Student Health Benefits
University of Minnesota
Driven to Discover™

2010-2011
Comprehensive Student Health Benefit Plan

Twin Cities Campus

http://www.shb.umn.edu/
RIGHTS AND RESPONSIBILITIES

You have the right under this plan to:

- be treated with respect, dignity and privacy;
- receive quality health care that is friendly and timely;
- have available and accessible medically necessary covered services, including emergency services, 24 hours a day, seven (7) days a week;
- be informed of your health problems and to receive information regarding treatment alternatives and their risk in order to make an informed choice regardless if the health plan pays for treatment;
- participate with your health care providers in decisions about your treatment;
- give your provider a health care directive or a living will (a list of instructions about health treatments to be carried out in the event of incapacity);
- refuse treatment;
- privacy of medical and financial records maintained by the Plan, the Claims Administrator, and its health care providers in accordance with existing law;
- receive information about the Plan, its services, its providers, and your rights and responsibilities;
- make recommendations regarding these rights and responsibilities policies;
- have a resource at the Plan, the Claims Administrator or at the clinic that you can contact with any concerns about services;
- file an appeal with the Claims Administrator and receive a prompt and fair review; and
- initiate a legal proceeding when experiencing a problem with the Plan or its providers.

You have the responsibility under this plan to:

- know your health plan benefits and requirements;
- provide, to the extent possible, information that the Plan, the Claims Administrator, and its providers need in order to care for you;
- understand your health problems and work with your doctor to set mutually agreed upon treatment goals;
- follow the treatment plan prescribed by your provider or to discuss with your provider why you are unable to follow the treatment plan;
- provide proof of coverage when you receive services and to update the clinic with any personal changes;
- pay copays at the time of service and to promptly pay deductibles, coinsurance, and, if applicable, charges for services that are not covered; and
- keep appointments for care or to give early notice if you need to cancel a scheduled appointment.
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTRODUCTION</td>
<td>1</td>
</tr>
<tr>
<td>CUSTOMER SERVICE</td>
<td>2</td>
</tr>
<tr>
<td>SPECIAL FEATURES</td>
<td>4</td>
</tr>
<tr>
<td>ELIGIBILITY FOR DOMESTIC STUDENTS</td>
<td>5</td>
</tr>
<tr>
<td>ELIGIBILITY FOR INTERNATIONAL STUDENTS AND SCHOLARS</td>
<td>8</td>
</tr>
<tr>
<td>STUDENT HEALTH BENEFIT PLAN HIGHLIGHTS</td>
<td>11</td>
</tr>
<tr>
<td>COVERAGE INFORMATION</td>
<td>12</td>
</tr>
<tr>
<td>- Choosing A Health Care Provider</td>
<td>12</td>
</tr>
<tr>
<td>- Continuity of Care</td>
<td>13</td>
</tr>
<tr>
<td>- Liability for Health Care Expenses</td>
<td>14</td>
</tr>
<tr>
<td>- BlueCard Program</td>
<td>15</td>
</tr>
<tr>
<td>- General Provider Payment Methods</td>
<td>16</td>
</tr>
<tr>
<td>- Recommendations by Health Care Providers</td>
<td>19</td>
</tr>
<tr>
<td>- Fraudulent Practices</td>
<td>19</td>
</tr>
<tr>
<td>- Time Periods</td>
<td>19</td>
</tr>
<tr>
<td>- Medical Policy Committee</td>
<td>19</td>
</tr>
<tr>
<td>NOTIFICATION REQUIREMENTS</td>
<td>20</td>
</tr>
<tr>
<td>- Prior Authorization</td>
<td>20</td>
</tr>
<tr>
<td>- Preadmission Notification</td>
<td>21</td>
</tr>
<tr>
<td>- Emergency Admission Notification</td>
<td>21</td>
</tr>
<tr>
<td>CLAIMS PROCEDURES</td>
<td>22</td>
</tr>
<tr>
<td>- Types of Claims</td>
<td>22</td>
</tr>
<tr>
<td>- Filing Claims</td>
<td>23</td>
</tr>
<tr>
<td>- Timeframes for Deciding Claims</td>
<td>23</td>
</tr>
<tr>
<td>- Incomplete Claims</td>
<td>24</td>
</tr>
<tr>
<td>- Notification of Initial Benefit Decision</td>
<td>24</td>
</tr>
<tr>
<td>- Appeals of Adverse Benefit Determinations</td>
<td>25</td>
</tr>
<tr>
<td>- Timeframes for Deciding Appeals</td>
<td>26</td>
</tr>
<tr>
<td>- Notification of Appeal Decision</td>
<td>26</td>
</tr>
<tr>
<td>- Voluntary Appeals</td>
<td>26</td>
</tr>
<tr>
<td>- Additional Provisions</td>
<td>26</td>
</tr>
<tr>
<td>BOYNTON HEALTH SERVICE</td>
<td>28</td>
</tr>
<tr>
<td>BENEFIT CHART</td>
<td>29</td>
</tr>
<tr>
<td>- Benefit Features, Limitations, and Maximums</td>
<td>29</td>
</tr>
<tr>
<td>- Networks</td>
<td>29</td>
</tr>
<tr>
<td>- Copays</td>
<td>29</td>
</tr>
<tr>
<td>- Out-of-Pocket Maximums</td>
<td>29</td>
</tr>
<tr>
<td>Section</td>
<td>Page</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Lifetime Maximum</td>
<td>29</td>
</tr>
<tr>
<td>Benefit Descriptions</td>
<td>29</td>
</tr>
<tr>
<td>Ambulance</td>
<td>30</td>
</tr>
<tr>
<td>Boynton Health Service Mental Health Care Benefits</td>
<td>31</td>
</tr>
<tr>
<td>Behavioral Health Mental Health Care</td>
<td>31</td>
</tr>
<tr>
<td>Boynton Health Service Substance Abuse Care Benefits</td>
<td>33</td>
</tr>
<tr>
<td>Behavioral Health Substance Abuse Care</td>
<td>33</td>
</tr>
<tr>
<td>Chiropractic Care</td>
<td>35</td>
</tr>
<tr>
<td>Boynton Health Service Dental Clinic Discount</td>
<td>36</td>
</tr>
<tr>
<td>Dental Care</td>
<td>36</td>
</tr>
<tr>
<td>Emergency Room</td>
<td>38</td>
</tr>
<tr>
<td>Home Health Care</td>
<td>39</td>
</tr>
<tr>
<td>Home Infusion Therapy</td>
<td>41</td>
</tr>
<tr>
<td>Hospice Care</td>
<td>42</td>
</tr>
<tr>
<td>Hospital Inpatient</td>
<td>43</td>
</tr>
<tr>
<td>Hospital Outpatient</td>
<td>44</td>
</tr>
<tr>
<td>Maternity</td>
<td>45</td>
</tr>
<tr>
<td>Medical Equipment, Prosthetics, and Supplies</td>
<td>46</td>
</tr>
<tr>
<td>Boynton Health Service Physical Therapy Benefits</td>
<td>48</td>
</tr>
<tr>
<td>Physical Therapy, Occupational Therapy, Speech Therapy</td>
<td>48</td>
</tr>
<tr>
<td>Boynton Health Service Physician Services Benefits</td>
<td>49</td>
</tr>
<tr>
<td>Physician Services</td>
<td>49</td>
</tr>
<tr>
<td>Boynton Health Service Prescription Drugs</td>
<td>51</td>
</tr>
<tr>
<td>Prescription Drugs and Insulin</td>
<td>51</td>
</tr>
<tr>
<td>Boynton Health Service Preventive Care Benefits</td>
<td>52</td>
</tr>
<tr>
<td>Preventive Care</td>
<td>52</td>
</tr>
<tr>
<td>Reconstructive Surgery</td>
<td>54</td>
</tr>
<tr>
<td>Skilled Nursing Facility</td>
<td>55</td>
</tr>
<tr>
<td>Transplant Coverage</td>
<td>56</td>
</tr>
<tr>
<td>Well-Child Care</td>
<td>58</td>
</tr>
<tr>
<td>BENEFIT SUBSTITUTION</td>
<td>59</td>
</tr>
<tr>
<td>GENERAL EXCLUSIONS</td>
<td>60</td>
</tr>
<tr>
<td>TERMINATION OF COVERAGE</td>
<td>65</td>
</tr>
<tr>
<td>Termination Events</td>
<td>65</td>
</tr>
<tr>
<td>Certification of Coverage</td>
<td>65</td>
</tr>
<tr>
<td>Extension of Benefits</td>
<td>65</td>
</tr>
<tr>
<td>Conversion/InterPlan Transfer (IPT)</td>
<td>66</td>
</tr>
<tr>
<td>COORDINATION OF BENEFITS</td>
<td>67</td>
</tr>
<tr>
<td>Definitions</td>
<td>67</td>
</tr>
<tr>
<td>Order of Benefits Rules</td>
<td>68</td>
</tr>
<tr>
<td>Effect on Benefits of This Student Health Benefit Plan</td>
<td>69</td>
</tr>
<tr>
<td>Right to Receive and Release Needed Information</td>
<td>69</td>
</tr>
<tr>
<td>Facility of Payment</td>
<td>69</td>
</tr>
<tr>
<td>Right of Recovery</td>
<td>69</td>
</tr>
<tr>
<td>REIMBURSEMENT AND SUBROGATION</td>
<td>70</td>
</tr>
</tbody>
</table>

EP489-W0, W1, W2, W3, W5
V1.1.10
153519 (10/10)
GENERAL PROVISIONS ..................................................................................................................72
Student Health Benefit Plan Administration ..........................................................................................72
Termination or Changes to the Student Health Benefit Plan .................................................................73
Funding ................................................................................................................................................73
Controlling Law ..................................................................................................................................73
Privacy of Protected Health Information ..............................................................................................74

GLOSSARY OF COMMON TERMS ......................................................................................................79
This Summary Plan Description (SPD) contains a summary of the University of Minnesota - Twin Cities Campus Student Health Benefit Plan (SHBP) and benefits for International Students and Scholars effective August 26, 2010.

Important! When receiving care, always present your identification card to the health care provider who is rendering the services. It is also important that you read this entire Summary Plan Description carefully. It explains the Student Health Benefit Plan, eligibility, notification procedures, covered expenses, and expenses that are not covered. If you have questions about your enrollment, eligibility or benefits at Boynton Health Service, please contact the Office of Student Health Benefits at umshbo@umn.edu or 1-800-232-9017.

Coverage under this Student Health Benefit Plan for students and dependents will begin as defined in the “Eligibility” section.

All coverage for dependents and all references to dependents in this Summary Plan Description are inapplicable for student-only coverage.

This Student Health Benefit Plan is financed and administered by the Office of Student Health Benefits on the University of Minnesota–Twin Cities Campus. The Student Health Benefit Plan is a self-funded medical plan. Blue Cross and Blue Shield of Minnesota (BCBSM) is the Claims Administrator and provides administrative claims payment services only. The Claims Administrator does not assume any financial risk or obligation with respect to claims. Coverage is subject to all terms and conditions of this Summary Plan Description, including medical necessity. The Student Health Benefit Plan Administrator (University of Minnesota, Office of Student Health Benefits) determines eligibility and verifies enrollment.

This Student Health Benefit Plan is not subject to the Employee Retirement Income Security Act of 1974 (ERISA). This Student Health Benefit Plan is not subject to the Consolidated Omnibus Restoration Act of 1986 (COBRA).

Unless otherwise specifically noted, this Student Health Benefit Plan is not subject to any Federal or State laws that are applicable to employer sponsored group health insurance programs.

To obtain the greatest possible benefits seek care at Boynton Health Service first. If Boynton is closed, use the Provider network or call the Boynton Health Service Information Nurse Line at 612-625-7900.

The Student Health Benefit Plan provides benefits for covered services you receive from eligible health care providers in the Provider Network. In-Network Providers are providers that have entered into a network contract with the Claims Administrator (BCBSMN) to provide you quality health services at favorable prices. These providers are also referred to as Participating Providers. Students and Scholars paying the mandatory Student Services Fee (or with Boynton Health Service Extended Coverage) receive the highest level of coverage when they use Boynton Health Service.

The Student Health Benefit Plan also provides benefits for covered services obtained from Out-of-Network Providers. In some cases, you receive a reduced level of coverage when you use these providers. Out-of-Network Providers include Out-of-Network Participating Providers and Nonparticipating Providers. Out-of-Network Participating Providers have entered into a network contract with the Claims Administrator or the local Blue Cross and/or Blue Shield Plan but are not In-Network Providers. Nonparticipating Providers have not entered into a network contract with the Claims Administrator or the local Blue Cross and/or Blue Shield Plan. You may pay a greater portion of your health care expenses when you use Nonparticipating Providers.

The Student Health Benefit Plan is in full compliance with the Civil Rights Restoration Act of 1987, as this law amended Title IX of the Education Amendments of 1972, Section 504 of the rehabilitation Act of 1973, and the Age Discrimination Act of 1975. This Student Health Benefit Plan provides pregnancy benefits on the same basis as any other temporary disability, including eligible expenses resulting from childbirth, abortion or miscarriage, or complications of pregnancy.
| **Student Health Benefit Plan Administrator** | **Office of Student Health Benefits**  
| University of Minnesota  
| 410 Church Street S.E., Room N323  
| Minneapolis, MN 55455  
| (612) 624-0627 or 1-800-232-9017 (out of area)  
| e-mail: umshbo@umn.edu  
| www.shb.umn.edu  
| **Boynton Health Service** | (612) 625-3222  
| **Blue Cross Blue Shield of Minnesota** | The Claims Administrator’s customer service staff is available to answer your questions about your coverage and direct your calls for preadmission and emergency admission notification.  
| (Questions on coverage and claims) | Monday through Thursday: 7:00 am - 7:00 pm CT  
| | Friday: 9:00 am - 4:30 pm CT  
| | Hours are subject to change without prior notice.  
| **Customer Service Telephone Number** | Claims Administrator: (651) 662-5004 or toll free at 1-866-870-0348  
| **Blue Cross Blue Shield of Minnesota Website** | www.bluecrossmn.com/uofm  
| **BlueCard Telephone Number** | Toll free 1-800-810-BLUE (2583)  
| | This number is used to locate providers who participate with Blue Cross and Blue Shield plans nationwide.  
| **BlueCard Website** | www.bcbs.com  
| | This website is used to locate providers who participate with Blue Cross and Blue Shield plans nationwide.  
| **Claims Administrator’s Mailing Address** | Claims review requests, and written inquiries may be mailed to the address below:  
| | Blue Cross and Blue Shield of Minnesota  
| | P.O. Box 64338  
| | St. Paul, MN 55164  
| | Prior authorization requests should be mailed to the following address:  
| | Blue Cross and Blue Shield of Minnesota  
| | Medical Review Department  
| | P.O. Box 64265  
| | St. Paul, MN 55164  
| **Healthy Start® Prenatal Support Telephone Number** | Toll free 1-866-489-6948 or (651) 662-1818  
| | This number is used to enroll in the Healthy Start Prenatal Support program.  
|
| **Stop-smoking program** | Toll free 1-888-662-BLUE (2583)  
This number is used to enroll in the stop-smoking program |
|--------------------------|---------------------------------------------------------|
| **Travel Assistance, Medical Evacuation & Repatriation** | Agents are available 24 hours a day to answer questions on medical evacuation or repatriation or provide emergency travel assistance:  
MEDEX Assistance Corporation  
P.O. Box 19056  
Baltimore, Maryland 21284  
1-800-527-0218  
www.medexassist.com |
**Healthy Start Prenatal Support**

Healthy Start® Prenatal Support is a personal, phone-based health program for pregnant women. The program helps moms-to-be learn what they need to know to have the healthiest possible pregnancy. If you enroll, you’ll be assigned to a registered nurse with obstetric experience, who will answer your questions and share information. Healthy Start nurses can help with every kind of pregnancy.

To request further information or to enroll, call (651) 662-1818 or toll free 1-866-489-6948.

**Stop-Smoking**

Stop-Smoking Support is a telephone-based service designed to help you quit using tobacco your way and at your pace. To participate, call the support line at 1-888-662-BLUE (2583). A Quit Coach will work with you one-on-one to develop a personalized quitting plan that addresses your specific concerns. You will receive written materials and personalized help for up to 12 months.

**Dedicated Nurse Support**

If you or an eligible family member has an ongoing condition like diabetes or heart disease — or you experience a major health event or illness—you may receive an invitation to take advantage of the voluntary and confidential Dedicated Nurse service. These health professionals look beyond your condition and at you as a whole person, matching phone-based support and educational resources to your needs. A Dedicated Nurse gets to know you over time so you don’t have to explain your situation every time you call.

If you think you are eligible to participate in the program and have not been invited, you may call the Customer Service telephone number listed on the back of your card. Once enrolled, you may choose not to participate at any time by calling the Customer Service telephone number listed on the back of your card.
ELIGIBILITY FOR DOMESTIC STUDENTS

The Student Health Benefit Plan is available to students admitted in a degree program who pay the mandatory Student Services Fee and are enrolled for six or more eligible credits* (three or more eligible credits during summer term).

*Eligible credits are credits registered for that contribute towards the total count under the enrollment guidelines for being assessed the mandatory Student Services Fee and require proof of health plan coverage or result in a charge for the Student Health Benefit Plan during the registration process.

Students enrolled for less than six credits (3 credits in summer term) are not eligible for participation in the Student Health Benefit Plan. Please contact the Office of Student Health Benefits with questions about eligibility for the Student Health Benefit Plan.

Health Plan Requirement, Enrollment, and Waiver Process

All degree seeking students registered for six or more eligible credits per semester (three or more eligible credits during summer term) are required by the University of Minnesota to have health plan coverage. At registration, students registering for six or more eligible credits will be automatically enrolled in the Student Health Benefit Plan unless they provide the name of their health insurance company and their policy number on the Student Health Benefit Plan Enrollment Form or in the appropriate fields of the self-registration screen during class enrollment. This information is subject to audit. If, during the audit process, information provided during registration is found to be unverifiable, the student will be in violation of the University Student Code of Conduct and charged the nonrefundable fee for the Student Health Benefit Plan.

If a student provides or confirms private health plan information during registration to waive the Student Health Benefit Plan, they can not request enrollment on the Student Health Benefit Plan for that term without providing proof of involuntary discontinuation of coverage from a group plan.

Graduate Students Registering for 0999 Credits Working on Thesis or Plan B Paper may CONTINUE coverage after completion of coursework for up to one year. The student must have been enrolled on the plan while taking six eligible class credits the previous semester. To continue coverage the student must be registered for 0999 and submit a letter from the Director of Graduate studies (every semester) verifying that they are making satisfactory progress. Students can not re-enroll if coverage is interrupted.

Students participating in a Learning Abroad experience who were enrolled in the Student Health Benefit Plan the previous term will automatically be enrolled in the Student Health Benefit Plan for the term of their Learning Abroad experience unless they submit and are approved for a waiver. Students are only eligible for a waiver if they have become eligible for and enrolled in other comparable health plan coverage. CISI insurance for Education Abroad is not eligible for a waiver. All eligible students must complete the waiver request process by the Twin Cities campus class registration deadline. Most students participating in a Learning Abroad experience do not pay the Student Services Fee during their term abroad and thus will not have access to Student Services Fee benefits at Boynton Health Service. For more information on Student Services Fee benefits at Boynton Health Service visit www.bhs.umn.edu/health-care-coverage.htm. Regular international student waiver guidelines apply.

Learning Abroad students are eligible to enroll in the Student Health Benefit Plan provided they met eligibility requirements the previous semester. Students enrolling in the Student Health Benefit Plan coverage who were not enrolled the previous semester, must contact the Office of Student Health Benefits before the registration deadline to fill out an enrollment form and provide a method of payment.

Enrollment Deadline

The Student Health Benefit Plan enrollment deadline coincides with the class registration deadlines set by the Office of the Registrar for each semester and for summer session. Please refer to the Class Schedule or the registration website at www.onestop.umn.edu. The enrollment deadline for dependents is the first 31 days of fall semester coverage, or within 31 days from an eligible life event or involuntary loss of coverage.
Late Enrollees

Eligible students and their dependents cannot enroll after the published registration and enrollment deadlines. Exceptions will only be made for those who can demonstrate an involuntary discontinuation of coverage from a group plan. The eligible student and dependents must have been dropped from their plan within 60 days from the date of application and payment of the applicable cost of coverage for the Student Health Benefit Plan for the semester or summer session. Applications must be submitted with certificate of credible coverage or a letter from the previous group plan verifying involuntary discontinuation of coverage and the date coverage ended. Rates will be determined on a prorated basis. (NOTE: Failure to make premium payments to your group plan, or failure to exercise your right to continue coverage, does not constitute involuntary loss of coverage).

Cancellation of Coverage While Remaining an Eligible Student

The Student Health Benefit Plan cannot be cancelled after the class registration deadline and coverage will remain in force through that term. To cancel coverage assessed on the fee statement by the registration deadline, the student must use on-line registration following the directions on the screens.

The only exception to the above cancellation provision will be for covered students who enter military service or who become eligible and enroll in the Graduate Assistant Health Plan. In those cases, the Student Health Benefit Plan will be cancelled on a pro-rata basis upon written request to the Office of Student Health Benefits. The request for cancellation must be submitted with a certificate of coverage to the Office of Student Health Benefits for consideration within 31 days of enrollment in the group plan. This provision also applies to any dependent coverage that is in force for the covered student.

Loss of Coverage Due to Cancellation of Classes

Cancellation of any or all classes resulting in the loss of eligibility for the Student Health Benefit Plan, will result in coverage being cancelled retro-active to the beginning of the semester. Refunds of the cost of the Student Health Benefit Plan follow the University refund schedule as stated in the Class Fee Refund Schedule.

IMPORTANT: Cancellation of classes and Continuation of Coverage
Students (and their covered dependents) cannot remain covered on the Student Health Benefit Plan if they have cancelled their classes and/or lost eligibility for the plan. The only exception to this policy is if a student obtains a formal medical withdrawal. Students obtaining a medical withdrawal may apply for re-enrollment on the Plan for the semester if covered on the plan the previous term. The provision to continue coverage is available to eligible students one term in an academic career. A Student Health Benefit Plan Enrollment form must be filled out and turned into the Office of Student Health Benefits within one week of submission of the request for medical withdrawal. The Enrollment form must be submitted with, proof of medical withdrawal and payment. Upon verification of eligibility the Office of Student Health Benefits will notify the student of the outcome of the application request via their University assigned email account.

Loss of Eligibility

Students no longer meeting eligibility resulting in termination of the Student Health Benefit Plan may contact the Office of Student Health Benefits to obtain details regarding enrollment in the University of Minnesota Continuation Options Plan through Blue Cross and Blue Shield of Minnesota. Enrollment form and payment for coverage under the Continuation Options Plan must be received by Blue Cross and Blue Shield of Minnesota within 60 days of termination of coverage under the Student Health Benefit Plan.

Annual Open Enrollment and Dependent Eligibility

Dependent coverage cannot be cancelled after the Enrollment Form has been submitted to the Office of Student Health Benefits. Coverage will remain in force through that term.

A covered student may purchase coverage for his or her spouse, registered same-sex domestic partner, and/or dependent children. Dependants must be enrolled when the student initially becomes eligible and is enrolled on the Student Health Benefit Plan or during the open enrollment period* for dependents.
Unmarried dependent children, stepchildren, and legal wards must be under the age of 19 years and declared as dependents on the covered student's federal income tax forms. Domestic Partners must meet eligibility criteria and complete a Declaration of Domestic Partnership available at the Office of Student Health Benefits prior to the effective date of dependent coverage. Dependents must be covered within the same enrollment period that applies to the covered student or within 31 days of becoming eligible. The period of coverage for dependents will be the same as that of the covered student except for special provisions under Continuation of Coverage.

*The open enrollment period for dependents is the first 31 days of coverage during Fall Semester.

The Continuation of Coverage provision applies to a covered student's Dependents. If coverage ends because the covered student dies or because of the entry of a valid decree of dissolution of marriage, the dependent spouse and/or children may continue coverage under this Student Health Benefit Plan to the end of the paid term. At the end of the term Blue Cross and Blue Shield of Minnesota will mail a certificate of creditable coverage to the insured upon termination of coverage. Upon discontinuation of eligibility to a covered student's dependents, the dependent spouse and/or children may purchase coverage under the University of Minnesota Continuation Options Plan from the Claims Administrator within 60 days of loss of coverage. Contact the Office of Student Health Benefits for details regarding the Continuation Options Plan.
ELIGIBILITY FOR INTERNATIONAL STUDENTS AND SCHOLARS

Health Plan Coverage Mandate

The University of Minnesota requires all international students, visiting scholars, and their dependents to enroll in the Student Health Benefit Plan (SHBP) unless they are covered by a United States-based employer-sponsored health plan or the Graduate Assistant Health Plan (GA Plan) provided by the University of Minnesota. This requirement applies to any student who has a current University-issued I-20 or J Visa document. Visiting Scholars must be at the University for more than 30 days to be eligible for coverage.

