal office visits and mandated services	100%, Deductible waived		Dependent Children covered for ACA mandated services only.

Covered Medical Expenses	In-Network	Out-of-Network	Limits
Lactation Counseling, and Breast-feeding equipment and supplies	100% Deductible waived	\$150 copay, then 50% after Deductible	
All other services including ultrasounds and professional delivery fees	\$150 copay, then 60% after Deductible	\$150 copay, then 50% after Deductible	
Hospital, Birthing Center, and all other services	60% after Deductible	50% after Deductible	
<b>Medical Supplies</b>	60% after Deductible	50% after Deductible	Diabetic supplies are covered under Prescription Drug Plan.
<b>Oral and Craniofacial Supplies</b>	60% after Deductible	50% after Deductible	These services will first be considered under the Dental Plan, and any services not payable under the Dental Plan will then be considered under the Medical Plan. No coverage is available for surgical treatment of Temporomandibular Joint Disorder (TMJ). Non-surgical treatment of TMJ is payable at a maximum of \$500/Plan Year thereafter the Plan pays 10%.
<b>Radiology (X-Ray), Nuclear Medicine and Radiation Therapy Services</b> (X-Ray, Computed Tomographic (CT) studies, Coronary CT angiography, MRI/MRA, nuclear cardiology, nuclear medicine, and PET scans)	60% after Deductible	50% after Deductible	Some radiology procedures are covered under Preventive Services.
<b>Reconstructive Services and Breast Reconstruction After Mastectomy</b>	60% after Deductible	50% after Deductible	Includes expenses for reconstructive surgery, procedures or treatment intended to improve bodily function and/or correct a deformity resulting from disease, trauma, congenital anomalies or prior covered therapeutic procedure.

Covered Medical Expenses	In-Network	Out-of-Network	Limits
<b>Rehabilitation Services</b> Cardiac Rehabilitation Pulmonary Rehabilitation	60% after Deductible	50% after Deductible	Pre-certification required. Covered only when ordered by a Physician. Cardiac Rehabilitation: Maximum of 12 weeks. Pulmonary Rehabilitation: Maximum of 12 weeks.
<b>Therapy Services</b> Physical Therapy Occupational Therapy Speech Therapy	60% after Deductible	50% after Deductible	Maintenance rehabilitation, habilitation services, and coma stimulation services are not covered. A combined maximum of 50 visits/Plan Year for Physical, Occupational, and Speech Therapies.
<b>Rehabilitation</b> Inpatient Outpatient	60% after Deductible	50% after Deductible	Pre-certification is required for Inpatient. Inpatient: 60 consecutive days/injury. Outpatient: 50 visits/Plan Year.
<b>Second and Third Opinions</b> Plan-required opinions  Patient-requested opinions	100%, Deductible waived  60% after Deductible	100%, Deductible waived  50% after Deductible	1 office visit/opinion.
<b>Sexual Assignment/Reassignment</b>	60% after Deductible	50% after Deductible	Pre-certification is required.
<b>Sleep Disorders</b>	60% after Deductible	50% after Deductible	Covered only when ordered by a Physician or licensed practitioner.
<b>Smoking Cessation</b>	100%, Deductible waived	50% after Deductible	Includes: 4 counseling sessions (minimum 10 minutes/session), FDA-approved tobacco cessation medications (including prescription and over-the-counter) for a 90-day treatment regimen.
<b>Ambulatory Surgical Center</b>	60% after Deductible	50% after Deductible	Pre-certification is required.

<b>Birth</b> ing Center	60% after Deductible	50% after Deductible	
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Covered Medical Expenses	In-Network	Out-of-Network	Limits
<b>Skilled Nursing Facility</b>	60% after Deductible	50% after Deductible	Pre-certification is required. Maximum of 60 days per person, per injury, per Plan Year.
<b>Hospice Services</b>	60% after Deductible	50% after Deductible	Pre-certification is required.
<b>Transplants</b> Recipient Expenses Donor Expenses Travel Expenses	60% after Deductible 60% after Deductible 60% after Deductible	50% after Deductible 50% after Deductible 50% after Deductible	Pre-certification required, including for pre-transplant tests. Travel expenses include two round-trip coach transportation charges for the patient and one family member or companion to and from the transplant site, lodging for two (one room) not to exceed \$150/day. Receipts are required. Travel expenses do not include: meals, car rentals, telephone calls, personal care items, entertainment, alcohol/tobacco, souvenirs, and expenses for personal other than the patient and his/her designated family member/companion. Travel expenses benefits maximum: \$10,000/transplant.
<b>Morbid Obesity</b>	60% after Deductible	50% after Deductible	Maximum of \$20,000/lifetime.
<b>Preventive Services</b> Well Child Care Immunizations Well Adult Care Mammograms – <i>must be over age 40, unless Medically Necessary</i> Pap Smears Routine Physical Exams	100%, Deductible waived 100%, Deductible waived 100%, Deductible waived 100%, Deductible waived 100%, Deductible waived 100%, Deductible waived	50% after Deductible 100%, Deductible waived 100%, Deductible waived 50% after Deductible 100%, Deductible waived 100%, Deductible waived	If there is no In-Network provider who can provide the Preventive Service, then the plan will cover the service when performed by an Out-of-Network provider without cost-sharing. When both preventive services and diagnostic or therapeutic services occur at the same visit, you pay the cost share for the diagnostic or

Covered Medical Expenses	In-Network	Out-of-Network	Limits
			therapeutic services but not for the preventive services. When a preventive visit turns into a diagnostic or therapeutic service in the same visit, then cost-sharing will apply to the diagnostic or therapeutic services provided.
<b>All Other Covered Services</b>	60% after Deductible	50% after Deductible	

**Summary of Benefits – Medical – HDHP 2800**

The following benefits are per Participant per Plan Year. All benefits are subject to the Maximum Allowable Charge.

Premier Plan	Network	Non-Network
<b>Deductible</b> <ul style="list-style-type: none"> <li>Individual</li> <li>Family Unit (embedded)</li> </ul> <p>Each family member has to meet their own individual deductible until the overall family maximum is met.</p>	\$2,800 \$5,600	\$2,800 \$5,600
Payment Level (unless otherwise stated)	100%	50%
<b>Maximum Out-of-Pocket</b> <ul style="list-style-type: none"> <li>Individual</li> <li>Family Unit (embedded)</li> </ul> <p>Each family member has to meet their own individual out-of-pocket maximum until the overall family maximum is met.</p>	\$2,800 \$5,600	10,000 \$20,000

The following table identifies what does and does not apply toward the Network and Non-Network Out-of-Pocket Maximums:

Plan Features	Applies to the Network Out-of-Pocket Maximum?	Applies to the Non-Network Out-of-Pocket Maximum?
Payments toward the annual Deductible	Yes	Yes
Coinsurance payments	Yes	Yes
Copayments	Yes	Yes
Charges for non-covered services	No	No
Pre-Certification penalty amounts	No	No
Charges that exceed Allowable Expenses	No	No

Covered Medical Expenses	In-Network	Out-of-Network	Limits
<b>Hospital Services</b> Inpatient	100% after Deductible	50% after Deductible	Pre-certification required for elective treatment. Private room is covered only if medically necessary. If a private room is the only available accommodation, the Plan will pay the Maximum Allowable Charge. Hospitalization for Dental Services is covered as medically necessary. The Plan does not cover Dental Professional Fees or Dental Products/Supplies for the service that occurs at a hospital or outpatient facility. Professional fees are billed separately. Assistant surgeon fees will be reimbursed for services to a maximum of 20% of the eligible expenses allowed for the primary surgeon.
<b>Physician Services</b>  Office Visit – Primary Care Physician (PCP)  Office Visit - Specialist  Newborn circumcision (males birth-10 weeks)  <b>NOTE:</b> For purposes of this Plan, Physicians considered a Primary Care Physician (PCP) are: Family Practitioner, General Practitioner, Internist, Pediatrician, OB/Gyn, Licensed (Certified) Professional Counselor, Chemical Dependency Counselor, and Licensed Clinical Social Worker. All other Physicians are considered Specialists. A referral from a	100% after Deductible  100% after Deductible  100% after Deductible	50% after Deductible  50% after Deductible	In-Network: Lab and x-ray services are covered under the PCP copay only when such services are obtained, processed and interpreted within the Physician's office. A copay does not apply to in-office surgical and invasive procedures. There is no requirement to select a PCP or to obtain a referral or prior authorization before visiting an OB/GYN provider.



Covered Medical Expenses	In-Network	Out-of-Network	Limits
<i>Primary Care Physician to a Specialist is not required.</i>			
<b>Telehealth</b>	100% after Deductible  COVID-19-related virtual visit: 100%, Deductible waived	100%, Deductible waived  COVID-19-related virtual visit: 100%, Deductible waived	
<b>Midwife</b>	100% after Deductible	80% after Deductible	
<b>Allergy Services</b>	100% after Deductible	50% after Deductible	If desensitization shots are administered in the Primary Care Physician's office, only the coinsurance applies.
<b>Alternative Healthcare Services</b> Acupuncture Chiropractic Care Naturopathic Services or Supplies	100% after Deductible	50% after Deductible	Acupuncture: 8 visits/Plan Year. Chiropractic Care: 12 visits/Plan Year.
<b>Ambulance Services</b>  Air Ground	100% after Deductible	50% after Deductible	No coverage is provided for non-emergency use.
<b>Applied Behavior Analysis (ABA)/ Interactive Behavioral Therapy (IBT)</b>	100% after Deductible	50% after Deductible	Pre-certification is required.
<b>Mental Health and Substance Abuse Services</b>  EAP Visits  Outpatient Visits  Inpatient admission, Residential treatment facility, and other outpatient services	100%, Deductible waived  100% after Deductible  100% after Deductible	50% after Deductible  50% after Deductible  50% after Deductible	Pre-certification required for Residential Treatment Facility. The EAP Program offers up to 6 free visits per problems/Plan Year with an EAP Counselor. A residential treatment facility must be properly licensed in the state in which the facility operates. Psychiatric Testing can be performed on an Inpatient or Outpatient basis.
<b>Blood Transfusions</b>	100% after Deductible	50% after Deductible	Covered only when ordered by a Physician or licensed practitioner.
<b>Chemotherapy</b>	100% after Deductible	50% after Deductible	Coverage varies according to the Plan's Maximum Allowable Charge for the location where the service is rendered (e.g. hospital, ambulatory surgicenter, doctor's office, home, etc.).

Covered Medical Expenses	In-Network	Out-of-Network	Limits
<b>Corrective Appliances</b>	100% after Deductible	50% after Deductible	Prosthetic devices: \$30,000/lifetime per limb or device, including necessary supplies, repair, and servicing, then 10% coinsurance. Non-Foot orthotics: covered when Medically Necessary, including necessary supplies, repair, and servicing. Foot orthotics: 1 pair/Plan Year. Occupational therapy self-help supplies: \$500/Plan Year, then 10% coinsurance. Anti-embolism garments: 3 pairs/Plan Year. Prescription contact lenses or eye glasses: 1 pair/Plan Year, including the examination and fitting of the lenses, to replace the human lens lost through intraocular surgery.
<b>COVID-19 Testing</b>	100%, Deductible waived	100%, Deductible waived	
<b>COVID-19 Treatment</b>	100% after Deductible	50% after Deductible	
<b>Diabetes Education</b>	100% after Deductible	50% after Deductible	5 visits/lifetime. Covered only when ordered by a licensed practitioner.
<b>Dialysis</b>	100% after Deductible	50% after Deductible	Covered only when ordered by a licensed practitioner. When you have reached end stage of kidney failure (renal impairment) that causes your Physician to recommend a kidney transplant or regular course of dialysis, you may be eligible for Medicare.

Covered Medical Expenses	In-Network	Out-of-Network	Limits
<b>Durable Medical Equipment (DME)</b>  Breast pump and supplies	100% after Deductible  100%, Deductible waived	50% after Deductible  50% after Deductible	For DME, excluding oxygen, the first \$5,000 per person per plan year is payable at the usual cost-sharing; thereafter, the Plan pays 10%. For oxygen, the first \$5,000 per person per plan year is payable at the usual cost-sharing; thereafter, the Plan pays 10%. Pre-certification required on rentals and purchases in excess of \$1,000. 1 wig or toupee/lifetime if required to replace lost hair due to chemotherapy.
<b>Emergency Room Facility</b>	100% after Deductible	100% after Deductible	No coverage for non-Emergency use of Emergency Room Services. Copay waived if admitted with 24 hours. If you are admitted to an Out-of-Network Hospital for Emergency Services, and are not ready for discharge, the Utilization Manager will work with your Physician to have you transported to an In-Network facility as soon as possible.
<b>Urgent Care</b>	100% after Deductible	50% after Deductible	
<b>Emergency Room Physician Fee</b>	100% after Deductible	50% after Deductible	
<b>Contraceptives</b> Female contraceptives, female sterilization, patient education/counseling  All other services	100%, Deductible waived  100% after Deductible	50% after Deductible  50% after Deductible	Coverage is provided for ACA mandated (preventive service) FDA-approved female contraceptives such as oral birth control pills/patch, emergency contraception, injectables (e.g., Depo-Provera, Lunelle), intrauterine device (IUD) and removal

Covered Medical Expenses	In-Network	Out-of-Network	Limits
			of IUD, cervical cap, contraceptive ring (e.g. NuvaRing), diaphragm, implantable birth control device/service (e.g. Implanon, Nexplanon).
<b>Gene Therapy</b>	100% after Deductible	50% after Deductible	Pre-Certification required.
<b>Genetic Testing and Counseling</b>  ACA required genetic tests and counseling  All others	100%, Deductible waived  100% after Deductible	50% after Deductible	Covered when ordered by a Physician and performed by a qualified Generic Counselor. No coverage for pre-parental genetic testing (carrier testing) to determine if a prospective parent(s) have chromosomal abnormalities. No coverage of genetic testing of Participants if the testing is performed primarily for the medical management of individuals who are not covered under this Plan.
<b>Hearing Services</b>	100% after Deductible	50% after Deductible	Hearing exam and hearing aid limited to \$1,500/3 years.
<b>Home Health Care</b>	100% after Deductible	50% after Deductible	Pre-certification required. Covered only when ordered by a Physician or licensed practitioner and provided by a licensed Home Health Care agency. 60 visits/Plan Year.
<b>Laboratory Services</b> Hospital based  Non-Hospital based	100% after Deductible  100% after Deductible	50% after Deductible	Covered only when ordered by a Physician or licensed practitioner.
<b>Maternity Services</b>  Pre- and Postnatal office visits and mandated services	100%, Deductible waived		Dependent Children covered for ACA mandated services only.

Covered Medical Expenses	In-Network	Out-of-Network	Limits
Lactation Counseling, and Breast-feeding equipment and supplies	100% Deductible waived	50% after Deductible	
All other services including ultrasounds and professional delivery fees	100% after Deductible	50% after Deductible	
Hospital, Birthing Center, and all other services	100% after Deductible	50% after Deductible	
<b>Medical Supplies</b>	100% after Deductible	50% after Deductible	Diabetic supplies are covered under Prescription Drug Plan.
<b>Oral and Craniofacial Supplies</b>	100% after Deductible	50% after Deductible	These services will first be considered under the Dental Plan, and any services not payable under the Dental Plan will then be considered under the Medical Plan. No coverage is available for surgical treatment of Temporomandibular Joint Disorder (TMJ). Non-surgical treatment of TMJ is payable at a maximum of \$500/Plan Year, thereafter the Plan pays 10%.
<b>Radiology (X-Ray), Nuclear Medicine and Radiation Therapy Services</b> (X-Ray, Computed Tomographic (CT) studies, Coronary CT angiography, MRI/MRA, nuclear cardiology, nuclear medicine, and PET scans)	100% after Deductible	50% after Deductible	Some radiology procedures are covered under Preventive Services.
<b>Reconstructive Services and Breast Reconstruction After Mastectomy</b>	100% after Deductible	50% after Deductible	Includes expenses for reconstructive surgery, procedures or treatment intended to improve bodily function and/or correct a deformity resulting from disease, trauma, congenital anomalies or prior covered therapeutic procedure.

