

Kansas City NueHealth

NueHealth: PPO Plan





This Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately. This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, call 888-495-9340. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms, see the Glossary. You can view the Glossary at <a href="https://www.healthcare.gov/sbc-glossary">https://www.healthcare.gov/sbc-glossary</a> or <a href="https://www.healthcare.gov/sbc-glossary">www.cciio.cms.gov</a> or call 888-495-9340 to request a copy.

Important Questions	Answers	Why this Matters:
What is the overall deductible?	Tier 1 \$2,000 person/\$4,000 family. In-Network \$2,000 person/\$4,000 family. Out-of-Network \$4,000 person/\$8,000 family.	Generally, you must pay all the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
Are there services covered before you meet your <u>deductible</u> ?	Yes. In-Network <u>preventive care</u> services are covered before you meet your <u>deductible</u> .	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers <u>preventive</u> <u>services</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .
Are there other deductibles for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	Tier 1 \$9,450 person/\$18,900 family. In-Network \$9,450 person/\$18,900 family. Out-of-Network \$19,500 person/\$36,000 family.	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limits</u> has been met.
What is not included in the out-of-pocket limit?	Premiums, balance-billing charges and health care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit.</u>
Will you pay less if you use a <u>network provider</u> ?	Yes. See <a href="https://www.MyHealthToolkitKC.com/">https://www.MyHealthToolkitKC.com/</a> or call 1-800-810-BLUE (2583) for a list of <a href="network providers">network providers</a> .	You pay the least if you use a <u>provider</u> in Tier 1. You pay more if you use a <u>provider</u> in <u>In-Network Provider</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays ( <u>balance billing</u> ). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
Do you need a <u>referral</u> to see a <u>specialist</u> ?	No.	You can see the specialist you choose without a referral.

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

Common			What You Will Pay		
Medical Event	Services You May Need	Tier 1 (You will pay the least)	In-Network Provider (You will pay more)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
If you visit a health care provider's office or clinic	Primary care visit to treat an injury or illness	Not Covered	\$30 <u>Copay</u> / visit; deductible does not apply	40% Coinsurance	Teladoc visits are covered at No Charge.
	Specialist visit	Not Covered	\$60 <u>Copay</u> / visit; deductible does not apply	40% Coinsurance	Teladoc Dermatology visits are covered a \$25 Copay.
	Preventive care/screening/immunization	Not Covered	No Charge	Not Covered	Out-of-Network Cologuard are covered at No Charge. See <a href="www.healthcare.gov">www.healthcare.gov</a> for <a href="preventive care">preventive care</a> guidelines. There may be additional benefits available. See your Employer for details. You may have to pay for services that aren't <a href="preventive">preventive</a> . Ask your <a href="preventive">provider</a> if the services needed are <a href="preventive">preventive</a> . Then check what your <a href="plan">plan</a> will pay for.
If you have a test	Diagnostic test (x-ray, blood work)	0% Coinsurance	20% <u>Coinsurance</u>	40% Coinsurance	None
	Imaging (CT/PET scans, MRIs)	0% Coinsurance	20% <u>Coinsurance</u>	40% Coinsurance	<u>Pre-authorization</u> is required. Penalty for not obtaining <u>pre-authorization</u> is denial of all charges.
If you need drugs to treat your illness or condition	Generic drugs (Retail)	Not Covered	\$15 <u>Copay</u> / prescription; <u>deductible</u> does not apply	50% <u>Coinsurance/</u> prescription ; <u>deductible</u> does not apply	90 days supply.
	Generic drugs (Mail Order)	Not Covered	\$30 <u>Copay/</u> prescription; <u>deductible</u> does not apply	Not Covered	90 days supply.

Common			What You Will Pay		
Medical Event	Services You May Need	Tier 1 (You will pay the least)	In-Network Provider (You will pay more)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
More information about prescription drug coverage is available at https://www.MyHealt hToolkitKC.com/	Preferred brand drugs (Retail)	Not Covered	50% Coinsurance/ prescription; deductible does not apply	50% <u>Coinsurance/</u> prescription ; <u>deductible</u> does not apply	90 days supply.
	Preferred brand drugs (Mail Order)	Not Covered	50% <u>Coinsurance/</u> prescription; <u>deductible</u> does not apply	Not Covered	90 days supply.
	Non-preferred brand drugs (Retail)	Not Covered	50% <u>Coinsurance/</u> prescription; <u>deductible</u> does not apply	50% <u>Coinsurance/</u> prescription; <u>deductible</u> does not apply	90 days supply.
	Non-Preferred brand drugs (Mail Order)	Not Covered	50% Coinsurance/ prescription; deductible does not apply		90 days supply.
	Specialty Drugs	Not Covered	50% <u>Coinsurance/</u> prescriptions; <u>deductible</u> does not apply	Not Covered	31 days supply.
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	0% Coinsurance	20% Coinsurance	40% Coinsurance	None
	Physician/surgeon fees	Not Covered	20% Coinsurance	40% Coinsurance	None
If you need immediate medical attention	Emergency room care	Not Covered	\$200 <u>Copay</u> / visit then 20% <u>Coinsurance</u>	\$200 <u>Copay</u> / visit then 20% <u>Coinsurance</u>	Copayment will be waived if admitted.
	Emergency medical transportation	Not Covered	20% Coinsurance	20% Coinsurance	None