This mandate ensures that all international students, scholars and their dependents are compliant with their immigration visa requirements and the University mandate for students to have health plan coverage. This mandate also helps support academic success by guaranteeing that students and scholars have access to preventive health care and medical care in the event of illness or injury while they are enrolled at the University.

The insurance requirement described above applies to students, scholars and their dependents with a current University-issued admitting document. Coverage is guaranteed for international students and scholars from the time they arrive at the University of Minnesota and have their documents validated by International Student and Scholar Services through the point of the student’s or scholar’s departure. Coverage continues as long as the student or scholar meets and maintains criteria for international student or scholar eligibility.

Please contact the Office of Student Health Benefits at Boynton Health Service if you have questions about Student Health Benefit Plan eligibility.

Enrollment

International Students registering for classes will automatically be enrolled in the Student Health Benefit Plan and charged on their student account. Students with dependents must enroll their dependents by filling out and submitting an enrollment form and copy of the covered student’s I-20 form or J Visa (listing the eligible dependents) with payment to the Office of Student Health Benefits. International students participating in a Learning Abroad experience are required to maintain coverage under the Student Health Benefit Plan.

Visiting Scholars must enroll themselves and their dependents within 30 days of their arrival at the University by filling out and submitting an enrollment form and copy of the visiting scholars’ J Visa (listing the eligible dependents) with payment to the Office of Student Health Benefits. Visiting scholars must be at the University for more than 30 days to be eligible for coverage. Visiting scholars in an Academic Health Center (AHC) school are subject to AHC insurance guidelines and will be enrolled in the AHC Student Health Benefit Plan for visiting scholars.

Dependent Enrollment:

A covered student or scholar must purchase coverage for his or her spouse, and/or dependent children. **Dependents must be enrolled when the student or scholar initially is enrolled on the Student Health Benefit Plan or within 31 days of arrival or becoming eligible for the plan.** If the Student Health Benefit Plan Administrator does not receive the application when the student or scholar initially is enrolled or more than 31 days after arrival or becoming eligible for the plan, you will have to pay premiums retroactive according to the University policy, to the date you were required to enroll. Unmarried dependent children, stepchildren, and legal wards must be under the age of 19 years and declared as dependents on the covered student’s I-20 form or J Visa. Dependents must be covered within the same enrollment period that applies to the covered student or scholar or within 31 days of becoming eligible. The period of coverage for dependents will be the same as that of the covered student or scholar except for special provisions under Continuation of Coverage.

The Continuation of Coverage provision applies to a covered student’s or scholar’s Dependents. If coverage ends because the covered student or scholar dies or because of the entry of a valid decree of dissolution of marriage, the dependent spouse and/or children may continue coverage under this Student Health Benefit Plan to the end of the paid term. Blue Cross and Blue Shield of Minnesota will mail a certificate of creditable coverage to the insured upon termination of coverage.
Newborn Children

A child born to either a male or female Covered Student or Scholar while this Student Health Benefit Plan is in force will be covered by this Plan from the moment of birth if enrolled within 31 days of the child’s birth. A child born to a covered dependent while this Student Health Benefit Plan is in force will be covered by this Plan from the moment of birth (see the Maternity Expense Benefit section). Coverage for newborn children will consist of coverage for sickness or injury, including necessary care or treatment of congenital defects, birth abnormalities including orthodontic and oral surgery treatment involved in the management of cleft lip and cleft palate, or premature birth.

If the Covered Student does not have Dependent Child coverage when the child is born, the Covered Student must contact the Office of Student Health Benefits within 31 days of the child’s birth to enroll the child for such coverage to start from the moment of birth. If the Covered Student is already enrolled for Dependent Child coverage when the child is born, the Covered Student must contact the Office of Student Health Benefits within 31 days of the child’s birth to enroll the child for such coverage to start from the moment of birth. Dependent eligibility expires concurrently with that of the Covered Student, except under special circumstances as described under “Dependent Eligibility and Enrollment”.

Adding spouse and/or stepchildren

1. If the Student Health Benefit Plan Administrator receives the application within 31 days after you become eligible, coverage for your spouse and/or stepchildren starts on the date of marriage.

   Domestic Students:

2. If the Student Health Benefit Plan Administrator receives the application more than 31 days after the date of marriage the application will be rejected and you must reapply for coverage during the next open enrollment period (the first 30 days of coverage during the subsequent Fall Semester).

   International Students and Scholars:

3. If the Student Health Benefit Plan Administrator receives the application more than 31 days after the date of marriage or more than 31 days after the eligible dependent arrives in the United States, you will have to pay premiums retro-active according to the University policy, to the date you were required to enroll.

Adding newborns and children placed for adoption

1. If the Student Health Benefit Plan Administrator receives the application within 31 days of the date of birth, coverage for your newborn child starts on the date of birth.

   If the Student Health Benefit Plan Administrator receives the application within 31 days of the date of placement, coverage for your adopted child starts on the date of placement.

   Domestic Students:

2. If the Student Health Benefit Plan Administrator receives the application more than 31 days after the date of birth, the application will be rejected and you must reapply for coverage for your newborn child during the next open enrollment period (the first 30 days of coverage during the subsequent Fall Semester).

   If the Student Health Benefit Plan Administrator receives the application more than 31 days after the date of placement, the application will be rejected and you must reapply for coverage for your adopted child during the next open enrollment period (the first 30 days of coverage during the subsequent Fall Semester).
**International Students and Scholars:**

3. If the Student Health Benefit Plan Administrator receives the application more than 31 days after the date of birth, you will have to pay premiums retro-active according to the University policy, to the date you were required to enroll.

   If the Student Health Benefit Plan Administrator receives the application more than 31 days after the date of placement, you will have to pay premiums retro-active to the date you were required to enroll according to the University policy.

**Adding disabled children or disabled dependents**

A disabled dependent may be added to the Student Health Benefit Plan if the disabled dependent is otherwise eligible under the Plan. Coverage starts the first of the month following the day the Student Health Benefit Plan Administrator receives the application. A disabled dependent will not be denied coverage and will not be subject to any preexisting condition limitation period.

1. If the Student Health Benefit Plan Administrator receives the application within 31 days of the date of eligibility, coverage for your disabled dependent starts on the date of eligibility.

   **Domestic Students:**

2. If the Student Health Benefit Plan Administrator receives the application more than 31 days after the date of eligibility, the application will be rejected and you must reapply for coverage for your disabled dependent during the next open enrollment period (the first 30 days of coverage during the subsequent Fall Semester).

   **International Students and Scholars:**

3. If the Student Health Benefit Plan Administrator receives the application more than 31 days after the date of eligibility, you will have to pay premiums retro-active according to the University policy, to the date you were required to enroll.
STUDENT HEALTH BENEFIT PLAN HIGHLIGHTS

This abbreviated summary is not intended as a substitute for the detailed Student Health Benefit Plan description provided in the balance of this document. Review all details carefully, and if you have any questions, contact the Office of Student Health Benefits at (612) 624-0627 or email: umshbo@umn.edu.

Coverage Dates and Costs

<table>
<thead>
<tr>
<th>Semester</th>
<th>Dates of Coverage</th>
<th>Student</th>
<th>Spouse</th>
<th>Child</th>
<th>Children</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall</td>
<td>8/26/2010-1/17/2011</td>
<td>$930.00</td>
<td>$1,200.00</td>
<td>$912.00</td>
<td>$1,224.00</td>
</tr>
<tr>
<td>Spring</td>
<td>1/18/2011-8/24/2011</td>
<td>$930.00</td>
<td>$1,200.00</td>
<td>$912.00</td>
<td>$1,224.00</td>
</tr>
<tr>
<td>Monthly—Visiting scholars only</td>
<td>Visiting scholars</td>
<td>$195.00</td>
<td>$200.00</td>
<td>$152.00</td>
<td>$204.00</td>
</tr>
<tr>
<td></td>
<td>Visiting scholars - AHC</td>
<td>$214.00</td>
<td>$284.00</td>
<td>$211.00</td>
<td>$278.00</td>
</tr>
</tbody>
</table>

If the husband and wife are both enrolled at the University and are able to satisfy the eligibility requirements for this Student Health Benefit Plan, each may purchase coverage at the student-only cost. Either student may add children who are eligible dependents to their own coverage, but not both.

Summer Coverage

Students covered by the SHBP for the spring semester are automatically covered through the summer at no additional charge, even if they are not enrolled in summer classes.

The following rates are for students and dependents first enrolling in the summer session but who were not covered by the SHBP during the spring semester.

<table>
<thead>
<tr>
<th>Semester</th>
<th>Dates of Coverage</th>
<th>Student</th>
<th>Spouse</th>
<th>Child</th>
<th>Children</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer</td>
<td>5/23/2011-8/24/2011</td>
<td>$474.00</td>
<td>$612.00</td>
<td>$465.00</td>
<td>$624.00</td>
</tr>
</tbody>
</table>

MEDICAL EVACUATION & REPATRIATION BENEFITS

These Benefits are contracted by the Student Health Benefit Plan Administrator with MEDEX Assistance Corporation. For details, see the enclosed MEDEX brochure, visit the MEDEX website at www.medexassist.com or contact MEDEX Assistance Corporation at 1-800-527-0218. You may also contact the University of Minnesota Office of Student Health Benefits at 612-624-0627 or email: umshbo@umn.edu.

These Benefits are NOT provided by the Claims Administrator.
Choosing A Health Care Provider

You may choose any eligible provider of health services for the care you need. A “provider” is any person, facility, or program that provides covered services which the Claims Administrator determines are within the scope of the provider’s license, certification, registration, or training.

This Student Health Benefit Plan provides benefits based on the type of health care provider you select when you or your Covered Dependents use health care services. This benefit design has three options. You may use any or all of these options.

**Boynton Health Service**

Students paying the University’s mandatory Student Services Fee receive the highest level of benefit when they use Boynton Health Service.

A student must have active health plan coverage to be seen at Boynton Health Service. After a visit, Boynton Health Service will bill your health plan. Once Boynton receives payment and/or an explanation of benefits from your health plan, any balance remaining will be offset by the Student Services Fee (for those students who pay the Student Services Fee at the beginning of the term) except for the following exclusions: physical with forms (V70.3), vaccinations, medical supplies, injections, and prescriptions. Any charges not covered by the Student Services Fee will be the patient’s responsibility.

The Student Services Fee is only effective for care at Boynton Health Service if a student has active health plan coverage. The Student Services Fee only applies to health care visits at Boynton Health Service.

More detailed information about Student Services Fee benefits when you use Boynton Health Service can be found at [www.bhs.umn.edu/health-care-coverage.htm](http://www.bhs.umn.edu/health-care-coverage.htm).

Students enrolled in the Student Health Benefit Plan who have not paid the Student Services Fee, and SHBP enrolled dependents may use Boynton Health Service under the In-Network Provider Benefit level. Note that Student Services Fee benefits can only be obtained in conjunction with active health plan coverage.

The Student Health Benefit Plan may pay higher benefits if you choose In-Network Providers.

The Student Health Benefit Plan features a large network of Participating Providers and each provider is an independent contractor and is not the Claims Administrator’s agent.

**In-Network Providers**

When you choose these providers, you get the most benefits (other than at Boynton Health Service) for the least expense and paperwork. These providers will take care of any notification requirements and send your claims to the Claims Administrator and the Claims Administrator sends payment to the provider for covered services you receive. In-Network Providers are providers in the Aware Network and BlueCard Traditional Network. Your provider directory lists In-Network Providers and may change as providers initiate or terminate their network contracts. For current provider information, call customer service at (651) 662-5004 or 1-866-870-0348 or you may access the following website: [http://www.bluecrossmn.com/uofm](http://www.bluecrossmn.com/uofm) and click on the Blue Cross (Aware) icon. For benefit information on these providers, refer to the “Benefit Chart”.

For benefit information, refer to the Benefit Chart. These providers will:

1. accept payment based on the allowed amount;
2. file claims for you; and
3. be paid by their local Blue Cross and/or Blue Shield Plan.
Out-of-Network Providers

Out-of-Network Providers may include providers who have a network contract with the Claims Administrator or the local Blue Cross and/or Blue Shield Plan (Participating Providers), but are not In-Network Providers. Out-of-Network Participating Providers may take care of notification requirements and may file claims for you. Verify with your provider if these are services they will provide for you. Out-of-Network Providers also include Nonparticipating Providers.

Nonparticipating Providers have not entered into a network contract with the Claims Administrator or the local Blue Cross and/or Blue Shield Plan. You are responsible for providing notification when necessary and submitting claims for services received from Nonparticipating Providers. Refer to the Liability for Health Care Expenses provision for a description of charges that are your responsibility.

Nonparticipating Providers may not take care of notification requirements or file claims for you. You may also pay more of the bill. Refer to the next section for a description of charges that are your responsibility.

Continuity of Care

Continuity of Care for New Members

If you are new to this Plan this section applies to you. If you are currently receiving care from a provider or specialist who does not participate with the Claims Administrator, you may request to remain with this provider, and continue to receive care for a special medical need or condition, for a reasonable period of time before transferring to a participating provider as required under the terms of your coverage with this Plan. The Claims Administrator will authorize this continuation of care for a terminal illness in the final stages or for the rest of your life if a physician certifies that your life expectancy is 180 days or less. The Claims Administrator will also authorize this continuation of care if you are engaged in a current course of treatment for any of the following conditions or situations:

Continuation for up to 120 days:

1. an acute condition;
2. a life-threatening mental or physical illness;
3. a physical or mental disability rendering you unable to engage in one or more major life activities provided that the disability has lasted or can be expected to last for at least one year, or that has a terminal outcome;
4. a disabling or chronic condition in an acute phase or that is expected to last permanently;
5. you are receiving culturally appropriate services from a provider with special expertise in delivering those services; or
6. you are receiving services from a provider that are delivered in a language other than English.

Continuation through the postpartum period (six (6) weeks post delivery) for a pregnancy beyond the first trimester.

Transition to Participating Providers

At your request, the Claims Administrator will assist you in making the transition from a Nonparticipating to a Participating Provider. Please contact the Claims Administrator's customer service staff for a written description of the transition process, procedures, criteria, and guidelines.

Continuity of Care for Current Members

If you are a current member or dependent, this section applies to you. If the relationship between your participating primary care clinic or physician and the Claims Administrator ends, rendering your clinic or provider nonparticipating with the Claims Administrator, and the termination was not for cause, you may request to continue to receive care for a special medical need or condition, for a reasonable period of time before transferring to a participating provider as required under the terms of your coverage with this Plan.
The Claims Administrator will authorize this continuation of care for a terminal illness in the final stages or for the rest of your life if a physician certifies that your life expectancy is 180 days or less. The Claims Administrator will also authorize this continuation of care if you are engaged in a current course of treatment for any of the following conditions or situations:

Continuation for up to 120 days:

1. an acute condition;

2. a life-threatening mental or physical illness;

3. a physical or mental disability rendering you unable to engage in one or more major life activities provided that the disability has lasted or can be expected to last for at least one year, or that has a terminal outcome;

4. a disabling or chronic condition in an acute phase or that is expected to last permanently;

5. you are receiving culturally appropriate services from a provider with special expertise in delivering those services; or

6. you are receiving services from a provider that are delivered in a language other than English.

Continuation through the postpartum period (six (6) weeks post delivery) for a pregnancy beyond the first trimester.

**Transition to Participating Providers**

At your request, the Claims Administrator will assist you in making the transition from a Nonparticipating to a Participating Provider. Please contact the Claims Administrator's customer service staff for a written description of the transition process, procedures, criteria, and guidelines.

**Termination for Cause**

If the Claims Administrator has terminated its relationship with your provider for cause, the Claims Administrator will not authorize continuation of care with or transition of care to that provider. Your transition to a participating provider must occur immediately.

**Liability for Health Care Expenses**

**Charges That Are Your Responsibility**

For students (with active health plan coverage) paying the Student Services Fee and using Boynton Health Service for covered services, you are required to pay the following amounts:

1. copays, and

2. charges for services that are not covered.

When you use In-Network Providers for covered services, payment is based on the allowed amount. You are not required to pay for charges that exceed the allowed amount. You are required to pay the following amounts:

1. copays and coinsurance;

2. charges that exceed the benefit maximum;

3. charges for services that are not covered; and

4. charges for services that are investigative or not medically necessary if you are notified in writing before you receive services that the services are not covered and you agree in writing to pay all charges.
When you use Out-of-Network Participating Providers for covered services, payment is still based on the allowed amount. Most Out-of-Network Participating Providers agree to accept the allowed amount as payment in full. If not, you are required to pay all charges that exceed the allowed amount. In addition you are required to pay the following amounts:

1. copays and coinsurance;
2. charges that exceed the benefit maximum;
3. charges for services that are not covered; and
4. charges for services that are investigative or not medically necessary if you are notified in writing before you receive services that the services are not covered and you agree in writing to pay all charges.

When you use Out-of-Network Nonparticipating Providers for covered services, payment is still based on the allowed amount. However, because an Out-of-Network Nonparticipating Provider has not entered into a network contract with the local Blue Cross and/or Blue Shield Plan, the Out-of-Network Nonparticipating Provider is not obligated to accept the allowed amount as payment in full. This means that you may have substantial out-of-pocket expense when you use an Out-of-Network Nonparticipating Provider. You are required to pay the following amounts:

1. charges that exceed the allowed amount;
2. copays and coinsurance;
3. charges that exceed the benefit maximum;
4. charges for services that are not covered; including services that we determine are not covered based on claims coding guidelines; and
5. charges for services that are investigative or not medically necessary.

If you or the provider fail to contact the Claims Administrator for prior authorization or preadmission notification, your benefits may be reduced and you could pay additional charges.

**BlueCard Program**

**Liability Disclosure**

When you obtain health care services through the BlueCard Program outside the geographic area BCBSM serves, the amount you pay for covered services is usually calculated on the lower of:

1. The billed charges for your covered services; or
2. The negotiated price that the on-site Blue Cross and/or Blue Shield Plan (“Host Blue”) passes on to the Claims Administrator.

Often, this “negotiated price” consists of a simple discount that reflects the actual price paid by the Host Blue. Sometimes, however, the negotiated price is either 1) an estimated price that factors expected settlements, withholds, any other contingent payment arrangements and non-claims transactions with your health care provider or with a specified group of providers into the actual price; or 2) billed charges reduced to reflect an average expected savings with your health care provider or with a specified group of providers. The price that reflects average savings may result in greater variation (more or less) from the actual price paid than will the estimated price. The negotiated price will be prospectively adjusted to correct for over- or underestimation of past prices. The amount you pay, however, is considered a final price and will not be affected by the prospective adjustment.
Statutes in a small number of states may require the Host Blue either 1) to use a basis for calculating your liability for covered services that does not reflect the entire savings realized or expected to be realized on a particular claim; or 2) to add a surcharge. If any state statutes mandate liability calculation methods that differ from the usual BlueCard method noted above or require a surcharge, the Claims Administrator will calculate your liability for any covered health care services according to the applicable state statute in effect at the time you received your care.

**General Provider Payment Methods**

**Participating Providers**

Blue Cross and Blue Shield of Minnesota, the Claims Administrator, contracts with a large majority of doctors, hospitals and clinics in Minnesota to be part of its network. Other Blue Cross and Blue Shield Plans contract with providers in their states as well. (Each Blue Cross and/or Blue Shield Plan is an independent licensee of the Blue Cross and Blue Shield Association.) Each provider is an independent contractor and is not an agent or employee of the Claims Administrator, another Blue Cross and/or Blue Shield Plan, or the Blue Cross and Blue Shield Association. These health care providers are referred to as “Participating Providers.” They have agreed to accept as full payment (less deductibles, coinsurance and copays) an amount that the Claims Administrator or another Blue Cross and/or Blue Shield Plan has negotiated with its Participating Providers (the “Allowed Amount”). The allowed amount may vary from one provider to another for the same service.

Several methods are used to pay Participating Providers. If the provider is "participating" they are under contract and the method of payment is part of the contract. Most contracts and payment rates are negotiated or revised on an annual basis.

**Non-Institutional or Professional (i.e., doctor visits, office visits) Provider Payments**

- **Fee-for-Service:** Providers are paid for each service or bundle of services. Payment is based on the amount of the provider's billed charges.

- **Discounted Fee-for-Service:** Providers are paid a portion of their billed charges for each service or bundle of services. Payment may be a percentage of the billed charge or it may be based on a fee schedule that is developed using a methodology similar to that used by the federal government to pay providers for Medicare services.

- **Discounted Fee-for-Service, Withhold and Bonus Payments:** Providers are paid a portion of their billed charges for each service or bundle of services, and a portion (generally 5 - 20%) of the provider's payment is withheld. As an incentive to promote high quality and cost-effective care, the provider may receive all or a portion of the withhold amount based upon the cost-effectiveness of the provider's care. In order to determine cost-effectiveness, a per member per month target is established. The target is established by using historical payment information to predict average costs. If the provider's costs are below this target, providers are eligible for a return of all or a portion of the withhold amount and may also qualify for an additional bonus payment.

In addition, as an incentive to promote high quality care and as a way to recognize those providers that participate in certain quality improvement projects, providers may be paid a bonus based on the quality of the provider's care to its member patients. In order to determine quality of care, certain factors are measured, such as member patient satisfaction feedback on the provider, compliance with clinical guidelines for preventive services or specific disease management processes, immunization administration and tracking, and tobacco cessation counseling.

Payment for high cost cases and selected preventive and other services may be excluded from the discounted fee-for-service and withhold payment. When payment for these services is excluded, the provider is paid on a discounted fee-for-service basis, but no portion of the provider's payment is withheld.
Institutional (i.e., hospital and other facility) Provider Payments

- **Inpatient Care**
  - Payments for each Case (case rate): Providers are paid a fixed amount based upon the member's diagnosis at the time of admission, regardless of the number of days that the member is hospitalized. This payment amount may be adjusted if the length of stay is unusually long or short in comparison to the average stay for that diagnosis ("outlier payment"). The method is similar to the payment methodology used by the federal government to pay providers for Medicare services.
  - Payments for each Day (per diem): Providers are paid a fixed amount for each day the patient spends in the hospital or facility.
  - Percentage of Billed Charges: Providers are paid a percentage of the hospital's or facility's billed charges for inpatient or outpatient services, including home services.

- **Outpatient Care**
  - Payments for each Category of Services: Providers are paid a fixed or bundled amount for each category of outpatient services a member receives during one (1) or more related visits.
  - Payments for each Visit: Providers are paid a fixed or bundled amount for all related services a member receives in an outpatient or home setting during one (1) visit.
  - Payments for each Patient: Providers are paid a fixed amount per patient per calendar year for certain categories of outpatient services.

**Pharmacy Payment**

Four (4) kinds of pricing are compared and the lowest amount of the four (4) is paid:

- the average wholesale price of the drug, less a discount, plus a dispensing fee; or
- the pharmacy's retail price; or
- the maximum allowable cost we determine by comparing market prices (for generic drugs only); or
- the amount of the pharmacy's billed charge.

**Nonparticipating Providers**

When you use a Nonparticipating Provider, benefits are substantially reduced and you will likely incur significantly higher out-of-pocket expenses. A Nonparticipating Provider does not have any agreement with the Claims Administrator or another Blue Cross and/or Blue Shield Plan. For services received from a Nonparticipating Provider (other than those described under “Special Circumstances” below), the allowed amount is usually less than the allowed amount for a Participating Provider for the same service and can be significantly less than the Nonparticipating Provider’s billed charges. You are responsible for paying the difference between the Claims Administrator’s allowed amount and the Nonparticipating Provider’s billed charges. This amount can be significant and the amount you pay does not apply toward any out-of-pocket maximum contained in the Plan.

In determining the allowed amount for Nonparticipating Providers, the Claims Administrator makes no representations that this amount is a usual, customary or reasonable charge from a provider. See the allowed amount definition for a more complete description of how payments will be calculated for services provided by Nonparticipating Providers.

- **Example of payment for Nonparticipating Providers**

  The following table illustrates the different out-of-pocket costs you may incur using Nonparticipating versus Participating Providers for most services. The example assumes that the member deductible has been satisfied and that the Plan covers 80 percent of the allowed amount for Participating Providers and 60 percent of the allowed amount for Nonparticipating Providers.
It also presumes that the allowed amount for a Nonparticipating Provider will be less than for a Participating Provider. The difference in the allowed amount between a Participating Provider and Nonparticipating Provider could be more or less than the 40 percent difference in the following example.