Covered Medical Expenses	In-Network	Out-of-Network	Limits
<b>Rehabilitation Services</b> Cardiac Rehabilitation Pulmonary Rehabilitation	100% after Deductible	50% after Deductible	Pre-certification required. Covered only when ordered by a Physician. Cardiac Rehabilitation: Maximum of 12 weeks. Pulmonary Rehabilitation: Maximum of 12 weeks.
<b>Therapy Services</b> Physical Therapy Occupational Therapy Speech Therapy	100% after Deductible	50% after Deductible	Maintenance rehabilitation, habilitation services, and coma stimulation services are not covered. A combined maximum of 50 visits/Plan Year for Physical, Occupational, and Speech Therapies.
<b>Rehabilitation</b> Inpatient Outpatient	100% after Deductible	50% after Deductible	Pre-certification is required for Inpatient. Inpatient: 60 consecutive days/injury. Outpatient: 50 visits/Plan Year.
<b>Second and Third Opinions</b> Plan-required opinions  Patient-requested opinions	100% after Deductible  100% after Deductible	100% after Deductible  50% after Deductible	1 office visit/opinion.
<b>Sexual Assignment/Reassignment</b>	100% after Deductible	50% after Deductible	Precertification is required.
<b>Sleep Disorders</b>	100% after Deductible	50% after Deductible	Covered only when ordered by a Physician or licensed practitioner.
<b>Smoking Cessation</b>	100%, Deductible waived	50% after Deductible	Includes: 4 counseling sessions (minimum 10 minutes/session), FDA-approved tobacco cessation medications (including prescription and over-the-counter) for a 90-day treatment regimen.
<b>Ambulatory Surgical Center</b>	100% after Deductible	50% after Deductible	Pre-certification is required.

Covered Medical Expenses	In-Network	Out-of-Network	Limits
<b>Birth Center</b>	100% after Deductible	50% after Deductible	
<b>Skilled Nursing Facility</b>	100% after Deductible	50% after Deductible	Pre-certification is required. Maximum of 60 days per person, per injury, per Plan Year.
<b>Hospice Services</b>	100% after Deductible	50% after Deductible	Pre-certification is required.
<b>Transplants</b> Recipient Expenses Donor Expenses Travel Expenses	100% after Deductible 100% after Deductible 100% after Deductible	50% after Deductible 50% after Deductible 50% after Deductible	Pre-certification required, including for pre-transplant tests. Travel expenses include two round-trip coach transportation charges for the patient and one family member or companion to and from the transplant site, lodging for two (one room) not to exceed \$150/day. Receipts are required. Travel expenses do not include: meals, car rentals, telephone calls, personal care items, entertainment, alcohol/tobacco, souvenirs, and expenses for personal other than the patient and his/her designated family member/companion. Travel expenses benefit maximum: \$10,000/transplant.
<b>Morbid Obesity</b>	100% after Deductible	50% after Deductible	Maximum of: \$20,000/lifetime.
<b>Preventive Services</b> Well Child Care Immunizations Well Adult Care Mammograms – <i>must be over age 40, unless Medically Necessary</i> Pap Smears Routine Physical Exams	100%, Deductible waived 100%, Deductible waived 100%, Deductible waived 100%, Deductible waived 100%, Deductible waived 100%, Deductible waived	50% after Deductible 50% after Deductible 50% after Deductible 50% after Deductible 50% after Deductible 50% after Deductible	If there is no In-Network provider who can provide the Preventive Service, then the plan will cover the service when performed by an Out-of-Network provider without cost-sharing. When both preventive services and diagnostic or therapeutic services occur at the same visit, you pay the cost share for the diagnostic or therapeutic services but not for the preventive

Covered Medical Expenses	In-Network	Out-of-Network	Limits
			services. When a preventive visit turns into a diagnostic or therapeutic service in the same visit, then cost-sharing will apply to the diagnostic or therapeutic services provided.
<b>All Other Covered Services</b>	100% after Deductible	50% after Deductible	



**Summary of Benefits - Vision**

<b>Covered Vision Expenses:</b>	<b>Benefits</b>	<b>Limits<sup>1</sup></b>
Eye exam, per person, in a 12-month period	\$500/Benefit Year	See Vision Benefits section
Frame-type lenses, per pair, in a 12-month period – Single vision		See Vision Benefits section
Frame-type lenses, per pair, in a 12-month period – Bi-focal		See Vision Benefits section
Frame-type lenses, per pair, in a 12-month period – Tri-focal		Vision Benefits section
Frame-type lenses, per pair, in a 12-month period – Lenticular		See Vision Benefits section
Frames, per pair, in a 12-month period		See Vision Benefits section
Contact Lenses in a 12-month period		See Vision Benefits section

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<sup>1</sup> These limits are in addition to all other Plan Exclusions, limitations and provisions set forth in this Plan. Please review the Plan carefully to determine benefits available.

**Summary of Benefits - Prescription Drug – PPO 350 and PPO 600**

The following benefits are per Participant:

<b>Covered Prescription Drug Expenses:</b>	<b>Participating Pharmacy<sup>1</sup></b>	<b>Limits<sup>2</sup></b>
<b>Pharmacy Option:</b>		
Copayment, per prescription or refill, for generic	30-day supply: \$10 copay 90-day supply: \$30 copay	See Prescription Drug Benefits section
Copayment, per prescription or refill, for formulary name brands	30-day supply: 20% of the cost up to \$100 maximum copay 90-day supply: 20% of the cost to \$300 copay	See Prescription Drug Benefits section
Copayment, per prescription or refill, for non-formulary name brands	30-day supply: 50% of the cost with \$20 minimum up to \$150 copay maximum 90-day supply: 50% of the cost with \$60 minimum and \$450 copay maximum	See Prescription Drug Benefits section
Copayment, per prescription or refill, for specialty drugs	Please contact OptumRX at 855-427-4682 for Specialty Drug copayments, as they vary.	See Prescription Drug Benefits section
<b>Mail Order Option:</b>		
Copayment, per prescription or refill, for generic	\$15 copay	See Prescription Drug Benefits section
Copayment, per prescription or refill, for formulary name brands	\$40 copay	See Prescription Drug Benefits section
Copayment, per prescription or refill, for non-formulary name brands	\$100 copay	See Prescription Drug Benefits section
Copayment, per prescription or refill, for specialty drugs	Please contact OptumRX at 855-427-4682 for Specialty Drug copayments, as they vary.	See Prescription Drug Benefits section

<sup>1</sup> 100% payment by Plan after Copayment.

<sup>2</sup> These limits are in addition to all other Plan Exclusions, limitations and provisions set forth in this Plan. Please review the Plan carefully to determine benefits available.

**Summary of Benefits - Prescription Drug – HDHP 2800**

The following benefits are per Participant:

<b>Covered Prescription Drug Expenses:</b>	<b>Participating Pharmacy<sup>1</sup></b>	<b>Limits<sup>2</sup></b>
<b>Pharmacy Option:</b>		
Copayment, per prescription or refill, for generic	100% after Deductible	See Prescription Drug Benefits section
Copayment, per prescription or refill, for formulary name brands	100% after Deductible	See Prescription Drug Benefits section
Copayment, per prescription or refill, for non-formulary name brands	100% after Deductible	See Prescription Drug Benefits section
Copayment, per prescription or refill, for specialty drugs	Please contact OptumRX at 855-427-4682 for Specialty Drug copayments, as they vary.	See Prescription Drug Benefits section
<b>Mail Order Option:</b>		
Copayment, per prescription or refill, for generic	100% after Deductible	See Prescription Drug Benefits section
Copayment, per prescription or refill, for formulary name brands	100% after Deductible	See Prescription Drug Benefits section
Copayment, per prescription or refill, for non-formulary name brands	100% after Deductible	See Prescription Drug Benefits section
Copayment, per prescription or refill, for specialty drugs	Please contact OptumRX at 855-427-4682 for Specialty Drug copayments, as they vary.	See Prescription Drug Benefits section

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<sup>1</sup> 100% payment by Plan after Copayment.

<sup>2</sup> These limits are in addition to all other Plan Exclusions, limitations and provisions set forth in this Plan. Please review the Plan carefully to determine benefits available.

**Summary of Benefits - Short-Term Disability**

The following benefit limits are per Participant:

<b>Benefit limits:</b>	
Weekly Benefit*	66% of weekly base pay (not including overtime, bonuses or commissions) to a maximum of \$1,500
Minimum Benefit	\$50
Maximum Period Payable	<b>Town of Chino Valley and Yavapai County Employees:</b> 90 days <b>City of Prescott Employees:</b> 90 days <b>Yavapai College Employees:</b> 150 days
<i>* In the case of Partial Disability, the benefit will be coordinated with any pay received by the Employee from his or her Participating Employer so that the total of the Employee's weekly disability benefit and pay are not greater than the Weekly Benefit above.</i>	
<b>Benefits are payable:</b>	
For Illness*	<b>Yavapai County Employees:</b> Beginning on the 90 <sup>th</sup> day following the Illness <b>City of Prescott Employees:</b> Beginning on the 14 <sup>th</sup> day following the Illness <b>Yavapai College and Town of Chino Valley Employees:</b> Beginning on the 30 <sup>th</sup> day following the Illness
For Injury*	<b>Yavapai County Employees:</b> Beginning on the 90 <sup>th</sup> day following an Accident <b>City of Prescott Employees:</b> Beginning on the 14 <sup>th</sup> day following an Accident <b>Yavapai College and Town of Chino Valley Employees:</b> Beginning on the 30 <sup>th</sup> day following an Accident
<i>* This is also called an Elimination Period.</i>	
<i>For those employees that are unable to work from home and are required by a Physician to quarantine for two weeks prior to an approved Medically Necessary surgery, the days quarantined shall apply to the elimination period until the National Emergency Outbreak Period ends.</i>	

## MEDICAL BENEFITS

### Medical Benefits

These medical benefits will be payable as shown in the Summary of Benefits or as otherwise outlined in this Plan. Subject to the Plan's provisions, limitations and Exclusions, the following are covered medical benefits:

**Acupuncture.** Relating directly or indirectly to acupuncture, including acupuncture provided in lieu of anesthetic.

**Advanced Imaging.** Charges for advanced imaging including: Computed Tomographic (CT) studies, Coronary CT angiography, MRI/MRA, nuclear cardiology, nuclear medicine, and PET scans. Covered Expenses include the readings of these medical tests/scans.

### **Air Ambulance (Emergency Only).**

Benefits are provided for air ambulance transportation only if the Plan Administrator determines that the Participant's condition, the type of service required for the treatment of the Participant's condition, and the type of facility required to treat the Participant's condition justify the use of air ambulance instead of another means of transport. This Plan will only cover air ambulance transportation when no other method of transportation is appropriate (including emergency ground transport).

This Plan will only cover rotary aircraft, excluding all fixed wing charter flights, for air ambulance services.

*Only charges Incurred for the first trip to a Hospital, or from one Hospital to another Hospital, shall be included.*

The determination of whether air ambulance transport for a service, supply, or treatment is or is not Medically Necessary may include findings of the American Medical Association and the Plan Administrator's own medical advisors. The Plan Administrator has the discretionary authority to decide whether care or treatment is Medically Necessary.

**NOTE:** *Limited to a legally licensed vehicle, helicopter, or airplane certified for emergency patient transportation.*

**Allergy Services.** Charges related to the treatment of allergies.

**Ambulance (Emergency Only).** Covered Expenses for professional ambulance, including approved available water and rail transportation to a local Hospital, or transfer to the nearest facility having the capability to treat the condition if the transportation is connected with an Inpatient confinement.

**Ambulatory Surgical Center.** Services of an Ambulatory Surgical Center for Medically Necessary care provided.

**Anesthesia.** Anesthesia, anesthesia supplies, and administration of anesthesia by facility staff.

**Applied Behavior Analysis (ABA)/ Interactive-Behavioral Therapy (IBT).** Covered Expenses for services and supplies for the treatment of autism spectrum disorders. Treatment includes diagnosis, assessment and services, including behavioral therapy services provided or supervised by a behavioral health provider. Unless otherwise indicated, autism disorders will be treated like and at the same level as any other illness under the Plan. Autism spectrum disorder means one of the three following disorders as defined in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders of the American Psychiatric Association including: Autistic Disorder; Asperger's Syndrome; and Pervasive Developmental Disorder – Not Otherwise Specified. Yavapai Combined Trust (YCT) 125 Plan Document and Summary Plan Description Behavioral analysis is an education service that is the process of applying interventions that systematically change behavior, and are responsible for the observable improvement in

behavior.

**Birth Center.** Services of a birthing center for Medically Necessary care provided within the scope of its license.

**Blood/Blood Derivatives.** Charges for blood and blood plasma (if not replaced by or for the patient), including blood processing and administration services. The Plan shall also cover processing, storage, and administrative services for autologous blood (a patient's own blood) when a Participant is scheduled for Surgery that can be reasonably expected to require blood.

**Cataracts.** Cataract surgery and one set of lenses (contacts or frame-type) following the surgery.

**Chemotherapy.** Charges for chemotherapy, including materials and services of technicians.

**Chiropractic Care.** Spinal adjustment and manipulation, x-rays for manipulation and adjustment, and other modalities performed by a Physician or other licensed practitioner, as limited in the Summary of Benefits.

**Cochlear Implants.** Charges for cochlear implants for Participants who are certified as deaf or hearing impaired by a Provider.

**Contraceptives.** The charges for all Food and Drug Administration (FDA) approved contraceptive methods, except oral contraceptives, in accordance with Health Resources and Services Administration (HRSA) guidelines. **NOTE:** *Oral contraceptives are covered under the Prescription Drug Benefits section.*

**COVID-19 (2019 Novel Coronavirus).** Covered Expenses associated with testing for and treatment of COVID-19 include the following:

- **Diagnostic Tests.** The following items are covered at 100%, Deductible waived, as provided in the Families First Coronavirus Response Act (FFCRA) and Coronavirus Aid, Relief, and Economic Security Act (CARES Act) and notwithstanding any otherwise-applicable Medical Necessity or Experimental and/or Investigational requirements, and do not require Pre-Certification. These items are paid at the negotiated rate, if one exists. If no negotiated rate exists, the Plan will pay the cash price publicly posted on the Provider's website, or such other amount as may be negotiated by the Provider and Plan.
  - In vitro diagnostic products for the detection of SARS-CoV-2 or the Diagnosis of the virus that causes COVID-19 (including all costs relating to the administration of such in vitro diagnostic products) which satisfy **one** of the following conditions:
    - That are approved, cleared, or authorized by the FDA;
    - For which the developer has requested or intends to request emergency use authorization under Section 564 of the Federal Food, Drug, and Cosmetic Act, unless and until such emergency use authorization request has been denied or the developer does not submit a request within a reasonable timeframe;
    - That are developed in and authorized by a State that has notified the Secretary of Health and Human Services of its intention to review tests intended to diagnose COVID-19; or
    - That are deemed appropriate by the Secretary of Health and Human Services.
  - Items and services furnished during an office visit (including both in-person and telehealth), urgent care visit, or emergency room visit which results in an order for or administration of an in vitro diagnostic product described above. Such items and services must relate to the furnishing of such diagnostic product or evaluation of the individual for purposes of determining the need for such product.
- **Qualifying Coronavirus Preventive Services.** The following items are covered at 100%, Deductible waived, and do not require Pre-Certification.
  - An item, service, or immunization that has in effect a rating of "A" or "B" in the current recommendations of the United States Preventive Services Task Force; and
  - An immunization that has in effect a recommendation from the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention with respect to

the individual involved.