Common			What You Will Pay		
Medical Event	Services You May Need	Tier 1 (You will pay the least)	In-Network Provider (You will pay more)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Urgent care	Not Covered	\$60 <u>Copay</u> / visit; deductible does not apply	40% Coinsurance	None
If you have a hospital stay	Facility fee (e.g., hospital room)	Not Covered	20% <u>Coinsurance</u>	40% Coinsurance	Pre-authorization is required. Penalty for not obtaining pre-authorization is \$250.
	Physician/surgeon fees	Not Covered	20% Coinsurance	40% Coinsurance	None
If you need mental health, behavioral health, or substance abuse services	Mental/behavioral health outpatient services	Not Covered	20% Coinsurance	40% Coinsurance	Teladoc Behavioral Health visits are covered with a \$25 Copay. In-Network office visits are covered with a \$30 Copay for primary care physicians and \$60 Copay for specialists.
	Substance use disorder outpatient services	Not Covered	20% Coinsurance	40% Coinsurance	
	Mental/behavioral health inpatient services	Not Covered	20% Coinsurance	40% Coinsurance	<u>Pre-authorization</u> is required. Penalty for not obtaining <u>pre-authorization</u> is \$250.
	Substance use disorder inpatient services	Not Covered	20% Coinsurance	40% Coinsurance	
If you are pregnant	Office visits	Not Covered	\$30 <u>Copay</u> / visit; deductible does not apply	40% Coinsurance	Pre-authorization for facility services is required. Penalty for not obtaining pre-authorization is \$250. Depending on the type of services, a copayment, coinsurance, or deductible may apply. Cost sharing does not apply for preventive services.
	Childbirth/delivery professional services	Not Covered	20% Coinsurance	40% Coinsurance	Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound.)
	Childbirth/delivery Facility services	Not Covered	20% Coinsurance	40% Coinsurance	

Common			What You Will Pay		
Medical Event	Services You May Need	Tier 1 (You will pay the least)	In-Network Provider (You will pay more)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
If you need help recovering or have other special health needs	Home health care	Not Covered	20% Coinsurance	40% Coinsurance	60 visits/benefit year. <u>Pre-authorization</u> is required. Penalty for not obtaining <u>pre-authorization</u> is denial of all charges.
	Rehabilitation services	Not Covered	20% Coinsurance	40% Coinsurance	40 combined visits/benefit year for Occupational Therapy & Physical Therapy. 40 visits/benefit year for Speech Therapy. In-Network office visits are covered with a \$30 Copay for primary care physicians and \$60 Copay for specialists.
	Habilitation services	Not Covered	20% Coinsurance	40% Coinsurance	40 combined visits/benefit year for Occupational Therapy & Physical Therapy. 40 visits/benefit year for Speech Therapy. In-Network office visits are covered with a \$30 Copay for primary care physicians and \$60 Copay for specialists.
	Skilled nursing care	Not Covered	20% Coinsurance	40% Coinsurance	30 days/benefit year. <u>Pre-authorization</u> is required. Penalty for not obtaining <u>pre-authorization</u> is \$250.
	Durable medical equipment	Not Covered	20% Coinsurance	40% Coinsurance	Purchase or rentals of \$2,500 or more require pre-authorization. Penalty for not obtaining pre-authorization is denial of all charges. Hearing aids are limited to 1 hearing aid/ear, every 3 years, up to \$1,500/ear.
	Hospice services	Not Covered	20% Coinsurance	40% Coinsurance	<u>Pre-authorization</u> is required. Penalty for not obtaining <u>pre-authorization</u> is \$250 for Inpatient services and denial of all charges for all Outpatient services.
If your child needs dental or eye care	Children's eye exam	Not Covered	Not Covered	Not Covered	See your Employer for benefit details.
	Children's glasses	Not Covered	Not Covered	Not Covered	See your Employer for benefit details.
	Children's dental check-up	Not Covered	Not Covered	Not Covered	See your Employer for benefit details.

