

Schedule of Benefits

The Harvard Pilgrim HMO

Massachusetts

Services listed are covered when Medically Necessary and provided or arranged by Harvard Pilgrim Health Care providers. Please see your Benefit Handbook for details.

Service

Inpatient Acute Hospital Services (including Day Surgery)

All covered services including the following:

- Coronary care
- Hospital services
- Intensive care
- Semi-private room and board
- Physicians' and surgeons' services including consultations

Subject to the Hospital Inpatient Copayment.¹

Hospital Outpatient Department Services

All covered services including the following:

- Anesthesia services
- Chemotherapy
- Endoscopic procedures
- Laboratory tests and x-rays
- Radiation therapy
- Physicians' and surgeons' services

Covered in full.

Emergency Services

- You are always covered for care in a Medical Emergency. A referral from your PCP is not needed. In a Medical Emergency, you should go to the nearest emergency facility or call 911 or other local emergency number. If you are hospitalized, you must call your PCP within 48 hours or as soon as you can. Please note that this requirement is met if your attending physician has already given notice to your PCP.

\$50 Copayment per visit in an emergency room. This Copayment is waived if admitted directly to the hospital from the emergency room. See "Physician Services" for coverage of emergency services by a physician in any other location.

¹ Your Plan has a Hospital Inpatient Copayment of \$150 per admission up to an aggregate maximum of \$300 per contract per calendar year for inpatient care. Day Surgery is covered in full.

Physician Services (including covered services by podiatrists)

All covered services including the following:

- Administration of injections
- Allergy tests and treatments
- Changes and removals of casts, dressings or sutures
- Chemotherapy
- Consultations concerning contraception and hormone replacement therapy
- Diabetes self-management, including education and training
- Diagnostic screening and tests, including but not limited to mammograms, blood tests, lead screenings and screenings mandated by state law
- Family planning services
- Infertility services
- Health education, including nutritional counseling
- Medical treatment of temporomandibular joint dysfunction (TMD)
- Preventive care, including routine physical examinations, immunizations, routine annual eye examinations, school, camp, sports and premarital examinations
- Sick and well office visits, including psychopharmacological services
- Vision and hearing screening

\$15 Copayment per visit.
(Please note: diagnostic tests, mammograms, x-rays and immunizations will be covered in full if billed without an office visit and no other services are provided.)

- Administration of allergy injections

\$5 Copayment per visit.

Maternity Services

- Prenatal and postpartum care
- All hospital services for mother and routine nursery charges for newborn care

Covered in full.
Subject to the Hospital Inpatient Copayment. ²

² Your Plan has a Hospital Inpatient Copayment of \$150 per admission up to a maximum of \$300 per calendar year for inpatient care. Day Surgery is covered in full.

Mental Health Care (Including the Treatment of Substance Abuse Disorders)

Please note that no day or visit limits apply to inpatient or outpatient mental health care for biologically-based mental disorders (including substance abuse disorders), rape-related mental or emotional disorders, and non-biologically-based mental, behavioral or emotional disorders for children and adolescents. (Please see your Benefit Handbook for details.)

<ul style="list-style-type: none">▪ Inpatient mental health care in a licensed general hospital - unlimited▪ Inpatient mental health care in a psychiatric hospital - up to 60 days per calendar year ⁴▪ Inpatient detoxification	Subject to the Hospital Inpatient Copayment. ³
<ul style="list-style-type: none">▪ Outpatient mental health care - up to 24 visits per calendar year for individual therapy and up to 25 visits per calendar year for group therapy, not to exceed a combined maximum of 25 individual and group therapy visits per calendar year <p>Group therapy</p> <p>Individual therapy</p> <ul style="list-style-type: none">▪ Outpatient detoxification▪ Psychological testing	<p>\$10 Copayment per visit.</p> <p>\$15 Copayment per visit.</p> <p>\$15 Copayment per visit.</p> <p>\$15 Copayment per visit.</p>

Home Health Care Services

<ul style="list-style-type: none">▪ Home care services▪ Intermittent skilled nursing care	Covered in full.
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No cost sharing or benefit limit applies to durable medical equipment, physical therapy or occupational therapy received as part of authorized home health care.