<table>
<thead>
<tr>
<th></th>
<th>Participating Provider</th>
<th>Nonparticipating Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider charge:</td>
<td>$150</td>
<td>$150</td>
</tr>
<tr>
<td>Allowed Amount:</td>
<td>$100</td>
<td>$60</td>
</tr>
<tr>
<td>Claims Administrator pays:</td>
<td>$80 (80 percent of the allowed amount)</td>
<td>$36 (60 percent of the allowed amount)</td>
</tr>
<tr>
<td>Coinsurance member owes:</td>
<td>$20 (20 percent of the allowed amount)</td>
<td>$24 (40 percent of the allowed amount)</td>
</tr>
<tr>
<td>Difference up to billed charge member owes:</td>
<td>None (provider has agreed to write this off)</td>
<td>$90 ($150 minus $60)</td>
</tr>
<tr>
<td>Member pays:</td>
<td>$20</td>
<td>$114</td>
</tr>
</tbody>
</table>

*The Claims Administrator will in most cases pay the benefits for any covered health care services received from a Nonparticipating Provider directly to the member based on the allowed amounts and subject to the other applicable limitations in the Plan. An assignment of benefits from a member to a Nonparticipating Provider generally will not be recognized. This figure, therefore, represents the net cost to the member after being reimbursed by the Claims Administrator.

**Special Circumstances**

When you receive care from certain nonparticipating professionals at a participating facility such as a hospital; outpatient facility; or emergency room, the reimbursement to the nonparticipating professional may include some of the costs that you would otherwise be required to pay (e.g. the difference between the allowed amount and the provider’s billed charge). This reimbursement applies when nonparticipating professionals are hospital-based and needed to provide immediate medical or surgical care and you do not have the opportunity to select the provider of care. This reimbursement also applies when you receive care in a nonparticipating hospital as a result of a medical emergency.

- **Example**

  Your doctor admits you to the hospital for an elective procedure. Your hospital and surgeon are Participating Providers. You also receive anesthesia services, but you are not able to select the anesthesiologist. The anesthesiologist is not a Participating Provider. When the claim for anesthesia services is processed, the Claims Administrator may pay an additional amount because you needed care, but were not able to choose the provider who would render such services.

*Above is a general summary of the Plan’s provider payment methodologies only. Provider payment methodologies may change from time to time and every current provider payment methodology may not be reflected in this summary.*

*Please note that some of these payment methodologies may not apply to your particular plan.*

*Detailed information about payment allowances for services rendered by Nonparticipating Providers in particular is available at the Claims Administrator’s website*
Recommendations by Health Care Providers

In some cases, your provider may recommend or provide written authorization for services that are specifically excluded by the Student Health Benefit Plan. When these services are referred or recommended, a written authorization from your provider does not override any specific Student Health Benefit Plan exclusions.

Fraudulent Practices

Coverage for you or your dependents will be terminated if you or your dependent: materially misrepresent your medical history on the application for coverage; submit fraudulent, altered, or duplicate billings for personal gain; and/or allow another party not covered under the Student Health Benefit Plan to use your or your dependent’s coverage.

Time Periods

When the time of day is important for benefits or determining when coverage starts and ends, a day begins at 12:01 a.m. and ends at 12:00 a.m. the following day.

Medical Policy Committee

The Claims Administrator’s Medical Policy Committee determines whether new or existing medical treatment should be covered benefits. The Committee is made up of independent community physicians who represent a variety of medical specialties. The Committee’s goal is to find the right balance between making improved treatments available and guarding against unsafe or unproven approaches. The Committee carefully examines the scientific evidence and outcomes for each treatment being considered.
NOTIFICATION REQUIREMENTS

The Claims Administrator reviews services to verify that they are medically necessary and that the treatment provided is the proper level of care. Prior authorization and preadmission notification are recommended before you receive selected services so that you avoid incurring charges for services that may not be considered medically necessary. All applicable terms and conditions of your AHC Student Health Benefit Plan including exclusions, deductibles, copays, and coinsurance provisions continue to apply with an approved prior authorization, preadmission notification, and emergency admission notification.

The Claims Administrator recommends that you obtain prior authorization AND provide preadmission notification when you receive inpatient services from an Out-of-Network Provider.

Prior Authorization

In-Network Providers will obtain prior authorization for you.

You are responsible for obtaining prior authorization when you use Out-of-Network Providers. Some Out-of-Network Providers may obtain prior authorization for you. Verify with your providers if this is a service they will provide for you. If it is found, at the point the claim is processed, that services were not medically necessary, you are liable for all of the charges. The Claims Administrator recommends that you or the provider contact them at least 10 working days prior to receiving the care to determine if the services are eligible. The Claims Administrator will notify you of their decision within 10 working days, provided that the prior authorization request contains all the information needed to review the service.

The prior authorization list* is subject to change due to changes in the Claim Administrator’s medical policy. The most current list is available on the Claims Administrator’s website or by calling Customer Service.

- **Cosmetic versus medically necessary procedures – including, but not limited to:**
  - brow ptosis repair; excision of redundant skin (including panniculotomy); reduction mammoplasty; rhinoplasty; scar excision/revision; otoplasty; mastopexy; and gynecomastia
- **Coverage of routine care related to cancer clinical trials**
- **Dental and oral surgery including, but not limited to:**
  - services that are accident-related for the treatment of injury to sound and healthy natural teeth; temporomandibular joint (TMJ) surgical procedures; and orthognathic surgery
- **Drugs including, but not limited to:**
  - growth hormones; intravenous immunoglobulin (IVIG); oral fentanyl; subcutaneous immunoglobulin; rituximab for off-label usage; Amevive; Xolair; NPlate; Promacta; Tysabri; Cinryze; intravitreal implants; insulin-like growth factors; chelation therapy; botulinum toxin injections for off-label usage; and Revatio
- **Durable Medical Equipment (DME), prosthetics and supplies including but not limited to:**
  - unlisted DME codes over $1,000; functional neuromuscular electrical stimulation; manual and motorized wheelchairs and scooters; respiratory oscillatory devices; heavy duty and enclosed hospital beds; pressure reducing support surfaces (group 2 and 3); wound healing treatment; implantable hearing devices or prosthetics; continuous glucose monitors; amino acid-based elemental formula; ventricular assist devices; bone growth stimulators; communication assist devices; and microprocessor controlled prosthetics
- **Genetic testing including, but not limited to:**
  - testing for long QT interval; and testing for KRAs
- **Home health care**
- **Home infusion care involving drugs for which the Claims Administrator recommends prior authorization**
- **Hospice care**
- **Humanitarian Use Devices** (defined as devices that are intended to benefit patients by treating or diagnosing a disease or condition that affects fewer than 4,000 individuals in the United States per year, classified under the FDA Humanitarian Device Exemption)
- **Imaging services including, but not limited to:**
  - breast magnetic resonance imaging (MRI); and CT colonography (virtual colonoscopy)
- **Skilled nursing facility care**
- **Surgical procedures including, but not limited to:**
  - hyperhidrosis surgery; spinal cord stimulators; subtalar arthroereisis for treatment of foot disorders; surgical treatment of obstructive sleep apnea and upper airway resistance syndrome; vagus nerve stimulation (for all conditions); spinal fusion; and pelvic floor stimulation
- **Transplants**, except kidney and cornea
The Claims Administrator reserves the right to revise, update and/or add to this list at anytime without notice. The current list is available on the Claims Administrator’s website or by calling Customer Service.

The Claims Administrator prefers that all requests for prior authorization for Out-of-Network Providers be submitted in writing to ensure accuracy. Please refer to the Customer Service section for the telephone number and appropriate mailing address for prior authorization requests.

**Preadmission Notification**

Preadmission notification is required at least five (5) days in advance of being admitted for inpatient care for any type of nonemergency admission and for partial hospitalization. In-Network Providers will provide prior authorization for you. If the Claims Administrator is not notified, a penalty will apply. The Claims Administrator reduces the allowed amount for the admission by 25 percent. This means that without preadmission notification, you will pay a greater portion of the charges. The Claims Administrator also recommends that you obtain prior authorization for the services related to the inpatient admission. Please refer to Prior Authorization in this section.

If you receive services from an Out-of-Network Provider, you are responsible for providing preadmission notification. Some Out-of-Network Providers may provide preadmission notification for you. Verify with your providers if this is a service they will provide for you. If it is found, at the point the claim is processed, that services were not medically necessary, you are liable for all of the charges.

Preadmission notification is required for the following facilities:

1. Hospitals
   a. Acute care admissions
   b. Rehabilitation admissions
   c. Long-term acute care (LTAC) admissions
2. Residential behavioral health treatment facilities; and
3. Outpatient behavioral health treatment facilities providing partial hospitalization.

To provide preadmission notification, call the customer service telephone number provided in the Customer Service section. They will direct your call.

**Emergency Admission Notification**

Notice is required as soon as reasonably possible after an admission for pregnancy, medical emergency or injury that occurred within 48 hours of the admission.

If you receive services from an In-Network Provider, emergency admission notification will be obtained for you. You are responsible for obtaining emergency admission notification if your provider does not provide this service. You are responsible for providing emergency admission notification to the Claims Administrator as soon as reasonably possible when you use an Out-of-Network Provider. If it is found, at the point the claim is processed, that services were not medically necessary, you are liable for all of the charges.

To provide emergency admission notification, call the customer service telephone number provided in the Customer Service section. They will direct your call.
CLAIMS PROCEDURES

Claimants are entitled to a full and fair review of any claims made under this Student Health Benefit Plan. The claims procedures described in this SPD are intended to provide reasonable procedures governing the filing of claims, notification of benefit decisions, and appeals of adverse benefit determinations. A claimant must follow these procedures in order to obtain payment of benefits under this Student Health Benefit Plan. If the Claims Administrator, in its sole discretion, determines that a claimant has not incurred a covered expense or that the benefit is not covered under this Student Health Benefit Plan, no benefits will be payable under this Student Health Benefit Plan. All claims and questions regarding claims should be directed to the Claims Administrator.

Types of Claims

A "claim" is any request for a Student Health Benefit Plan benefit made in accordance with these claims procedures. You become a "claimant" when you make a request for a Student Health Benefit Plan benefit in accordance with these claims procedures. There are four types of claims, each with different claim and appeal rules. The primary difference is the timeframe within which claims and appeals must be determined. A communication regarding benefits that is not made in accordance with these procedures will not be treated as a claim.

Pre-service Claim

A "Pre-service Claim" is any request for a Student Health Benefit Plan benefit where the Student Health Benefit Plan specifically conditions receipt of the benefit, in whole or in part, on receiving approval in advance of obtaining the medical care, unless the claim involves urgent care, as defined below. If the Student Health Benefit Plan does not require a claimant to obtain approval of a medical service prior to getting treatment, then there is no "Pre-service Claim." The claimant simply follows these claims procedures with respect to any notice that may be required after receipt of treatment, and files the claim as a Post-service Claim.

Urgent Care Claim

An "Urgent Care Claim" is a special type of Pre-service Claim. An "Urgent Care Claim" is any Pre-service Claim for medical care or treatment with respect to which the application of the time periods that otherwise apply to Pre-service Claims could seriously jeopardize the life or health of the claimant or the claimant's ability to regain maximum function, or, in the opinion of a physician with knowledge of the claimant's medical condition, would subject the claimant to severe pain that cannot be adequately managed without the care or treatment that is the subject of the claim. The Claims Administrator will determine whether a Pre-service Claim involves urgent care, provided that, if a physician with knowledge of the claimant's medical condition determines that a claim involves urgent care, the claim will be treated as an Urgent Care Claim.

IMPORTANT: If a claimant needs medical care for a condition that could seriously jeopardize his or her life, there is no need to contact the Claims Administrator for prior approval. The claimant should obtain such care without delay.

Concurrent Care Claim

A "Concurrent Care Claim" arises when the Claims Administrator has approved an ongoing course of treatment to be provided over a period of time or number of treatments, and either (a) the Claims Administrator determines that the course of treatment should be reduced or terminated, or (b) the claimant requests extension of the course of treatment beyond that which the Claims Administrator has approved. If the Student Heath Benefit Plan does not require a claimant to obtain approval of a medical service prior to getting treatment, then there is no need to contact the Claims Administrator to request an extension of a course of treatment. The claimant follows these claims procedures with respect to any notice that may be required after receipt of treatment, and files the claim as a Post-service Claim.

Post-service Claim

A "Post-service Claim" is any request for a Student Health Benefit Plan benefit that is not a Pre-service Claim or an Urgent Care Claim.
Change in Claim Type

The claim type is determined when the claim is initially filed. However, if the nature of the claim changes as it proceeds through these claims procedures, the claim may be re-characterized. For example, a claim may initially be an Urgent Care Claim. If the urgency subsides, it may be re-characterized as a Pre-service Claim. It is very important to follow the requirements that apply to your particular type of claim. If you have any questions regarding the type of claim and/or what claims procedure to follow, contact the Claims Administrator.

Filing Claims

Except for Urgent Care Claims, discussed below, a claim is made when a claimant (or authorized representative) submits a request for Student Health Benefit Plan benefits to the Claims Administrator. A claimant is not responsible for submitting claims for services received from In-Network, Out-of-Network Participating or BlueCard Traditional Providers. These providers will submit claims directly to the Claims Administrator on the claimant’s behalf and payment will be made directly to these providers. If a claimant receives services from Nonparticipating Providers, they may have to submit the claims themselves. If the provider does not submit the claims on behalf of the claimant, the claimant should send the claims to the Claims Administrator. The necessary forms may be obtained by contacting the Claims Administrator. A claimant may be required to provide copies of bills, proof of payment, or other satisfactory evidence showing that they have incurred a covered expense that is eligible for reimbursement.

Urgent Care Claims

An Urgent Care Claim may be submitted to the Claims Administrator by telephone at (651) 662-5004 or toll free at 1-866-870-0348.

Pre-service Claims

A Pre-service Claim (including a Concurrent Care Claim that is also a Pre-service Claim) is considered filed when the request for approval of treatment or services is made and received by the Claims Administrator.

Post-service Claims

A Post-service Claim must be filed within 30 days following receipt of the medical service, treatment or product to which the claim relates unless (a) it was not reasonably possible to file the claim within such time; and (b) the claim is filed as soon as possible and in no event (except in the case of legal incapacity of the claimant) later than 12 months after the date of receipt of the service, treatment or product to which the claim relates.

IncorrectlyFiled Claims

These claims procedures do not apply to any request for benefits that is not made in accordance with these claims procedures, except that (a) in the case of an incorrectly-filed Pre-service Claim, the Claims Administrator will notify the claimant as soon as possible but no later than five (5) days following receipt of the incorrectly-filed claim; and (b) in the case of an incorrectly-filed Urgent Care Claim, the Claims Administrator will notify the claimant as soon as possible, but no later than 24 hours following receipt of the incorrectly-filed claim. The notice will explain that the request is not a claim and describe the proper procedures for filing a claim. The notice may be oral unless the claimant specifically requests written notice.

Timeframes for Deciding Claims

Urgent Care Claims

The Claims Administrator will decide an Urgent Care Claim as soon as possible, taking into account the medical exigencies, but no later than 72 hours after receipt of the claim.
Pre-service Claims
The Claims Administrator will decide a Pre-service Claim within a reasonable time appropriate to the medical circumstances, but no later than 15 days after receipt of the claim.

Concurrent Care Extension Request
If a claim is a request to extend a concurrent care decision involving urgent care and if the claim is made at least 24 hours prior to the end of the approved period of time or number of treatments, the Claims Administrator will decide the claim within 24 hours after receipt of the claim. Any other request to extend a concurrent care decision will be decided in the otherwise applicable timeframes for Pre-service, Urgent Care, or Post-service Claims.

Concurrent Care Reduction or Early Termination
The Claims Administrator’s decision to reduce or terminate an approved course of treatment is an adverse benefit determination that a claimant may appeal under these claims procedures, as explained below. The Claims Administrator will notify the claimant of the decision to reduce or terminate an approved course of treatment sufficiently in advance of the reduction or termination to allow the claimant to appeal the adverse benefit determination and receive a decision on appeal before the reduction or termination.

Post-Service Claims
The Claims Administrator will decide a Post-service Claim within a reasonable time, but no later than 30 days after receipt of the claim.

Extensions of Time
A claimant may voluntarily agree to extend the timeframes described above. In addition, if the Claims Administrator is not able to decide a Pre-service or Post-service Claim within the timeframes described above due to matters beyond its control, these timeframes may be extended for up to 15 days, provided the claimant is notified in writing prior to the expiration of the initial timeframe applicable to the claim. The notice will describe the matters beyond the Claims Administrator’s control that justify the extension and the date by which the Claims Administrator expects to render a decision. No extension of time is permitted for Urgent Care Claims.

Incomplete Claims
If any information needed to process a claim is missing, the claim will be treated as an incomplete claim. If an Urgent Care Claim is incomplete, the Claims Administrator will notify the claimant as soon as possible, but no later than 24 hours following receipt of the incomplete claim. The notice will explain that the claim is incomplete, describe the information necessary to complete the claim and specify a reasonable time, no less than 48 hours, within which the claim must be completed. The notice may be oral unless the claimant specifically requests written notice. The Claims Administrator will decide the claim as soon as possible but no later than 48 hours after the earlier of (a) receipt of the specified information, or (b) the end of the period of time provided to submit the specified information.

If a Pre-service or Post-service Claim is incomplete, the Claims Administrator will notify the claimant as soon as possible. The notice will explain that the claim is incomplete and describe the information needed to complete the claim. The timeframe for deciding the claim will be suspended from the date the claimant receives the notice until the date the necessary information is provided to the Claims Administrator. The Claims Administrator will decide the claim following receipt of the requested information and provide the claimant with written notice of the decision.

Notification of Initial Benefit Decision
The Claims Administrator will provide the claimant with written notice of an adverse benefit determination on a claim. A decision on a claim is an “adverse benefit determination” if it is (a) a denial, reduction, or termination of, or (b) a failure to provide or make payment (in whole or in part) for a benefit. The Claims Administrator will provide the claimant written notice of the decision on a Pre-service or Urgent Care Claim whether the decision is adverse or not. The Claims Administrator may provide the claimant with oral notice of an adverse benefit determination on an Urgent Care Claim, but written notice will be furnished no later than three (3) days after the oral notice.
Appeals of Adverse Benefit Determinations

Appeal Procedures

A claimant has a right to appeal an adverse benefit determination under these claims procedures. These appeal procedures provide a claimant with a reasonable opportunity for a full and fair review of an adverse benefit determination. The Claims Administrator will follow these procedures when deciding an appeal:

1. A claimant must file an appeal within 180 days following receipt of a notice of an adverse benefit determination;

2. A claimant will have the opportunity to submit written comments, documents, records, and other information relating to the claim for benefits;

3. The individual who reviews and decides the appeal will be a different individual than the individual who made the initial benefit decision and will not be a subordinate of that individual;

4. The Claims Administrator will give no deference to the initial benefit decision;

5. The Claims Administrator will take 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 decision;

6. The Claims Administrator will, in deciding an appeal of any adverse benefit determination that is based in whole or in part upon a medical judgment, consult with a health care professional with the appropriate training and experience who is neither the same individual who was consulted regarding the initial benefit decision nor a subordinate of that individual;

7. The Claims Administrator will provide the claimant, upon request, the names of any medical or vocational experts whose advice was obtained in connection with the initial benefit decision, even if the Claims Administrator did not rely upon their advice; and

8. The Claims Administrator will provide the claimant, upon request and free of charge, reasonable access to, and copies of, all documents, records, and other information relevant to the claimant’s claim; any internal rule, guideline, protocol or other similar criterion relied upon in making the initial benefit decision; an explanation of the scientific or clinical judgment for the determination, applying the terms of the Student Health Benefit Plan to the claimant's medical circumstances; and information regarding any voluntary appeals offered by the Claims Administrator.

Filing Appeals

Except for Urgent Care Claims, discussed below, a claimant must file an appeal within 180 days following receipt of the notice of an adverse benefit determination. A claimant’s failure to comply with this important deadline may cause the claimant to forfeit any right to any further review under these claims procedures or in a court of law. An appeal is filed when a claimant (or authorized representative) submits a written request for review to the Claims Administrator. A claimant is responsible for submitting proof that the claim for benefits is covered and payable under the Student Health Benefit Plan.

Urgent Care Appeals

An urgent care appeal may be submitted to the Claims Administrator by telephone at (651) 662-5004 or toll free at 1-866-870-0348. The Claims Administrator will transmit all necessary information, including the Claims Administrator’s determination on review, by telephone, fax, or other available similar methods.
**Timeframes for Deciding Appeals**

**Urgent Care Claims**

The Claims Administrator will decide the appeal of an Urgent Care Claim as soon as possible, taking into account the medical exigencies, but no later than 72 hours after receipt of the request for review.

**Pre-Service Claims**

The Claims Administrator will decide the appeal of a Pre-service Claim within a reasonable time appropriate to the medical circumstances, but no later than 30 days after receipt of the written request for review.

**Post-service Claims**

The Claims Administrator will decide the appeal of a Post-service Claim within a reasonable period, but no later than 60 days after receipt of the written request for review.

**Concurrent Care Claims**

The Claims Administrator will decide the appeal of a decision to reduce or terminate an initially approved course of treatment before the proposed reduction or termination takes place. The Claims Administrator will decide the appeal of a denied request to extend a concurrent care decision in the appeal timeframe for Pre-service, Urgent Care, or Post-service Claims described above, as appropriate to the request.

**Notification of Appeal Decision**

The Claims Administrator will provide the claimant with written notice of the appeal decision. The Claims Administrator may provide the claimant with oral notice of an adverse decision on an Urgent Care Claim appeal, but written notice will be furnished no later than three (3) days after the oral notice. If the claimant does not receive a written response to the appeal within the timeframes described above, the claimant may assume that the appeal has been denied. The decision by the Claims Administrator on review will be final, binding and conclusive and will be afforded the maximum deference permitted by law. **These claims procedures must be exhausted before any legal action is commenced.**

**Voluntary Appeals**

A voluntary appeal may be available to a claimant receiving an adverse decision on a Pre-service or Post-service Claim appeal. A claimant must file a voluntary appeal within 60 days following receipt of the adverse Pre-service or Post-Service Claim appeal decision. A voluntary appeal is filed when a claimant (or authorized representative) submits a written request for a voluntary appeal to the Claims Administrator. The Claims Administrator will provide the claimant with written notice of voluntary appeal decision. For more information on the voluntary appeals process, contact the Claims Administrator.

**Additional Provisions**

**Authorized Representative**

A claimant may appoint an “authorized representative” to act on his or her behalf with respect to a claim or an appeal of an adverse benefit determination. To appoint an authorized representative, a claimant must complete a form that can be obtained from the Claims Administrator. However, in connection with an Urgent Care Claim, the Claims Administrator will permit a health care professional with knowledge of the claimant's medical condition to act as the claimant's authorized representative without completion of this form. Once an authorized representative is appointed, all future communication from the Claims Administrator will be made with the representative rather than the claimant, unless the claimant provides specific written direction otherwise. An assignment for purposes of payment (e.g., to a health care professional) does not constitute an appointment of an authorized representative under these claims procedures. Any reference in these claims procedures to claimant is intended to include the authorized representative of such claimant.
Claims Payment

When a claimant uses In-Network, Out-of-Network Participating Providers or providers who have signed a BlueCard Traditional network contract with the local Blue Cross and Blue Shield Plans, the Student Health Benefit Plan pays the provider. When a claimant uses a Nonparticipating Provider the Student Health Benefit Plan pays the claimant. A claimant may not assign his or her benefits to a Nonparticipating Provider, except when parents are divorced. In that case, the custodial parent may request, in writing, that the Student Health Benefit Plan pay a Nonparticipating Provider for covered services for a child. When the Student Health Benefit Plan pays the provider at the request of the custodial parent, the Student Health Benefit Plan has satisfied its payment obligation. This provision may be waived for certain institutional and out-of-state institutional and medical/surgical providers outside the state of Minnesota.

The Student Health Benefit Plan does not pay claims to providers or to employees for services received in countries that are sanctioned by the United States Department of Treasury’s Office of Foreign Assets Control (OFAC), except for medical emergency services when payment of such services is authorized by OFAC. Countries currently sanctioned by OFAC include Cuba, Iran, and Syria. OFAC may add or remove countries from time to time.

Release of Records

Claimants agree to allow all health care providers to give the Claims Administrator needed information about the care that they provide to them. The Claims Administrator may need this information to process claims, conduct utilization review and quality improvement activities, and for other health plan activities as permitted by law. If a provider requires special authorization for release of records, claimants agree to provide this authorization. A claimant’s failure to provide authorization or requested information may result in denial of the claimant’s claim.

Right of Examination

The Claims Administrator and the Plan Administrator each have the right to ask a claimant to be examined by a provider during the review of any claim. The Student Health Benefit Plan pays for the exam whenever either the Claims Administrator or the Plan Administrator requests the exam. A claimant’s failure to comply with this request may result in denial of the claimant’s claim.
This benefit level is only available to students who are enrolled in the Student Health Benefit Plan and have paid the mandatory Student Services Fee (or the extended coverage fee for Boynton Health Service). Student Health Benefit Plan enrollees who have not paid the Student Services Fee (including dependents) may use Boynton Health Service under the In-Network benefit level (see the Benefit Chart pages 29-58).