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

5	Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)				
•	Acupuncture	•	Gender Reassignment Surgery •	•	Routine Foot Care
	Cosmetic Surgery	•	Long-Term Care	•	Weight Loss Programs
•	Dental Care (Adult)	•	Routine Eye Care (Adult)		
•	Dental Care (Child)	•	Routine Eye Care (Child)		

	Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.)			
	Bariatric Surgery, covered at Blue Distinction Centers only	Hearing Aids	<ul> <li>Non-emergency care when traveling outs U.S.</li> </ul>	side the
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Chiropractic Care, 30 visits/benefit year

• Infertility Treatment, diagnosis/testing/treatment of underlying condition

• Private-Duty Nursing, if part of pre-authorized home health care

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: The Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <a href="https://www.dol.gov/agencies/ebsa">https://www.dol.gov/agencies/ebsa</a>. Other coverage options may be available to you, too, including buying individual insurance coverage through the <a href="https://www.dol.gov/agencies/ebsa">Health Insurance Marketplace</a>. For more information about the <a href="https://www.dol.gov/agencies/ebsa">Marketplace</a>, visit <a href="https://www.dol.gov/agencies/ebsa">www.HealthCare.gov</a> or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information on how to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact: 888-495-9340 or visit us at <a href="https://www.MyHealthToolkitKC.com/">https://www.MyHealthToolkitKC.com/</a>, the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <a href="https://www.dol.gov/agencies/ebsa">https://www.dol.gov/agencies/ebsa</a>.

# Does this plan provide Minimum Essential Coverage? Yes

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

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

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

# **Language Access Services:**

Spanish: Para obtener asistencia en español, llame al número de atención al cliente que aparece en la primera página de esta notificación.

Tagalog: Upang makakuha ng tulong sa Tagalog, tawagan ang numero ng customer service na makikita sa unang pahina ng paunawang ito.

Chinese: 如需中文服务,请致电列于本通知首页的客户服务号码。

Navajo: T'áá Dinéjí shił hane'go shíká i'doolwoł nínízingo éí Nidaalnishígíí Áká Anídaalwo'ígíí, customer

service, bich'i' hodíilnih. Bik'ehgo bich'i' hane'igií éi díí naaltsoos neiyí'nilígií akáa'gi siłtsoozígií

bikáá' ííshjááh.

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# **About these Coverage Examples:**



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

# Peg is Having a Baby (9 months of in-network pre-natal care and a hospital delivery)

The <u>plan's</u> overall <u>deductible</u>	\$2,000
Specialist Copayment	\$60
Hospital (facility) Coinsurance	20%
Other Coinsurance	20%

#### This EXAMPLE event includes services like:

Specialist office visits (prenatal care)
Childbirth/Delivery Professional Services
Childbirth/Delivery Facility Services
Diagnostic tests (ultrasounds and blood work)
Specialist visit (anesthesia)

Total Example Cost	\$12,700
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In this example, Peg would pay:

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Cost Sharing	
<u>Deductibles</u>	\$2,000
<u>Copayments</u>	\$10
<u>Coinsurance</u>	\$2,100
What isn't covered	·
Limits or exclusions	\$60
The total Peg would pay is	\$4,170

# Managing Joe's Type 2 Diabetes (a year of routine in-network care of a well-controlled condition)

■ The plan's overall deductible	\$2,000
■ <u>Specialist</u> <u>Copayment</u>	\$60
■ Hospital (facility) Coinsurance	20%
■ Other <u>Coinsurance</u>	20%

#### This EXAMPLE event includes services like:

<u>Primary care physician</u> office visits (including disease education)

Diagnostic tests (blood work)

Prescription drugs

<u>Durable medical equipment</u> (glucose meter)

Total Example Cost	\$5,600
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In this example, Joe would pay:

\$100
\$500
\$2,000
\$20
\$2,620

# Mia's Simple Fracture (in-network emergency room visit and follow up care)

■ The plan's overall deductible	\$2,000
■ Specialist Copayment	\$60
■ Hospital (facility) Coinsurance	20%
■ Other Coinsurance	20%

#### This EXAMPLE event includes services like:

Emergency room care (including medical supplies) Diagnostic test (x-ray)

<u>Durable medical equipment</u> (crutches)
Rehabilitation services (physical therapy)

Total Example Cost	\$2,800
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In this example, Mia would pay:

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Cost Sharing	
<u>Deductibles</u>	\$2,000
Copayments	\$400
Coinsurance	\$20
What isn't covered	
Limits or exclusions	\$0
The total Mia would pay is	\$2,420

Note: These numbers assume the patient does not participate in the <u>plan's</u> wellness program. If you participate in the <u>plan's</u> wellness program, you may be able to reduce your costs. For more information about the wellness program, please contact:888-495-9340.