³ Your Plan has a Hospital Inpatient Copayment of \$150 per admission up to a maximum of \$300 per calendar year for inpatient care. Day Surgery is covered in full.

⁴ Partial hospitalization services are available up to a maximum of 120 days per calendar year in place of inpatient mental health care. Care in a partial hospitalization program is covered in full.

Dental Services	
<ul style="list-style-type: none"> Preventive care for children under the age of 14. Two visits per Member per calendar year, including examination, cleaning, x-rays, and fluoride treatment. 	Covered in full.
<ul style="list-style-type: none"> Extraction of teeth impacted in bone Initial emergency treatment (within 72 hours of injury) 	\$15 Copayment per visit. If inpatient services are required, please see "Inpatient Acute Hospital Services" for cost sharing.
Skilled Nursing Facility Care Services	
<ul style="list-style-type: none"> Covered up to 100 days per calendar year 	Subject to the Hospital Inpatient Copayment. ⁵
Inpatient Rehabilitation Services	
<ul style="list-style-type: none"> Covered up to 100 days per calendar year 	Subject to the Hospital Inpatient Copayment. ¹
Diabetes Equipment and Supplies	
<ul style="list-style-type: none"> Therapeutic molded shoes and inserts, dosage gauges, injectors, lancet devices, voice synthesizers and visual magnifying aids Blood glucose monitors, insulin pumps and supplies and infusion devices Insulin, insulin syringes, insulin pens with insulin, lancets, oral agents for controlling blood sugar, blood test strips, and glucose, ketone and urine test strips 	<p>Subject to the applicable cost sharing, if any, under the durable medical and prosthetic equipment benefit.</p> <p>Covered in full.</p> <p>Subject to the applicable prescription drug Copayment listed on your ID card, if your Plan includes prescription drug coverage. If prescription drug coverage is not available, then you will pay a \$5 Copayment for Tier 1 items, \$10 Copayment for Tier 2 items and a \$25 Copayment for Tier 3 items.</p>

⁵ Your Plan has a Hospital Inpatient Copayment of \$150 per admission up to a maximum of \$300 per calendar year for inpatient care. Day Surgery is covered in full.

Durable Medical Equipment including Prosthetics

Durable medical equipment (DME) including prosthetics - up to a maximum of \$5,000 per calendar year for all covered equipment. Coverage includes, but is not limited to:

- Durable medical equipment
- Prosthetic devices (the DME benefit limit does not apply to artificial arms and legs)
- Ostomy supplies
- Breast prostheses, including replacements and mastectomy bras (the DME benefit limit does not apply)
- Oxygen and respiratory equipment (the DME benefit limit or cost sharing, if any, does not apply)
- Wigs - up to a limit of \$350 per calendar year when needed as a result of any form of cancer or leukemia, alopecia areata, alopecia totalis or permanent hair loss due to injury

20% Copayment of equipment cost to HPHC, not to exceed a Member's total expense of \$1,000. There is no coverage after the \$5,000 in equipment cost have been paid, including Member Copayments.

Hypodermic Syringes and Needles

- Hypodermic syringes and needles to the extent Medically Necessary, as required by Massachusetts law

Subject to the applicable prescription drug Copayment listed on your ID card, if your Plan includes prescription drug coverage. If prescription drug coverage is not available, then you will pay the lower of the pharmacy's retail price or a \$5 Copayment for Tier 1 items, \$10 Copayment for Tier 2 items and a \$25 Copayment for Tier 3 items.