The Student Health Benefit Plan provides 100% coverage for Eligible Expenses incurred at Boynton Health Service, subject to the following copayment schedule.

<table>
<thead>
<tr>
<th>Service</th>
<th>Copayment Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical Therapy</td>
<td>$5 copayment per visit</td>
</tr>
<tr>
<td>Weight Loss Program</td>
<td>$20 copayment</td>
</tr>
<tr>
<td></td>
<td>$10 copayment/individual visit</td>
</tr>
<tr>
<td>Mental Health</td>
<td>$5 copayment/group visit</td>
</tr>
<tr>
<td></td>
<td>$250 annual copayment maximum</td>
</tr>
<tr>
<td></td>
<td>Generic drug copay: $12</td>
</tr>
<tr>
<td></td>
<td>Brand name copay: $20</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Depoprevara copay: $36</td>
</tr>
<tr>
<td></td>
<td>For one-month or one cycle supply of each prescription filled at Boynton Health Service with a maximum drug benefit of $3,000 per Plan Year.</td>
</tr>
</tbody>
</table>

Boynton Health Service Notes:

- Pharmacy Benefits listed above are available only at the Boynton Health Service Pharmacy.
- Medications are limited to FDA-approved medications and must be on the Student Health Benefit Plan’s formulary maintained by the Boynton Health Service Pharmacy.
- If a Student Health Benefit Plan enrollee receives prescription medication for medical emergency care received in an emergency room when Boynton Health Service is closed, and the prescription is filled at a pharmacy other than Boynton Health Service Pharmacy, the person is responsible for submitting the claim for reimbursement to the Office of Student Health Benefits including receipts or applicable bills and the emergency room discharge form within 90 days of the date of service. Reimbursement in this situation is 50% of eligible expenses.
- Although Boynton Health Service is a full-service outpatient clinic, some services may not be available within the clinic. Individual psychotherapy is limited to those situations deemed appropriate for short-term therapy.
This section lists covered services and the benefits the Student Health Benefit Plan pays. All benefit payments are based on the allowed amount. Coverage is subject to all other terms and conditions of this Summary Plan Description and must be medically necessary.

**Benefit Features, Limitations, and Maximums**

### Networks:
- In-Network Providers
- BlueCard Program Providers
- Aware Network Providers
- BlueCard Traditional Network Providers

<table>
<thead>
<tr>
<th>Benefit Features</th>
<th>Your Liability</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Copays</strong></td>
<td></td>
</tr>
<tr>
<td>Retail Health Clinic copay</td>
<td>$10 per visit</td>
</tr>
</tbody>
</table>

This Prescription Benefit is only available at Boynton Health Pharmacy.

- Prescription drugs:

  (Boynton Health pharmacy and mail order drugs have a combined maximum benefit of $3,000 per person per plan year)

  **Boynton Health Pharmacy:**
  - Generic drug copay $12
  - Brand name drug copay $20

  **Mail services pharmacy:**
  - Generic drug copay $24
  - Brand name drug copay $40

<table>
<thead>
<tr>
<th>Benefit Features</th>
<th>Limitations and Maximums</th>
</tr>
</thead>
</table>

**Out-of-Pocket Maximums**

- All providers combined (except copayments at Boynton Health Service incurred by students who have paid the Student Services Fee) $2,000 per person per plan year

The following items are applied toward the Out-of-Pocket Maximum:

1. coinsurance;
2. Retail Health Clinic copays; and
3. penalties for not giving the Claims Administrator preadmission notification.

### Benefit Descriptions

Please refer to Boynton Health Service (page 28) for your highest level of coverage.

Please refer to the following pages for a more detailed description of Student Health Benefit Plan benefits.
<table>
<thead>
<tr>
<th>Ambulance</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Student Health Benefit Plan Covers:</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>• Air or ground transportation for basic or advanced life support from the place of departure to the nearest facility equipped to treat the illness</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Medically necessary, prearranged or scheduled air or ground ambulance transportation requested by an attending physician or nurse</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NOTES:**

- Please see the Notification Requirements section.
- If the Claims Administrator determines air ambulance was not medically necessary but ground ambulance would have been, the Student Health Benefit Plan pays up to the allowed amount for medically necessary ground ambulance.

**NOT COVERED:**

- transportation services that are not medically necessary for basic or advanced life support
- transportation services that are mainly for your convenience
- please refer to the General Exclusions section
### Boynton Health Service Mental Health Care Benefits

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>Boynton Health Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Outpatient health care professional charges rendered at Boynton Health Service</td>
<td>100% after you pay the $10 office visit copay for individual visits and $5 office visit copay for group visits. $250 annual copayment maximum</td>
</tr>
</tbody>
</table>

### Behavioral Health Mental Health Care

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Outpatient health care professional charges for services including:</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>▪ assessment and diagnostic services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ individual/group/family therapy (office/in-home mental health services)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ neuro-psychological examinations</td>
<td></td>
<td></td>
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<tr>
<td>• Professional health care charges for services including:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ clinical based partial programs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ clinical based day treatment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ clinical based Intensive Outpatient Programs (IOP)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Outpatient hospital/outpatient behavioral health treatment facility charges for services including:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ evaluation and diagnostic services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ individual/group therapy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ crisis evaluations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ observation beds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ family therapy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Inpatient health care professional charges</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Inpatient hospital and inpatient residential behavioral health treatment facility charges for services including:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ hospital based partial programs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ hospital based day treatment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ hospital based Intensive Outpatient Programs (IOP)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ all eligible inpatient services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ emergency holds</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
NOTES:

• Please refer to Boynton Health Service (page 28) for your highest level of coverage.
• Please see the Notification Requirements section.
• Court-ordered treatment for mental health care that is based on an evaluation and recommendation for such treatment or services by a physician or a licensed psychologist is deemed medically necessary.
• A court-ordered, initial exam for a dependent child under the age of 18 is also considered medically necessary without further review by the Claims Administrator. Court-ordered treatment for mental health care that is not based on an evaluation and recommendation as described above will be evaluated to determine medical necessity. Court-ordered treatment that does not meet the criteria above will be covered if it is determined to be medically necessary and otherwise covered under this Plan.
• Outpatient family therapy is covered if rendered by a health care professional and the identified patient must be a covered member. The family therapy services must be for the treatment of a behavioral health diagnosis.
• Admissions that qualify as “emergency holds” as the term is defined in Minnesota statutes are considered medically necessary for the entire hold.
• Coverage is provided for diagnosable mental health conditions, including autism and eating disorders.
• Coverage provided for treatment of emotionally disabled children in a licensed residential behavioral health treatment facility is covered the same as any other inpatient hospital medical admission.
• For home health related services, refer to Home Health Care.
• Psychoeducation is covered for individuals diagnosed with schizophrenia, bipolar disorder, and borderline personality disorder. Psychoeducational programs are delivered by an eligible provider to the patient on a group or individual basis as part of a comprehensive treatment program. Patients receive support, information, and management strategies specifically related to their diagnosis.
• Coverage is provided for therapy conducted by televideo conferencing services. Eligible televideo conferencing services do not include email and physician/patient telephone calls, except for eligible E-Visits.
• Coverage is provided for crisis evaluations delivered by mobile crisis units.
• You pay all charges that exceed the allowed amount when you use a Nonparticipating Provider.

NOT COVERED:

• treatment for attention deficit disorder without mention of hyperactivity or with hyperactivity (only the testing is covered)
• services for mental illness that are not listed in the most recent edition of the International Classification of Diseases
• custodial care, nonskilled care, adult daycare or personal care attendants
• services or confinements ordered by a court or law enforcement officer that are not medically necessary; services that are not considered medically necessary include, but are not limited to, the following: custody evaluations, parenting assessments, education classes for Driving Under the Influence (DUI)/Driving While Intoxicated (DWI) offenses, competency evaluations, adoption home status, parental competency and domestic violence programs
• room and board for foster care, group homes, incarceration, shelter, shelter care, and lodging programs
• halfway house services
• services for marriage/counseling therapy/counseling not related to the treatment of a covered member’s diagnosable mental health disorder
• services for or related to marriage/couples training for the primary purpose of relationship enhancement including, but not limited to premarital education; or marriage/couples retreats, encounters, or seminars
• educational services with the exception of nutritional education for individuals diagnosed with anorexia nervosa, bulimia, or eating disorders NOS (not otherwise specified)
• skills training
• therapeutic support of foster care (services designed to enable the foster family to provide a therapeutic family environment or support for the foster child’s improved functioning)
• services for the treatment of learning disabilities
• therapeutic day care and therapeutic camp services
• hippotherapy (equine movement therapy)
• charges made by a health care professional for email and physician/patient telephone consultations, except for eligible E-Visits
• please refer to the General Exclusions section
Boynton Health Service Substance Abuse Care Benefits

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>Boynton Health Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Outpatient health care professional charges rendered at Boynton Health Services</td>
<td>100% after you pay the $10 office visit copay for individual visits and $5 office visit copay for group visits.</td>
</tr>
<tr>
<td></td>
<td>$250 annual copayment maximum</td>
</tr>
</tbody>
</table>

Behavioral Health Substance Abuse Care

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Outpatient health care professional charges for services including:</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>▪ assessment and diagnostic services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ family therapy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ opioid treatment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Outpatient hospital/outpatient behavioral health treatment facility charges for services including:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Intensive Outpatient Programs (IOP) and related aftercare services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Inpatient health care professional charges</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Inpatient hospital/residential behavioral health treatment facility charges</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

NOTES:

• Please refer to Boynton Health Service for your highest level of coverage.
• Please see the Notification Requirements section.
• Court-ordered treatment for substance abuse care that is based on an evaluation and recommendation for such treatment or services by a physician or a licensed psychologist, a licensed alcohol and drug dependency counselor or a certified substance abuse assessor is deemed medically necessary.
• A court-ordered, initial exam for a dependent child under the age of 18 is also considered medically necessary without further review by the Claims Administrator. Court-ordered treatment for substance abuse care that is not based on an evaluation and recommendation as described above will be evaluated to determine medical necessity. Court-ordered treatment will be covered if it is determined to be medically necessary and otherwise covered under this Plan.
• Admissions that qualify as “emergency holds”, as the term is defined in Minnesota statutes, are considered medically necessary for the entire hold.
• Outpatient family therapy is covered if rendered by a health care professional and the identified patient must be a covered member. The family therapy services must be for treatment of a behavioral health diagnosis.
• For home health related services, refer to Home Health Care.
• Coverage is provided for therapy conducted by televideo conferencing services. Eligible televideo conferencing services do not include email and physician/patient telephone calls, except for eligible E-Visits.
• You pay all charges that exceed the allowed amount when you use a Nonparticipating Provider.

**NOT COVERED:**

• treatment for attention deficit disorder without mention of hyperactivity or with hyperactivity (only the testing is covered)
• services for substance abuse or addictions that are not listed in the most recent edition of the *International Classification of Diseases*
• custodial care, nonskilled care, adult daycare or personal care attendants
• services or confinements ordered by a court or law enforcement officer that are not medically necessary; services that are not considered medically necessary include, but are not limited to, the following: custody evaluations, parenting assessments, education classes for Driving Under the Influence (DUI)/Driving While Intoxicated (DWI) offenses, competency evaluations, adoption home status, parental competency and domestic violence programs
• room and board for foster care, group homes, incarceration, shelter, shelter care, and lodging programs
• halfway house services
• substance abuse interventions, defined as a meeting or meetings, with or without the affected person, of a group of people who are concerned with the current behavioral health of a family member, friend or colleague, with the intent of convincing the affected person to enter treatment for the condition
• charges made by a health care professional for email and physician/patient telephone consultations, except for eligible E-Visits
• please refer to the General Exclusions section
# Chiropractic Care

The Student Health Benefit Plan Covers:

<table>
<thead>
<tr>
<th></th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chiropractic care</td>
<td>80%</td>
<td>80%</td>
</tr>
</tbody>
</table>

**NOTES:**

- Please see the Notification Requirements section.
- Chiropractic care is limited to a maximum benefit of $500 per person per plan year when you use an Out-of-Network Provider.
- Office visits include medical history, medical examination, medical decision making, counseling, coordination of care, nature of presenting problem, and the chiropractor’s time.
- For lab and diagnostic imaging services billed by a health care professional, refer to Physician Services. For lab and diagnostic imaging services billed by a facility, refer to Hospital Inpatient or Hospital Outpatient.
- You pay all charges that exceed the allowed amount when you use a Nonparticipating Provider.

**NOT COVERED:**

- Services for or related to vocational rehabilitation (defined as services provided to an injured employee to assist the employee to return either to their former employment or a new position, or services to prepare a person with disabilities for employment), except when medically necessary and provided by an eligible health care provider
- Services for or related to recreational therapy (defined as the prescribed use of recreational or other activities as treatment interventions to improve the functional living competence of persons with physical, mental, emotional and/or social disadvantages) or educational therapy (defined as special education classes, tutoring, and other non medical services normally provided in an educational setting), or forms of nonmedical self-care or self-help training, including, but not limited to: health club memberships; aerobic conditioning; therapeutic exercises; work-hardening programs; etc.; and all related material and products for these programs
- Services for or related to therapeutic massage
- Services for or related to rehabilitation services that are not expected to make measurable or sustainable improvement within a reasonable period of time, unless they are medically necessary and part of specialized maintenance therapy to treat the member’s condition
- Custodial care
- Please refer to the General Exclusions section
## Boynton Health Service Dental Clinic Discount

### The Student Health Benefit Plan Discounts:  
- Discounts on routine dental services when provided at Boynton Health Service Dental Clinic

### Boynton Health Service Dental Clinic:  
- 20% discount of the cost of the service. The routine dental care discount is only available at Boynton Health Service Dental Clinic.

### Dental Care

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accident-related dental services from a physician or dentist for the treatment of an injury to sound and healthy natural teeth</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>Treatment of cleft lip and palate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Surgical and nonsurgical treatment of temporomandibular joint (TMJ) disorder and craniomandibular disorder</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### NOTES:
- The routine dental care discount is only available at Boynton Health Service Dental Clinic.
- Please see the Notification Requirements section.
- All of the above mentioned benefits are subject to medical necessity and eligibility of the proposed treatment. Treatment must occur while you are covered under this Student Health Benefit Plan.
- The Plan covers orthodontia to repair, restore and reposition sound natural teeth that have been damaged lost or removed due to an accidental injury.
- Accident-related dental services, treatment and/or restoration of a sound and healthy natural tooth must be initiated within 12 months of the date of injury or within 12 months of your effective date of coverage under this Plan. Coverage is limited to the initial treatment (or course of treatment) and/or initial restoration. Only services performed within 24 months from the date treatment or restoration is initiated are covered. Coverage for treatment and/or restoration is limited to re-implantation of original sound and healthy natural teeth, crowns, fillings and bridges.
- Discount for service obtained at Boynton Health Service Dental Clinic is contingent on payment of treatment being made at the time of service.
- The Student Health Benefit Plan covers anesthesia and inpatient and outpatient hospital charges for dental care provided to a covered person who is a child under age five (5); is severely disabled; or has a medical condition that requires hospitalization or general anesthesia for dental treatment. For facility charges please refer to Hospital Inpatient or Hospital Outpatient.
- For hospital/facility charges, refer to Hospital Inpatient or Hospital Outpatient.
- Treatment for cleft lip and palate includes inpatient and outpatient expenses arising from medical and dental treatment, including orthodontia and oral surgery. For medical services, refer to Hospital Inpatient, Hospital Outpatient, Physician Services, etc.
- Treatment for cleft lip and palate is limited to services that are scheduled or initiated prior to the member turning age 19.
- Services for surgical and nonsurgical treatment of temporomandibular joint (TMJ) disorder and craniomandibular disorder must be covered on the same basis as any other body joint and administered or prescribed by a physician or dentist.
- Orthognathic surgery is covered for the treatment of temporomandibular joint (TMJ) disorder and craniomandibular disorder.
• Bone grafts for the purpose of reconstruction of the jaw and for treatment of cleft lip and palate is a covered service, but not for the sole purpose of supporting a dental implant, dentures or a dental prosthesis.
• A sound and healthy natural tooth is a viable tooth (including natural supporting structures) that is free from disease that would prevent continual function of the tooth for at least one year. In the case of primary (baby) teeth, the tooth must have a life expectancy of one year. A dental implant is not a sound and healthy natural tooth.
• You pay all charges that exceed the allowed amount when you use a Nonparticipating Provider.

NOT COVERED:

• routine dental care outside of the Boynton Health Service Dental Clinic
• dental services to treat an injury from biting or chewing
• dentures, regardless of the cause or the condition, and any associated services and/or charges, including bone grafts
• dental implants and any associated services and/or charges, except when related to services for cleft lip and palate that are scheduled or initiated prior to the member turning age 19
• removal of impacted teeth and/or tooth extractions and any associated charges including but not limited to imaging studies and pre-operative examinations, except when related to the treatment of cleft lip and palate
• accident-related dental services initiated after 12 months from the date of injury or 12 months of your effective date of coverage under this Plan or occurring more than 24 months after the date of initial treatment
• replacement of a damaged dental bridge from an accident-related injury
• osteotomies and other procedures associated with the fitting of dentures or dental implants, except as specified in the Benefit Chart
• all orthodontia, except when related to the treatment of temporomandibular joint (TMJ) disorder and craniomandibular disorder, for the treatment of cleft lip and palate, and accidental injury to sound natural teeth
• oral surgery and anesthesia for removal of a tooth root without removal of the whole tooth
• root canal therapy
• tooth extractions, unless otherwise specified as covered
• services for or related to dental or oral care, treatment, orthodontics, surgery, supplies, anesthesia or facility charges, except as specified in the Benefit Chart
• please refer to the General Exclusions section
## Emergency Room

The Student Health Benefit Plan Covers:

<table>
<thead>
<tr>
<th></th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Outpatient hospital/facility charges</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>• emergency room</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Outpatient health care professional charges</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NOTES:**

- **Please see the Notification Requirements section.**

- When determining if a situation is a medical emergency, the Claims Administrator will take into consideration a reasonable layperson’s belief that the circumstances required immediate medical care that could not wait until the next business day.

- For inpatient services, refer to Hospital Inpatient and Physician Services.

- For urgent care visits, refer to Hospital Outpatient and Physician Services.

**NOT COVERED:**

- please refer to the General Exclusions section
### Home Health Care

**The Student Health Benefit Plan Covers:**

- Skilled care ordered in writing by a physician and provided by Medicare approved or other preapproved home health agency employees, including, but not limited to:
  - licensed registered nurse;
  - licensed registered physical therapist;
  - master’s level clinical social worker;
  - registered occupational therapist;
  - certified speech and language pathologist;
  - medical technologist; or
  - licensed registered dietician

- Services of a home health aide or social worker employed by the home health agency when provided in conjunction with services provided by the above listed agency employees

- Use of appliances that are owned or rented by the home health agency

- Home health care following early maternity discharge. See Maternity.

- Palliative care

**NOTES:**

- Please see the Notification Requirements section.
- Coverage is limited to a combined maximum benefit of $25,000 per person per plan year for Home Health Care and Home Infusion Therapy services.
- The one (1) home health care visit following early maternity discharge does not apply to the $25,000 maximum.
- Benefits for home infusion therapy and related home health care are listed under Home Infusion Therapy.
- For supplies and durable medical equipment billed by a Home Health Agency, refer to Medical Equipment, Prosthetics, and Supplies.
- The Student Health Benefit Plan covers outpatient palliative care for members with a new or established diagnosis of progressive debilitating illness, including illness which may limit the member's life expectancy to two (2) years or less. The services must be within the scope of the provider's license to be covered. Palliative care does not include hospice or respite care.
- You pay all charges that exceed the allowed amount when you use a Nonparticipating Provider.

<table>
<thead>
<tr>
<th></th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skilled care</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>Services of a health</td>
<td></td>
<td></td>
</tr>
<tr>
<td>aide or social worker</td>
<td></td>
<td></td>
</tr>
<tr>
<td>owned or rented by the</td>
<td></td>
<td></td>
</tr>
<tr>
<td>home health agency</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home health care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>following early</td>
<td></td>
<td></td>
</tr>
<tr>
<td>maternity discharge</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Palliative care</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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39
NOT COVERED:

- charges for or related to care that is custodial or not normally provided as preventive care or for treatment of an illness/injury
- treatment, services or supplies which are not medically necessary
- please refer to the General Exclusions section
# Home Infusion Therapy

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Home infusion therapy services when ordered by a physician</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>• Solutions and pharmaceutical additives, pharmacy compounding and dispensing services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Durable medical equipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Ancillary medical supplies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Nursing services to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• train you or your caregiver;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• monitor your home infusion therapy</td>
<td></td>
</tr>
<tr>
<td>• Collection, analysis, and reporting of lab tests to monitor response to home infusion therapy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Other eligible home health services and supplies provided during the course of home infusion therapy</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NOTES:**

- **Please see the Notification Requirements section.**
- Coverage is limited to a combined maximum benefit of $25,000 per person per plan year for Home Health Care and Home Infusion Therapy services.
- You pay all charges that exceed the allowed amount when you use a Nonparticipating Provider.

**NOT COVERED:**

- home infusion services or supplies not specifically listed as covered services
- nursing services to administer therapy that you or another caregiver can be successfully trained to administer
- services that do not involve direct patient contact, such as delivery charges and recordkeeping
- please refer to the General Exclusions section
## Hospice Care

The Student Health Benefit Plan covers:

- Hospice care for a terminal condition provided by a Medicare approved hospice provider or other preapproved hospice, including:
  - routine home care
  - continuous home care
  - inpatient respite care
  - general inpatient care

<table>
<thead>
<tr>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>80%</td>
<td>80%</td>
</tr>
</tbody>
</table>

### NOTES:

- **Please see the Notification Requirements section.**
- Prior approval is recommended for entrance into the hospice benefit, for any inpatient admission while the patient is receiving hospice benefits, for any patient living beyond six (6) months, and for determination of coverage for services unrelated to the terminal condition.
- Benefits are restricted to terminally ill patients with a terminal illness (i.e. life expectancy of six (6) months or less). The patient’s primary physician must certify in writing a life expectancy of six (6) months or less. Hospice benefits begin on the date of admission to a hospice program with prior approval.
- Inpatient respite care is for the relief of the patient's primary care giver and is limited to a maximum of five (5) consecutive days at a time up to a maximum of 15 days during the episode of hospice care.
- General inpatient care is for control of pain or other symptom management that cannot be managed in a less intense setting.
- Medical care services unrelated to the terminal condition are covered, but are separate from the hospice benefit.
- You pay all charges that exceed the allowed amount when you use a Nonparticipating Provider.

### NOT COVERED:

- room and board expenses in a residential hospice facility
- please refer to the General Exclusions section
## Hospital Inpatient

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Semiprivate room and board and general nursing care (private room is covered only when medically necessary)</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>• Intensive care and other special care units</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Operating, recovery, and treatment rooms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Anesthesia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Prescription drugs and supplies used during a covered hospital stay</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Lab and diagnostic imaging</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Communication services of a private duty nurse or a personal care assistant up to 120 hours during a hospital admission</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### NOTES:
- **Please see the Notification Requirements section.**
- The Plan covers kidney and cornea transplants. For other kinds of transplants, refer to Transplant Coverage.
- The Plan covers the following kidney donor services when billed under the donor recipient’s name and the donor recipient is covered for the kidney transplant under the Plan *(You must be covered under the Student Health Benefit Plan for six (6) months to be eligible for transplant coverage)*:
  - potential donor testing
  - donor evaluation and work-up; and
  - hospital and professional services related to organ procurement
- The Student Health Benefit Plan covers anesthesia and inpatient hospital charges for dental care provided to a covered person who is a child under age five (5); is severely disabled; or has a medical condition that requires hospitalization or general anesthesia for dental treatment.
- You pay all charges that exceed the allowed amount when you use a Nonparticipating Provider.

