Medica Individual Choice℠

Wisconsin Policy of Coverage

WI-IFBCHOICE-PC-19-01

Bronze Copay Plan

Plan Identifier 4ICBCWI, 4ICBCWIL

Cancellation Within First Ten Days
The subscriber may cancel this Policy by delivering or mailing a written notice to **Medica Health Plans of Wisconsin, 401 Carlson Parkway, Attn: Customer Service, Route CP595, Minnetonka, MN 55305.** This Policy must be returned before midnight the tenth day after the date you receive this Policy. Notice given by mail and return of this Policy are effective when postmarked, properly addressed, and postage prepaid. MEDICA shall return all premiums within ten days after it receives notice of cancellation and the returned Policy. However, the subscriber must then pay any claims incurred prior to such cancellation.

This policy does not include coverage of pediatric dental services as described under the Affordable Care Act. Stand-alone dental coverage is available in the insurance market. Please contact your insurance agent, the Exchange, or Medica if you need further information concerning the purchase of stand-alone dental insurance.

Discrimination is Against the Law

Medica complies with applicable Federal civil rights laws and will not discriminate against any person on the basis of race, color, national origin, age, disability or sex. Medica:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: TTY communication and written information in other formats (large print, audio, other formats).
- Provides free language services to people whose primary language is not English, such as: Qualified interpreters and information written in other languages.

If you need these services, call the number included in this document or on the back of your Medica ID card. If you believe that Medica has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: Civil Rights Coordinator, Mail Route CP250, PO Box 9310, Minneapolis, MN 55443-9310, 952-992-3422 (phone/fax), TTY 711, civilrightscoordinator@medica.com

You can file a grievance in person or by mail, fax, or email. You may also contact the Civil Rights Coordinator if you need assistance with filing a complaint.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, 800-368-1019, 800-537-7697 (TDD). Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

If you want free help translating this information, call the number included in this document or on the back of your Medica ID card.

Si desea asistencia gratuita para traducir esta información, llame al número que figura en este documento o en la parte posterior de su tarjeta de identificación de Medica.

Yog koj xav tau kev pab dawb kom txhais daim ntawv no, hu rau tus xov tooj nyob hauv daim ntawv no los yog nyob nraum qab ntawm koj daim npav Medica ID.

如果您需要免費翻譯此資訊，請致電本文檔中或者在您的 Medica ID卡背面包含的號碼。

Nếu quý vị muốn trợ giúp dịch thông tin này miễn phí, hãy gọi vào số có trong tài liệu này hoặc ở mặt sau thẻ ID Medica của quý vị.

Odeeffannoo kana gargaarsa tolaan akka isinii hiikamu yoo barbaaddan, lakkoobsa barruu kana keessatti argamu ykn ka dugda kaardii Waraqaa Eenyummaa Medica irra jiruun bilbila'a.

إذا كنت تريد مساعدة مجانية في ترجمة هذه المعلومات، فاتصل على الرقم الوارد في هذه الوثيقة أو على ظهر بطاقة تعريف ميديكا الخاصة بك.

Если Вы хотите получить бесплатную помощь в переводе этой информации, позвоните по номеру телефона, указанному в данном документе и на обратной стороне Вашей индентификационной карты Medica.

ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນການແປຂໍ້ມູນນີ້ຟຣີ, ໃຫ້ໂທຫາເລກໝາຍທີ່ມີຢູ່ໃນເອກະສານນີ້ ຫຼື ຢູ່ດ້ານຫຼັງຂອງບັດ Medica ຂອງທ່ານ.

이 정보를 번역하는 데 무료로 도움을 받고 싶으시면, 이 문서에 포함된 전화번호나 Medica ID 카드 뒷면의 전화번호로 전화하십시오.

Si vous voulez une assistance gratuite pour traduire ces informations, appelez le numéro indiqué dans ce document ou au dos de votre carte d'identification Medica.