- **Inpatient Hospital Quarantines.** There may be times when Participants with the virus need to be quarantined in a Hospital private room to avoid infecting other individuals. These patients may not meet the need for acute inpatient care any longer but may remain in the Hospital for public health reasons. Such charges will not be denied solely because otherwise-applicable Medically Necessary requirements would not indicate a need for a private room.
- **Telehealth and Other Communication-Based Technology Services.** Participants can communicate with their doctors or certain other practitioners without going to the doctor's office in person. This is recommended if a Participant believes he or she has COVID-19 symptoms.
- **Requests for Prescription Refills.** When considering whether to cover a greater-than-30-day-supply of drugs, the Plan and its Prescription Drug Plan Administrator will, on a case-by-case, basis, consider each request and make decisions based on the circumstances of the patient.
- **Non-Emergency Ambulance Transportation.** The Plan will cover limited, Medically Necessary, non-emergency ambulance transportation relating to COVID-19 Diagnosis or treatment.

The above benefits are specific to Diagnosis and treatment of COVID-19. Participants who have been diagnosed with COVID-19 will continue to receive all other benefits covered by the Plan, in accordance with the Plan's guidelines.

**Dental Services—Accident Only.** Charges made for a continuous course of dental treatment from the date of Injury to sound natural teeth. Sound natural teeth are defined as natural teeth that are free of active clinical decay, have at least 50% bony support and are functional in the arch.

**NOTE:** No charge will be covered under this Plan for dental and oral Surgical Procedures involving orthodontic care of teeth, periodontal disease, and preparing the mouth for fitting of or continued use of dentures.

**Diabetic Education.** Services and supplies used in Outpatient diabetes self-management programs are covered under this Plan when they are provided by a Physician.

**Dialysis.** Charges for dialysis.

**Durable Medical Equipment.** Charges for rental, up to the purchase price, of Durable Medical Equipment, including glucose home monitors for insulin dependent diabetics. At its option, and with its advance written approval, the Plan may cover the purchase of such items when it is less costly and more practical than rental. The Plan does not pay for any of the following:

1. Any purchases without its advance written approval.
2. Replacements or repairs. **NOTE:** Replacement of Durable Medical Equipment when Medically Necessary due to a physiological change to the patient, due to normal wear and tear of an item, or the existing equipment is damaged and cannot be made serviceable.
3. The rental or purchase of items which do not fully meet the definition of "Durable Medical Equipment".
4. Duplicate corrective appliances.
5. Expenses for services or supplies designed to personalize or characterize any corrective appliance.
6. Expenses for corrective appliances and durable medical equipment to the extent they exceed the cost of standard models of such appliances or equipment.
7. Expenses for air or water filtering devices, equipment or supplies.
8. Transportation equipment such as motorized carts, except medically necessary wheelchairs.

**Eye Examination.** Charges for an eye examination, including a refraction test/vision test are covered under the vision plan benefits.

**Foot Disorders.** Surgical treatment of foot disorders, including associated services, performed by a licensed Physician (excluding routine foot care such as trimming toenails, removal of calluses, and preventative care, unless the Plan Administrator or its designee determines such care to be medically necessary).

**Gene Therapy.** Gene therapies and adoptive cellular therapies, as well as associated services and supplies, for Participants if Medically Necessary.

**Genetic Counseling or Testing.** There is coverage specified under Preventive Care. Refer to the Genetic Information Nondiscrimination Act of 2008 (GINA) subsection for information regarding the prohibition of discriminating on the basis of genetic information.

**Glaucoma.** Treatment of glaucoma.

**Hearing Aids.** Charges for hearing aids, which includes examinations for the prescription, fitting, and/or repair of hearing aids.

**Home Health Care.** Charges for Home Health Care services and supplies are covered only for care and treatment of an Illness or Injury when Hospital or Skilled Nursing Facility confinement would otherwise be required. The Diagnosis, care, and treatment must be certified by the attending Physician and be contained in a home health care plan. Charges by a Home Health Care Agency for any of the following:

1. Registered Nurses or Licensed Practical Nurses.
2. Certified home health aides under the direct supervision of a Registered Nurse.
3. Registered therapist performing physical, occupational or speech therapy.
4. Physician calls in the office, home, clinic or outpatient department.
5. Services, Drugs and medical supplies which are Medically Necessary for the treatment of the Participant that would have been provided in the Hospital, but not including Custodial Care.
6. Rental of Durable Medical Equipment or the purchase of this equipment if economically justified, whichever is less.

**NOTE:** *Transportation services are not covered under this benefit.*

**Hospice Care.** Charges relating to Hospice Care, provided the Participant has a life expectancy of six months or less, subject to the maximums, if any, stated in the Summary of Benefits. Covered Hospice expenses are limited to:

1. Room and Board for confinement in a Hospice.
2. Ancillary charges furnished by the Hospice while the patient is confined therein, including rental of Durable Medical Equipment which is used solely for treating an Injury or Illness.
3. Medical supplies, Drugs and medicines prescribed by the attending Physician, but only to the extent such items are necessary for pain control and management of the terminal condition.
4. Physician services and nursing care by a Registered Nurse, Licensed Practical Nurse or a Licensed Vocational Nurse (L.V.N.).
5. Home health aide services.
6. Home care furnished by a Hospital or Home Health Care Agency, under the direction of a Hospice, including Custodial Care if it is provided during a regular visit by a Registered Nurse, a Licensed Practical Nurse or a home health aide.
7. Medical social services by licensed or trained social workers, Psychologists or counselors.
8. Nutrition services provided by a licensed dietitian.
9. Respite care.

The Hospice Care program must be renewed in writing by the attending Physician every 30 days. Hospice Care ceases if the terminal Illness enters remission.

**Hospital.** Charges made by a Hospital for:

1. Inpatient Treatment:
  - a. Daily semi private Room and Board charges.
  - b. Intensive Care Unit (ICU) and Cardiac Care Unit (CCU) Room and Board charges.
  - c. General nursing services.
  - d. Medically Necessary services and supplies furnished by the Hospital, other than Room and



Board.

2. Outpatient Treatment:
  - a. Emergency room.
  - b. Treatment for chronic conditions.
  - c. Physical therapy treatments.
  - d. Hemodialysis.
  - e. X-ray, laboratory and linear therapy.

**Laboratory and Pathology Services.** Charges for x-rays, diagnostic tests, labs, and pathology services.

**Mastectomy.** The Federal Women's Health and Cancer Rights Act, signed into law on October 21, 1998, contains coverage requirements for breast cancer patients who elect reconstruction in connection with a Mastectomy. The Federal law requires group health plans that provide Mastectomy coverage to also cover breast reconstruction Surgery and prostheses following Mastectomy.

As required by law, the Participant is being provided this notice to inform him or her about these provisions. The law mandates that individuals receiving benefits for a Medically Necessary Mastectomy will also receive coverage for:

1. Reconstruction of the breast on which the Mastectomy has been performed.
2. Surgery and reconstruction of the other breast to produce a symmetrical appearance.
3. Prostheses and physical complications from all stages of Mastectomy, including lymphedemas.

The reconstruction of the breast will be done in a manner determined in consultation with the attending Physician and the patient.

This coverage will be subject to the same annual Deductible and Coinsurance provisions that currently apply to Mastectomy coverage, and will be provided in consultation with the Participant and his or her attending Physician.

**Medical Foods.** Medical foods are considered a covered charge if intravenous therapy (IV) or tube feedings are Medically Necessary. Medical foods taken orally are not covered under the Plan, except for PKU formula when Medically Necessary.

**Medical Supplies.** Dressings, casts, splints, trusses, braces and other Medically Necessary medical supplies, with the exception of corrective shoes.

**Mental Health and Substance Abuse Benefits.** Benefits are available for Inpatient or Outpatient care for mental health and Substance Abuse conditions, including individual and group psychotherapy, psychiatric tests, and expenses related to the Diagnosis when rendered by a covered Provider.

Benefits are available for Residential Treatment Facility, Partial Hospitalization, and Intensive Outpatient Services.

**Midwife Services.** Benefits for midwife services performed by a certified nurse midwife (CNM) who is licensed as such and acting within the scope of his/her license. This Plan will not provide benefits for lay midwives or other individuals who become midwives by virtue of their experience in performing deliveries.

**Morbid Obesity.** Charges related to morbid obesity (which is the lesser of 100 pounds over normal weight or twice normal weight), only when the treatment meets the Plan's Medical Necessity criteria. To include surgical treatment, non-surgical treatment, and complications from such treatment.

**Newborn Care.** Hospital and Physician nursery care for newborns who are Children of the Employee or spouse and properly enrolled in the Plan, as set forth below. Benefits will be provided under the Child's coverage, and the Child's own Deductible and Coinsurance provisions will apply:

1. Hospital routine care for a newborn during the Child's initial Hospital confinement at birth.
2. The following Physician services for well-baby care during the newborn's initial Hospital confinement at birth:
  - a. The initial newborn examination and a second examination performed prior to discharge from the Hospital.
  - b. Circumcision.

**NOTE:** *The Plan will cover Hospital and Physician nursery care for an ill newborn as any other medical condition, provided the newborn is properly enrolled in the Plan. These benefits are provided under the baby's coverage.*

**Nicotine Addiction.** Nicotine withdrawal programs, facilities, Drugs or supplies.

**Nursing Services.** Services of a Registered Nurse or Licensed Practical Nurse.

**Nutritional Counseling.** Charges for nutritional counseling for the management of a medical condition that has a specific diagnostic criteria that can be verified. The nutritional counseling must be prescribed by a Physician.

**Physician Services.** Services of a Physician for Medically Necessary care, including office visits, home visits, Hospital Inpatient care, Hospital Outpatient visits and exams, clinic care and surgical opinion consultations.

**Preventive Care.** Charges for Preventive Care services. This Plan intends to comply with the Affordable Care Act's (ACA) requirement to offer In-Network coverage for certain preventive services without cost-sharing.

Benefits mandated through the ACA legislation include Preventive Care such as immunizations, screenings, and other services that are listed as recommended by the United States Preventive Services Task Force (USPSTF), the Health Resources and Services Administration (HRSA), and the Federal Centers for Disease Control (CDC).

See the following websites for more details:

<https://www.healthcare.gov/coverage/preventive-care-benefits/>;  
<https://www.uspreventiveservicestaskforce.org/Page/Name/uspstf-a-and-b-recommendations/>;  
<https://www.cdc.gov/vaccines/hcp/acip-recs/index.html>;  
[https://www.aap.org/en-us/Documents/periodicity\\_schedule.pdf](https://www.aap.org/en-us/Documents/periodicity_schedule.pdf); <https://www.hrsa.gov/womensguidelines/>.

**NOTE:** *The Preventive Care services identified through the above links are recommended services. It is up to the Provider and/or Physician of care to determine which services to provide; the Plan Administrator has the authority to determine which services will be covered. Preventive Care services will be covered at 100% for Non-Network Providers if there is no Network Provider who can provide a required preventive service. Benefits include gender-specific Preventive Care services, regardless of the sex the Participant was assigned at birth, his or her gender identity, or his or her recorded gender.*

**Preventive and Wellness Services for Adults and Children** - In compliance with section 2713 of the Affordable Care Act, benefits are available for evidence-based items or services that have in effect a rating of "A" or "B" in the current recommendations of the United States Preventive Services Task Force (USPSTF).

Immunizations that have in effect a recommendation from the Advisory Committee on Immunization Practices (ACIP) of the Centers for Disease Control and Prevention (CDC) with respect to the individual involved. With respect to infants, Children, and adolescents, evidence-informed Preventive Care and screenings as provided for in the comprehensive guidelines supported by the Health Resources and Services Administration (HRSA).

**Women's Preventive Services** - With respect to women, such additional Preventive Care and screenings  
 Yavapai Combined Trust (YCT)  
 Plan Document and Summary Plan Description

as provided for in comprehensive guidelines supported by the Health Resources and Services Administration (HRSA) not otherwise addressed by the recommendations of the United States Preventive Service Task Force (USPSTF), which will be commonly known as HRSA's Women's Preventive Services Required Health Plan Coverage Guidelines. The HRSA has added the following eight categories of women's services to the list of mandatory preventive services:

1. Well-woman visits.
2. Gestational diabetes screening.
3. Human papillomavirus (HPV) Deoxyribonucleic Acid (DNA) testing.
4. Sexually transmitted infection counseling.
5. Human Immunodeficiency Virus (HIV) screening and counseling.
6. Food and Drug Administration (FDA)-approved contraception methods and contraceptive counseling.
7. Breastfeeding support, supplies and counseling.
8. Domestic violence screening and counseling.

A description of Women's Preventive Services can be found at:  
<http://www.hrsa.gov/womensguidelines/> or at the websites listed above.

**Prosthetics, Orthotics, Supplies and Surgical Dressings.** Prosthetic devices (other than dental) to replace all or part of an absent body organ or part, including replacement due to natural growth or pathological change, but not including charges for repair or maintenance. Orthotic devices, but excluding orthopedic shoes and other supportive devices for the feet. Mastectomy bras and external silicone breast prostheses.

**Radiation Therapy.** Charges for radiation therapy and treatment.

**Routine Patient Costs for Participation in an Approved Clinical Trial.** Charges for any Medically Necessary services, for which benefits are provided by the Plan, when a Participant is participating in a phase I, II, III or IV clinical trial, conducted in relation to the prevention, detection or treatment of a life-threatening disease or condition, as defined under the ACA, provided:

1. The clinical trial is approved by any of the following:
  - a. The Centers for Disease Control and Prevention of the U.S. Department of Health and Human Services.
  - b. The National Institute of Health.
  - c. The U.S. Food and Drug Administration.
  - d. The U.S. Department of Defense.
  - e. The U.S. Department of Veterans Affairs.
  - f. An institutional review board of an institution that has an agreement with the Office for Human Research Protections of the U.S. Department of Health and Human Services.
2. The research institution conducting the Approved Clinical Trial and each health professional providing routine patient care through the institution, agree to accept reimbursement at the applicable Allowable Expense, as payment in full for routine patient care provided in connection with the Approved Clinical Trial.

**Routine Physical Examinations.** For routine or periodic physical examinations, related x-ray and laboratory expenses, and nutritional supplements, except as provided in the Summary of Benefits.

**Second Surgical Opinions.** Charges for second surgical opinions.

**Sexual Assignment/Reassignment.** Expenses for medical or surgical treatment related to gender dysphoria, gender incongruence, transsexual/transgender/gender reassignment (sex change) procedures, or the preparation for such procedures, or any complications resulting from such procedures, or the reversal of any such procedures.

**Skilled Nursing Facility.** Charges made by a Skilled Nursing Facility or a convalescent care facility, up to

the limits set forth in the Summary of Benefits, in connection with convalescence from an Illness or Injury (excluding drug addiction, chronic brain syndrome, alcoholism, senility, intellectual disability or other Mental or Nervous Disorders) for which the Participant is confined.