### NOT COVERED:
- communication services provided on an outpatient basis or in the home
- travel expenses for a kidney donor
- kidney donor expenses for complications incurred after the organ is removed if the donor is not covered under this Plan
- kidney donor expenses when the recipient is not covered for the kidney transplant under this Plan
- please refer to the General Exclusions section
# Hospital Outpatient

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Scheduled surgery/anesthesia</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>• Radiation and chemotherapy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Kidney dialysis</td>
<td></td>
<td></td>
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<tr>
<td>• Respiratory therapy</td>
<td></td>
<td></td>
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<tr>
<td>• Physical, occupational, and speech therapy</td>
<td></td>
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<tr>
<td>• Lab and diagnostic imaging</td>
<td></td>
<td></td>
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<tr>
<td>• Diabetes outpatient self-management training and education, including medical nutrition therapy</td>
<td></td>
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<tr>
<td>• Palliative care</td>
<td></td>
<td></td>
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<tr>
<td>• Urgent care</td>
<td></td>
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<tr>
<td>• Cancer screening</td>
<td></td>
<td></td>
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<tr>
<td>• Well child care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• All other outpatient hospital care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• All other preventive care</td>
<td>80% up to a maximum benefit of $200 per person per plan year for all services.</td>
<td>80% up to a maximum benefit of $200 per person per plan year for all services.</td>
</tr>
</tbody>
</table>

**NOTES:**

- **Please see the Notification Requirements section.**
- The Student Health Benefit Plan covers anesthesia and outpatient hospital charges for dental care provided to a covered person who is a child under age five (5); is severely disabled; or has a medical condition that requires hospitalization or general anesthesia for dental treatment.
- The Student Health Benefit Plan covers outpatient palliative care for members with a new or established diagnosis of progressive debilitating illness, including illness which may limit the member’s life expectancy to two (2) years or less. The services must be within the scope of the provider’s license to be covered. Palliative care does not include hospice or respite care.
- You pay all charges that exceed the allowed amount when you use a Nonparticipating Provider.

**NOT COVERED:**

- please refer to the General Exclusions section
## Maternity

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Health care professional services and hospital/facility charges for prenatal care</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>• Health care professional services for:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• delivery in a hospital/facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• postpartum care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Hospital/facility services for inpatient hospital care</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### NOTES:

- **Please see the Notification Requirements section.**
- Please refer to the Eligibility section to determine when baby’s coverage will begin.
- Group health plans such as this Student Health Benefit Plan generally may not, under federal law, restrict benefits for any hospital length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery, or less than 96 hours following a cesarean section. However, federal law generally does not prohibit the mother’s or newborn's attending provider, after consultation with the mother, from discharging the mother or her newborn child earlier than 48 hours (or 96 hours as applicable). In any case, the Student Health Benefit Plan may under federal law, require that a provider obtain authorization from the Claims Administrator for prescribing a length of stay greater than 48 hours (or 96 hours).
- The Student Health Benefit Plan covers one (1) home health care visit within four (4) days of discharge from the hospital if either the mother or the newborn child is confined for a period less than the 48 hours (or 96 hours) mentioned above. See Home Health Care.
- You pay all charges that exceed the allowed amount when you use a Nonparticipating Provider.

### NOT COVERED:

- health care professional charges for deliveries in the home
- services for or related to adoption fees
- services for or related to surrogate pregnancy, including diagnostic screening, physician services, reproduction treatments, and prenatal/delivery/postnatal services
- child-birth classes
- services for or related to preservation and storage of human tissue including, but not limited to: sperm; ova; embryos; stem cells; cord blood; and any other human tissue, except as specified in this Benefit Chart
- please refer to the General Exclusions section
# Medical Equipment, Prosthetics, and Supplies

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Durable medical equipment (DME), including wheelchairs, ventilators, oxygen, oxygen equipment, and hospital beds</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>• Medical supplies, including splints, nebulizers, surgical stockings, casts, and dressings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Insulin pumps, glucometers and related equipment and devices</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Blood, blood plasma, and blood clotting factors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Prosthetics, including breast prosthesis, artificial limbs, and artificial eyes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Special dietary treatment for Phenylketonuria (PKU) when recommended by a physician</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Corrective lenses for aphakia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Hearing aids for children age 18 and younger who have a hearing loss that cannot be corrected by other covered procedures. Maximum of one (1) hearing aid for each ear every three (3) years.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Custom foot orthoses only if you have a diagnosis of diabetes with neurological manifestations of one (1) or both feet.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NOTES:**

- **Please see the Notification Requirements section.**
- Durable medical equipment is covered up to the allowed amount to rent or buy the item. Allowable rental charges are limited to the allowed amount to buy the item.
- Coverage for durable medical equipment will not be excluded solely because it is used outside the home.
- For hearing aid exam services, refer to Physician Services.
- You pay all charges that exceed the allowed amount when you use a Nonparticipating Provider.

**NOT COVERED:**

- solid or liquid food, standard and specialized infant formula, banked breast milk, nutritional supplements and electrolyte solution, except when administered by tube feeding, or as provided in this Benefit Chart
- personal and convenience items or items provided at levels which exceed the Claims Administrator’s determination of medically necessary
- services or supplies that are primarily and customarily used for a nonmedical purpose or used for environmental control or enhancement (whether or not prescribed by a physician), including, but not limited to: exercise equipment; air purifiers; air conditioners; dehumidifiers; heat/cold appliances; water purifiers; hypoallergenic mattresses; waterbeds; computers and related equipment; car seats; feeding chairs; pillows; food or weight scales; hot tubs; whirlpools; and incontinence pads or pants
- modifications to home, vehicle, and/or the workplace, including vehicle lifts and ramps
• blood pressure monitoring devices
• phototherapy devices and/or bulbs for seasonal affective disorder (SAD)
• communication devices, except when exclusively used for the communication of daily medical needs and without such communication the patient’s medical condition would deteriorate
• services for or related to lenses, frames, contact lenses, or other fabricated optical devices or professional services to fit or supply them, including the treatment of refractive errors such as radial keratotomy, except as specified in this Benefit Chart
• duplicate equipment, prosthetics, or supplies
• foot orthoses, except as provided in this Benefit Chart
• scalp hair prosthesis (wigs)
• services for or related to hearing aids or devices, except as specified in this Benefit Chart
• non-prescription supplies such as alcohol, cotton balls and alcohol swabs
• sleep apnea appliance
• breast pumps
• please refer to the General Exclusions section
### Boynton Health Service Physical Therapy Benefits

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>Boynton Health Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional charges for outpatient treatment rendered at Boynton Health Service</td>
<td>100% after you pay the $5 office visit copay.</td>
</tr>
</tbody>
</table>

### Physical Therapy, Occupational Therapy, Speech Therapy

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office visits from a physical therapist, occupational therapist, speech or language pathologist</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>Therapies</td>
<td>For the level of coverage, refer to Physician Services.</td>
<td>For the level of coverage, refer to Physician Services.</td>
</tr>
<tr>
<td>Office visits from a physician</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### NOTES:
- Please refer to Boynton Health Service (page 28) for your highest level of coverage.
- Please see the Notification Requirements section.
- Physical, speech, and occupational therapy services are limited to a combined maximum benefit of $500 per person per plan year when you use an Out-of-Network Provider.
- For hospital/facility charges, refer to Hospital Inpatient and Hospital Outpatient.
- Office visits include a physical therapy evaluation or re-evaluation, occupational therapy evaluation or re-evaluation, or speech or swallowing evaluation.
- You pay all charges that exceed the allowed amount when you use a Nonparticipating Provider.

### NOT COVERED:
- Services primarily educational in nature, except as specified in the Benefit Chart.
- Services for or related to vocational rehabilitation (defined as services provided to an injured employee to assist the employee to return either to their former employment or a new position, or services to prepare a person with disabilities for employment), except when medically necessary and provided by an eligible health care provider.
- Services for or related to recreational therapy (defined as the prescribed use of recreational or other activities as treatment interventions to improve the functional living competence of persons with physical, mental, emotional and/or social disadvantages) or educational therapy (defined as special education classes, tutoring, and other nonmedical services normally provided in an educational setting), or forms of nonmedical self-care or self-help training, including, but not limited to: health club memberships; aerobic conditioning; therapeutic exercises; work-hardening programs; etc., and all related material and products for these programs.
- Services for or related to therapeutic massage.
- Physical, occupational, and speech therapy services for or related to learning disabilities and disorders, except when medically necessary and provided by an eligible health care provider.
- Services for or related to rehabilitation services that are not expected to make measurable or sustainable improvement within a reasonable amount of time, unless they are medically necessary and are part of specialized maintenance therapy for the member’s condition.
- Custodial care.
- Please refer to the General Exclusions section.
Boynton Health Service Physician Services Benefits

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>Boynton Health Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Professional charges for outpatient treatment rendered at Boynton Health Service when insured has paid Student Services Fee</td>
<td>100%</td>
</tr>
</tbody>
</table>

Physician Services

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Office visit for illness</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>• Office visit for Urgent Care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• E-Visit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Allergy testing and injections</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Diabetes outpatient self-management training and education, including medical nutrition therapy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Lab and diagnostic imaging</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Inpatient hospital/facility visits during a covered admission</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Outpatient hospital/facility visits</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Anesthesia by a provider other than the operating, delivering, or assisting provider</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Surgery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Assistant surgeon</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Injectable drugs administered by a health care professional</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Palliative care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Retail Health Clinic services including lab and diagnostic imaging</td>
<td>100% after you pay the Retail Health clinic copay.</td>
<td>100% after you pay the Retail Health clinic copay.</td>
</tr>
</tbody>
</table>
NOTES:

- Please refer to Boynton Health Service (page 28) for your highest level of coverage.
- Please see the Notification Requirements section.
- If more than one (1) surgical procedure is performed during the same operative session, the Student Health Benefit Plan covers the surgical procedures based on the allowed amount for each procedure. The Student Health Benefit Plan does not cover a charge separate from the surgery for pre- and post-operative care.
- The Student Health Benefit Plan covers treatment of diagnosed Lyme disease on the same basis as any other illness.
- You are entitled to receive care at the In-Network level for the following services from providers who are not affiliated with the Claims Administrator:
  - the voluntary planning of the conception and bearing of children;
  - the diagnosis of infertility;
  - the testing and treatment of a sexually transmitted disease; or
  - the testing of AIDS or other HIV-related conditions.
- The Student Health Benefit Plan covers certain physician services for preventive care. Refer to Preventive Care.
- Office visits include medical history, medical examination, medical decision making, counseling, coordination of care, nature of presenting problem, and the physician’s time.
- E-Visit is an on-line evaluation and management service provided by a physician using the internet or similar secure communications network to communicate with an established patient.
- A Retail Health Clinic provides medical services for a limited list of eligible symptoms (e.g., sore throat, cold). If the presenting symptoms are not on the list, the member will be directed to seek services from a physician or hospital. Retail Health Clinics are staffed by eligible nurse practitioners or other eligible providers that have a practice arrangement with a physician. The list of available medical services and/or treatable symptoms is available at the Retail Health Clinic. Access to Retail Health Clinic services is available on a walk-in basis.
- The Student Health Benefit Plan covers outpatient palliative care for members with a new or established diagnosis of progressive debilitating illness, including illness which may limit the member’s life expectancy to two (2) years or less. The services must be within the scope of the provider’s license to be covered. Palliative care does not include hospice or respite care.
- The Plan covers hearing aid exams/fittings/adjustments for children age 18 and younger.
- You pay all charges that exceed the allowed amount when you use a Nonparticipating Provider.

NOT COVERED:

- allergy serum, except that the Student Health Benefit Plan does cover injections
- circumcisions done for routine purposes and/or not medically necessary
- sleep studies including but not limited to, diagnostic and therapeutic services provided for sleep related disorders
- services for or related to both reversal of and/or elective sterilization
- repair of scars and blemishes on skin surfaces
- separate charges for pre- and post-operative care for surgery
- internet or similar network communications for the purpose of: scheduling medical appointments; refilling or renewing existing prescription medications; reporting normal medical test results; providing education materials; updating patient information; requesting a referral; additional communication on the same day as an onsite medical office visit; and services that would similarly not be charged for an onsite medical office visit
- cosmetic surgery to repair a physical defect
- travel expenses for a kidney donor
- kidney donor expenses for complications incurred after the organ is removed if the donor is not covered under this Plan
- kidney donor expenses when the recipient is not covered for the kidney transplant under this Plan
- services and supplies for professional and facility sexual dysfunction or inadequacy procedures
- please refer to the General Exclusions section
Boynton Health Service Prescription Drugs

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>Boynton Health Service Pharmacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Prescription drugs when dispensed at Boynton Health Service Pharmacy</td>
<td>Generic drug copay: $12</td>
</tr>
<tr>
<td></td>
<td>Brand name drug copay: $20</td>
</tr>
<tr>
<td></td>
<td>Depoprevara copay: $36</td>
</tr>
<tr>
<td></td>
<td>For one-month or one cycle supply of each prescription filled at Boynton Health Service with a maximum drug benefit of $3,000 per plan year.</td>
</tr>
</tbody>
</table>

NOTES:

• The Prescription Benefit is only available at Boynton Health Service Pharmacy.
• Please see the Notification Requirements section.
• Medications are limited to FDA-approved medications and must be on the formulary maintained by the Boynton Health Service Pharmacy.
• If a covered person receives prescription medication for medical emergency care received in an emergency room when Boynton Health Service is closed, and the prescription is filled at a pharmacy other than Boynton Health Service, the student is responsible for submitting the claim for reimbursement. The covered person must contact the Office of Student Health Benefits to submit a claim (including a copy of the emergency room discharge form), receipts or applicable bills within 90 days of the date of service. The reimbursement level for this benefit is 50% of eligible expenses.

NOT COVERED:

• prescription drugs outside of the Boynton Health Service Pharmacy

Prescription Drugs and Insulin

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Prescription drugs</td>
<td>No Coverage.</td>
<td>No Coverage.</td>
</tr>
</tbody>
</table>
# Boynton Health Service Preventive Care Benefits

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>Boynton Health Service with payment of Student Services Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routine physical exams</td>
<td>100%</td>
</tr>
<tr>
<td>Routine vision exams</td>
<td></td>
</tr>
<tr>
<td>Lab and x-ray</td>
<td></td>
</tr>
</tbody>
</table>

## Preventive Care

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancer screening as specified below:</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>▪ Mammograms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Pap smears</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Flexible sigmoidoscopies and/or colonoscopies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Fecal occult blood testing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Prostate Specific Antigen (PSA) tests, digital rectal exams</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Surveillance tests for ovarian cancer (CA125 tumor marker, trans-vaginal ultrasound, pelvic exam)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preventive medical evaluation, one (1) per plan year</td>
<td>80% up to a maximum benefit of $200 per person per plan year for all services.</td>
<td>80% up to a maximum benefit of $200 per person per plan year for all services.</td>
</tr>
<tr>
<td>Gynecological exam, one (1) per plan year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hearing screening, one (1) per plan year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vision exam (glaucoma, acuity, and refraction), one (1) per plan year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diagnostic imaging services as specified below:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Osteoporosis screening (radiology services)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Abdominal Aortic Aneurysm (AAA) screening</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lab services as specified below:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ lipid profile, including total and HDL cholesterol</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ thyroid screening</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ diabetes screening</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ hemoglobin – CBC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ urinalysis</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ screening for chlamydia, gonorrhea, syphilis and HIV</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
NOTES:

- Please refer to Boynton Health Service (page 28) for your highest level of coverage.
- Please see the Notification Requirements section.
- Benefits for services identified as Preventive Care are determined based on recommendations and criteria established by professional associations and experts in the field of Preventive Care (e.g., Institute for Clinical Systems Improvement (ICSI), United States Preventive Services Task Force (USPSTF), etc.). For all other eligible services, refer to Hospital Inpatient, Hospital Outpatient, and Physician Services.
- Benefits for preventive care are limited to $200 per person per plan year. Charges for cancer screening tests do not accumulate towards the dollar limitation.
- Services to treat an illness/injury diagnosed as a result of preventive care services may be covered under other Plan benefits. Please refer to Hospital Inpatient, Hospital Outpatient, and Physician Services.
- You are entitled to receive care at the In-Network level for the following services if these services are covered under your Plan: screening for sexually transmitted disease or HIV.
- For hospital/facility charges, refer to Hospital Outpatient.
- You pay all charges that exceed the allowed amount when you use a Nonparticipating Provider.

NOT COVERED:

- Preventive medical evaluations for research, NCAA sports participation, obtaining licensure, employment, insurance, or other administrative or participation exams
- Educational classes or programs
- Eyewear, including lenses, frames, and contact lenses, and fitting, except where eligible under Medical Equipment, Prosthetics, and Supplies
- Standard immunizations, except as specifically provided under Well-Child Care to age (6)
- Please refer to the General Exclusions section
# Reconstructive Surgery

**The Student Health Benefit Plan Covers:**

- Reconstructive surgery which is incidental to or following surgery resulting from injury, sickness, or other diseases of the involved body part
- Reconstructive surgery performed on a dependent child because of congenital disease or anomaly which has resulted in a functional defect as determined by the attending physician
- Treatment of cleft lip and palate
- Elimination or maximum feasible treatment of port wine stains

**In-Network Providers**

For the level of coverage, see Hospital Inpatient, Hospital Outpatient, and Physician Services.

**Out-of-Network Providers**

For the level of coverage, see Hospital Inpatient, Hospital Outpatient, and Physician Services.

## NOTES:

- Please see the Notification Requirements section.
- Under the Federal Women's Health and Cancer Rights Act of 1998, you are entitled to the following services: reconstruction of the breast on which the mastectomy was performed; surgery and reconstruction of the other breast to produce a symmetrical appearance; and prosthesis and treatment for physical complications during all stages of mastectomy, including swelling of the lymph glands (lymphedema). Services are provided in a manner determined in consultation with the physician and patient. Coverage is provided on the same basis as any other illness.
- Treatment for cleft lip and palate is limited to services that are scheduled or initiated prior to the member turning age 19.
- Dependent child is defined by the age limit for dependent child or student dependent child, whichever is later, as specified in this Plan.
- Congenital means present at birth.
- Bone grafting for the purpose of reconstruction of the jaw and for treatment of cleft lip and palate is a covered service, but not for the sole purpose of supporting a dental implant, dentures or a dental prosthesis.
- You pay all charges that exceed the allowed amount when you use a Nonparticipating Provider.

## NOT COVERED:

- repair of scars and blemishes on skin surfaces
- dentures, regardless of the cause or condition, and any associated services and/or charges including bone grafts
- dental implants, and any associated services and/or charges, except when related to services for cleft lip and palate that are scheduled or initiated prior to the member turning age 19
- please refer to the General Exclusions section
# Skilled Nursing Facility

The Student Health Benefit Plan

<table>
<thead>
<tr>
<th>Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Skilled care ordered by a physician and eligible under Medicare guidelines</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>• Semiprivate room and board</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• General nursing care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Prescription drugs used during a covered admission</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Physical, occupational, and speech therapy</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NOTES:**

- **Please see the Notification Requirements section.**
- You must be admitted within 14 days after hospital admission of at least three (3) consecutive days for the same illness.
- If you are unable to obtain a bed in an In-Network skilled nursing facility within a 50-mile radius of your home due to full capacity, you may be eligible to receive services at an Out-of-Network skilled nursing facility at the In-Network level of coverage.
- You pay all charges that exceed the allowed amount when you use a Nonparticipating Provider.

**NOT COVERED:**

- charges for or related to care that is custodial or not normally provided as preventive care or for treatment of an illness/injury
- treatment, services or supplies which are not medically necessary
- please refer to the General Exclusions section
## Transplant Coverage

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>Blue Distinction Centers for Transplant (BDCT) Providers</th>
<th>Non-Blue Distinction Centers for Transplant (BDCT) Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>The following medically necessary human organ, bone marrow, cord blood and peripheral stem cell transplant procedures:</td>
<td>100% of the Transplant Payment Allowance for the transplant admission.</td>
<td>Participating Transplant Provider 80% of the Transplant Payment Allowance for the transplant admission.</td>
</tr>
<tr>
<td>• Allogeneic and syngeneic bone marrow transplant and peripheral stem cell support procedures</td>
<td>If you live more than 50 miles from a BDCT Provider, there may be travel benefits available for expenses directly related to a preauthorized transplant. See NOTES.</td>
<td>Nonparticipating Transplant Provider NO COVERAGE.</td>
</tr>
<tr>
<td>• Autologous bone marrow transplant and peripheral stem cell support procedures</td>
<td>For services not included in the Transplant Payment Allowance, refer to the individual benefit sections that apply to the services being performed to determine the correct level of coverage.</td>
<td>For services not included in the Transplant Payment Allowance, refer to the individual benefit sections that apply to the services being performed to determine the correct level of coverage.</td>
</tr>
<tr>
<td>• Heart</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Heart - lung</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Kidney – pancreas transplant performed simultaneously (SPK)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Liver – deceased donor and living donor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Lung – single or double</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Pancreas transplant – deceased donor and living donor segmental</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Pancreas transplant alone (PTA)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Simultaneous pancreas – kidney transplant (SPK)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Pancreas transplant after kidney transplant (PAK)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Small-bowel and small-bowel/liver</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NOTES:**

- **You must be covered under the Student Health Benefit Plan for six (6) months to be eligible for transplant coverage.**
- Kidney and cornea transplants are eligible procedures that are covered on the same basis as any other illness. Please refer to Hospital Inpatient and Physician Services.
- **Prior authorization is recommended for human organ, bone marrow, cord blood and peripheral stem cell transplant procedures and should be submitted in writing to the Transplant Coordinator at P. O. Box 64179, St. Paul, Minnesota, 55164, or faxed to 651-662-1624.**
• Travel benefit-Eligible when you travel more than 50 miles to obtain transplant care at a BDCT or when the BDCT provider requires you to stay at or nearby the transplant facility.
  - The Plan covers the patient up to $50 per day for lodging and meals when purchased at the transplant facility.
  - The Plan covers a companion/caregiver up to $50 per day for lodging.
  - The Plan covers the lesser of: 1) the IRS medical mileage allowance in effect on the dates of travel per an online web mapping service or, 2) airline ticket price paid. Mileage applies to the patient traveling to and from home and the BDCT only.
  - Total benefit shall not exceed $5,000 per lifetime.
  - Lodging is eligible when staying at apartments, hotels, motels, or hospital patient lodging facilities and is eligible only when an overnight stay is necessary.
  - Reimbursed expenses are not tax deductible. Consult your tax advisor.

NOT COVERED:

• travel benefits when you are using a Non-BDCT Provider
• services for or related to preservation and storage of human tissue including, but not limited to: sperm; ova; embryos; stem cells; cord blood; and any other human tissue, except as specified in the Benefit Chart
• services, supplies, drugs, and aftercare for or related to artificial or nonhuman organ implants
• services, supplies, drugs, and aftercare for or related to human organ transplants not specifically listed above as covered
• services, chemotherapy, radiation therapy (or any therapy that results in marked or complete suppression of blood producing organs), supplies, drugs, and aftercare for or related to bone marrow and peripheral stem cell support procedures that are considered investigative or not medically necessary
• living donor organ and/or tissue transplants unless otherwise specified in this Summary Plan Description
• transplantation of animal organs and/or tissue
• non-covered travel expenses include but are not limited to: utilities; child care; pet care; security deposits; cable hook-up; dry cleaning; laundry; car rental; and personal items
• travel lodging is not eligible when staying with family or friends
• please refer to the General Exclusions section

DEFINITIONS:

• BDCT Provider means a hospital or other institution that has a contract with the Blue Cross and Blue Shield Association* to provide human organ, bone marrow, cord blood, and peripheral stem cell transplant procedures. These providers have been selected to participate in this nationwide transplant network based on their ability to meet defined clinical criteria that are unique for each type of transplant. Once selected for participation, institutions are re-evaluated annually to insure that they continue to meet the established criteria for participation in this network.
• Participating Transplant Provider means a hospital or other institution that has a contract with their local Blue Cross and/or Blue Shield Plan to provide human organ, bone marrow, cord blood, and peripheral stem cell transplant procedures.
• Transplant Payment Allowance means the amount the Plan pays for covered services to a BDCT Provider or a Participating Transplant Provider for services related to human organ, bone marrow, cord blood and peripheral stem cell transplant procedures in the agreement with that provider.

*An association of independent Blue Cross and Blue Shield Plans.
## Well-Child Care

<table>
<thead>
<tr>
<th>The Student Health Benefit Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The following services for a dependent child from birth to age six (6):</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>• preventive services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• developmental assessments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• laboratory services</td>
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<td>• immunizations</td>
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### NOTES:

- Please see the Notification Requirements section.
- For hospital/facility charges, refer to Hospital Outpatient.
- You pay all charges that exceed the allowed amount when you use a Nonparticipating Provider.

### NOT COVERED:

- Please refer to the General Exclusions section
Benefit substitution, a process of substituting one covered benefit for another covered benefit, is used by the Claims Administrator's care/case managers to facilitate care/case management plans for patients with complex health care needs. The benefit substitution process will be used only when:

1. a care/case management plan is developed in collaboration with the patient and the health care provider prior to the services being provided; and

2. a physician writes an order stating the services to be provided are medically necessary; and

3. the services being provided under the care/case management plan meet the skilled care requirements of the benefit to be used; and

4. the services do not exceed the allowed amount of the benefit being used.

The benefit substitution process cannot be applied retrospectively, and benefit substitution cannot be used to allow coverage for services or supplies excluded by the Plan.