နမ္ပါအဲဉ်ီးဘာ်ကျိုးထံစၢၤကလိန့်နၤတၢ်ဂ့ၢ်တၢ်ကျိုးအံၤလၢးအကလိန့်ဉ်,ကိးလိတဲစိန့ိဉ်ဂ်ၢ်လၢးအပဉ်ယာ်လၢလာ်တိလာ်မိအပူၤအံၤမ့တမ့ၢ်ဖဲနနှိဉ်ခလော်အုဉ်သးခးကွအလိၢ်ခံတကပၤ.အဖိဆိဉ်နှဉ်တက့ၢ်.

Kung nais mo ng libreng tulong sa pagsasalin ng impormasyong ito, tawagan ang numero na kasama sa dokumentong ito o sa likod ng iyong Kard ng Medica ID.

ይህን መረጃ ለመተርጎም ነጻ እርዳታ የሚፈልጉ ከሆነ በዝ ህ ሰነድ ዉስጥ ያለውን ቁጥር ወይም Medica መታወቅያ ካርድዎ በስተጀርባ ያለውን ይደውሉ።

Ako želite besplatnu pomoć za prijevod ovih informacija, nazovite broj naveden u ovom dokumentu ili na poleđini svoje ID kartice Medica.

Díí t'áá jíík'e shá ata' hodoonih nínízingo éí ninaaltsoos Medica bee néího'dílzinígí bine'déé' námboo biká'ígíjį' béésh bee hodíilnih.

Wenn Sie bei der Übersetzung dieser Informationen kostenlose Hilfe in Anspruch nehmen möchten, rufen Sie bitte die in diesem Dokument oder auf der Rückseite Ihrer Medica-ID-Karte angegebene Nummer an.

Medica Member Resources

Important Phone Numbers:

- Medica Customer Service: **1-888-592-8211**
  Call Customer Service if you have any questions. TTY users, call **711**.
- Marketplace Customer Service: **1-800-318-2596**
  If you purchased your coverage through the Health Insurance Marketplace, referred to in this Policy as "The Exchange" (HealthCare.gov), you'll need to call the Marketplace if you need assistance with your financial help (tax credits) or need to make changes to the demographic information on your policy. TTY users, call **1-855-889-4325**.
- Nurse Line: **1-866-668-6548**
  Available 24 hours every day for you and your family to talk with a nurse for advice on where and when to get care, or how to provide care safely at home. In a medical emergency, please call 911.

Online Resources:

- Secure Member Site: **Medica.com/IndividualLogin**
  You can view much of the information you may need by logging into your secure member site at **medica.com/IndividualLogin**. The website allows you to view information specific to you and your plan:
  - View your ID card
  - See what's covered by your plan, including important plan documents
  - Track your plan balances, such as your deductible and out-of-pocket maximum
  - View your claims and explanations of benefits (EOBs)
  - Look up prices for prescriptions and how they're covered by your plan
  - Look up providers and pharmacies in your network
  - Wellness tools and support
  - Forms to help you add dependents, change your address, and submit various claims
  - Pay your premium

Important Notice: This plan is an Exclusive Provider Organization (EPO) plan. EPO plans cover health care services only when provided by a doctor or facility who participates in the network. If you receive services from a non-network doctor or other health care provider, you will have to pay all of the costs for the services, except that emergency services must be covered regardless of whether they are delivered by a participating provider.

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Terms and Conditions

Term of this Policy

This Policy is a legal contract between the subscriber and Medica Health Plans of Wisconsin ("Medica") and describes the benefits covered under this Policy and your Schedule of Payments.

All coverage under this Policy begins and ends at 12:01 a.m. Central Time on the date the coverage becomes effective.

Entire agreement

The documents below are the entire Policy between you and Medica, and replace all other agreements as of the effective date of this Policy.