**Sterilization for Men.** Charges for male sterilization procedures. Benefits for all Food and Drug Administration (FDA) approved charges related to sterilization procedures for women are covered under Preventive Care, to the extent required by the Affordable Care Act (ACA).

**Surgery.** Surgical operations and procedures, unless otherwise specifically excluded under the Plan, and limited as follows:

1. Multiple procedures adding significant time or complexity will be allowed at:
  - a. One hundred percent (100%) of the Maximum Allowable Charge for the first or major procedure.
  - b. Fifty percent (50%) of the Maximum Allowable Charge for the secondary and subsequent procedures.
  - c. Bilateral procedures which add significant time or complexity, which are provided at the same operative session, will be allowed at one hundred percent (100%) of the Maximum Allowable Charge for the major procedure, and fifty percent (50%) of the Maximum Allowable Charge for the secondary or lesser procedure.
2. The Maximum Allowable Charge for services rendered by an assistant surgeon will be limited to twenty percent (20%) of the Maximum Allowable Charge identified for the surgeon's service.
3. No benefit will be payable for incidental procedures, such as appendectomy during an abdominal Surgery, performed during a single operative session.

**Telehealth.** Charges for any Medically Necessary services, for which benefits are otherwise provided by the Plan, when those services are provided via audio or video communications.

**Therapy Services.** Services for individual therapy are covered on an Inpatient or Outpatient basis. They are services or supplies used for the treatment of an Illness or Injury and include:

1. **Cardiac Therapy.** Charges for cardiac therapy.
2. **Occupational Therapy.** Rehabilitation treatment or services rendered by a registered occupational therapist, under the direct supervision of a Physician, in a home setting or at a facility or Institution whose primary purpose is to provide medical care for an Illness or Injury, or at a free-standing outpatient facility.
3. **Physical Therapy.** Rehabilitation treatment or services rendered by a physical therapist, under direct supervision of a Physician, in a home setting or a facility or Institution whose primary purpose is to provide medical care for an Illness or Injury, or at a free-standing duly licensed outpatient therapy facility.
4. **Respiration Therapy.** Respiration therapy services, when rendered in accordance with a Physician's written treatment plan.
5. **Speech Therapy.** Speech therapy, for Rehabilitation purposes, by a Physician or qualified speech therapist, when needed due to an Illness or Injury (other than a functional Nervous Disorder) or due to Surgery performed as the result of an Illness or Injury, excluding speech therapy services that are educational in any part or due to articulation disorders, tongue thrust, stuttering, lisping, abnormal speech development, changing an accent, dyslexia, hearing loss which is not medically documented or similar disorders.

See the Summary of Benefits for treatment and/or frequency limitations.

**Transplants.** Organ or tissue transplants are covered for the following human to human organ or tissue transplant procedures:

1. Bone marrow.
2. Heart.
3. Lung.

4. Heart and lung.
5. Liver.
6. Pancreas.
7. Kidney.
8. Cornea.

In addition, the Plan will cover any other transplant that is not Experimental.

#### Recipient Benefits

Covered Expenses will be considered the same as any other Illness for Employees or Dependents as a recipient of an organ or tissue transplant. Covered Expenses include:

1. Organ or tissue procurement from a cadaver consisting of removing, preserving and transporting the donated part.
2. Services and supplies furnished by a Provider.
3. Drug therapy treatment to prevent rejection of the transplanted organ or tissue.

Surgical, storage and transportation costs directly related to the procurement of an organ or tissue used in a transplant described herein will be covered. If an organ or tissue is sold rather than donated, no benefits will be available for the purchase price of such organ or tissue.

When both the person donating the organ and the person receiving the organ are Participants, each will receive benefits under the Plan.

#### Donor Benefits

The Plan covers donation-related services for actual or potential donors, whether or not they are Participants, as long as the transplant recipient is a Participant. The Plan will cover these costs, provided such costs are not covered in whole or in part by any other source other than the donor's family or estate. This includes, but is not limited to, other insurance, including self-funded medical plans, grants, foundations, and government programs.

**Wigs.** Charges associated with the initial purchase of a wig after chemotherapy or radiation therapy. **NOTE:** *Limited to 1 per lifetime.*

#### Medical Exclusions

Some health care services are not covered by the Plan. In addition to the General Exclusions set forth in the General Limitations and Exclusions section, these include, but are not limited to, any charge for care, supplies, or services, which are:

**Abortion.** Expenses for elective induced abortion (termination of pregnancy) unless the attending Physician certifies that the health of the woman would be endangered if the fetus were carried to term (including that the abortion is necessary to save the life of the woman or the abortion is necessary to avert substantial and irreversible impairment of a major bodily function of the woman having the abortion). Medical complications arising from an abortion will be covered for the Participant and/or Participant's Spouse only, but not for Dependent Children.

**Alternative Medicine.** For holistic or homeopathic treatment/supplies, and thermography, including drugs. Expenses for acupressure and massage therapy and expenses for chelation therapy, except as may be medically necessary for treatment of acute arsenic, gold, mercury or lead poisoning, and for diseases due to clearly demonstrated excess of copper or iron, except as payable under the naturopathic services as described in the Summary of Medical Benefits. Expenses for prayer, religious healing, or spiritual healing including the services of a Christian Science practitioner.

**Behavioral Health Counseling.** For adoption counseling, court-ordered behavioral health care services (unless the services are determined by the Plan Administrator or its designee to be Medically Necessary in the absence of a court order and such services are a covered benefit under the Plan), custody counseling, Yavapai Combined Trust (YCT)

family planning counseling, pregnancy counseling, marriage counseling, couples counseling, sex counseling, hypnotherapy, and vocational disabilities.

**Biofeedback.** For biofeedback.

**Contraceptives.** Non-prescription contraceptive drug and devices for males, such as condoms.

**Dental Services.** The following dental services that would otherwise be covered under the Medical Plan:

1. Expenses for dental prosthetics or dental services or supplies of any kind, even if they are necessary because of symptoms, illness, or injury affecting another part of the body. Dental services include treatment to alter, correct, fix, improve, remove, replace, reposition, restore, or treat:
  - a. Teeth;
  - b. The gums and tissues around the teeth;
  - c. The parts of the upper or lower jaws that contain the teeth (the alveolar processes and ridges);
  - d. The jaw, any jaw implant, or the joint of the jaw (the temporomandibular joint);
  - e. Bite alignment, or the meeting of upper or lower teeth, or the chewing muscles; and/or
  - f. teeth, gums, jaw or chewing muscles because of pain, injury, decay, malformation, disease or infection.
2. Expenses for the surgical treatment of Temporomandibular Joint (TMJ) Syndrome/dysfunction.
3. Expenses for orthognathic and other craniomandibular or maxillary disorders, including but not limited to orthodontia and treatment of prognathism and retrognathism.
4. Expenses for oral surgery for removal of impacted teeth, removal of wisdom teeth, gingivectomies, treatment of dental abscesses, and root canal (endodontic) therapy. Also see the Dental Benefits section.
5. Expenses for dental services may be covered under the Medical Plan if they are incurred for the repair or replacement of accidental injury to the teeth or restoration of the jaw if damaged by an external object or extrinsic force in an accident. For the purposes of this coverage by the Plan, an accident does not include any injury caused by biting or chewing. See the Oral and Craniofacial Services benefit of the Summary of Benefits.
6. Expenses covered under the Dental Plan, and all expenses excluded under the Dental Plan (unless coverage is specifically provided under the Medical Plan such as accidental injury to teeth).

**Drugs, Medicines, and Nutrition.** For the following:

1. Pharmaceuticals requiring a prescription that:
  - a. have not been approved by the U.S. Food and Drug Administration (FDA); or
  - b. are not approved by the FDA for the condition, dose, route or frequency for which they are prescribed; or
  - c. are experimental and/or investigational as defined in the Definitions section of this document.
2. Foods and nutritional/dietary supplements including, but not limited to, home meals, formulas, foods, diets, vitamins and minerals (whether they can be purchased over-the-counter or require a prescription), except when provided during Hospitalization, and except certain Preventive Care medications and other services prescribed by a Physician or Health Care Practitioner to be covered without cost-sharing in accordance with Affordable Care Act (ACA) regulations, and except for prenatal vitamins or minerals or other prescription vitamins needed to treat a medical condition requiring a prescription.
3. Drugs, medicines or devices for:
  - a. Non-prescription (or non-legend or over-the-counter) drugs or medicines or devices except certain Preventive Care medication prescribed by a Physician or Health Care Practitioner to be covered without cost-sharing in accordance with Affordable Care Act (ACA) regulations;
  - b. Homeopathic substances.
  - c. Hair growth and hair removal.
  - d. Prescription drugs available over the counter at a lower strength.
  - e. Fertility and infertility.

- f. Fluoride preparations for dental purposes, except certain preventive care medications and fluoride dental varnish prescribed by a Physician or Health Care Practitioner, to be covered without cost-sharing in accordance with Affordable Care Act (ACA) regulations.
  - g. Growth hormone, unless precertified by the Prescription Drug Program.
  - h. Vitamin A derivatives for dermatologic use including but not limited to Retin A, Renova for patients over the age of 25.
  - i. Weight management drugs.
  - j. Anabolic steroids.
- 4. Compounded prescriptions in which there is not at least one ingredient that is a legend drug requiring a prescription as defined by federal or state law.
- 5. Take-home drugs or medicines provided by a Hospital, Emergency Room, Ambulatory Surgical Center, or other health care facility.
- 6. Vaccinations, immunizations, inoculations or preventive injections, needed due to foreign/international travel such as for yellow fever. Note that certain vaccinations/immunizations are payable when required for the treatment of an injury or because of the participant's exposure to disease/infection (such as anti-rabies, tetanus, anti-venom, or immunoglobulin) and those routine immunizations provided under the Wellness benefits for children and/or adults as described in the Summary of Benefits in this document.

**Education or Training Program.** Performed by a Physician or other Provider enrolled in an education or training program when such services are related to the education or training program, except as specifically provided herein.

**Examinations.** Expenses for physical examinations and testing required for employment, government or regulatory purposes, insurance, school, camp, recreation, sports, or by any third-party, except as may be performed in conjunction with the Plan Year wellness allowance as noted in the Summary of Benefits or except as required under applicable federal law.

**Expenses related to a nursing home** (that is not a skilled nursing facility), an assisted living arrangement or a memory care/dementia care facility.

**Genetic Counseling or Testing.** The following expenses for genetic tests, including obtaining a specimen and laboratory analysis, to detect or evaluate chromosomal abnormalities or genetically transmitted characteristics, except as listed as payable in the Genetic Testing row in the Summary of Benefits and as required under Affordable Care Act (ACA), are not covered. Genetic services that are **not covered** include:

- 1. **Pre-parental genetic testing** (also called carrier testing) intended to determine if an individual (such as a prospective parent) is at risk of passing on a particular genetic mutation (at risk for producing affected children);
- 2. Expenses for **Pre-implantation Genetic Diagnosis (PGD)** where one or more cells are removed from an embryo and genetically analyzed to determine if it is normal in connection with in vitro fertilization;
- 3. **Prenatal genetic testing** intended to determine if a developing fetus is a risk for inheriting identifiable genetic diseases or traits **except** certain genetic testing that is described in the Genetic Testing row of the Summary of Benefits;
- 4. **Genetic testing and non-covered individuals:** No coverage of genetic testing of plan participants if the testing is performed primarily for the medical management of family members who are not covered under this Plan. Genetic testing costs may be covered for a non-covered family member only if such testing would directly impact the treatment of a plan participant;
- 5. **Home genetic testing kits/services** are not covered.

See the Genetic Services row of the Summary of Benefits for a description of the genetic services that are covered by the Plan.

Plan Participants can contact the Medical Plan Claims Administrator or Utilization Management program for assistance in determining if a proposed Genetic Test will be covered or excluded.

Expenses for genetic counseling are not covered, unless it is ordered by a Physician, performed by a qualified genetic counselor, and performed in conjunction with a genetic test that is payable by this Plan.

**Hair Pieces.** Expenses for hair removal or hair transplantation and other procedures to replace lost hair or to promote the growth of hair, for the use of Rogaine or other prescription drugs or medicines used to promote the growth of hair, or for hair replacement devices including, but not limited to, wigs, toupees and/or hairpieces, except that the Plan will provide benefits for a single wig or toupee (one per lifetime) if it is required to replace hair lost as a result of chemotherapy.

**Hypnosis.** Related to the use of hypnosis.

**Immunizations.** For immunizations and vaccinations for the purpose of travel outside of the United States.

**Impregnation and Infertility Treatment.** Following charges related to Impregnation and Infertility Treatment: artificial insemination, fertility Drugs, G.I.F.T. (Gamete Intrafallopian Transfer), impotency Drugs such as Viagra™, in-vitro fertilization, surrogate mother (unless the surrogate is a Participant, in which case the Preventive Care and/or Pregnancy expenses will be covered in accordance with the Plan provisions), donor eggs, collection or purchase of donor semen (sperm) or oocytes (eggs), and freezing of sperm, oocytes, or embryos, or any type of artificial impregnation procedure, whether or not such procedure is successful. Also excluded are low tubal transfer, fetal implants, fetal reduction, and expenses for and related to adoption.

**Nutritional Supplements.** Charges for nutritional supplements. Includes, but is not limited to, high calorie and/or high protein food supplements or other food or nutritional supplements, except in conjunction with Medically Necessary treatment of an individual diagnosed with a mental health or substance abuse condition.

**Oral Surgery.** For oral surgery or dental treatment, including removal of impacted teeth, removal of wisdom teeth, gingivectomies, treatment of dental abscesses, and root canal (endodontic) therapy, except as specifically provided in the Plan.

**Osseous Surgery.** For osseous surgery.

**Personal Convenience Items.** For equipment that does not meet the definition of Durable Medical Equipment, including air conditioners, humidifiers and exercise equipment, whether or not recommended by a Physician.

**Pregnancy of a Dependent Child.** Incurred by an eligible Dependent Child, including, but not limited to, delivery, treatment of miscarriage and complications due to Pregnancy, unless specifically provided as a covered benefit elsewhere in this Plan. **NOTE: Preventive Care charges for Pregnancy are covered under the Preventive Care benefit in the Medical Benefits section.**

**Private Duty Nursing.** For private duty nursing, except where the Plan Administrator or its designee determines that private duty nursing care is “medically necessary” as defined in the Definitions chapter of this document.

**Rehabilitation Therapies.** For the following:

1. Expenses for educational, job training and/or vocational rehabilitation or massage therapy.
2. Expenses incurred at an Inpatient Rehabilitation Facility for any Inpatient Rehabilitation Therapy Services provided to an individual who is unconscious; comatose; or in the judgment of the Plan Administrator or its designee, is otherwise incapable of participating in a purposeful manner with the Therapy Services including, but not limited to, coma stimulation programs and services.
3. Expenses for maintenance rehabilitation and habilitation services as defined in the Definitions section of this document.



4. Speech therapy is not considered Medically Necessary and is not a covered benefit for self-correcting dysfunctions causing dysfluency or articulation disorders such as stuttering, stammering, lisping and tongue thrusting.

**Repair of Purchased Equipment.** For maintenance and repairs needed due to misuse or abuse of purchased equipment.

**Routine Patient Costs for Participation in an Approved Clinical Trial.** For costs for participation in an Approved Clinical Trial. The following items are excluded from approved clinical trial coverage under this Plan:

1. The cost of an Investigational new drug or device that is not approved for any indication by the U.S. Food and Drug Administration, including a drug or device that is the subject of the Approved Clinical Trial.
2. The cost of a service that is not a health care service, regardless of whether the service is required in connection with participation in an Approved Clinical Trial.
3. The cost of a service that is clearly inconsistent with widely accepted and established standards of care for a particular Diagnosis.
4. A cost associated with managing an Approved Clinical Trial.
5. The cost of a health care service that is specifically excluded by the Plan.
6. Services that are part of the subject matter of the Approved Clinical Trial and that are customarily paid for by the research institution conducting the Approved Clinical Trial.