The decision to use the benefit substitution process is a collaborative decision between the Claims Administrator's care/case managers, the patient or patient's representative(s), and health care provider. The decision to use the benefit substitution process in a particular case in no way commits the Claims Administrator to do so at another point in the same case or in another case, nor does it prevent the Claims Administrator from strictly applying the express benefits, limitations and exclusions of the Plan at any other time or for any other insured person.
GENERAL EXCLUSIONS

The Student Health Benefit Plan does not pay for:

1. Treatment, services, or supplies which are not medically necessary.

2. Charges for or related to care that is investigative, except for certain routine care for approved cancer clinical trials by approved investigators at qualified performance sites and approved by the Claims Administrator in advance of treatment.

3. Any portion of a charge for a covered service or supply that exceeds the allowed amount, except as specified in the Benefit Chart.

4. Services that are provided without charge, including services of the clergy.

5. Services performed before the effective date of coverage, and services received after your coverage terminates, even though your illness started while coverage was in force.

6. Services for or related to therapeutic acupuncture, except for the treatment of chronic pain when treatment is provided through a comprehensive pain management program or for the prevention and treatment of nausea associated with surgery, chemotherapy or pregnancy.

7. Services that are provided to you for the treatment of an employment-related injury for which you are entitled to make a worker’s compensation claim.

8. Charges that are eligible, paid or payable, under any medical payment, personal injury protection, automobile or other coverage (e.g., homeowner’s insurance, boat owner’s insurance, liability insurance, etc.) that is payable without regard to fault, including charges for services that are applied toward any deductible, copay or coinsurance requirement of such a policy.

9. Services a provider gives to himself/herself or to a close relative (such as spouse, brother, sister, parent, grandparent, and/or child).

10. Services needed because you engaged in an illegal occupation, or committed or attempted to commit a felony, unless the services are related to an act of domestic violence or the illegal occupation or felonious act is related to a physical or mental health condition.

11. Services to treat injuries which occur while on military duty that are recognized by the Veterans Administration as services related to service-connected injuries.

12. Services for dependents if you have participant-only coverage.

13. Services that are prohibited by law or regulation.

14. Services which are not within the scope of licensure or certification of a provider.

15. Charges for furnishing medical records or reports and associated delivery charges.

16. Services for or related to transportation, other than local ambulance service to the nearest medical facility equipped to treat the illness or injury, except as specified in the Benefit Chart.

17. Travel, transportation, or living expenses, whether or not recommended by a physician, except as specified in the Benefit Chart.

18. Services for or related to bariatric surgery.

19. Services for or related to mental illness not listed in the most recent edition of the *International Classification of Diseases.

20. Services or confinements ordered by a court or law enforcement officer that are not medically necessary.
21. Evaluations that are not performed for the purpose of diagnosing or treating mental health or substance abuse conditions such as: custody evaluations; parenting assessments; education classes for Driving Under the Influence (DUI)/Driving While Intoxicated (DWI) offences; competency evaluations; adoption home status; parental competency; and domestic violence programs.

22. Services for or related to room and board for foster care, group homes, incarceration and lodging programs, halfway house services, and skills training.

23. Services for or related to marriage/couples training for the primary purpose of relationship enhancement including, but not limited to: premarital education; or marriage/couples retreats; encounters; or seminars.

24. Services for or related to marriage/couples therapy/counseling not related to the treatment of a covered member's diagnosable mental health disorder.

25. Services for or related to therapeutic support of foster care (services designed to enable the foster family to provide a therapeutic family environment or support for the foster child's improved functioning); the treatment of learning disabilities; therapeutic day care and therapeutic camp services; and hippotherapy (equine movement therapy).

26. Charges made by a health care professional for televideo conferencing services, email, and physician/patient telephone consultations, except for eligible E-Visits and as specified in the Benefit Chart.

27. Services for or related to substance abuse or addictions not listed in the most recent edition of the International Classification of Diseases.

28. Services for or related to substance abuse interventions, defined as a meeting or meetings, with or without the affected person, of a group of people who are concerned with the current behavioral health of a family member, friend or colleague, with the intent of convincing the affected person to enter treatment for the condition.

29. Services for or related to therapeutic massage.

30. Dentures, regardless of the cause or condition, and any associated services and/or charges including bone grafts.

31. Dental implants, and associated services and/or charges, except when related to services for cleft lip palate that are scheduled or initiated prior to the member turning age 19.

32. Services for or related to the replacement of a damaged dental bridge from an accident-related injury.

33. Services for or related to oral surgery and anesthesia for the removal of impacted teeth, removal of a tooth root without removal of the whole tooth, and root canal therapy.

34. Services for or related to dental or oral care, treatment, orthodontics, surgery, supplies, anesthesia or facility charges, and bone grafts, except as specified in the Benefit Chart.

35. Room and Board expenses in a residential hospice facility.

36. Inpatient hospital room and board expense that exceeds the semiprivate room rate, unless a private room is approved by the Claims Administrator as medically necessary.

37. Admission for diagnostic tests that can be performed on an outpatient basis.

38. Services for or related to private-duty nursing, except as specified in the Benefit Chart.

39. Personal comfort items, such as telephone, television, etc.

40. Communication services provided on an outpatient basis or in the home.

41. Services and prescription drugs for or related to reproduction treatment including assisted reproductive technology (ART), artificial insemination (AI), and intrauterine insemination (IUI) procedures.
42. Services for or related to sex transformation/gender reassignment surgery, sex hormones related to surgery, related preparation and follow-up treatment, care and counseling.

43. Services for or related to reversal of sterilization.

44. Services for or related to elective sterilizations.

45. Services for or related to adoption fees and childbirth classes.

46. Services for or related to surrogate pregnancy, including diagnostic screening, physician services, reproduction treatments, prenatal/delivery/postnatal services.

47. Donor ova or sperm.

48. Services for or related to preservation and storage of human tissue including, but not limited to: sperm; ova; embryos; stem cells; cord blood; and any other human tissue, except as specified in the Benefit Chart.

49. Solid or liquid food, standard and specialized infant formula, banked breast milk, nutritional supplements and electrolyte solution, except when administered by tube feeding and except as specified in the Benefit Chart.

50. Services and supplies that are primarily and customarily used for a nonmedical purpose or used for environmental control or enhancement (whether or not prescribed by a physician), including, but not limited to: exercise equipment; air purifiers; air conditioners; dehumidifiers; heat/cold appliances; water purifiers; hot tubs, whirlpools, hypoallergenic mattresses, waterbeds; computers and related equipment; car seats, feeding chairs; pillows; food or weight scales; and incontinence pads or pants.

51. Modifications to home, vehicle, and/or the workplace, including vehicle lifts and ramps.

52. Blood pressure monitoring devices.

53. Foot orthoses, except as specified in the Benefit Chart.

54. Communication devices, except when exclusively used for the communication of daily medical needs and without such communication the patient’s medical condition would deteriorate.

55. Services for or related to lenses, frames, contact lenses, and other fabricated optical devices or professional services for the fitting and/or supply thereof, including the treatment of refractive errors such as radial keratotomy, except as specified in the Benefit Chart.

56. Services for or related to hearing aids or devices, except as specified in the Benefit Chart.

57. Nonprescription supplies such as alcohol, cotton balls, and alcohol swabs.

58. Services primarily educational in nature, except as specified in the Benefit Chart.

59. Services for or related to vocational rehabilitation (defined as services provided to an injured employee to assist the employee to return to either their former employment or a new position, or services to prepare a person with disabilities for employment), except when medically necessary and provided by an eligible health care provider.

60. Physical, occupational and speech therapy services for or related to learning disabilities and disorders, except when medically necessary and provided by an eligible health care provider.

61. Services for or related to health clubs and spas.

62. Services for or related to rehabilitation services that are not expected to make measurable or sustainable improvement within a reasonable period of time, unless they are medically necessary and part of specialized maintenance therapy for the member’s condition.

63. Custodial care.
64. Services for or related to recreational therapy (defined as the prescribed use of recreational or other activities as treatment interventions to improve the functional living competence of persons with physical, mental, emotional and/or social disadvantages), educational therapy (defined as special education classes, tutoring, and other nonmedical services normally provided in an educational setting), or forms of nonmedical self care or self-help training, including, but not limited to: health club memberships; aerobic conditioning; therapeutic exercises; work hardening programs; etc., and all related material and products for these programs.

65. Services for or related to functional capacity evaluations for vocational purposes and/or the determination of disability or pension benefits.

66. Services for or related to the repair of scars and blemishes on skin surfaces.

67. Fees, dues, nutritional supplements, food, vitamins, and exercise therapy for or related to weight loss programs.

68. Services for or related to cosmetic health services or reconstructive surgery and related services, and treatment for conditions or problems related to cosmetic surgery or services, except as specified in the Benefit Chart.

69. Services for or related to travel expenses for a kidney donor; kidney donor expenses for complications incurred after the organ is removed if the donor is not covered under this Plan; and kidney donor expenses when the recipient is not covered under this Plan.

70. Services for or related to any treatment, equipment, drug, and/or device that the Claims Administrator determines does not meet generally accepted standards of practice in the medical community for cancer and/or allergy testing and/or treatment: services for or related to homeopathy, or chelation therapy that the Claims Administrator determines is not medically necessary.

71. Services for or related to gene therapy as a treatment for inherited or acquired disorders.

72. Services for or related to growth hormone replacement therapy except for conditions that meet medical necessity criteria.

73. Autopsies.

74. Charges for failure to keep scheduled visits.

75. Charges for giving injections that can be self-administered.

76. Internet or similar network communications for the purpose of: scheduling appointments; filling or renewing existing prescription medications; reporting normal medical test results; providing educational materials; updating patient information; requesting a referral; additional communication on the same day as an onsite medical office visit; and services that would similarly not be charged for in an onsite medical office visit.

77. Services for or related to smoking cessation program fees and/or supplies, except as specified in the Special Features section.

78. Charges for over-the-counter drugs, except as specified in the Benefit Chart; vitamin or dietary supplements; and investigative or non-FDA approved drugs.

79. Services for or related to contraceptives by any method of insertion, implantation, or administration, and services to prescribe and fit them.

80. Outpatient prescription drugs whether purchased through a Mail Service Pharmacy/90dayRx or a retail pharmacy, are not covered under this Plan. Please refer to Boynton Health Service for Prescription drug coverage.

81. Services for or related to preventive medical evaluations for purposes of medical research, obtaining employment or insurance, or obtaining or maintaining a license of any type, unless such preventive medical evaluation would normally have been provided in the absence of the third party request.
82. Services, supplies, drugs and aftercare for or related to artificial or nonhuman organ implants.

83. Services, chemotherapy, radiation therapy (or any therapy that results in marked or complete suppression of blood producing organs), supplies, drugs and aftercare for or related to bone marrow and peripheral stem cell support procedures that are considered investigative or not medically necessary.

84. Services for or related to fetal tissue transplantation.

85. Services for or related to bone marrow or organ transplants, including all related follow-up treatment, exams, and drugs within 365 days after the transplant prior to being on the Student Health Benefit Plan for six (6) months. The Plan covers kidney and cornea transplants as standard benefits.

86. Injury occurring during the practice or playing of intercollegiate sports under the direction and governance of the University of Minnesota Men’s and Women’s Intercollegiate Athletic Departments. Claims for injuries in relation to these activities should be submitted to the University of Minnesota’s NCAA insurance plan.

87. Services and supplies for or related to sexual dysfunction.

88. Paternal DNA Testing.

89. Standard immunizations, except as specifically provided under Well-Child Care to age six (6).

90. For international students, expenses incurred within the insured person’s home country or country of regular domicile.

91. Expenses incurred for services or supplies for the diagnosis and treatment of sleep disorder, including, but not limited to apnea monitoring and sleep studies.
Termination Events

Coverage ends on the earliest of the following dates:

1. For you and your dependents, the date on which the Student Health Benefit Plan terminates.
2. For you and your dependents, the date on which:
   a. you are no longer eligible.
   b. you enter military services for duty lasting more than 31 days.
3. For the spouse, the date the spouse is no longer eligible for coverage. This is the date on which the participant and spouse divorce.
4. For a dependent child, the date the dependent child is no longer eligible for coverage. This is the date on which:
   a. a covered stepchild is no longer eligible because the participant and spouse divorce.
   b. the dependent child marries or reaches the dependent-child age limit.
   c. the disabled dependent is no longer eligible.
   d. the dependent grandchild is no longer eligible.
5. The date charges are incurred that result in payment up to the lifetime maximum.
6. The date on which the enrolled and domestic partner submit an "Affidavit of Termination of Domestic Partnership".

Certification of Coverage

When you or your covered dependents terminate coverage under the Student Health Benefit Plan, a certification of coverage form will be issued to you specifying your coverage dates under the health plan and any probationary periods you were required to satisfy. The certification of coverage form will contain all the necessary information another health plan will need to determine if you have prior continuous coverage that should be credited toward any preexisting condition limitation period. Health plans will require that you submit a copy of this form when you apply for coverage.

The certification of coverage form will be issued to you if you request it before losing coverage or when you terminate coverage with the Plan and, if applicable, at the expiration of any continuation period. The Claims Administrator will also issue the certification of coverage form if you request a copy at any time within the 24 months after your coverage terminates. To request a certificate of coverage form, please contact the Claims Administrator at the address or telephone number listed in the Customer Service section or refer to your Identification (ID) card.

Extension of Benefits

If you or your dependent is confined as an inpatient on the date coverage ends due to the replacement of the Claims Administrator, the Student Health Benefit Plan will automatically extend coverage until the date you or your dependent is discharged from the facility or the date Plan maximums are reached, whichever is earlier. Coverage is extended only for the person who is confined as an inpatient, and only for inpatient charges incurred during the admission.
For purposes of this provision, "replacement" means that the administrative service agreement with the Claims Administrator has been terminated and your participant maintains continuous group coverage with a new claims administrator or insurer.

**Conversion/InterPlan Transfer (IPT)**

You or your dependents who are Minnesota residents may convert your coverage to an individual qualified plan if you or your dependents reside outside of Minnesota, you may request an IPT to another Blue Cross and/or Blue Shield Plan. Conversion and IPT apply if coverage ends because:

1. you become ineligible for coverage under the Student Health Benefit Plan;
2. your continuation coverage is exhausted;
3. no continuation coverage is available to you; or
4. the Plan ends and is not replaced by continuous group coverage.

If your coverage ends because you become ineligible or leave the Plan, you must apply for conversion/ IPT coverage within 60 days after your coverage (or continuation) ends. If your coverage ends because the Plan ends, you must apply for conversion/ IPT coverage within 60 days after receiving notice of cancellation of the Plan.

Conversion/ IPT coverage and charges will not be the same as this Plan. Evidence of good health is not required. Regardless of the reason coverage ends, you are not eligible for conversion/ IPT if you do not apply within 60 days of losing group coverage.
COORDINATION OF BENEFITS

This section applies when you have health care coverage under more than one (1) plan, as defined below. If this section applies, you should look at the Order of Benefits Rules first to determine which plan determines benefits first. Your benefits under this Student Health Benefit Plan are not reduced if the Order of Benefits Rules require this Plan to pay first. Your benefits under this Student Health Benefit Plan may be reduced if another plan pays first.

Definitions

These definitions apply only to this section.

1. The term “plan” means any of the following that provides benefits or services for, or because of, medical or dental care or treatment:
   a. group insurance or group-type coverage, whether insured or uninsured. This includes prepayment, group practice, individual practice coverage, and group coverage other than school accident-type coverage
   b. coverage under a government plan or required or provided by law
   c. individual coverage. Group coverage is always primary and pays first
   d. the medical payment (“medpay”) or personal injury protection benefit available to you under an automobile insurance policy.

Therefore, “plan” does not include:
   a. a state plan under Medicaid (Title XIX, Grants to States for Medical Assistance Programs, of the United States Social Security Act as amended from time to time);
   b. Medicare (Title XVIII, United States Code, as amended from time to time) for Medicare benefits paid or payable to any person for whom Medicare is primary; or
   c. any benefits that, by law, are excess to any private or other nongovernmental program.

If any of the above coverages include group-type hospital indemnity coverage, “Plan” only includes that amount of indemnity benefits which exceeds $100 a day.

2. The term “This Student Health Benefit Plan” means the part of the Plan document that provides health care benefits.

3. “Primary Plan/Secondary Plan” is determined by the Order of Benefits Rules.

When This Plan is a Primary Plan, its benefits are determined before any other plan and without considering the other plan’s benefits. When This Plan is a Secondary Plan, its benefits are determined after those of the other plan and may be reduced because of the other plan’s benefits.

When you are covered under more than two (2) plans, this Plan may be a Primary Plan to some plans, and may be a Secondary Plan to other plans.

Notes:

a. If you are covered under This Plan and Medicare: This Plan will comply with Medicare Secondary Payor (MSP) provisions of federal law, rather than the Order of Benefits Rules in this section, to determine which Plan is a primary Plan and which is a Secondary Plan. Medicare will be primary and This Plan will be secondary only to the extent permitted by MSP rules.

b. If you are covered under this Plan and TRICARE: This Plan will comply with the TRICARE provisions of federal law, rather than the Order of Benefit’s Rules in this section, to determine which Plan is a Primary Plan and which is a Secondary Plan. TRICARE will be primary and this Plan will be secondary only to the extent permitted by TRICARE rules.
4. “Allowable expense” means the necessary, reasonable, and customary items of expense for health care, covered at least in part by one (1) or more plans covering the person making the claim. “Allowable expense” does not include an item or expense that exceeds benefits that are limited by statute or This Student Health Benefit Plan. “Allowable Expense” does not include outpatient prescription drugs, except those eligible under Medicare (see number three (3) above).

The difference between the cost of a private and a semiprivate hospital room is not considered an allowable expense unless admission to a private hospital room is medically necessary under generally accepted medical practice or as defined under This Student Health Benefit Plan.

When a plan provides benefits in the form of services, the reasonable cash value of each service rendered will be considered both an allowable expense and a benefit paid.

5. “Claim determination period” means a plan year. However, it does not include any part of the year the person is not covered under This Student Health Benefit Plan, or any part of a year before the date this section takes effect.

Order of Benefits Rules

1. General: When a claim is filed under This Student Health Benefit Plan and another plan, This Student Health Benefit Plan is a Secondary Plan and determines benefits after the other plan, unless:

   a. the other plan has rules coordinating its benefits with This Student Health Benefit Plan’s benefits; and

   b. the other plan’s rules and This Student Health Benefit Plan’s rules, in part 2. below, require This Student Health Benefit Plan to determine benefits before the other plan.

2. Rules: This Student Health Benefit Plan determines benefits using the first of the following rules that applies:

   a. The plan that covers a person as automobile insurance medical payment ("medpay") or personal injury protection coverage determines benefits before a plan that covers a person as a group health plan enrollee.

   b. Nondependent/dependent: The plan that covers the person as a student, member, or subscriber (that is, other than as a dependent) determines its benefits before the plan that covers the person as a dependent.

   c. Dependent child of parents not separated or divorced: When This Student Health Benefit Plan and another plan cover the same child as a dependent of different persons, called “parents”:

      1) the plan that covers the parent whose birthday falls earlier in the year determines benefits before the plan that covers the parent whose birthday falls later in the year; but

      2) if both parents have the same birthday, the plan that has covered the parent longer determines benefits before the plan that has covered the other parent for a shorter period of time.

   However, if the other plan does not have this rule for children of married parents, and instead the other plan has a rule based on the gender of the parent, and if as a result the plans do not agree on the order of benefits, the rule in the other plan determines the order of benefits.

   d. Dependent child of parents divorced or separated or separated through termination of a domestic partner relationship: If two (2) or more plans cover a dependent child of divorced or separated parents, This Student Health Benefit Plan determines benefits in this order:

      1) first, the plan of the parent with physical custody of the child;

      2) then, the plan that covers the spouse of the parent with physical custody of the child;

      3) finally, the plan that covers the parent not having physical custody of the child; or

      4) in the case of joint physical custody, b. above applies.
However, if the court decree requires one (1) of the parents to be responsible for the health care expenses of the child, and the plan that covers that parent has actual knowledge of that requirement, that plan determines benefits first. This does not apply to any claim determination period or plan year during which any benefits are actually paid or provided before the plan has that actual knowledge.

e. Active/inactive employee: The Plan that covers a person as an employee who is neither laid-off nor retired (or as that employee's dependent) determines benefits before a plan that covers that person as a laid-off or retired employee (or as that employee's dependent). If the other plan does not have this rule, and if as a result the plans do not agree on the order of benefits, then this rule is ignored.

f. Longer/shorter length of coverage: If none of the above determines the order of benefits, the plan that has covered an employee, member, or subscriber longer determines benefits before the plan that has covered that person for a shorter time.

Effect on Benefits of This Student Health Benefit Plan

1. When this section applies: When the Order of Benefits Rules above require This Student Health Benefit Plan to be a Secondary Plan, this part applies. Benefits of This Student Health Benefit Plan may be reduced.

2. Reduction in This Student Health Benefit Plan’s benefits

When the sum of:

a. the benefits payable for allowable expenses under This Student Health Benefit Plan, without applying coordination of benefits; and

b. the benefits payable for allowable expenses under the other plans, without applying coordination of benefits or a similar provision, whether or not claim is made, exceeds those allowable expenses in a claim determination period. In that case, the benefits of This Student Health Benefit Plan are reduced so that benefits payable under all plans do not exceed allowable expenses.

When benefits of This Student Health Benefit Plan are reduced, each benefit is reduced in proportion and charged against any applicable benefit limit of This Student Health Benefit Plan. Benefits saved by This Student Health Benefit Plan due to coordination of benefits saving (credit reserve) are available for payment on future claims during this Plan year. Credit reserve will start over for the next Plan year.

Right to Receive and Release Needed Information

Certain facts are needed to apply these coordination of benefits rules. The Claims Administrator has the right to decide which facts are needed. The Claims Administrator may get needed facts from, or give them to, any other organization or person. They do not need to tell, or get the consent of, any person to do this. Each person claiming benefits under This Student Health Benefit Plan must provide any facts needed to pay the claim.

Facility of Payment

A payment made under another plan may include an amount that should have been paid under This Student Health Benefit Plan. If this happens, This Student Health Benefit Plan may pay that amount to the organization that made that payment. That amount will then be considered a benefit under This Student Health Benefit Plan. This Student Health Benefit Plan will not have to pay that amount again. The term “payment made” includes providing benefits in the form of services, in which case “payment made” means reasonable cash value of the benefits provided in the form of services.

Right of Recovery

If This Student Health Benefit Plan pays more than it should have paid under these coordination of benefit rules, This Student Health Benefit Plan may recover the excess from any of the following:

1. the persons This Student Health Benefit Plan paid or for whom This Plan has paid;

2. insurance companies; and

3. other organizations.

The amount paid includes the reasonable cash value of any benefits provided in the form of services.
This Plan maintains both a right of reimbursement and a separate right of subrogation. As an express condition of your participation in this Plan, you agree that the Plan has the subrogation rights and reimbursement rights explained below.

The Plan’s Right of Subrogation

If you or your dependents receive benefits under this Plan arising out of an illness or injury for which a responsible party is or may be liable, this Plan shall be subrogated to your claims and/or your dependents’ claims against the responsible party.

Obligation to Reimburse the Plan

You are obligated to reimburse the Plan in accordance with this provision if the Plan pays any benefits and you, or your dependent(s), heirs, guardians, executors, trustees, or other representatives recover compensation or receive payment related in any manner to an illness, accident or condition, regardless of how characterized, from a responsible party, a responsible party’s insurer or your own (first party) insurer. You must reimburse the Plan for 100% of benefits paid by the Plan before you or your dependents, including minors, are entitled to keep or benefit by any payment, regardless of whether you or your dependent has been fully compensated and regardless of whether medical or dental expenses are itemized in a settlement agreement, award or verdict.

You are also obligated to reimburse the Plan from amounts you receive as compensation or other payments as a result of settlements or judgments, including amounts designated as compensation for pain and suffering, non-economic damages and/or general damages. The Plan is entitled to recover from any plan, person, entity, insurer (first party or third party), and/or insurance policy (including no-fault automobile insurance, an uninsured motorist’s plan, a homeowner’s plan, a renter’s plan, or a liability plan) that is or may be liable for:

1. the accident, injury, sickness, or condition that resulted in benefits being paid under the Plan; and/or
2. the medical, dental, and other expenses incurred by you or your dependents for which benefits are paid or will be paid under the Plan.

Until the Plan has been fully reimbursed, all payments received by you, your dependents, heirs, guardians, executors, trustees, attorneys or other representatives in relation to a judgment or settlement of any claim of yours or of your dependent(s) that arises from the same event as to which payment by the Plan is related shall be held by the recipient in constructive trust for the satisfaction of the Plan’s subrogation and/or reimbursement claims.

Complying with these obligations to reimburse the Plan is a condition of your continued coverage and the continued coverage of your dependents.