1. This Policy and any amendments.
2. The Schedule of Payments and any amendments.
3. Your application for coverage.

Guaranteed renewal

This Policy will not be canceled or non-renewed merely because your health deteriorates. Renewal is subject to Medica's right to terminate your Policy due to your non-payment of premium or for fraud or intentional misrepresentation of a material fact, or as otherwise described in *Ending Coverage*. Medica has the right to change the benefits and premium as allowed under Wisconsin law.

Nondiscrimination policy

Medica's policy is to treat all persons alike, without distinctions based on:

- race
- color
- creed
- religion
- national origin
- gender
- gender identity
- marital status
- status with regard to public assistance
- disability
- sexual orientation
- age
- genetic information; or
- any other classification protected by law.

If you have questions, call Customer Service at one of the telephone numbers listed at the front of this Policy.

Assignment

Medica will have the right to assign any and all of its rights and responsibilities under this Policy to any subsidiary or affiliate of Medica or to any other appropriate organization or entity.

Acceptance of coverage

By accepting the health care coverage described in this Policy you, on behalf of yourself if covered under this Policy, and/or on behalf of the dependents enrolled under this Policy and the Schedule of Payments, authorize the use of a social security number for purpose of identification and declare that the information supplied to Medica for purposes of enrollment is accurate and complete.

You understand and agree that any omissions or incorrect statements that you knowingly made in connection with your enrollment under this Policy and the Schedule of Payments may invalidate your coverage.

Amendment

This Policy or your Schedule of Payments may be amended as described in this Policy. When this happens, you will receive a new policy or amendment. No other person or entity has authority to make any changes or amendments to this Policy. All amendments must be in writing.

Discretionary authority

Medica has discretion to interpret and construe all of the terms and conditions of this Policy and make determinations regarding benefits and coverage under this Policy and your Schedule of Payments. Certain terms are specifically defined in this Policy and Medica will interpret and construe the terms and conditions consistent with those definitions. It is important that you read and understand the defined terms.

Clerical error

You will not be deprived of coverage under this Policy because of a clerical error. However, you will not be eligible for coverage beyond the scheduled termination of your coverage because of a failure to record the termination.

Relationship between parties

The relationships between Medica and network providers are contractual relationships between independent contractors. Network providers are not agents or employees of Medica. The relationship between a provider and any member is that of health care provider and patient. The provider is solely responsible for health care provided to any member.

Notice

Except as otherwise provided in this Policy, written notice given by Medica to the subscriber will be deemed notice to all individuals covered under this Policy in the event of termination or nonrenewal of this Policy for any reason.

Cancellation

Your coverage may be canceled only under certain conditions. See *Ending Coverage* for additional information.

Examination of a member

To settle a dispute concerning provision or payment of benefits under this Policy, Medica may require that you be examined or an autopsy of the member's body be performed. The examination or autopsy will be at Medica's expense.

Language interpretation

Language interpretation services will be provided upon request, as needed in connection with the interpretation of this Policy. If you would like to request language interpretation services, please call Customer Service at one of the telephone numbers listed at the front of this Policy.

If this Policy is translated into another language or an alternative communication format is used, this written English version governs all coverage decisions.

If you need alternative formats, such as large print or an audio format, please call Customer Service at one of the telephone numbers listed at the front of this Policy to request these materials.

Policy

This Policy is a legal contract between the subscriber and Medica Health Plans of Wisconsin ("Medica") and describes the benefits covered under this Policy and your Schedule of Payments.

IN WITNESS WHEREOF, Medica's Vice President and General Manager of Individual and Family Business and Senior Vice President and Secretary hereby sign your contract.