## **Non-Discrimination Statement and Foreign Language Access**

We do not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation or health status in our health plans, when we enroll members or provide benefits.

If you or someone you're assisting is disabled and needs interpretation assistance, help is available at the contact number posted on our website or listed in the materials included with this notice (TDD: 711).

Free language interpretation support is available for those who cannot read or speak English by calling one of the appropriate numbers listed below.

If you think we have not provided these services or have discriminated in any way, you can file a grievance by emailing contact@hcrcompliance.com or by calling our Compliance area at 1-800-832-9686 or the U.S. Department of Health and Human Services, Office for Civil Rights at 1-800-368-1019 or 1-800-537-7697 (TDD).

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de este plan de salud, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-844-396-0183. (Spanish)

如果您,或是您正在協助的對象,有關於本健康計畫方面的問題,您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員,請撥 1-844-396-0188。(Chinese)

Nếu quý vị, hoặc là người mà quý vị đang giúp đỡ, có những câu hỏi quan tâm về chương trình sức khỏe này, quý vị sẽ được giúp đở với các thông tin bằng ngôn ngữ của quý vị miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-844-389-4838 (Vietnamese)

이 건강보험에 관하여 궁금한 사항 혹은 질문이 있으시면 1-844-396-0187로 연락해 주십시오. 귀하의 비용 부담없이 한국어로 도와드립니다. (Korean)

Kung ikaw, o ang iyong tinutulungan, ay may mga katanungan tungkol sa planong pangkalusugang ito, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika nang walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-844-389-4839 . (Tagalog)

Если у Вас или лица, которому вы помогаете, имеются вопросы по поводу Вашего плана медицинского обслуживания, то Вы имеете право на бесплатное получение помощи и информации на русском языке. Для разговора с переводчиком позвоните по телефону 1-844-389-4840. (Russian)

إن كان لديك أو لدى شخص تساعده أسئلة بخصوص خطة الصحة هذه، فلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون اية تكلفة التحدث مع مترجم اتصل ب 189-0189-1 (Arabic)

Si ou menm oswa yon moun w ap ede gen kesyon konsènan plan sante sa a, se dwa w pou resevwa asistans ak enfòmasyon nan lang ou pale a, san ou pa gen pou peye pou sa. Pou pale avèk yon entèprèt, rele nan 1-844-398-6232. (French/Haitian Creole)

Si vous, ou quelqu'un que vous êtes en train d'aider, avez des questions à propos de ce plan médical, vous avez le droit d'obtenir gratuitement de l'aide et des informations dans votre langue. Pour parler à un interprète, appelez le 1-844-396-0190. (French)

Jeśli Ty lub osoba, której pomagasz, macie pytania odnośnie planu ubezpieczenia zdrowotnego, masz prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer 1-844-396-0186. (Polish)

Se você, ou alguém a quem você está ajudando, tem perguntas sobre este plano de saúde, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-844-396-0182. (Portuguese)

Se tu o qualcuno che stai aiutando avete domande su questo piano sanitario, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, puoi chiamare 1-844-396-0184. (Italian)

あなた、またはあなたがお世話をされている方が、この健康保険についてご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳とお話される場合、1-844-396-0185 までお電話ください。 (Japanese)

Falls Sie oder jemand, dem Sie helfen, Fragen zu diesem Krankenversicherungsplan haben bzw. hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-844-396-0191 an. (German)

اگر شما یا فردی که به او کمک می کنید سؤالاتی در بارهی این برنامهی بهداشتی داشته باشید، حق این را دارید که کمک و اطلاعات به زبان خود را به طور رایگان دریافت کنید. برای صحبت کردن با مترجم، لطفأ با شمارهی 6233-944-13 تماس حاصل نمایید. (Persian-Farsi)

Ni da doodago t'áá háída bíká'aná nílwo'ígíí díí Béeso Ách'ááh naa'nilígi háá'ída yí na' ídíł kidgo, nihá'áhóót'i' nihí ká'a'doo wołgo kwii ha'át'íshíí bí na'ídołkidígi doo bik'é'azláagóó. Ata' halne'é ła' bich'í' ha desdzih nínízingo, koji' béésh bee hólne' 1-844-516-6328. (Navajo)