Duty to Cooperate

You, your dependents, your attorneys or other representatives must cooperate to secure enforcement of these subrogation and reimbursement rights. This means you must take no action – including, but not limited to, settlement of any claim – that prejudices or may prejudice these subrogation or reimbursement rights. As soon as you become aware of any claims for which the Plan is or may be entitled to assert subrogation and reimbursement rights, you must inform the Plan by providing written notification to the Claims Administrator of:

1. the potential or actual claims that you and your dependents have or may have;
2. the identity of any and all parties who are or may be liable; and
3. the date and nature of the accident, injury, sickness or condition for which the Plan has or will pay benefits and for which it may be entitled to subrogate or be reimbursed.
You and your dependents must provide this information as soon as possible, and in any event, before the earlier of the date on which you, your dependents, your attorneys or other representatives:

1. agree to any settlement or compromise of such claims; or

2. bring a legal action against any other party.

You have a continuing obligation to notify the Claims Administrator of information about your efforts or your dependents’ efforts to recover compensation.

In addition, as part of your duty to cooperate, **you and your dependents must complete and sign all forms and papers, including a Reimbursement Agreement,** as required by the Plan and provide any other information required by the Plan. A violation of the reimbursement agreement is considered a violation of the terms of the Plan.

The Plan may take such action as may be necessary and appropriate to preserve its rights, including bringing suit in your name or intervening in any lawsuit involving you or your dependent(s) following injury. The Plan may require you to assign your rights of recovery to the extent of benefits provided under the Plan. The Plan may initiate any suit against you or your dependent(s) or your legal representatives to enforce the terms of this Plan. The Plan may commence a court proceeding with respect to this provision in any court of competent jurisdiction that the Plan may elect.

**Attorneys’ Fees and Other Expenses You Incur**

The Plan will not be responsible for any attorneys’ fees or costs incurred by you or your dependents in connection with any claim or lawsuit against any party, unless, prior to incurring such fees or costs, the Plan in the exercise of its sole and complete discretion has agreed in writing to pay all or some portion of fees or costs. The common fund doctrine or attorneys’ fund doctrine shall not govern the allocation of attorney’s fees incurred by you or your dependents in connection with any claim or lawsuit against any other party and no portion of such fees or costs shall be an offset against the Plan’s right to reimbursement without the express written consent of the Claims Administrator.

The Plan Administrator may delegate any or all functions or decisions it may have under this Reimbursement and Subrogation section to the Claims Administrator.

**What May Happen to Your Future Benefits**

If you or your dependent(s) obtain a settlement, judgment, or other recovery from any person or entity, including your own automobile or liability carrier, without first reimbursing the Plan, the Plan in the exercise of its sole and complete discretion, may determine that you, your dependents, your attorneys or other representatives have failed to cooperate with the Plan’s subrogation and reimbursement efforts. If the Plan determines that you have failed to cooperate the Plan may decline to pay for any additional care or treatment for you or your dependent(s) until the Plan is reimbursed in accordance with the Plan terms or until the additional care or treatment exceeds any amounts that you or your dependent(s) recover. This right to offset will not be limited to benefits for the insured person or to treatment related to the injury, but will apply to all benefits otherwise payable under the Plan for you and your dependents.

**Interpretation**

In the event that any claim is made that any part of this subrogation and right of recovery provision is ambiguous or questions arise concerning the meaning or intent of any of its terms, the Claims Administrator shall have the sole authority and discretion to resolve all disputes regarding the interpretation of this provision.
GENERAL PROVISIONS

Student Health Benefit Plan Administration

Student Health Benefit Plan Administrator

The general administration of the Student Health Benefit Plan and the duty to carry out its provisions is vested in the University of Minnesota, Office of Student Health Benefits. The Office of Student Health Benefits will perform such duties on behalf of the University, provided it may delegate such duty or any portion thereof to a named person, including employees and agents of the University, and may from time to time revoke such authority and delegate it to another person. Any delegation of responsibility must be in writing and accepted by the designated person. Notwithstanding any designation or delegation of final authority with respect to claims, the Student Health Benefit Plan Administrator generally has final authority to administer the Plan.

Powers and Duties of the Student Health Benefit Plan Administrator

The Student Health Benefit Plan Administrator will have the authority to control and manage the operation and administration of the Plan. This will include all rights and powers necessary or convenient to carry out its functions as Plan Administrator. Without limiting that general authority, the Plan Administrator will have the express authority to:

1. construe and interpret the provisions of the Plan and decide all questions of eligibility.
2. prescribe forms, procedures, policies, and rules to be followed by you and other persons claiming benefits under the Plan;
3. prepare and distribute information to you explaining the Plan;
4. receive from you and any other parties the necessary information for the proper administration of eligibility requirements under the Plan;
5. receive, review, and maintain reports of the financial condition and receipts and disbursements of the Plan; and
6. to retain such actuaries, accountants, consultants, third party administration service providers, legal counsel, or other specialists, as it may deem appropriate or necessary for the effective administration of the Plan.

Actions of the Student Health Benefit Plan Administrator

The Student Health Benefit Plan Administrator may adopt such rules as it deems necessary, desirable, or appropriate. All determinations, interpretations, rules, and decisions of the Student Health Benefit Plan Administrator shall be made in its sole discretion and shall be conclusive and binding upon all persons having or claiming to have any interest or right under the Plan. All rules and decisions of the Student Health Benefit Plan Administrator will be uniformly and consistently applied so that all individuals who are similarly situated will receive substantially the same treatment.

The Student Health Benefit Plan Administrator may contract with one (1) or more service agents, including the Claims Administrator, to assist in the handling of claims under the Plan and/or to provide advice and assistance in the general administration of the Plan. Such service agent(s) may also be given the authority to make payments of benefits under the Plan on behalf of and subject to the authority of the Student Health Benefit Plan Administrator. Such service agent(s) may also be given the authority to determine claims in accordance with procedures, policies, interpretations, rules, or practices made, adopted, or approved by the Student Health Benefit Plan Administrator.
**Termination or Changes to the Student Health Benefit Plan**

No agent can legally change the Student Health Benefit Plan or waive any of its terms.

The University reserves the power at any time to terminate, modify or amend, in whole or in part, any or all provisions of the Student Health Benefit Plan. Any amendment to this Student Health Benefit Plan may be effected by a written resolution adopted by the University of Minnesota’s Students Health Benefits Office. The Student Health Benefit Plan Administrator will communicate any adopted changes to the covered persons.

**Funding**

This Student Health Benefit Plan is funded by contributions from the plan and/or participants. Benefits are paid from the Plan’s general assets. Your contribution towards the cost of coverage under the Student Health Benefit Plan will be determined by the Plan each year and communicated to you prior to the effective date of any change in the cost of coverage.

**Controlling Law**

Except as they may be subject to federal law, any questions, claims, disputes, or litigation concerning or arising from the Student Health Benefit Plan will be governed by the laws of the State of Minnesota.
Privacy of Protected Health Information

University of Minnesota Student Health Benefit Plan
NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

A. University of Minnesota-Sponsored Student Health Plans Covered by this Notice
This notice describes the practices of the following group health plans (collectively, the “Plan”) and will apply to you to the extent you participate in these plans. If you participate in other plans, you may receive additional notices: Student Health Benefit Plan

B. Pledge Regarding Your Protected Health Information
This notice explains how the Plan uses and discloses your protected health information and the rights that you have with respect to accessing that information and keeping it confidential. “Protected health information” means information that individually identifies you, and relates to payment for your health care, your health or condition, or health care you receive, including any demographic or genetic information. The Plan creates, receives and maintains eligibility and enrollment information, information about your health care claims paid under the Plan, and other protected health information that is necessary to administer the Plan.

The Plan is required by law to maintain the privacy of your protected health information and to provide this notice to you. This notice explains the Plan’s legal duties and privacy practices, and your rights regarding your protected health information. The Plan is committed to protecting the privacy of your protected health information by complying with all applicable federal and state laws.

While this notice is in effect, the Plan must follow the privacy practices described. This notice takes effect on the date shown at the end of this section, and will remain in effect until it is replaced. The Plan reserves the right to change its privacy practices and the terms of this notice at any time, provided that applicable law permits such changes. The Plan reserves the right to make such changes effective for all protected health information that the Plan maintains, including information created or received before the changes were made.

You may request a copy of the Plan’s privacy notice at any time. For more information about the Plan’s privacy practices, or for additional copies of this notice, please contact the Plan using the information listed at the end of this notice.

C. Uses and Disclosures of Your Protected Health Information
The following categories describe the different ways that the Plan uses and discloses your protected health information. Not every use or disclosure within a category is listed, but all uses and disclosures fall into one of the following categories.

1. Payment
The Plan may use and disclose protected health information about you for payment purposes, such as determining your eligibility for Plan benefits, facilitating payment for treatment and health care services you receive, determining benefit responsibility under the Plan, coordinating benefits with other Plans, determining medical necessity, and so on. For example, the Plan may share protected health information with third party administrators hired to provide claims services and other administrative services to the Plan.

2. Health Care Operations
The Plan may use and disclose protected health information about you for health care operations. These uses and disclosures are necessary to operate the Plan.
For example, the Plan uses and discloses protected health information to conduct quality assessment and improvement activities, and for cost management and business management purposes.

3. Treatment
The Plan may use or disclose protected health information for treatment purposes, including helping providers to coordinate your care. Only the minimum amount of information necessary will be disclosed. For example, an emergency care provider may contact the Plan to find out what other providers you use, so that he or she can contact them to get medical records necessary to your care, if you are unable to provide that information.

4. Disclosures to the Plan Sponsor
The Plan may disclose your protected health information to the University of Minnesota, which sponsors the Plan, but only to permit the University to perform Plan administration functions. These disclosures may be made only to the administrative units of the University, primarily the Benefits Department, involved in Plan administration, and will be strictly limited to disclosures necessary for Plan administration purposes.

5. Disclosures to Other Plans
Each plan sponsored by the University of Minnesota may disclose your protected health information to another health plan sponsored by the University of Minnesota to facilitate claims payment and certain health care operations of the other plan.

6. Uses and Disclosures You Specifically Authorize
You may give the Plan written authorization to use your protected health information or to disclose it to anyone for any purpose. If you give the Plan an authorization, you may revoke it in writing at any time. If you revoke your permission, the Plan will stop using or disclosing your protected health information in accordance with that authorization, except to the extent the Plan has already relied on it. Without your written authorization, the Plan may not use or disclose your protected health information for any reason except those described in this notice.

7. Plan Communications with Individuals Involved in Your Care (or Payment for Your Care)
In general, the Plan will communicate directly with you about your claims and other Plan-related matters that involve your protected health information. In some cases, however, it may be appropriate to communicate about these matters with other individuals involved in your health care or payment for that care, such as your family, relatives, or close personal friends (or anyone else, if you choose to designate them).

If you agree, the Plan may disclose to these persons protected health information about you that is directly relevant to their involvement in these matters. The Plan may also make such disclosures to these persons if you are given the opportunity to object to the disclosures and do not do so, or if the Plan reasonably infers from the circumstances that you do not object to disclosure to these persons. The Plan would not need to obtain your written authorization. For example, if you are an employee and are attempting to resolve a claims dispute with the Plan, and you orally inform the Plan that your spouse will be calling the Plan for additional discussion of these issues, the Plan would be permitted to disclose protected health information directly relevant to that dispute to your spouse.

The Plan also may use or disclose your name, location and general condition (or death) to notify, or help to notify, persons involved in your care about your situation. If you are incapacitated or in an emergency, the Plan may disclose your protected health information to persons involved in your care (or payment) if it determines that the disclosure is in your best interest.

8. Communication about Benefits, Products, and Services
The Plan may use and disclose protected health information to tell you about or recommend possible treatment options or alternatives, or to tell you about health-related products or services (or payment or coverage for such products or services) that may be of interest to you. The Plan may use your protected health information to contact you with information about benefits under the Plan, including certain communications about health plan networks, health plan changes, and value-added health plan-related products or services.
The Plan may communicate with you face-to-face regarding any benefits, products or services. The Plan may use or disclose protected health information to distribute small promotional gifts.

9. Required by Law
The Plan may use or disclose your protected health information when required to do so by law. For example, disclosures to the Secretary of Health & Human Services for the purpose of determining the Plan’s compliance with federal privacy law.

10. Disaster Relief
The Plan may use or disclose your name, location and general condition (or death) to a public or private organization authorized to assist in disaster relief efforts.

11. Public Health and Safety
The Plan may disclose your protected health information to the extent necessary to avert a serious and imminent threat to your health or safety or the health or safety of others (but only to someone in a position to help prevent the threat). The Plan may disclose your protected health information to government agencies authorized to oversee the health care system or government programs or its contractors, and to public health authorities for public health purposes. The Plan may disclose your protected health information to appropriate authorities if it reasonably believes that you are a possible victim of abuse, neglect, domestic violence or other crimes.

12. Lawsuits and Disputes
The Plan may disclose your protected health information in response to a court or administrative order, subpoena, discovery request, or other lawful process, in accordance with specified procedural safeguards.

13. Law Enforcement
Under circumstances, such as a court order, or court-issued warrant, subpoena or summons, or grand jury subpoena, the Plan may disclose your protected health information to law enforcement officials. The Plan may also disclose limited protected health information to a law enforcement official concerning a suspect, fugitive, material witness, crime victim or missing person. The Plan may disclose protected health information about the victim of a crime (under limited circumstances); about a death the Plan believes may be the result of criminal conduct; to report a crime on the premises of the Plan; or, in an emergency, information relating to a crime not on the premises. If you are an inmate of a correctional institution, the Plan may disclose protected health information to the institution or to law enforcement.

14. Research
The Plan may use or disclose protected health information for research purposes, provided that the researcher follows certain procedures to protect your privacy. To the extent it is required by State law, the Plan will obtain your consent for a disclosure for research purposes.

15. Decedents (Death, Organ/Tissue Donation)
The Plan may disclose the protected health information of a deceased person to a coroner, medical examiner, funeral director, or organ procurement organization, for certain limited purposes.

16. Military and National Security
The Plan may disclose to military authorities the protected health information of armed forces personnel under certain circumstances. The Plan may disclose to authorized federal officials protected health information required for intelligence, counter-intelligence, and other national security activities authorized by law.

17. Workers’ Compensation
The Plan may disclose protected health information about you for workers’ compensation or similar programs established by law to provide benefits for work-related injuries or illness.
18. De-Identified Data
The Plan may create a collection of information that can no longer be traced back to you (i.e., does not contain individually identifying information).

D. Your Rights

1. Access
You have the right to look at or get copies of protected health information maintained by the Plan that may be used to make decisions about your Plan eligibility and benefits, with limited exceptions. The Plan reserves the right to require you to make this request in writing. If you request copies, you may be charged a fee to cover the costs of copying, mailing, and other supplies. If you prefer, the Plan will prepare a summary or an explanation of your protected health information for a fee.

To request access and/or a full explanation of the fee structure under the UPlan, contact the Plan Administrator at the Member Services phone number on your medical, prescription drug, or dental ID card. For the Emergency Medical Assistance Program, Health Care Flexible Spending Account, Employee Assistance Program, or Wellness Program, contact the Benefits Service Center at the number shown at the end of this notice.

The Plan may deny your request in very limited circumstances. If the Plan denies your request, you may be entitled to a review of that denial. You will be told how to obtain a review. The Plan will abide by the outcome of that review.

2. Amendment
If you feel that your protected health information is incorrect or incomplete, you have the right to request that the Plan amend it. The Plan reserves the right to require this request be in writing, including a reason to support your request.

To submit a request under the UPlan, contact the Plan Administrator at the Member Services phone number on your medical, prescription drug, or dental ID card. For the Emergency Medical Assistance Program, Health Care Flexible Spending Account, Employee Assistance Program, or Wellness Program, contact the Benefits Service Center at the number shown at the end of this notice.

The Plan may deny your request if the Plan did not create the information you want amended or for certain other reasons. If the Plan denies your request, the Plan will provide you a written explanation and the process to be followed for any additional action.

3. Accounting of Disclosures
You have the right to receive a list of disclosures the Plan has made of your protected health information. This right does not apply to disclosures for treatment, payment, health care operations, and certain other purposes. Your request for the accounting must be in writing. To request an accounting under the UPlan, contact the Plan Administrator at the Member Services phone number on your medical, prescription drug, or dental ID card. For the Emergency Medical Assistance Program, Health Care Flexible Spending Account, Employee Assistance Program, or Wellness Program, contact the Benefits Service Center at the number shown at the end of this notice.

You are entitled to such an accounting for the six (6) years prior to your request, though not earlier than April 14, 2003. The Plan will provide you with the date on which it made a disclosure, the name of the person or entity to whom it disclosed your protected health information, a description of the protected health information it disclosed, the reason for the disclosure, and certain other information. If you request this list more than once in a 12-month period, the Plan may charge you a reasonable, cost-based fee for responding to these additional requests. You will be notified of the cost involved and be given the opportunity to withdraw or change your request before any costs are incurred.
4. Restriction Requests
You have the right to request that the Plan place additional restrictions on its use or disclosure of your protected health information for treatment, payment, or health care operations. The Plan is not required to agree to these restrictions, but if it does, the Plan will abide by its agreement (except in an emergency). Any such agreement by the Plan must be in writing signed by a person authorized to make such an agreement on our behalf; without this written agreement, the Plan will not be bound by the requested restrictions. Please use the contact information at the end of this notice to get more information about how to make such a request.

5. Confidential Communication
You have the right to request that the Plan communicate with you about your protected health information by alternative means or to an alternative location. For example, you may ask that the Plan contact you only at work or by mail. You must make your request in writing and must specify how or where you wish to be contacted. Your request must state that the information could endanger you if it is not communicated in confidence as you request. The Plan will accommodate all reasonable requests. Please use the contact information at the end of this notice to get more information about how to make such a request.

6. Copy of this Notice
You are entitled to receive a printed (paper) copy of this notice at any time. Please contact the Plan using the information listed at the end of this notice to obtain a copy of this notice in printed form.

Questions and Complaints
If you want more information about the Plan’s privacy practices, have questions or concerns, or believe that the Plan may have violated your privacy rights, please contact the Plan using the following information:

Office of Student Health Benefits
University of Minnesota
410 Church Street S.E., Room N323
Minneapolis, MN  55455
Telephone: (612) 624-0627 or 1-800-232-9017 (out of area)
Email: umshbo@umn.edu

You also may submit a written complaint to the U.S. Department of Health and Human Services. The Plan will provide you with the address to file your complaint with the U.S. Department of Health and Human Services upon request.

The Plan supports your right to protect the privacy of your medical information. The Plan will not retaliate in any way if you choose to file a complaint with the Plan or with the U.S. Department of Health and Human Services.

Date: August 2010
Sender: University of Minnesota Office of Student Health Benefits
GLOSSARY OF COMMON TERMS

Please refer to the Benefit Chart for specific benefit and payment information.

90dayRx
Participating 90dayRx Retail Pharmacies and Mail Service Pharmacy used for the dispensing of a 90-day supply of long-term prescription drug refills.

Admission
A period of one (1) or more days and nights while you occupy a bed and receive inpatient care in a facility.

Advanced practice nurses
Licensed registered nurses who have gained additional knowledge and skills through an organized program of study and clinical experience that meets the criteria for advanced practice established by the professional nursing organization having the authority to certify the registered nurse in the advanced nursing practice. Advanced practice nurses include clinical nurse specialists (C.N.S.), nurse practitioners (N.P.), certified registered nurse anesthetists (C.R.N.A.), and certified nurse midwives (C.N.M.).

Allowed Amount
The amount upon which payment is based for a given covered service for a specific provider. The allowed amount may vary from one provider to another for the same service. All benefits are based on the allowed amount, except as specified in the Benefit Chart.

The Allowed Amount for Participating Providers
For Participating Providers, the allowed amount is the negotiated amount of payment that the Participating Provider has agreed to accept as full payment for a covered service at the time your claim is processed. The Claims Administrator periodically may adjust the negotiated amount of payment at the time your claim is processed for covered services at Participating Providers as a result of expected settlements or other factors. The negotiated amount of payment with Participating Providers for certain covered services may not be based on a specified charge for each service, and the Claims Administrator uses a reasonable allowance to establish a per service allowed amount for such covered services. Through settlements, rebates, and other methods, the Claims Administrator may subsequently adjust the amount due to Participating Providers. These subsequent adjustments will not impact or cause any change in the amount you paid at the time your claim was processed. If the payment to the provider is decreased, the amount of the decrease is credited to the Claims Administrator or the contract-holder, and the percentage of the Allowed Amount paid by the Claims Administrator is lower than the stated percentage for the covered service (and the percentage paid by you is higher). If the payment to the provider is increased, the Claims Administrator pays that cost on your behalf, and the percentage of the Allowed Amount paid by the Claims Administrator is higher than the stated percentage and the percentage paid by you is lower.

The Allowed Amount for Nonparticipating Providers
In determining the allowed amount for Nonparticipating Providers, the Claims Administrator makes no representations that this amount is intended to represent a usual, customary or reasonable charge. The determination of the allowed amount is subject to all of the Claims Administrator’s business rules as defined in the Claims Administrator Provider Policy and Procedure Manual. As a result, certain procedures billed by a Nonparticipating Provider may be combined into a single procedure or denied as not a covered service for purposes of determining what the designated percentage will be applied against.
The Allowed Amount for Nonparticipating Provider Professional Services (physicians or clinics) in Minnesota

For physician or clinic services by Nonparticipating Providers in Minnesota, except those described under Special Circumstances below, the allowed amount is most commonly the amount in the Nonparticipating Provider Professional Services in Minnesota Fee Schedule. You may view this fee schedule at the Claims Administrator’s website. You may also call Customer Service to obtain a copy of the portions of the fee schedule which are relevant to you. These proprietary fee schedules are for the information of the Claims Administrator’s members only and are not to be used for any other purpose. They are subject to change without notice. You may need to talk with your Nonparticipating Provider to determine what procedure codes are applicable to the services your Nonparticipating Provider will provide in order to determine which parts of the fee schedule apply.

The allowed amount is the lesser of: (1) the Nonparticipating Provider Professional Services in Minnesota Fee Schedule: or (2) a designated percentage of the Nonparticipating Provider’s billed charges. No fee schedule amounts include any applicable tax.

The fee schedule that is current as of the time the services are provided will be the fee schedule that is used for determining the allowed amount.

Your Plan may employ another methodology (other than noted above) for determining the allowed amount by using a specified percentile in a medical fee database for the service provided.

The Allowed Amount for all other Nonparticipating Providers (facility services) in Minnesota

The Claims Administrator’s allowed amount for Nonparticipating Provider facility services is a designated percentage of the facility’s billed charges, except those described under Special Circumstances below, and is subject to business rules established in the Claims Administrator’s Provider Policy and Procedure Manual. Examples of facility-based provider types include, but are not limited to hospitals, skilled nursing facilities or renal dialysis centers.

The Allowed Amount for Nonparticipating Provider Professional Services (physicians or clinics) outside Minnesota

For Nonparticipating Provider physician or clinic services outside of Minnesota, except those described under Special Circumstances below, the allowed amount is most commonly determined by the local Blue Cross and/or Blue Shield Plan, unless that amount is greater than the Nonparticipating Provider’s billed charge, or no allowed amount is provided by the local Blue Plan. In that case, the allowed amount will be based on a percentage of pricing obtained from a nationwide provider reimbursement database that considers various factors, including the ZIP code of the place of service and the type of service provided. If this database pricing is not available for the service provided, the Claims Administrator will use the allowed amount for Nonparticipating Providers in Minnesota.

Your Plan may employ another methodology (other than noted above) for determining the allowed amount by using a specified percentile in a medical fee database for the service provided.
The Allowed Amount for all other Nonparticipating Providers (facility services) outside Minnesota

For Nonparticipating Provider facility services outside of Minnesota, except those described under Special Circumstances below, the allowed amount is determined by the local Blue Cross and/or Blue Shield Plan, unless that amount is greater than the Nonparticipating Provider’s billed charge, or no allowed amount is provided by the local Blue Plan. In that case, the Allowed Amount is determined from a Medicare-based fee schedule. If such pricing is not available, payment will be based on a percentage of the Nonparticipating Provider’s billed charges.

Special Circumstances

When you receive care from certain nonparticipating professionals at a participating facility such as a hospital, outpatient facility; or emergency room, the reimbursement to the nonparticipating professional may include some of the costs that you would otherwise be required to pay (e.g., the difference between the allowed amount and the provider's billed charge). This reimbursement applies when nonparticipating professionals are hospital-based and needed to provide immediate medical or surgical care and you do not have the opportunity to select the provider of care. This reimbursement also applies when you receive care in a nonparticipating hospital as a result of a medical emergency.

If you have questions about the benefits available for services to be provided by a Nonparticipating Provider, you will need to speak with your provider and you may call the Claims Administrator Customer Service at the telephone number on the back of your member ID card for more information.