If one or more participating Providers do participate in the Approved Clinical Trial, the qualified plan Participant must participate in the Approved Clinical Trial through a participating, Network Provider, if the Provider will accept the Participant into the trial.

The Plan does not cover routine patient care services that are provided outside of this Plan's health care Provider Network unless Non-Network benefits are otherwise provided under this Plan.

**Sexual Dysfunction Therapy or Surgery.** For sexual dysfunctions or inadequacies that do not have psychological or organic basis including but not limited to penile prosthetic implants, prescription drugs/medicines (e.g. Viagra, Cialis) and any complications thereof.

**Sleep Disorders.** Expenses related to sleep disorders for the treatment of snoring alone without significant obstructive sleep apnea are excluded. The Plan covers medically necessary diagnosis and treatment of sleep apnea.

**Sterilization Reversal.** For sterilization procedure reversal.

**Temporomandibular Joint Disorder.** For the Diagnosis and treatment of, or in connection with, temporomandibular joint disorders, myofascial pain dysfunction or orthognathic treatment.

**Transplants.** For the following:

1. Expenses for human organ and/or tissue transplants that are experimental and/or investigational as determined by the Plan Administrator and its designees.
2. Expenses for human organ and/or tissue transplants or implants including, but not limited to, donor screening, acquisition and selection, organ or tissue removal, transportation, transplantation, post-operative services and drugs or medicines, and all complications thereof, except transplants that are payable as noted in the Summary of Benefits.
3. Expenses related to non-human (xenografted) organ and/or tissue transplants or implants, except heart valves.

4. For Plan Participants who serve as a donor, donor expenses are not payable by this Plan unless the person who receives the donated organ/tissue is a person covered by this Plan.

**Travel.** For travel, whether or not recommended by a Physician, except as specifically provided herein.

**Vision Care.** Expenses for the following:

1. For eye refractions, eyeglasses, contact lenses, or the vision examination for prescribing or fitting eyeglasses or contact lenses (except for aphakic patients, and soft lenses or sclera shells intended for use in the treatment of Illness or Injury).
2. For radial keratotomy or other plastic surgeries on the cornea in lieu of eyeglasses.
3. Vision therapy (orthoptics) and supplies.
4. Orthokeratology lenses for reshaping the cornea of the eye to improve vision.
5. Sunglasses, safety goggles/glasses, photosensitive lenses (except as payable by the vision plan), anti-reflective lenses, drugs or medicine for the purpose of an eye exam or tonometry, or subnormal vision aids.
6. Replacement of lost, stolen or broken frames or lenses unless purchased within the timeframes outlined under the Vision Plan.

**Vitamins.** For vitamins, except as specified under Preventive Care.

**Weight Management.** Expenses for the following:

1. Expenses for medical or surgical treatment of severe underweight, including, but not limited to, high calorie and/or high protein food supplements or other food or nutritional supplements, except in conjunction with medically necessary treatment of an individual diagnosed with a mental health or substance abuse condition. Severe underweight means a weight more than 25 percent under normal body weight for the patient's age, sex, height and body frame based on weight tables generally used by Physicians to determine normal body weight.
2. Expenses for memberships in or visits to health clubs, exercise programs (including programs to strengthen muscles or improve athletic performance), gymnasiums, and/or any other facility for physical fitness programs.
3. Expenses for exercise equipment and supplies, exercise/activity/health monitoring/tracking devices, or software applications including smartwatches/jewelry and wireless, wearable sensors trackers.

## UTILIZATION MANAGEMENT

“Utilization Management” consists of several components to assist Participants in staying well: providing optimal management of chronic conditions, support, and service coordination during times of acute or new onset of a medical condition. The scope of the program includes Hospital admission pre-certification, continued stay review, length of stay determination, discharge planning, and case management. These programs are designed to ensure that Medically Necessary, high quality patient care is provided and enables maximum benefits under the Plan. In order to maximize Plan reimbursements, please read the following provisions carefully.

### ***Services that Require Pre-Certification or Notification***

The following services will require Pre-Certification or Notification (or reimbursement from the Plan may be reduced):

1. Inpatient hospitalization.
2. Transplant candidacy evaluation and transplant (organ and/or tissue).
3. Home Health Services.
4. Durable Medical Equipment, purchase in excess of one thousand dollars (\$1,000) billed per date of service.
5. Rehab program (such as cardiac, pain management, pulmonary).
6. Residential Treatment Facility programs.
7. Skilled Nursing Facility stays.
8. Prescription specialty drugs.
9. Gene therapy.
10. Outpatient surgeries.
11. Ambulatory Surgical Centers.
12. Hospice Services.

Remember that although the Plan will automatically pre-certify a maternity length of stay that is 48 hours or less for a vaginal delivery or 96 hours for a cesarean delivery, it is important that the Participant has his or her Physician call to obtain Pre-Certification if there is a need to have a longer stay.

Pre-Certification does not verify eligibility for benefits nor guarantee benefit payments under the Plan. It is the Participant's responsibility to verify that the above services have been pre-certified as outlined below.

Notification is requested for the following services:

1. Outpatient surgical facility.
2. Hospice services.

### ***Pre-Certification or Notification Procedures and Contact Information***

The Inpatient Utilization Management Service is simple and easy for Participants to use. Whenever a Participant is advised that Inpatient Hospital care is needed, it is the Participant's responsibility to call the pre-certification department at its toll free number, which is 602-265-3800 or 800-847-7605. The review process will continue, as outlined below, until the Participant is discharged from the Hospital.

#### Urgent Care or Emergency Admissions:

If a Participant needs medical care for a condition which could seriously jeopardize his or her life, he or she should obtain such care without delay, and communicate with the Plan as soon as reasonably possible.

If a Participant must be admitted on an Emergency basis, the Participant, or an individual acting on behalf of the Participant, should follow the Physician's instructions carefully and contact the pre-certification department as follows:

1. For Emergency admissions after business hours on Friday, on a weekend or over a holiday weekend, a call to the pre-certification department must be made within 72 hours after the

admission date, but no later than the first business day following the Emergency admission, by or on behalf of the covered patient.

2. For Emergency admissions on a weekday, a call to the pre-certification department must be made within 24 hours after the admission date, by or on behalf of the covered patient.

If a medical service is provided in response to an Emergency situation or urgent care scenario, prior approval from the Plan is not required. The Plan will require notice within 72 hours after the admission date, but no later than the first business day following the Emergency admission, by or on behalf of the covered patient. Such a claim shall then be deemed to be a Post-service Claim.

#### Non-Emergency Admissions:

For Inpatient Hospital stays that are scheduled in advance, a call to the pre-certification department should be completed as soon as possible before actual services are rendered. Once the Pre-Certification call is received, it will be routed to an appropriate review specialist who will create an online patient file. The review specialist will contact the Participant's attending Physician to obtain information and to discuss the specifics of the admission request. If appropriate, alternative care will be explored with the Physician.

If, after assessing procedure necessity, the need for an Inpatient confinement is confirmed, the review specialist will determine the intensity of management required and will remain in contact with the Physician or Hospital during the confinement.

If, at any time during the review process, Medical Necessity cannot be validated, the review specialist will refer the episode to a board certified Physician advisor who will immediately contact the attending Physician to negotiate an appropriate treatment plan. At the end of the Hospital confinement, the review specialist is also available to assist with discharge planning and will work closely with the attending Physician and Hospital to ensure that medically appropriate arrangements are made.

#### **Pre-Certification Penalty**

The program requires the support and cooperation of each Participant. If a Participant follows the instructions and procedures, he or she will receive the normal Plan benefits for the services. However, if a Participant fails to notify the pre-certification department of any services listed in the provision entitled "Services that Require Pre-Certification or Notification," allowed charges will be reduced by \$150 for Room and Board, Hospital miscellaneous services, and any other charges related to that confinement which are billed by the Hospital. The Participant will be responsible for payment of the part of the charge that is not paid by the Plan.

**NOTE:** *If a Participant's admission or service is determined to not be Medically Necessary, he or she may pursue an appeal by following the provisions described in the Claims Procedures; Payment of Claims section of this document. The Participant and Provider will be informed of any denial or non-certification in writing.*

#### **Retrospective Review**

The Plan allows a review of the Medical Necessity of the health care services provided on an Emergency basis, after they have been provided. Retroactive Pre-Certification is allowed for medical non-Emergency care situations up to 90 days after the date of service without a penalty.

#### **Alternate Course of Treatment**

Certain types of conditions, such as spinal cord Injuries, cancer, AIDS or premature births, may require long term, or perhaps lifetime, care. The claims selected will be evaluated as to present course of treatment and alternate care possibilities.

If the Plan Administrator should determine that an alternate, less expensive, course of treatment is appropriate, and if the attending Physician agrees to the alternate course of treatment, all Medically Necessary expenses stated in the treatment plan will be eligible for payment under the Plan, subject to the applicable benefit maximum(s) set forth in this Plan, even if these expenses normally would not be eligible for payment under the Plan. A more expensive course of treatment, selected by the Participant or their

attending Physician may not be deemed to be Medically Necessary or within Maximum Allowable Charge limitations, as those terms are defined by the Plan. The Plan may provide coverage in such circumstances by providing benefits equivalent to those available had the Medically Necessary and otherwise covered course of treatment, subject to the Maximum Allowable Charge, been pursued.

### ***Pre-Admission Testing***

If a Participant is to be admitted to a Hospital for non-Emergency Surgery or treatment, one set of laboratory tests and x-ray examinations performed on an Outpatient basis within seven days prior to such Hospital admission will be paid, with no Deductible for PPO 350 and PPO 600, and after the Deductible for HDHP 2800, as outlined in the Summary of Benefits, provided that the following conditions are met:

1. The tests are related to the performance of the scheduled Surgery or treatment.
2. The tests have been ordered by a Physician after a condition requiring Surgery or treatment has been diagnosed and Hospital admission has been requested by the Physician and confirmed by the Hospital.
3. The Participant is subsequently admitted to the Hospital, or confinement is cancelled or postponed because a Hospital bed is unavailable or if, after the tests are reviewed, the Physician determines that the confinement is unnecessary.
4. The tests are performed in the Hospital where the confinement will take place and accepted in lieu of duplicate tests rendered during confinement.

### ***Second Surgical Opinion***

If a Physician recommends Surgery for a Participant, the Participant may request a second opinion as to whether or not the Surgery is Medically Necessary.

In addition, the Plan recommends that a second opinion be obtained prior to the following Surgeries:

1. Adenoidectomy.
2. Bunionectomy.
3. Cataract removal.
4. Coronary Bypass.
5. Cholecystectomy (removal of gallbladder).
6. Dilation and curettage.
7. Hammer Toe repair.
8. Hemorrhoidectomy.
9. Herniography.
10. Hysterectomy.
11. Laminectomy (removal of spinal disc).
12. Mastectomy.
13. Meniscectomy (removal of knee cartilage, including arthroscopic approach).
14. Nasal surgery (repair of deviated nasal septum, bone or cartilage).
15. Prostatectomy (removal of all or part of prostate).
16. Release for entrapment of medial nerve (Carpal Tunnel Syndrome).
17. Tonsillectomy.
18. Varicose veins (tying off and stripping).

When a second opinion is requested, the Plan will pay the Maximum Allowable Charge Incurred for that opinion along with laboratory, x-ray and other Medically Necessary services ordered by the second Physician without application of the Deductible for PPO 350 and PPO 600, and after the application of the Deductible for HDHP 2800. Second opinions for Cosmetic Surgery, normal obstetrical delivery and Surgeries that require only local anesthesia are not covered. If the second opinion does not concur with the first, the Plan will pay for a third opinion as outlined above. The second or third opinion must be given within 90 days of the first. In the event the Participant requests a third opinion, the applicable copayment will apply for PPO 350, PPO 600, and HDHP 2800.

In all cases where a second opinion is requested, the original recommendation for Surgery must have been obtained from a Physician licensed in the medical specialty under which the recommended Surgery falls. The Physician consulted for the second opinion must be licensed in the same medical specialty and may not be a partner of or in association with the original Physician.

### ***Pre-Surgical Approval***

The Plan recommends that a pre-determination of benefits be obtained prior to the following Surgical Procedures, since they are usually Cosmetic Surgery or not Medically Necessary. These procedures include, but are not limited to:

1. Abdominoplasty.
2. Blepharoplasty.
3. Breast reduction or enlargement.
4. Dermabrasion.
5. Facial or nasal reconstruction.
6. Gastric bypass.
7. Lipectomy.
8. Penile implant.
9. Scar revision.
10. Sex alteration.
11. Any Experimental or research procedures which are not generally accepted medical practice.

Because of the broad range of Surgical Procedures available and under development, if a Participant is scheduled to undergo any questionable procedure, he or she should contact the Third Party Administrator for further information. Pre-surgical approval is not a guarantee of coverage.

### ***Case Management***

Case management is a preemptive coordination of a Participant's care in cases where the medical condition is or is expected to be serious, chronic, or when the cost of treatment is expected to be significant. This program provides for a case manager who monitors Participants and explores, discusses and recommends coordinated and/or alternate types of appropriate Medically Necessary care. Case management is a voluntary service. There are no reductions of benefits or penalties if the patient and family choose not to participate. Each treatment plan is individually tailored to a specific patient and should not be seen as appropriate or recommended for any other patient, even one with the same Diagnosis.

## VISION BENEFITS

Covered Vision Expenses:	Benefits
Eye exam, per person, in a 12 -month period	\$500/Benefit Year
Frame-type lenses, per pair, in a 12 -month period – Single vision	
Frame-type lenses, per pair, in a 12 -month period – Bi-focal	
Frame-type lenses, per pair, in a 12 -month period – Tri-focal	
Frame-type lenses, per pair, in a 12 -month period – Lenticular	
Frames, per pair, in a 12 -month period	
Contact Lenses in a 12-month period	

### **Vision Covered Expenses**

Subject to the limits in the Summary of Benefits, the Plan pays the Maximum Allowable Charge for vision care services, as follows:

**Consultations.** Consultations.

**Eye Refractions.** Eye refractions, eyeglasses, contact lenses, or the vision examination for prescribing or fitting eyeglasses or contact lenses.

**Glaucoma.** Treatment of glaucoma, cataract surgery and one set of lenses (contacts or frame-type). **NOTE:** *Covered under the medical plan.*

**Recommended.** Recommended and approved by a Physician or optometrist.

**Safety Goggles or Sunglasses.** Charges for eyewear not meant to address any medical purpose including but not limited to plain safety glasses, goggles or sunglasses.

### **Vision Exclusions and Limitations**

The following Exclusions and limitations are in addition to those set forth in the sections entitled “General Limitations and Exclusions,” and “Summary of Benefits”:

**Enrolled in a Training Program.** Services performed by a Physician or other Provider enrolled in an education or training program when such services are related to the education or training program, except as specifically provided herein.

**Greater Coverage.** Any charges that are covered under a medical or health plan that reimburses a greater amount than this Plan.

**Non Prescription Lenses.** Charges for lenses ordered without a prescription or lenses that do not require a prescription.

**Orthoptics.** Charges for orthoptics (eye muscle exercises).

**Other Plan.** Any service or material provided by any other vision care plan or group benefit plan containing benefits for vision care.