Other Health Services

<ul style="list-style-type: none"> ▪ Cardiac rehabilitation ▪ Dialysis ▪ Physical and occupational therapies - up to 90 consecutive days per condition ▪ Speech-language and hearing services, including therapy ▪ Early intervention services up to a maximum of \$5,200 per Member per calendar year and a lifetime maximum of \$15,600 ▪ Second opinion 	<p>\$15 Copayment per visit.</p>
<ul style="list-style-type: none"> ▪ House calls 	<p>\$15 Copayment per visit.</p>
<ul style="list-style-type: none"> ▪ Ambulance services ▪ Low protein foods (\$5,000 per Member per calendar year) ▪ State mandated formulas 	<p>Covered in full.</p>
<ul style="list-style-type: none"> ▪ Hospice services 	<p>Covered in full. If inpatient services are required, please see "Inpatient Acute Hospital Services" for cost sharing.</p>
<ul style="list-style-type: none"> ▪ Vision hardware for special conditions 	<p>Covered in full up to the applicable benefit limits as described in the Benefit Handbook.</p>

Out-of-Pocket Maximums

Your plan has an Out-of-Pocket Maximum of \$2,000 per Member and \$4,000 per covered family per calendar year. This is the total amount in Copayments you (or your covered family) are required to pay each calendar year for services covered by the Plan, not including riders providing benefits for prescription drugs, adult preventive dental care or vision hardware. The Plan will notify you when you have reached your Out-of-Pocket Maximum. If you feel you have reached the Out-of-Pocket Maximum but have not been notified, please contact the Plan.

Special Enrollment Rights

For Subscribers enrolled through an Employer Group:

If an employee declines enrollment for the employee and his or her Dependents (including his or her spouse) because of other health insurance coverage, the employee may be able to enroll himself or herself, along with his or her Dependents in this Plan if the employee or his or her Dependents lose eligibility for that other coverage (or if the employer stops contributing toward the employee's or Dependents' other coverage). However, enrollment must be requested within 30 days after other coverage ends (or after the employer stops contributing toward the employee's or Dependents' other coverage). In addition, if an employee has a new Dependent as a result of marriage, birth, adoption or placement for adoption, the employee may be able to enroll himself or herself and his or her Dependents. However, enrollment must be requested within 30 days after the marriage, birth, adoption or placement for adoption.

Special enrollment rights may also apply to persons who lose coverage under Medicaid or the Children's Health Insurance Program (CHIP) or become eligible for state premium assistance under Medicaid or CHIP. An employee or Dependent who loses coverage under Medicaid or CHIP as a result of the loss of Medicaid or CHIP eligibility may be able to enroll in this Plan, if enrollment is requested within 60 days after Medicaid or CHIP coverage ends. An employee or Dependent who becomes eligible for group health plan premium assistance under Medicaid or CHIP may be able to enroll in this Plan if enrollment is requested within 60 days after the employee or Dependent is determined to be eligible for such premium assistance.

Membership Requirements

There are a few important requirements that you must meet in order to be covered by the Plan. (Please see your *Benefit Handbook* for a complete description).

- Members must live in the HPHC's Enrollment Area for at least nine months of the year. An exception is made for full-time student dependents and dependents enrolled under a Qualified Medical Support Order.
- All your medical and health care needs must be provided or arranged by your Primary Care Physician (PCP), except in a Medical Emergency, when you are temporarily outside the HPHC Service Area or when you need one of the special services which do not require a referral. The HPHC Service Area is the state in which you live.