Artificial Insemination (AI)
The introduction of semen from a donor (which may have been preserved as a specimen), into a woman’s vagina, cervical canal, or uterus by means other than sexual intercourse.

Assisted Reproductive Technologies (ART)
Fertility treatments in which both eggs and sperm are handled. In general, ART procedures involve surgically removing eggs from a woman's ovaries, combining them with sperm in the laboratory, and returning them to the woman's body or donating them to another woman. Such treatments do not include procedures in which only sperm are handled (i.e., intrauterine insemination (IUI), or artificial insemination (AI)), or procedures in which a woman takes medicine only to stimulate egg production without the intention of having eggs retrieved.

Attending health care professional
A health care professional with primary responsibility for the care provided to a sick or injured person.

Average semiprivate room rate
The average rate charged for semiprivate rooms. If the provider has no semiprivate rooms, the Claims Administrator uses the average semiprivate room rate for payment of the claim.

BlueCard PPO Network Provider
Providers who have entered into a Preferred Provider Organization (PPO) network contract which designates them as a BlueCard PPO Provider with the local Blue Cross and/or Blue Shield Plan outside of Minnesota.

BlueCard Program
A national Blue Cross and Blue Shield program in which you can receive health plan benefits while traveling or living outside of your service area. You must use Participating Providers and show your membership ID to secure BlueCard Program benefits.
BlueCard Traditional Network Provider

Providers who have entered into a network contract with the local Blue Cross and/or Blue Shield Plan outside of Minnesota.

Boynton Health Service—Benefits

The highest benefit level provided to students covered under this Student Health Benefit Plan during the time that they are paying the Student Services Fee.

Care/case management plan

A plan for health care services developed for a specific patient by a care/case manager after an assessment of the patient’s condition in collaboration with the patient and the patient’s health care team. The plan sets forth both the immediate and the ongoing skilled health care needs of the patient to sustain or achieve optimal health status.

Claims Administrator

Blue Cross and Blue Shield of Minnesota

Coinsurance

The percentage of the allowed amount you must pay for certain covered services after you have paid any applicable deductibles and copays and until you reach your out-of-pocket and/or intermediate maximum. For covered services from In-Network and Extended Network (if applicable) Providers, coinsurance is calculated based on the lesser of the allowed amount or the In-Network and Extended Network (if applicable) Provider’s billed charge. Because payment amounts are negotiated with In-Network and Extended Network (if applicable) Providers to achieve overall lower costs, the allowed amount for In-Network and Extended Network (if applicable) Providers is generally, but not always, lower than the billed charge. However, the amount used to calculate your coinsurance will not exceed the billed charge. When your coinsurance is calculated on the billed charge rather than the allowed amount for In-Network and Extended Network (if applicable) Providers, the percentage of the allowed amount paid by the Claims Administrator will be greater than the stated percentage.

For covered services from Nonparticipating Providers, coinsurance is calculated based on the allowed amount. In addition, you are responsible for any excess charge over the allowed amount.

Your coinsurance and deductible amount will be based on the negotiated payment amount the Claims Administrator has established with the provider or the provider’s charge, whichever is less. The negotiated payment amount includes discounts that are known and can be calculated when the claim is processed. In some cases, after a claim is processed, that negotiated payment amount may be adjusted at a later time if the agreement with the provider so provides. Coinsurance and deductible calculation will not be changed by such subsequent adjustments or any other subsequent reimbursements the Claims Administrator may receive from other parties.

Coinsurance Example:
You are responsible for payment of any applicable coinsurance amounts for covered services. The following is an example of how coinsurance would work for a typical claim:

For instance, when the Claims Administrator pays 80% of the allowed amount for a covered service, you are responsible for the coinsurance, which is 20% of the allowed amount. In addition, you would be responsible for any excess charge over the Claims Administrator's allowed amount when a Nonparticipating Provider is used. For example, if a Nonparticipating Provider ordinarily charges $100 for a service, but the Claims Administrator's allowed amount is $95, the Claims Administrator will pay 80% of the allowed amount ($76). You must pay the 20% coinsurance on the Claims Administrator's allowed amount ($19), plus the difference between the billed charge and the allowed amount ($5), for a total responsibility of $24.
Remember, if In-Network and Extended Network (if applicable) Providers are used, your share of the covered charges (after meeting any deductibles) is limited to the stated coinsurance amounts based on the Claims Administrator's allowed amount. If Nonparticipating Providers are used, your out-of-pocket costs will be higher as shown in the example above.

**Compound drug**
A prescription where two or more drugs are mixed together. One of these must be a Federal legend drug. The end product must not be available in an equivalent commercial form. A prescription will not be considered a compound if only water or sodium chloride solution are added to the active ingredient.

**Comprehensive pain management program**
A multidisciplinary program including, at a minimum, the following components:

1. a comprehensive physical and psychological evaluation;
2. physical/occupation therapies;
3. a multidisciplinary treatment plan; and
4. a method to report clinical outcomes.

**Continuous qualifying creditable coverage**
The maintenance of continuous and uninterrupted creditable coverage by an eligible employee or dependent. An eligible employee or dependent is considered to have maintained continuous qualifying creditable coverage if the individual applies for coverage within 63 days of the termination of his or her qualifying creditable coverage.

**Cosmetic services**
Surgery and other services performed primarily to enhance or otherwise alter physical appearance without correcting or improving a physiological function.

**Covered services**
A health service or supply that is eligible for benefits when performed and billed by an eligible provider. You incur a charge on the date a service is received or a supply or a drug is purchased.

**Custodial care**
Services to assist in activities of daily living, such as giving medicine that can usually be taken without help, preparing special foods, helping someone walk, get in and out of bed, dress, eat, bathe and use the toilet. These services do not seek to cure, are performed regularly as part of a routine or schedule, and do not need to be provided directly or indirectly by a health care professional.

**Cycle**
One (1) partial or complete fertilization attempt extending through the implantation phase only.

**Day treatment**
Behavioral health services that may include a combination of group and individual therapy or counseling for a minimum of three (3) hours per day, three (3) to five (5) days per week.

**Dependent**
Your spouse, unmarried child to the dependent child age limit specified in the Eligibility section, unmarried child whom you or your spouse have adopted or been appointed legal guardian to the dependent child age limit specified in the Eligibility section, unmarried grandchild who meets the eligibility requirements as defined in the Eligibility section to the age specified, disabled dependent or dependent child as defined in the Eligibility section, or any other person whom state or federal law requires be treated as a dependent.

**Drug therapy supply**
A disposable article intended for use in administering or monitoring the therapeutic effect of a drug.
### Durable medical equipment

Medical equipment prescribed by a physician that meets each of the following requirements:

1. able to withstand repeated use;
2. used primarily for a medical purpose;
3. generally not useful in the absence of illness or injury;
4. determined to be reasonable and necessary; and
5. represents the most cost-effective alternative.

### Eligible credits

Eligible credits are credits registered for that contribute towards the total count under the enrollment guidelines for being assessed mandatory Student Services Fee and also require proof of health insurance or result in a charge for the Student Health Benefit Plan.

### Emergency hold

A process defined in Minnesota law that allows a provider to place a person who is considered to be a danger to themselves or others, in a hospital involuntarily for up to 72 hours, excluding Saturdays, Sundays, and legal holidays, to allow for evaluation and treatment of mental health and/or substance abuse issues.

### Enrollment date

The first day of coverage, for each academic semester or academic summer session.

### E-Visit

An online evaluation and management service provided by a physician using the internet or similar secure communications network to communicate with an established patient.

### Facility

A provider that is a hospital, skilled nursing facility, residential behavioral health treatment facility, or outpatient behavioral health treatment facility licensed under state law, in the state in which it is located to provide the health services billed by that facility. Facility may also include a licensed home infusion therapy provider, freestanding ambulatory surgical center, or a home health agency when services are billed on a facility claim.

### Family therapy

Behavioral health therapy intended to treat an individual within the context of family relationships. The focus of the treatment is to identify problems or conflicts and to set specific goals for resolving them.

### Foot orthoses

Appliances or devices used to stabilize, support, align, or immobilize the foot in order to prevent deformity, protect against injury, or assist with function. Foot orthoses generally refer to orthopedic shoes, and devices or inserts that are placed in shoes including heel wedges and arch supports. Foot orthoses are used to decrease pain, increase function, correct some foot deformities, and provide shock absorption to the foot. Orthoses can be classified as pre-fabricated or custom made. A pre-fabricated orthosis is manufactured in quantity and not designed for a specific patient. A custom-fitted orthosis is specifically made for an individual patient.

### Freestanding ambulatory surgical center

A provider who facilitates medical and surgical services to sick and injured persons on an outpatient basis. Such services are performed by or under the direction of a staff of licensed doctors of medicine (M.D.) or osteopathy (D.O.) and/or registered nurses (R.N.). A freestanding ambulatory surgical center is not part of a hospital, clinic, doctor’s office, or other health care professional’s office.

### Group home

A supportive living arrangement offering a combination of in-house and community resource services. The emphasis is on securing community resources for most daily programming and employment.
Group therapy
Behavioral health therapy conducted with multiple patients

Halfway house
Specialized residences for individuals who no longer require the complete facilities of a hospital or institution but are not yet prepared to return to independent living.

Health care professional
A health care professional, licensed for independent practice, certified or otherwise qualified under state law, in the state in which the services are rendered, to provide the health services billed by that health care professional. Health care professionals include only physicians, chiropractors, mental health professionals, advanced practice nurses, physician assistants, audiologists, physical, speech and occupational therapists, licensed nutritionists, licensed registered dieticians, and licensed acupuncture practitioners. Health care professional also includes supervised employees of: Minnesota Rule 29 behavioral health treatment facility licensed by the Minnesota Department of Human Services and doctors of medicine, osteopathy, chiropractic, or dental surgery.

Home health agency
A Medicare approved or other preapproved facility that sends health professionals and home health aides into a person’s home to provide health services.

Hospice care
A coordinated set of services provided at home or in an institutional setting for covered individuals suffering from a terminal disease or condition.

Hospital
A facility that provides diagnostic, therapeutic and surgical services to sick and injured persons on an inpatient or outpatient basis. Such services are performed by or under the direction of a staff of licensed doctors of medicine (M.D.) or osteopathy (D.O.). A hospital provides 24-hour-a-day professional registered nursing (R.N.) services.

Host Blue
A Blue Cross and/or Blue Shield organization outside of Minnesota that has contractual relationships with Participating Providers in its designated service area that require such Participating Providers to provide services to members of other Blue Cross and/or Blue Shield organizations.

Illness
A sickness, injury, pregnancy, mental illness, substance abuse, or condition involving a physical disorder.

In-Network Provider
In Minnesota, a provider that has entered into a specific network contract with the Claims Administrator. Outside of Minnesota, a provider that has entered into a specific network contract with the local Blue Cross and/or Blue Shield Plan. Please refer to the Coverage Information section for network details.

Infertility testing
Services associated with establishing the underlying medical condition or cause of infertility. This may include the evaluation of female factors (i.e., ovulatory, tubal, or uterine function), male factors (i.e., semen analysis or urological testing) or both and involves physical examination, laboratory studies and diagnostic testing performed solely to rule out causes of infertility or establish an infertility diagnosis.

Intensive Outpatient Programs (IOP)
A behavioral health care service setting that provides structured multidisciplinary diagnostic and therapeutic services. IOPs operate at least three (3) hours per day, three (3) days per week. Substance Abuse treatment is typically provided in an IOP setting. Some IOPs provide treatment for mental health disorders.

Intrauterine Insemination (IUI)
A specific method of artificial insemination in which semen is introduced directly into the uterus.
**Investigative**

A drug, device, diagnostic procedure, technology, or medical treatment or procedure is investigative if reliable evidence does not permit conclusions concerning its safety, effectiveness, or effect on health outcomes. The Claims Administrator bases its decision upon an examination of the following reliable evidence, none of which is determinative in and of itself:

1. 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. the drug, device, diagnostic procedure, technology, or medical treatment or procedure is the subject of ongoing phase I, II, or III clinical trials (Phase I clinical trials determine the safe dosages of medication for Phase II trials and define acute effects on normal tissue. Phase II clinical trials determine clinical response in a defined patient setting. If significant activity is observed in any disease during Phase II, further clinical trials usually study a comparison of the experimental treatment with the standard treatment in Phase III trials. Phase III trials are typically quite large and require many patients to determine if a treatment improves outcomes in a large population of patients);
3. medically reasonable conclusions establishing its safety, effectiveness, or effect on health outcomes have not been established. For purposes of this subparagraph, a drug, device, diagnostic procedure, technology, or medical treatment or procedure shall not be considered investigative if reliable evidence shows that it is safe and effective for the treatment of a particular patient.

Reliable evidence shall also mean consensus opinions and recommendations reported in the relevant medical and scientific literature, peer-reviewed journals, reports of clinical trial committees, or technology assessment bodies, and professional expert consensus opinions of local and national health care providers.

**Lifetime maximum**

The cumulative maximum payable for covered services incurred by you during your lifetime or by each of your dependents during the dependent’s lifetime under all health plans sponsored by the Student Health Benefit Plan Administrator. The lifetime maximum does not include amounts which are your responsibility such as coinsurance, copays, penalties, and other amounts. Refer to the Benefit Chart for specific dollar maximums on certain services.

**Marital/couples therapy**

Behavioral health care services for the primary purpose of working through relationship issues.

**Marital/couples training**

Services for the primary purpose of relationship enhancements including, but not limited to: premarital education; or marriage/couples retreats; encounters; or seminars.

**Medical emergency**

Medically necessary care which a reasonable layperson believes is immediately necessary to preserve life, prevent serious impairment to bodily functions, organs, or parts, or prevent placing the physical or mental health of the patient in serious jeopardy.
### Medically necessary

Health care services that a Physician, exercising prudent clinical judgment, would provide to a patient for the purpose of preventing, evaluating, diagnosing or treating an illness, injury, disease or its symptoms, and that are: (a) in accordance with generally accepted standards of medical practice; (b) clinically appropriate, in terms of type, frequency, extent, site and duration, and considered effective for the patient’s illness, injury or disease; and (c) not primarily for the convenience of the patient, physician, or other health care provider, and not more costly than an alternative service or sequence of services at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of that patient’s illness, injury or disease. For these purposes, “generally accepted standards of medical practice” means standards that are based on creditable scientific evidence published in peer-reviewed medical literature generally recognized by the relevant medical community, Physician Specialty Society recommendations and the views of Physicians practicing in relevant clinical areas and any other relevant factors.

### Medicare

A federal health insurance program established under Title XVIII of the Social Security Act. Medicare is a program for people age 65 or older; some people with disabilities under age 65; and people with end-stage renal disease. The program includes Part A, Part B and Part D. Part A generally covers some costs of inpatient care in hospitals and skilled nursing facilities. Part B generally covers some costs of physician, medical, and other services. Part D generally covers outpatient prescription drugs defined as those drugs covered under the Medicaid program plus insulin, insulin-related supplies, certain vaccines, and smoking cessation agents. Medicare Parts A, B and D do not pay the entire cost of services and are subject to cost sharing requirements and certain benefit limitations.

### Mental health care professional

A psychiatrist, psychologist, licensed independent clinical social worker, marriage and family therapist, nurse practitioner, or a clinical nurse specialist licensed for independent practice that provides treatment for mental health disorders, substance abuse, or addictions.

### Mental illness

A mental disorder as defined in the International Classification of Diseases. It does not include alcohol or drug dependence, nondependent abuse of drugs, or developmental disability.

### Mobile crisis services

Face-to-face short term, intensive behavioral health care services initiated during a behavioral health crisis or emergency. This service may be provided on-site by a mobile team outside of an inpatient hospital setting or nursing facility. Services can be available 24 hours a day, seven (7) days a week, 365 days per year.

### Neuro-psychological examinations

Examinations for diagnosing brain dysfunction or damage and central nervous system disorders or injury. Services may include interviews, consultations and testing to assess neurological function associated with certain behaviors.

### Nonparticipating Provider

A provider that has not entered into a network contract with the Claims Administrator or the local Blue Cross and/or Blue Shield Plan.

### Opioid treatment

Treatment that uses methadone as a maintenance drug to control withdrawal symptoms for opioid addiction.

### Out-of-Network Provider

A Participating Provider that is not In-Network; and Nonparticipating Providers.
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Out-of-pocket maximum</td>
<td>The most each person must pay each applicable plan or calendar year toward the allowed amount for covered services. After a person reaches the out-of-pocket maximum, the Plan pays 100% of the allowed amount for covered services for that person for the rest of the applicable plan or calendar year. The Benefit Chart lists the out-of-pocket maximum amounts.</td>
</tr>
<tr>
<td>Outpatient Behavioral Health Treatment Facility</td>
<td>A facility that provides outpatient treatment, by or under the direction of, a doctor of medicine (M.D.) or osteopathy (D.O.), for mental health disorders, alcoholism, substance abuse, or drug addiction. An outpatient behavioral health treatment facility does not, other than incidentally, provide educational or recreational services as part of its treatment program.</td>
</tr>
<tr>
<td>Outpatient care</td>
<td>Health services a patient receives without being admitted to a facility as an inpatient. Care received at ambulatory surgery centers is considered outpatient care.</td>
</tr>
<tr>
<td>Palliative care</td>
<td>Any eligible treatment or service specifically designed to alleviate the physical, psychological, psychosocial, or spiritual impact of a disease, rather than providing a cure for members with a new or established diagnosis of a progressive, debilitating illness. Services may include medical, spiritual, or psychological interventions focused on improving quality of life by reducing or eliminating physical symptoms, enabling a patient to address psychological and spiritual problems, and supporting the patient and family.</td>
</tr>
<tr>
<td>Partial programs</td>
<td>An intensive structured behavioral health care setting that provides medically supervised diagnostic and therapeutic services. Partial programs operate five (5) to six (6) hours per day, five (5) days per week although some patients may not require daily attendance.</td>
</tr>
<tr>
<td>Participating Provider</td>
<td>A provider who has entered into a network contract with the Claims Administrator or the local Blue Cross and/or Blue Shield Plan.</td>
</tr>
<tr>
<td>Physician</td>
<td>A doctor of medicine (M.D.), osteopathy (D.O.), dental surgery (D.D.S.), medical dentistry (D.M.D.), podiatric medicine (D.P.M.), or optometry (O.D.) practicing within the scope of his or her license.</td>
</tr>
<tr>
<td>Plan</td>
<td>The plan of benefits established by the Plan Administrator.</td>
</tr>
<tr>
<td>Plan year</td>
<td>August 26, 2010 to August 24, 2011</td>
</tr>
<tr>
<td>Provider</td>
<td>A health care professional licensed, certified or otherwise qualified under state law, in the state in which services are rendered, to provide the health services billed by that provider and a health care facility licensed under state law in the state in which it is located to provide the health services billed by that facility. Provider includes pharmacies, medical supply companies, independent laboratories ambulances, freestanding ambulatory surgical centers, home infusion therapy providers, and also home health agencies.</td>
</tr>
</tbody>
</table>
Qualifying creditable coverage

Health coverage provided through an individual policy; a self-funded or fully-insured group health plan offered by a public or private employer; Medicare; MinnesotaCare; Medical Assistance (Medicaid); General Assistance Medical Care; the Minnesota Comprehensive Health Association (MCHA); TRICARE; Federal Employees Health Benefit Plan (FEHBP); Medical care program of the Indian Health Service of a tribal organization; a state health benefit risk pool; a Peace Corps health plan; Minnesota Employee Insurance Program (MEIP); Public Employee Insurance Program (PEIP); any plan established or maintained by a state, the United States government, or a foreign country that provides health coverage to individuals who are enrolled in the plan; the Children’s Health Insurance Program (CHIP); or any plan similar to any of the above plans provided in this state or in another state as determined by the Minnesota Commissioners of Commerce or Health.

Reproduction treatment

Treatment to enhance the reproductive ability among patients experiencing infertility, after a confirmed diagnosis of infertility has been established due to either female, male factors or unknown causes. Treatment may involve oral and/or injectable medications, surgery, artificial insemination, assisted reproductive technologies or a combination of these.

Residential Behavioral Health Treatment Facility

A facility licensed under state law in the state in which it is located that provides treatment, by or under the direction of a doctor of medicine (M.D.) or osteopathy (D.O.), for mental health disorders, alcoholism, substance abuse or substance addiction. The facility provides continuous, 24-hour supervision by a skilled staff who are directly supervised by health care professionals. Skilled nursing and medical care are available each day. A residential behavioral health treatment facility does not, other than incidentally, provide educational or recreational services as part of its treatment program.

Respite care

Short-term inpatient or home care provided to the patient when necessary to relieve family members or other persons caring for the patient.

Retail Health Clinic

A clinic located in a retail establishment or worksite. The clinic provides medical services for a limited list of eligible symptoms (e.g., sore throat, cold). If the presenting symptoms are not on the list, the member will be directed to seek services from a physician or hospital. Retail Health Clinics are staffed by eligible nurse practitioners or other eligible providers that have a practice arrangement with a physician. The list of available medical services and/or treatable symptoms is available at the Retail Health Clinic. Access to Retail Health Clinic services is available on a walk-in basis.

Services

Health care service, procedures, treatments, durable medical equipment, medical supplies and prescription drugs.

Sexual dysfunction

Inadequate enjoyment of or failure to participate in or enjoy sexual activity.

Skilled care

Services that are medically necessary and must be provided by licensed registered nurses or other eligible providers. A service performed by, or under the direct supervision of, a licensed registered nurse or other eligible provider is not considered skilled care if the service can be safely and effectively self-administered or performed by a layperson.

Skilled nursing facility

A Medicare approved facility that provides skilled transitional care, by or under the direction of a doctor of medicine (M.D.) or osteopathy (D.O.), after a hospital stay. A skilled nursing facility provides 24-hour-a-day professional registered nursing (R.N.) services.
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Health Benefit Plan</td>
<td>The Student Health Benefit Plan of benefits established by the Student Health Benefit Plan Administrator.</td>
</tr>
<tr>
<td>Student Health Benefit Plan Administrator</td>
<td>University of Minnesota; Office of Student Health Benefits.</td>
</tr>
<tr>
<td>Substance abuse and/or addictions</td>
<td>Alcohol, drug dependence or other addictions as defined in the most current edition of the International Classification of Diseases.</td>
</tr>
<tr>
<td>Supervised employees</td>
<td>Health care professional employed by a doctor of medicine, osteopathy, chiropractic, or dental surgery or a Minnesota Rule 29 clinic. The employing M.D., D.O., D.C., D.D.S. or mental health professional must be physically present and immediately available in the same office suite more than 50% of each day when the employed health care professional is providing services. Independent contractors are not eligible.</td>
</tr>
<tr>
<td>Supply</td>
<td>Equipment that must be medically necessary for the medical treatment or diagnosis of an illness or injury or to improve functioning of a malformed body part. Supplies are not reusable, and usually last for less than one (1) year. Supplies do not include such things as:</td>
</tr>
<tr>
<td></td>
<td>1. alcohol swabs; 2. cotton balls; 3. incontinence liners/pads; 4. Q-tips; 5. adhesives; or 6. informational materials.</td>
</tr>
<tr>
<td>Surrogate Pregnancy</td>
<td>An arrangement whereby a woman becomes pregnant for the purpose of gestating and giving birth to a child for others to raise. Pregnancy may have been the result of conventional means, artificial insemination or assisted reproductive technologies.</td>
</tr>
<tr>
<td>Televideo conferencing</td>
<td>Interactive audio and video communications permitting real-time communications between a distant site health care professional and the patient whom is present and participating in the televideo visit at a remote facility.</td>
</tr>
<tr>
<td>Terminally ill patient</td>
<td>An individual who has a life expectancy of six (6) months or less, as certified by the person’s primary physician.</td>
</tr>
<tr>
<td>Therapeutic camps</td>
<td>A structured recreational program of behavioral health treatment and care provided by an enrolled family community support services provider that is licensed as a day program. The camps are accredited as a camp by the American Camping Association.</td>
</tr>
<tr>
<td>Therapeutic day care (pre-school)</td>
<td>A licensed program that provides behavioral health care services to a child who is at least 33 months old but who has not yet attended the first day of kindergarten. The therapeutic components of a pre-school program must be available at least one (1) day a week for a minimum two (2)-hour time block. Services may include individual or group psychotherapy and a combination of the following activities: recreational therapy, socialization therapy and independent living skills therapy.</td>
</tr>
<tr>
<td><strong>Therapeutic support of foster care</strong></td>
<td>Behavioral health training, support services, and clinical supervision provided to foster families caring for children with severe emotional disturbance. The intended purpose is to provide a therapeutic family environment and support for the child’s improved functioning.</td>
</tr>
<tr>
<td><strong>Treatment</strong></td>
<td>The management and care of a patient for the purpose of combating an illness. Treatment includes medical and surgical care, diagnostic evaluation, giving medical advice, monitoring, and taking medication.</td>
</tr>
</tbody>
</table>