**Radial Keratotomy.** Radial keratotomy or other plastic surgeries on the cornea in lieu of eyeglasses.

**Vision Training.** Charges for vision training or subnormal vision aids.

## PRESCRIPTION DRUG BENEFITS

### **PPO 350 and PPO 600**

<b>Covered Prescription Drug Expenses:</b>	<b>Participating Pharmacy<sup>1</sup></b>
<b>Pharmacy Option:</b>	
Copayment, per prescription or refill, for generic	30-day supply: \$10 copay 90-day supply: \$30 copay
Copayment, per prescription or refill, for formulary name brands	30-day supply: 20% of the cost up to \$100 maximum copay 90-day supply: 20% of the cost to \$300 copay
Copayment, per prescription or refill, for non-formulary name brands	30-day supply: 50% of the cost with \$20 minimum up to \$150 copay maximum 90-day supply: 50% of the cost with \$60 minimum and \$450 copay maximum
Copayment, per prescription or refill, for specialty drugs	Please contact OptumRX at 855-427-4682 for Specialty Drug copayments, as they vary.
<b>Mail Order Option:</b>	
Copayment, per prescription or refill, for generic	\$15 copay
Copayment, per prescription or refill, for formulary name brands	\$40 copay
Copayment, per prescription or refill, for non-formulary name brands	\$100 copay
Copayment, per prescription or refill, for specialty drugs	Please contact OptumRX at 855-427-4682 for Specialty Drug copayments, as they vary.

### **HDHP 2800**

<b>Covered Prescription Drug Expenses:</b>	<b>Participating Pharmacy<sup>2</sup></b>
<b>Pharmacy Option:</b>	
Copayment, per prescription or refill, for generic	100%, after Deductible
Copayment, per prescription or refill, for formulary name brands	100%, after Deductible
Copayment, per prescription or refill, for non-formulary name brands	100%, after Deductible
Copayment, per prescription or refill, for specialty drugs	Please contact OptumRX at 855-427-4682 for Specialty Drug copayments, as they vary.
<b>Mail Order Option:</b>	
Copayment, per prescription or refill, for generic	100%, after Deductible
Copayment, per prescription or refill, for formulary name brands	100%, after Deductible
Copayment, per prescription or refill, for non-formulary name brands	100%, after Deductible
Copayment, per prescription or refill, for specialty drugs	Please contact OptumRX at 855-427-4682 for Specialty Drug copayments, as they vary.

<sup>1</sup> 100% payment by Plan after Copayment.

<sup>2</sup> 100% payment by Plan after Copayment.



Participating pharmacies (“Participating Pharmacies”) have contracted with the Plan to charge Participants reduced fees for covered Drugs. OptumRx is the administrator of the prescription drug plan. Participants will be issued an identification card to use at the pharmacy at time of purchase. Participants will be held fully responsible for the consequences of any pharmacy identification card after termination of coverage. No reimbursement will be made when the identification card is not used.

The Mail Order Option is available for maintenance medications (those that are taken for long periods of time, such as Drugs sometimes prescribed for heart disease, high blood pressure, asthma, etc.). Because of the volume buying, OptumRx, the mail order pharmacy, is able to offer Participants significant savings on their prescriptions.

The Copayment/Coinsurance amounts/Deductible are applied to each charge and is shown on the Summary of Benefits, above. The Copayment/Coinsurance/Deductible amounts apply toward the medical plan out-of-pocket maximum.

### **Value of Drug Manufacturer Assistance**

Any amounts paid toward Participant responsibility which were paid or reimbursed by manufacturer assistance programs, copay cards, or similar patient assistance programs from a third party do not accrue toward the Deductible or annual out-of-pocket maximum when the Drug in question is a name brand, non-formulary brand name, or specialty drug and there is a medically appropriate generic available.

### **Covered Expenses**

The following are covered under the Plan:

**Acne Control.** Drugs that help manage the severity and frequency of acne outbreaks that cannot be purchased over-the-counter.

**Allergy Sera.** Charges for allergy sera.

**Bee Sting Kits.** Charges for EPI PEN and Ana Kit.

**Compounded Prescriptions.** All compounded prescriptions containing at least one prescription ingredient in a therapeutic quantity.

**Contraceptives.** All Food and Drug Administration (FDA)-approved contraceptives Drugs, in accordance with the Health Resources and Services Administration (HRSA) guidelines. **NOTE:** *All other contraceptive methods are covered under the Preventive Care benefit in the medical plan.*

**Diabetes.** Insulins, insulin syringes and needles, diabetic supplies – legend, diabetic supplies – over-the-counter, and glucose test strips, when prescribed by a Physician.

**Drug Efficacy Study Implementation (DESI) Drugs.** Charges for DESI Drugs.

**Growth Hormones.** Charges for growth hormones.

**Imitrex Injection.** Charges for Imitrex injections (migraine auto-injector).

**Immunizations.** Immunization agents or biological sera.

**Impotency.** A charge for impotency medication, including Viagra.

**Injectables.** A charge for injectables.

**Legend Drugs.**

1. Class V Drugs.
2. Diabetic Supplies.
3. Pre-natal vitamins.
4. Vitamins.

**Required by Law.** All Drugs prescribed by a Physician that require a prescription either by Federal or State law, except injectables (other than insulin) and the Drugs excluded below.

**Vitamins.** Vitamins.

**Limitations**

The benefits set forth in this section will be limited to:

**Dosages.**

1. With respect to the Pharmacy Option, any one prescription is limited to a 90-day supply.
2. With respect to the Mail Order Option, any one prescription is limited to a 90-day supply.
3. With respect to the Specialty Drug Option, any one prescription is limited to a 30-day supply.

**Refills.**

1. Refills only up to the number of times specified by a Physician.
2. Refills up to one year from the date of order by a Physician.

**Exclusions**

In addition to the General Limitations and Exclusions section, the following are not covered by the Plan:

**Administration.** Any charge for the administration of a covered Drug.

**Anorexiants.** Anorexiants (weight loss Drugs).

**Anti-Aging Products.** Drugs intended to affect the structure or function of the skin that cannot be purchased over-the-counter.

**Blood and Blood Plasma.** Charges for blood and blood plasma.

**Consumed Where Dispensed.** Any Drug or medicine that is consumed or administered at the place where it is dispensed.

**Devices.** Devices of any type, even though such devices may require a prescription, including, but not limited to, therapeutic devices, artificial appliances, braces, support garments or any similar device.

**Experimental Drugs.** Experimental Drugs and medicines, even though a charge is made to the Participant.

**Fertility Agents.** Charges for fertility agents.

**Immunologicals.** Charges for immunologicals (vaccines).

**Institutional Medication.** A Drug or medicine that is to be taken by a Participant, in whole or in part, while confined in an Institution, including any Institution that has a facility for dispensing Drugs and medicines on its premises.

**Investigational Use Drugs.** A Drug or medicine labeled "Caution – limited by Federal law to Investigational use".

**Legend Drugs.**

1. Diagnostics.
2. Legend Drugs with over-the-counter equivalents.

**Medical Devices and Supplies.** Charges for legend and over the counter medical devices and supplies.

**No Charge.** A charge for drugs which may be properly received without charge under local, State or Federal programs.

**Non-Insulin Syringes/Needles.** Charges for non-insulin syringes and needles.

**Non-Prescription Drug or Medicine.** A drug or medicine that can legally be bought without a prescription, except for injectable insulin.

**Occupational.** Prescriptions necessitated due to an occupational activity or event occurring as a result of an activity for wage or profit which an eligible person is entitled to receive without charge under any workers' compensation or similar law.

**Over-the-Counter Drugs.** Charges for over-the-counter drugs, except to the extent required by the Affordable Care Act:

1. Class V Drugs.
2. Diabetic Supplies.
3. Diagnostics.
4. Medical Devices and Supplies.
5. Pre-natal vitamins.
6. Vitamins.

**Rogaine.** Charges for Rogaine (topical minoxidil).

**Smoking Deterrents.** A charge for Drugs or aids for smoking cessation, including, but not limited to, nicotine gum and smoking cessation patches, except to the extent required by the Affordable Care Act.

**NOTE: Smoking deterrents are covered under the Medical Benefits section, under the Preventive Care benefit.**

**Steroids.** Anabolic steroids.

## SHORT-TERM DISABILITY BENEFITS

<b>Benefit limits:</b>	
Weekly Benefit*	66% of weekly base pay (not including overtime, bonuses or commissions) to a maximum of \$1,500
Minimum Benefit	\$50
Maximum Period Payable	<b>Town of Chino Valley and Yavapai County Employees:</b> 90 days <b>City of Prescott Employees:</b> 90 days <b>Yavapai College Employees:</b> 150 days
<i>* In the case of Partial Disability, the benefit will be coordinated with any pay received by the Employee from his or her Participating Employer so that the total of the Employee's weekly disability benefit and pay are not greater than the Weekly Benefit above.</i>	
<b>Benefits are payable:</b>	
For Illness*	<b>Yavapai County Employees:</b> Beginning on the 90 <sup>th</sup> day following the Illness <b>City of Prescott Employees:</b> Beginning on the 14 <sup>th</sup> day following the Illness <b>Yavapai College and Town of Chino Valley Employees:</b> Beginning on the 30 <sup>th</sup> day following the Illness
For Injury*	<b>Yavapai County Employees:</b> Beginning on the 90 <sup>th</sup> day following an Accident <b>City of Prescott Employees:</b> Beginning on the 14 <sup>th</sup> day following an Accident <b>Yavapai College and Town of Chino Valley Employees:</b> Beginning on the 30 <sup>th</sup> day following an Accident
<i>*This is also called the Elimination Period.</i>	
<i>For those Employees that are unable to work from home and are required by a Physician to quarantine for two weeks prior to an approved Medically Necessary surgery, the days quarantined shall apply to the Elimination Period until the National Emergency Outbreak Period ends.</i>	

### **Waiting Period: Maximum Benefits**

Benefits for Short-Term Disability will be paid as set forth in the above schedule.

Successive periods of disability which are separated by less than two weeks of full-time employment will be considered as one period of disability, unless the later disability is due to an Illness or Injury entirely unrelated to the causes of the earlier disability and it begins after the Employee has returned to work for one full day. Benefits under this Plan will be integrated with benefits available from other sources, such as Social Security.

### **Eligibility for Benefits**

Any Employee will be eligible for benefits for Short-Term Disability on the first day following hire.

This benefit applies when an Employee has a Total Disability that meets all of these tests:

1. For purposes of this Short-Term Disability Benefits section, "Total Disability" and "Totally Disabled" means the complete inability to perform substantially all of the duties of the Employee's occupation or of a similar occupation for which the person is reasonably capable due to education and training, as a result of Illness or Injury.
2. The Employee's Total Disability begins while the Employee is covered for this benefit.
3. The Employee's Total Disability is due to an Illness or Injury that, in either case, is non-occupational – that is, not arising from work for wage or profit.
4. The Employee is under the continuous care of a Physician for the Total Disability throughout the entire period of Total Disability.

The Plan reserves the right to have a Physician of its own choosing examine any Employee whose condition is the basis of a claim. All such examinations shall be at the expense of the Plan. This right may be exercised when and as often as the Plan may reasonably require during the pendency of a claim. The claimant must comply with this requirement as a necessary condition to coverage.

### **Termination of Eligibility**

Benefits under this Plan will terminate on the earliest of the following:

1. Receipt of retirement benefits by or through any Employer.
2. Receipt of Social Security retirement benefits.
3. Acceptance of employment with any Employer.
4. The day before the Employee enters the Armed Forces on active duty (except for temporary active duty of two weeks or less).
5. Voluntary termination of employment with the Company.

### **Discontinuance of Payments**

Benefit payments will discontinue when any of the following occur:

1. Recovery from the Illness or Injury.
2. Cessation of a Physician's certification of Total Disability.
3. Return to work.
4. Failure by the Employee to furnish proof satisfactory to the Plan, or to comply with any reasonable request by the Plan, for the purpose of determining eligibility for benefits hereunder.
5. Termination of eligibility under this Plan.

### **Exclusions**

No benefits will be paid for the following:

1. Any period of disability occurring during a strike or work stoppage.
2. Any period of disability that is caused by an excluded service listed in the Medical Exclusions of the Medical Benefits section of this Plan.
3. Any days for which the Employee receives wage allowances (according to the terms of a bargaining agreement, if any); however, these days will extend the maximum benefit period.
4. Any days on which the Employee works full-time, part-time or light duty, for any Employer, other than part-time or light duty work with the Participating Employer.
5. Any period of disability which is caused by an Illness or Injury suffered prior to employment with the Company.
6. Any period of disability that is not certified by a Physician.

### **Procedures for Disability Claims and Appeals of Denials**

The procedures outlined below must be followed by covered Employees ("Claimants") to obtain payment of disability benefits under this Plan.

#### ***Disability Claims***

All claims and questions regarding disability claims should be directed to the Third Party Administrator. The Plan Administrator shall be ultimately and finally responsible for adjudicating such claims and for providing full and fair review of the decision on such claims in accordance with the following provisions. Benefits under the Plan will be paid only if the Plan Administrator decides in its discretion that the Claimant is entitled to them. The responsibility to process claims in accordance with the Plan Document and Summary Plan Description may be delegated to the Third Party Administrator; provided, however, that the Third Party Administrator is not a fiduciary of the Plan and does not have the authority to make decisions involving the use of discretion.

Each Claimant claiming benefits under the Plan shall be responsible for supplying, at such times and in such manner as the Plan Administrator in its sole discretion may require written proof that the disability is covered under the Plan. If the Plan Administrator shall determine that the disability is not covered under

the Plan, or if the Claimant shall fail to furnish such proof as is requested, no benefit or no further benefits hereunder, as the case may be, shall be payable to such Claimant.

The claims procedures are intended to provide a full and fair review. This means, among other things, that claims and appeals will be decided in a manner designed to ensure the independence and impartiality of the persons involved in making these decisions.

#### ***When Disability Claims Must Be Filed***

Disability claims must be filed with the Third Party Administrator within six months of the date of the onset of the disability. Benefits are based upon the Plan's provisions in effect at the time of the onset of the disability. Claims filed later than the above referenced date shall be denied.

A claim is considered to be filed when an appropriate claim form, completed and signed by the Claimant and his or her Physician, setting forth the following information, is received by the Third Party Administrator:

1. The date of the onset of the disability.
2. The cause of the disability.
3. The prognosis of the disability.
4. Appropriate documentation from the Participating Employer of the Claimant's occupation, dates of lost time and weekly earnings.

Upon receipt of this information, the claim will be deemed to be filed with the Plan. The following additional information must be provided to the Third Party Administrator, although providing this information is not a requirement for the claim to be deemed to be filed:

1. Proof that the Claimant is receiving appropriate and regular care for his or her condition from a Physician who is someone other than the Claimant or a member of his or her immediate family, whose specialty or expertise is the most appropriate for the disabling condition(s) according to generally accepted medical practice.
2. Objective medical findings that support the disability, including but not limited to tests, procedures or clinical examinations standardly accepted in the practice of medicine for the condition(s).
3. The extent of the disability, including restrictions and limitations preventing the Claimant from performing his or her regular occupation.

The Third Party Administrator will determine if enough information has been submitted to enable proper consideration of the claim. If not, more information may be requested as provided herein. This additional information must be received by the Third Party Administrator within 45 days from the date it requests the information. **Failure to do so may result in claims being declined or reduced.**

#### ***Timing of Claim Decisions***

The Plan Administrator shall notify the Claimant, in accordance with the provisions set forth below, of any Adverse Benefit Determination within a reasonable period of time, but not later than 45 days after receipt of the claim by the Plan.