Exclusions

- Services not approved, arranged or provided by your PCP except: (1) in a Medical Emergency; (2) when you are outside of the Service Area; or (3) the special services that do not require a referral listed in your Benefit Handbook
- Cosmetic procedures, except as described in your Benefit Handbook
- Commercial diet plans or weight loss programs and any services in connection with such plans or programs
- Transsexual surgery, including related drugs or procedures
- Drugs, devices, treatments or procedures which are Experimental or Unproven
- Refractive eye surgery, including laser surgery and orthokeratology, for correction of myopia, hyperopia and astigmatism
- Transportation other than by ambulance
- Costs for any services for which you are entitled to treatment at government expense, including military service connected disabilities
- Costs for services covered by workers' compensation, third party liability, other insurance coverage or an employer under state or federal law
- Hair removal or restoration, including, but not limited to, electrolysis, laser treatment, transplantation or drug therapy
- Routine foot care, biofeedback, pain management programs, massage therapy, including myotherapy, and sports medicine clinics
- Any treatment with crystals
- Blood and blood products
- Educational services (including problems of school performance) or testing for developmental, educational or behavioral problems, except services covered under Early Intervention
- Mental health services that are (1) provided to Members who are confined or committed to a jail, house of correction, prison or custodial facility of the Department of Youth Services or (2) provided by the Department of Mental Health
- Sensory integrative praxis tests
- Physical examinations for insurance, licensing or employment
- Vocational rehabilitation or vocational evaluations on job adaptability, job placement or therapy to restore function for a specific occupation
- Rest or custodial care
- Personal comfort or convenience items (including telephone and television charges), exercise equipment, wigs (except as required by state law and specifically covered in this Schedule of Benefits), derotation knee braces, and repair or replacement of durable medical equipment or prosthetic devices as a result of loss, negligence, willful damage or theft
- Non-durable medical equipment, unless used as part of the treatment at a medical facility or as part of approved home health care services
- Reversal of voluntary sterilization (including procedures necessary for conception as a result of voluntary sterilization)
- Any form of surrogacy
- Infertility treatment for Members who are not medically infertile
- Routine maternity (prenatal and postpartum) care when you are traveling outside the Service Area
- Delivery outside the Service Area after the 37th week of pregnancy or after you have been told that you are at risk for early delivery
- Planned home births
- Devices or special equipment needed for sports or occupational purposes
- Care outside the scope of standard chiropractic practice, including, but not limited to, surgery, prescription or dispensing of drugs or medications, internal examinations, obstetrical practice, or treatment of infections and diagnostic testing for chiropractic care other than an initial x-ray
- Services for which no charge would be made in the absence of insurance
- Charges for any products or services, including, but not limited to, professional fees, medical equipment, drugs and hospital or other facility charges that are related to any care that is not a covered service under this Handbook
- Services for non-Members
- Services after termination of membership
- Services or supplies given to you by: (1) anyone related to you by blood, marriage or adoption or (2) anyone who ordinarily lives with you
- Charges for missed appointments

Exclusions

- Services that are not Medically Necessary
- Services for which no coverage is provided in the Benefit Handbook, Schedule of Benefits or Prescription Drug Brochure (if your Plan includes prescription drug coverage)
- Any home adaptations, including, but not limited to, home improvements and home adaptation equipment
- All charges over the semi-private room rate, except when a private room is Medically Necessary
- Hospital charges after the date of discharge
- Follow-up care to an emergency room visit unless provided or arranged by your PCP
- Services for a newborn who has not been enrolled as a Member, other than nursery charges for routine services provided to a healthy newborn
- If your Plan does not include coverage for outpatient prescription drugs, there is no coverage for birth control drugs, implants, injections and devices
- Acupuncture, aromatherapy and alternative medicine
- Dentures
- Dental services, except the specific dental services listed in your Benefit Handbook and this Schedule of Benefits. Restorative, periodontal, orthodontic, endodontic, prosthodontic and dental services for temporomandibular joint dysfunction (TMD) are not covered. Removal of impacted teeth to prepare for or support orthodontic, prosthodontic, or periodontal procedures and dental fillings, crowns, gum care, including gum surgery, braces, root canals, bridges and bonding.
- Chiropractic services, including osteopathic manipulation
- Eyeglasses, contact lenses and fittings, except as listed in your Benefit Handbook and this Schedule of Benefits
- Hearing aids
- Foot orthotics, except for the treatment of severe diabetic foot disease
- Methadone maintenance
- Private duty nursing
- If a service is listed as requiring that it be provided at a Center of Excellence, no coverage will be provided under your *Benefit Handbook*

and this *Schedule of Benefits* if that service is received from a provider that has not been designated as a Center of Excellence by HPHC.

- Health resorts, recreational programs, camps, wilderness programs, outdoor skills programs, relaxation or lifestyle programs, including any services provided in conjunction with, or as part of such types of programs.