1. Extensions. This period may be extended by the Plan for up to 30 days, provided that the Plan Administrator both determines that such an extension is necessary due to matters beyond the control of the Plan and notifies the Claimant, prior to the expiration of the initial 45-day period, of the circumstances requiring the extension of time and the date by which the Plan expects to render a decision. If, prior to the end of the first 30-day extension period, the Plan Administrator determines that, due to matters beyond the control of the Plan a decision cannot be rendered within that extension period, the period for making the determination may be extended for up to an additional 30 days, provided that the Plan Administrator notifies the Claimant, prior to the expiration of the first 30 day extension period, of the circumstances requiring the extension and the date as of which the Plan expects to render a decision. In the case of any extension, the notice of extension shall specifically explain the standards on which entitlement to a benefit is based, the unresolved

issues that prevent a decision on the claim, and the additional information needed to resolve those issues.

2. Calculating Time Periods. The period of time within which a benefit determination is required to be made shall begin at the time a claim is deemed to be filed in accordance with the procedures of the Plan.
3. Requests for Additional Information. In the event the circumstances requiring an extension include the need for more information, the Claimant must be allowed at least 45 days after receipt of the notice to provide this information. If the additional information is requested during the initial 45-day processing period, then the remainder of time left in the initial processing period is lost, and, upon receipt of the information, the first 30-day extension period begins to run. Similarly, if the additional information is requested during the first extension period, then the remainder of time left in the first extension period is lost, and, upon receipt of the information, the second 30-day extension period begins to run. If the additional information is requested during the second extension period, then the remainder of time left in the second extension period is lost, and the Plan must obtain the Claimant's consent to additional time for processing the information provided.

#### ***Notification of an Adverse Benefit Determination***

The Plan Administrator shall provide a Claimant with written or electronic explanation of benefits stating that a claim is denied, in whole or in part, and advising the Claimant of the right to appeal. The Claimant is entitled to receive, upon request, all documents relevant to the claim.

#### **Appeals of Adverse Benefit Determinations**

In accordance with the terms set forth in the "Appeal of Adverse Benefit Determination" provision in the Claim Procedures; Payment of Claims section, the following shall apply:

#### ***Full and Fair Review of All Claims***

In cases where a claim for benefits is denied, in whole or in part, and the Claimant believes the claim has been denied wrongly, the Claimant may appeal the denial and review pertinent documents. The claims procedures of this Plan provide a Claimant with a reasonable opportunity for a full and fair review of a claim and Adverse Benefit Determination, including the right, if necessary, to file two separate appeals. More specifically, the Plan provides:

1. A 180-day timeframe following receipt of a notification of an Adverse Benefit Determination within which to appeal the determination. The Plan will not accept appeals filed after a 180-day timeframe.
2. At least 45 days following receipt of a request for additional information to provide such information to the Plan.
3. The opportunity to submit written comments, documents, records, and other information relating to the claim for benefits.
4. A review that affords no particular deference to the initial Adverse Benefit Determination and that is conducted by the Plan Administrator or another appropriate named fiduciary of the Plan, who shall be neither the individual who made the Adverse Benefit Determination that is the subject of the appeal, nor the subordinate of such individual.
5. A review that takes into account all comments, documents, records, and other information submitted by the Claimant relating to the claim, without regard to whether such information was submitted or considered in the initial benefit determination.
6. That, in deciding an appeal of any Adverse Benefit Determination that is based in whole or in part upon a medical judgment, the Plan Administrator or another appropriate named fiduciary of the Plan shall consult with a health care professional who has appropriate training and experience in the field of medicine involved in the medical judgment, who is neither an individual who was consulted in connection with the Adverse Benefit Determination that is the subject of the appeal, nor the subordinate of any such individual.
7. If applicable, a discussion of the basis for disagreeing with the disability determination made by the Social Security Administration if presented by the Claimant in support of the claim.

8. Upon request, the identity of medical or vocational experts whose advice was obtained on behalf of the Plan in connection with a Claimant's Adverse Benefit Determination, without regard to whether the advice was relied upon in making the benefit determination.
9. That a Claimant will be provided, upon request and free of charge, reasonable access to, and copies of, all documents, records, and other information that constitute a statement or policy or guidance relevant to the Claimant's claim for benefits (without regard to whether this was relied upon); information regarding any voluntary appeals procedures offered by the Plan; any rule, guideline, protocol or other similar criterion relied upon in making the adverse determination (and/or note that none existed if not applicable); and an explanation of the scientific or clinical judgment for the determination, applying the terms of the Plan to the Claimant's medical circumstances.

### **First Appeal Level**

#### ***Requirements for First Appeal***

The Claimant must file the first appeal in writing within 180 days following receipt of the notice of an Adverse Benefit Determination. The Claimant's appeal must be addressed as follows:

**Summit Administration Services, Inc.**  
**P.O. Box 25160**  
**Scottsdale, AZ 85255**  
**Phone: 480-505-0400 or 888-690-2020**  
**Fax: 480-505-0406**  
**Website: [www.summit-inc.net](http://www.summit-inc.net)**

Upon receipt, an appeal shall be deemed to be filed with the Plan provided all of the information listed below is included.

It shall be the responsibility of the Claimant or authorized representative to submit an appeal under the provisions of the Plan. Any appeal must include:

1. The name of the Employee/Claimant.
2. The Employee/Claimant's social security number.
3. The group name or identification number.
4. All facts and theories supporting the claim for benefits.
5. The reason or reasons for disagreement with the handling of the claim.
6. Any material or information that the Claimant has which indicates that the Claimant is entitled to benefits under the Plan.

If the Claimant provides all of the required information, it may be that the Claimant will be eligible for disability benefits under the Plan.

#### ***Timing of Notification of Benefit Determination on First Appeal***

The Plan Administrator shall notify the Claimant of the Plan's benefit determination on review within a reasonable period of time, but no later than 23 days after receipt by the Plan of the Claimant's request for review, unless the Plan Administrator determines that special circumstances require an extension of time for processing the claim.

1. Extensions. If the Plan Administrator determines that an extension of time for processing is required, written notice of the extension shall be furnished to the Claimant prior to the termination of the initial 23-day period. In no event shall such extension exceed a period of 23 days from the end of the initial period. The extension notice shall indicate the special circumstances requiring an extension of time and the date by which the Plan expects to render the determination on review.
2. Calculating Time Periods. The period of time within which the Plan's determination is required to be made shall begin at the time an appeal is filed in accordance with the procedures of this Plan.



3. Requests for Additional Information. In the event the circumstances requiring an extension include the need for more information, the Claimant must be allowed at least 45 days after receipt of the notice to provide this information. If the additional information is requested during the initial 23-day period, then the remainder of time left in that initial period is lost, and, upon receipt of the information, the 23-day extension period begins to run. If the additional information is requested during the 23-day extension period, then the remainder of time left in the extension period is lost, and the Plan must obtain the Claimant's consent for an extension of time to process the additional information once it is received by the Plan.

#### ***Manner and Content of Notification of Adverse Benefit Determination on First Appeal***

The Plan Administrator shall provide a Claimant with written or electronic notification of a Plan's Adverse Benefit Determination on review, setting forth:

1. The specific reason or reasons for the denial.
2. Reference to the specific portion(s) of the Plan Document and Summary Plan Description on which the denial is based.
3. A description of any additional information necessary for the Claimant to perfect the claim and an explanation of why such information is necessary.
4. A description of the Plan's review procedures and the time limits applicable to the procedures.
5. Upon request, the identity of any medical or vocational experts consulted in connection with the claim, even if the Plan did not rely upon their advice.
6. A statement that the Claimant is entitled to receive, upon request and free of charge, reasonable access to, and copies of, all documents, records, and other information relevant to the Claimant's claim for benefits.
7. Any rule, guideline, protocol, or other similar criterion was relied upon in making the adverse determination, a statement that such rule, guideline, protocol, or other similar criterion was relied upon in making the adverse determination and a copy of the rule, guideline, protocol, or other similar criterion will be provided free of charge to the Claimant.
8. If the Adverse Benefit Determination is based upon a medical judgment, a statement that an explanation of the scientific or clinical judgment for the determination, applying the terms of the Plan to the Claimant's medical circumstances, will be provided free of charge upon request.
9. A statement that the Plan does not offer any voluntary appeal procedures.
10. A statement of the Claimant's right to bring an action in the event of an Adverse Benefit Determination following a second appeal.
11. That a Claimant will be provided, free of charge, and sufficiently in advance of the date that the notice of Adverse Benefit Determination is required, with new or additional evidence considered, relied upon, or generated by the Plan in connection with the Claim, as well as any new or additional rationale for a denial at the appeals stage, and a reasonable opportunity for the Claimant to respond to such new evidence or rationale.
12. The following statement: "You and your Plan may have other voluntary alternative dispute resolution options, such as mediation. One way to find out what may be available is to contact your local U.S. Department of Labor Office and your State insurance regulatory agency."

#### ***Furnishing Documents in the Event of an Adverse Determination***

In the case of an Adverse Benefit Determination on review, the Plan Administrator shall provide such access to, and copies of, documents, records, and other information described in the provision entitled "Manner and Content of Notification of Adverse Benefit Determination on First Appeal" as appropriate.

#### **Second Appeal Level**

##### ***Adverse Decision on First Appeal; Requirements for Second Appeal***

Upon expiration of that time period without receipt of a written decision or upon receipt of notice of the Plan's adverse decision regarding the first appeal, the Claimant has 60 days to file a second appeal of the denial of benefits. The Claimant again is entitled to a "full and fair review" of any denial made at the first appeal, which means the Claimant has the same rights during the second appeal as he or she had during

the first appeal. As with the first appeal, the Claimant's second appeal must include all of the items set forth in the provision entitled "Requirements for First Appeal."

#### ***Timing of Notification of Benefit Determination on Second Appeal***

The Plan Administrator shall notify the Claimant of the Plan's benefit determination on review within a reasonable period of time, but no later than 22 days after receipt by the Plan of the Claimant's request for review, unless the Plan Administrator determines that special circumstances require an extension of time for processing the claim.

1. Extensions. If the Plan Administrator determines that an extension of time for processing is required, written notice of the extension shall be furnished to the Claimant prior to the termination of the initial 22-day period. In no event shall such extension exceed a period of 22 days from the end of the initial period. The extension notice shall indicate the special circumstances requiring an extension of time and the date by which the Plan expects to render the determination on review.
2. Calculating Time Periods. The period of time within which the Plan's determination is required to be made shall begin at the time the second appeal is filed in accordance with the procedures of this Plan.
3. Requests for Additional Information. In the event the circumstances requiring an extension include the need for more information, the Claimant must be allowed at least 45 days after receipt of the notice to provide this information. If the additional information is requested during the initial 22-day period, then the remainder of time left in that initial period is lost, and, upon receipt of the information, the 22-day extension period begins to run. If the additional information is requested during the 22-day extension period, then the remainder of time left in the extension period is lost, and the Plan must obtain the Claimant's consent for an extension of time to process the additional information once it is received by the Plan.

#### ***Manner and Content of Notification of Adverse Benefit Determination on Second Appeal***

The same information must be included in the Plan's response to a second appeal as a first appeal, except for:

1. A description of any additional information necessary for the Claimant to perfect the claim and an explanation of why such information is needed.
2. A description of the Plan's review procedures and the time limits applicable to the procedures.

See the provision entitled "Manner and Content of Notification of Adverse Benefit Determination on First Appeal."

#### ***Furnishing Documents in the Event of an Adverse Determination***

In the case of an Adverse Benefit Determination on the second appeal, the Plan Administrator shall provide such access to, and copies of, documents, records, and other information described in the provision entitled "Manner and Content of Notification of Adverse Benefit Determination on First Appeal," as is appropriate.

#### ***Deemed Exhaustion of Claims and Appeals Process***

Unless the violation was the result of a minor error and other specified conditions are met, the Claimant is deemed to have exhausted the administrative remedies under the Plan if the claims processing rules are not adhered to. In this case, the claim or appeal is deemed denied on review without the exercise of discretion by a fiduciary and the Claimant may immediately pursue his or her claim in court. The Plan must treat a claim as re-filed on appeal upon the receipt of a court's decision rejecting the claimant's request for review.

#### ***Decision on Second Appeal to be Final***

The decision by the Plan Administrator or other appropriate named fiduciary of the Plan on review will be final, binding and conclusive and will be afforded the maximum deference permitted by law. All claim review procedures provided for in the Plan must be exhausted before any legal action is brought.

**Physical Examinations**

Should there be, in the Plan Administrator's discretion, any question as to the Claimant's health or physical condition, such that the Medical Necessity of care sought by the Claimant is called into question, the Plan may, at its own expense, have a Physician of its choice perform a physical examination, as necessary to confirm Medical Necessity. Should the Claimant refuse to comply with said exam, the care may be deemed to be excluded by the Plan, at the Plan Administrator's discretion.

**Payment of Benefits**

All benefits under this Plan are payable, in U.S. Dollars, to the Claimant. In the event of the death or incapacity of a Claimant and in the absence of written evidence to this Plan of the qualification of a guardian for his or her estate, this Plan may, in its sole discretion, make any and all such payments to the individual or Institution which, in the opinion of this Plan, is or was providing the care and support of such Claimant.

**Recovery of Payments**

The Plan reserves the right to deduct from any benefits properly payable under this Plan the amount of any payment that has been made:

1. In error.
2. Pursuant to a misstatement contained in a proof of loss or a fraudulent act.
3. Pursuant to a misstatement made to obtain coverage under this Plan within two years after the date such coverage commences.
4. With respect to an ineligible person.

The deduction may be made against any claim for benefits under this Plan by a Claimant or his or her covered Dependents.

**Please see the Recovery of Payments provision in the Claim Procedures; Payment of Claims section above for more details.**

## HIPAA PRIVACY

### **Commitment to Protecting Health Information**

The Plan will comply with the Standards for Privacy of Individually Identifiable Health Information (i.e., the “Privacy Rule”) set forth by the U.S. Department of Health and Human Services (“HHS”) pursuant to the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”). Such standards control the dissemination of “protected health information” (“PHI”) of Participants. Privacy Standards will be implemented and enforced in the offices of the Employer and Plan Sponsor and any other entity that may assist in the operation of the Plan.

The Plan is required by law to take reasonable steps to ensure the privacy of the Participant’s PHI, and inform him/her about:

1. The Plan’s disclosures and uses of PHI.
2. The Participant’s privacy rights with respect to his or her PHI.
3. The Plan’s duties with respect to his or her PHI.
4. The Participant’s right to file a complaint with the Plan and with the Secretary of HHS.
5. The person or office to contact for further information about the Plan’s privacy practices.

**The Plan provides each Participant with a separate Notice of Privacy Practices. This Notice describes how the Plan uses and discloses a Participant’s personal health information. It also describes certain rights the Participant has regarding this information. Additional copies of the Plan’s Notice of Privacy Practices are available by calling the separate Employer’s respective Human Resources Departments at the phone numbers provided in the contact information within this section.**

Within this provision capitalized terms may be used, but not otherwise defined. These terms shall have the same meaning as those terms set forth in 45 CFR Sections 160.103 and 164.501. Any HIPAA regulation modifications altering a defined HIPAA term or regulatory citation shall be deemed incorporated into this provision.

### **Definitions**

- **Breach** means an unauthorized acquisition, access, use or disclosure of Protected Health Information (“PHI”) or Electronic Protected Health Information (“ePHI”) that violates the HIPAA Privacy Rule and that compromises the security or privacy of the information.
- **Protected Health Information (“PHI”)** means individually identifiable health information, as defined by HIPAA, that is created or received by the Plan and that relates to the past, present, or future physical or mental health or condition of an individual; the provision of health care to an individual; or the past, present, or future payment for the provision of health care to an individual; and that identifies the individual or for which there is a reasonable basis to believe the information can be used to identify the individual. PHI includes information of persons living or deceased.

### **How Health Information May Be Used and Disclosed**

In general, the Privacy Rules permit the Plan to use and disclose, the minimum necessary amount, an individual’s PHI, without obtaining authorization, only if the use or disclosure is for any of the following:

1. To carry out payment of benefits.
2. If the use or disclosure falls within one of the limited circumstances described in the rules (e.g., the disclosure is required by law or for public health activities).

### **Primary Uses and Disclosures of PHI**

1. Treatment, Payment and Health Care Operations: The Plan has the right to use and disclose a Participant's PHI for all activities as included within the definitions of Treatment, Payment, and Health Care Operations and pursuant to the HIPAA Privacy Rule.
2. Business Associates: The Plan contracts with individuals and entities (Business Associates) to perform various functions on its behalf. In performance of these functions or to provide services, Business Associates will receive, create, maintain, use, or disclose PHI, but only after the Plan and the Business Associate agree in writing to contract terms requiring the Business Associate to appropriately safeguard the Participant's information.
3. Other Covered Entities: The Plan may also disclose or share PHI with other insurance carriers (such as Medicare, etc.) in order to coordinate benefits, if a Participant has coverage through another carrier.

### **Disclosure of PHI to the Plan Sponsor for Plan Administration Purposes**

In order that the Plan Sponsor may receive and use PHI for plan administration purposes, the Plan Sponsor agrees to:

1. Not use or further disclose PHI other than as permitted or required by the plan documents or as required by law (as defined in the Privacy Standards).
2. Ensure that any agents, including a subcontractor, to whom the Plan Sponsor provides PHI received from the Plan, agree to the same restrictions and conditions that apply to the Plan Sponsor with respect to such PHI.
3. Maintain the confidentiality of all PHI, unless an individual gives specific consent or authorization to disclose such data or unless the data is used for health care payment or Plan operations.
4. Receive PHI, in the absence of an individual's express authorization, only to carry out Plan administration functions.
5. Report to the Plan any PHI use or disclosure that is inconsistent with the uses or disclosures provided for of which the Plan Sponsor becomes aware.
6. Make available PHI in accordance with section 164.524 of the Privacy Standards (45 CFR 164.524).
7. Make available PHI for amendment and incorporate any amendments to PHI in accordance with section 164.526 of the Privacy Standards (45 CFR 164.526).
8. Make its internal practices, books and records relating to the use and disclosure of PHI received from the Plan available to the Secretary of the U.S. Department of Health and Human Services ("HHS"), or any other officer or Employee of HHS to whom the authority involved has been delegated, for purposes of determining compliance by the Plan with part 164, subpart E, of the Privacy Standards (45 CFR 164.500 et seq).
9. If feasible, return or destroy all PHI received from the Plan that the Plan Sponsor still maintains in any form and retain no copies of such PHI when no longer needed for the purpose for which disclosure was made, except that, if such return or destruction is not feasible, limit further uses and disclosures to those purposes that make the return or destruction of the PHI infeasible.

### **Required Disclosures of PHI**

1. Disclosures to Participants: The Plan is required to disclose to a Participant most of the PHI in a Designated Record Set when the Participant requests access to this information. The Plan will disclose a Participant's PHI to an individual who has been assigned as his or her representative and who has qualified for such designation in accordance with the relevant State law. Before disclosure to an individual qualified as a personal representative, the Plan must be given written supporting documentation establishing the basis of the personal representation.

The Plan may elect not to treat the person as the Participant's personal representative if it has a reasonable belief that the Participant has been, or may be, subjected to domestic violence, abuse, or neglect by such person, it is not in the Participant's best interest to treat the person as his or her personal representative, or treating such person as his or her personal representative could endanger the Participant.

2. Disclosures to the Secretary of the U.S. Department of Health and Human Services: The Plan is required to disclose the Participant's PHI to the Secretary of the U.S. Department of Health and Human Resources when the Secretary is investigating or determining the Plan's compliance with the HIPAA Privacy Rule.

### **Participant's Rights**

The Participant has the following rights regarding PHI about him/her:

1. Request Restrictions: The Participant has the right to request additional restrictions on the use or disclosure of PHI for treatment, payment, or health care operations. The Participant may request that the Plan restrict disclosures to family members, relatives, friends or other persons identified by him/her who are involved in his or her care or payment for his or her care. The Plan is not required to agree to these requested restrictions.
2. Right to Receive Confidential Communication: The Participant has the right to request that he or she receive communications regarding PHI in a certain manner or at a certain location. The request must be made in writing and how the Participant would like to be contacted. The Plan will accommodate all reasonable requests.
3. Right to Receive Notice of Privacy Practices: The Participant is entitled to receive a paper copy of the plan's Notice of Privacy Practices at any time. To obtain a paper copy, contact the Privacy Officer.
4. Accounting of Disclosures: The Participant has the right to request an accounting of disclosures the Plan has made of his or her PHI. The request must be made in writing and does not apply to disclosures for treatment, payment, health care operations, and certain other purposes. The Participant is entitled to such an accounting for the six years prior to his or her request. Except as provided below, for each disclosure, the accounting will include: (a) the date of the disclosure, (b) the name of the entity or person who received the PHI and, if known, the address of such entity or person; (c) a description of the PHI disclosed, (d) a statement of the purpose of the disclosure that reasonably informs the Participant of the basis of the disclosure, and certain other information. If the Participant wishes to make a request, please contact the Privacy Officer.
5. Access: The Participant has the right to request the opportunity to look at or get copies of PHI maintained by the Plan about him/her in certain records maintained by the Plan. If the Participant requests copies, he or she may be charged a fee to cover the costs of copying, mailing, and other supplies. If a Participant wants to inspect or copy PHI, or to have a copy of his or her PHI transmitted directly to another designated person, he or she should contact the Privacy Officer. A request to transmit PHI directly to another designated person must be in writing, signed by the Participant and the recipient must be clearly identified. The Plan must respond to the Participant's request within 30 days (in some cases, the Plan can request a 30-day extension). In very limited circumstances, the Plan may deny the Participant's request. If the Plan denies the request, the Participant may be entitled to a review of that denial.
6. Amendment: The Participant has the right to request that the Plan change or amend his or her PHI. The Plan reserves the right to require this request be in writing. Submit the request to the Privacy Officer. The Plan may deny the Participant's request in certain cases, including if it is not in writing or if he or she does not provide a reason for the request.
7. Other uses and disclosures not described in this section can only be made with authorization from the Participant. The Participant may revoke this authorization at any time.

### **Questions or Complaints**

If the Participant wants more information about the Plan's privacy practices, has questions or concerns, or believes that the Plan may have violated his or her privacy rights, please contact the Plan using the following information. The Participant may submit a written complaint to the U.S. Department of Health and Human Services or with the Plan. The Plan will provide the Participant with the address to file his or her complaint with the U.S. Department of Health and Human Services upon request.

The Plan will not retaliate against the Participant for filing a complaint with the Plan or the U.S. Department of Health and Human Services.

## **Contact Information**

### Privacy Officer Contact Information:

Director of Human Resources and Risk Management  
Yavapai County  
1015 Fair Street, Room 338  
Prescott, AZ 86305  
Phone: 928-771-3252  
Fax: 928-771-3419  
Email: [hr.benefits@yavapaiaz.gov](mailto:hr.benefits@yavapaiaz.gov)

Human Resources Director  
Town of Chino Valley  
202 N State Route 89  
Chino Valley, AZ 86323  
Phone: 928-636-2646  
Fax: 928-636-9129  
Email: [humanresources@chinoaz.net](mailto:humanresources@chinoaz.net)

Human Resources Director  
City of Prescott  
201 South Cortez Street  
Prescott, AZ 86303  
Phone: 928-777-1410  
Fax: 928-777-1213  
Email: [HR@prescott-az.gov](mailto:HR@prescott-az.gov)

Chief Human Resources Officer  
Yavapai College  
1100 E Sheldon St.  
Prescott, AZ 86301  
Phone: 928-776-2344  
Fax: 928-776-2202  
Email: [askHR@yc.edu](mailto:askHR@yc.edu)

## HIPAA SECURITY

### **Disclosure of Electronic Protected Health Information (“Electronic PHI”) to the Plan Sponsor for Plan Administration Functions**

#### **STANDARDS FOR SECURITY OF INDIVIDUALLY IDENTIFIABLE HEALTH INFORMATION (“SECURITY RULE”)**

The Health Insurance Portability and Accountability Act (HIPAA) and other applicable law shall override the following wherever there is a conflict, or a term or terms is/are not hereby defined.

The Security Rule imposes regulations for maintaining the integrity, confidentiality and availability of protected health information that it creates, receives, maintains, or maintains electronically that is kept in electronic format (ePHI) as required under HIPAA.

#### **Definitions**

- **Electronic Protected Health Information (ePHI)**, as defined in Section 160.103 of the Security Standards (45 C.F.R. 160.103), means individually identifiable health information transmitted or maintained in any electronic media.
- **Security Incidents**, as defined within Section 164.304 of the Security Standards (45 C.F.R. 164.304), means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with systems operation in an information system.

#### **Plan Sponsor Obligations**

To enable the Plan Sponsor to receive and use Electronic PHI for Plan Administration Functions (as defined in 45 CFR §164.504(a)), the Plan Sponsor agrees to:

1. Implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of the Electronic PHI that it creates, receives, maintains, or transmits on behalf of the Plan.
2. Ensure that adequate separation between the Plan and the Plan Sponsor, as required in 45 CFR § 164.504(f)(2)(iii), is supported by reasonable and appropriate Security Measures.
3. Ensure that any agent, including a subcontractor, to whom the Plan Sponsor provides Electronic PHI created, received, maintained, or transmitted on behalf of the Plan, agrees to implement reasonable and appropriate administrative, physical, and technical safeguards to protect the confidentiality, integrity, and availability of the Electronic PHI and report to the Plan any security incident of which it becomes aware.
4. Report to the Plan any security incident of which it becomes aware.
5. Establish safeguards for information, including security systems for data processing and storage.
6. Not use or disclose PHI for employment-related actions and decisions or in connection with any other benefit or Employee benefit plan of the Plan Sponsor, except pursuant to an authorization which meets the requirements of the Privacy Standards.
7. Ensure that adequate separation between the Plan and the Plan Sponsor, as required in section 164.504(f)(2)(iii) of the Privacy Standards (45 CFR 164.504(f)(2)(iii)), is established as follows:
  - a. The following Employees, or classes of Employees, or other persons under control of the Plan Sponsor, shall be given access to the PHI to be disclosed:
    - i. Privacy Officer.
    - ii. Director of Employee Benefits.
    - iii. Employee Benefits Department employees.
    - iv. Information Technology Department.
  - b. The access to and use of PHI by the individuals identified above shall be restricted to the plan administration functions that the Plan Sponsor performs for the Plan.



**Disclosure of Summary Health Information to the Plan Sponsor**

The Plan may disclose PHI to the Plan Sponsor of the group health plan for purposes of plan administration or pursuant to an authorization request signed by the Participant. The Plan may use or disclose “summary health information” to the Plan Sponsor for obtaining premium bids or modifying, amending, or terminating the group health plan. “Summary health information” may be individually identifiable health information and it summarizes the claims history, claims expenses or the type of claims experienced by individuals in the plan, but it excludes all identifiers that must be removed for the information to be de-identified, except that it may contain geographic information to the extent that it is aggregated by five-digit zip code.

**Disclosure of Certain Enrollment Information to the Plan Sponsor**

Pursuant to section 164.504(f)(1)(iii) of the Privacy Standards (45 CFR 164.504(f)(1)(iii)), the Plan may disclose to the Plan Sponsor information on whether an individual is participating in the Plan or is enrolled in or has un-enrolled from a health insurance issuer or health maintenance organization offered by the Plan to the Plan Sponsor.

**Disclosure of PHI to Obtain Stop-loss or Excess Loss Coverage**

The Plan Sponsor may hereby authorize and direct the Plan, through the Plan Administrator or the Third Party Administrator, to disclose PHI to stop-loss carriers, excess loss carriers or managing general underwriters (“MGUs”) for underwriting and other purposes in order to obtain and maintain stop-loss or excess loss coverage related to benefit claims under the Plan. Such disclosures shall be made in accordance with the Privacy Standards.

**Resolution of Noncompliance**

In the event that any authorized individual of the Employer's workforce uses or discloses Protected Health Information other than as permitted by the Privacy Standards, the incident shall be reported to the Privacy Officer. The Privacy Officer shall take appropriate action, including:

1. Investigation of the incident to determine whether the breach occurred inadvertently, through negligence, or deliberately; whether there is a pattern of breaches; and the degree of harm caused by the breach.
2. Applying appropriate sanctions against the persons causing the breach, which, depending upon the nature of the breach, may include oral or written reprimand, additional training, or termination of employment.
3. Mitigating any harm caused by the breach, to the extent practicable.
4. Documentation of the incident and all actions taken to resolve the issue and mitigate any damages.
5. Training Employees in privacy protection requirements and appointing a Privacy Officer responsible for such protections.
6. Disclosing the Participant's PHI to the Secretary of the U.S. Department of Health and Human Services when the Secretary is investigating or determining the Plan's compliance with the HIPAA Privacy Rule.

## **APPENDIX A: NOTICE OF NONDISCRIMINATION (FOR COVERED ENTITIES SUBJECT TO ACA SECTION 1557)**

The Board of Trustees of Yavapai Combined Trust complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The Board of Trustees of Yavapai Combined Trust does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The Board of Trustees of Yavapai Combined Trust:

- Provides free aids and services to people with disabilities to communicate effectively with the Plan, such as:
  - Qualified sign language interpreters.
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters.
  - Information written in other languages

If a Participant needs these services, he or she should contact The Board of Trustees of Yavapai Combined Trust.

If a Participant believes that The Board of Trustees of Yavapai Combined Trust has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, he or she can file a grievance with: Yavapai County, 1015 Fair Street, Prescott, AZ 86305, Phone: 928-771-3252, Fax: 928-771-3419, Website: [www.yavapaiaz.gov](http://www.yavapaiaz.gov). The Participant can file a grievance in person or by mail, fax, or via the County website. If a Participant needs help filing a grievance, Yavapai County is available to help him or her.

Participants can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

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

### ***Spanish***

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-928-771-3252.

### ***Chinese***

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-928-771-3252。

### **Vietnamese**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-928-771-3252.

### **Korean**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-928-771-3252 번으로 전화해 주십시오.

### **Tagalog – Filipino**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-928-771-3252.

### **Russian**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-928-771-3252.

### **Arabic**

ملحوظة: إذا كنت تتحدث انكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-928-771-3252 (رقم

هاتف الصم والبكم: ).

### **French**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-928-771-3252.

### **German**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.

Rufnummer: 1-928-771-3252.

### **Japanese**

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-928-771-3252 まで、お電話にてご連絡ください。

### **Farsi**

**توجه:** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-928-771-3252 تماس بگیرید.

### **Thai**

เรียน: ภา  
คุณพูดภาษาไทยคุณสามารถใช้ฟรี การช่วยเหลือทางภาษาได้ฟรี ร โทร 1-928-771-3252.

### **Serbo-Croatian**

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno.

Nazovite 1-928-771-3252.

### **Assyrian**

### **Navajo**