Vice President and General Manager of Individual and Family Business

Senior Vice President and Secretary

Member Bill of Rights and Member Responsibilities

Member Bill of Rights

As a member of Medica, you have the right to:

1. Available and accessible services, including emergency services 24 hours a day, seven days a week; and
2. Information about your health condition, appropriate or medically necessary treatment options and risks, regardless of cost or benefit coverage, so you can make an informed choice about your health care; and
3. Participate with providers in decision-making regarding your health care, including the right to refuse treatment recommended to you by Medica or any provider; and
4. Be treated with respect and recognition of your dignity and privacy, including privacy of your Medical and financial records maintained by Medica or any network provider in accordance with existing law; and
5. Contact Medica and the Wisconsin Office of the Commissioner of Insurance to file a complaint about issues related to benefits (see *Complaints*). To file a complaint with the Wisconsin Office of the Commissioner of Insurance call 1-800-236-8517 and request insurance information. You may begin a legal proceeding if you have a problem with Medica or any provider; and
6. Receive information about Medica, its services, its practitioners and providers, and member rights and responsibilities; and
7. Appeal a decision regarding your health care coverage by calling Customer Service at one of the telephone numbers listed at the front of this Policy. See *Complaints* for more information on your appeal rights; and
8. Make recommendations regarding Medica's member rights and responsibilities statement.

Member responsibilities

To increase the likelihood of maintaining good health and to ensure that the best quality care is received, it is important that you take an active role in your health care by:

1. Establishing a relationship with a network provider before becoming ill, as this allows for continuity of care; and
2. Providing the necessary information to health care professionals or Medica needed to determine the appropriate care. This objective is best obtained when you share:
    a. Information about lifestyle practices; and
    b. Personal health history; and
3. Understanding your health problems and agreeing to, and following, the plans and instructions for care given by those providing health care; and
4. Practicing self-care by knowing:

a. How to recognize common health problems and what to do when they occur; and

b. When and where to seek appropriate help; and

c. How to prevent health problems from recurring; and

5. Practicing preventive health care by:

   a. Having the appropriate tests, exams and immunizations recommended for your gender and age as described in this Policy; and

   b. Engaging in healthy lifestyle choices (such as exercise, proper diet and rest).

You will find additional information on member responsibilities in this Policy and the Schedule of Payments.

I. Introduction

A. About your Policy and Schedule of Payments

This Medica Policy and your Schedule of Payments describe health services that are eligible for coverage and the procedures you must follow to obtain benefits. Because many provisions are interrelated, you should read this Policy and your Schedule of Payments in their entirety. The most specific and appropriate section will apply for those benefits related to the treatment of a specific condition.

For subscribers purchasing coverage through the Exchange, the Exchange will determine whether the subscriber is qualified to purchase coverage through the Exchange and will notify Medica. Members are subject to all terms and conditions of this Policy and the Schedule of Payments.

Medica may arrange for various persons or entities to provide administrative services on its behalf, including claims processing and utilization management services. To ensure efficient administration of your benefits, you must cooperate with them in the performance of their responsibilities.

Benefits apply when you receive health services from network providers. Such services must be prescribed by and received from a network provider, unless otherwise indicated in this Policy or your Schedule of Payments. Benefits also apply to coverage for emergency services from non-network providers, including when you are traveling out of the service area. Follow-up care or scheduled care following an emergency must be received from a network provider to be covered as a benefit.

If a network provider refers you to a non-network provider, you must call Medica to determine if the services to be performed by the non-network provider are covered as benefits. Such referrals must be prior approved by Medica to be eligible for coverage as benefits. Medica approves referrals to non-network providers only if care is not available from network providers.

In this Policy and your Schedule of Payments, the words *you*, *your* and *yourself* refer to the member. The term *subscriber* refers to the person who is applying for or is issued the Policy.

B. Eligibility

To be eligible to enroll for coverage under this Policy and the Schedule of Payments, you must be a *subscriber* or *dependent* and meet the eligibility requirements stated below.

Subscriber eligibility

To be eligible to enroll for coverage the *subscriber* must:

1. be a Wisconsin resident; and
2. if you are enrolling in a Catastrophic Plan, be under the age of 30 at the start of the policy year or qualify for a hardship exemption, as determined by the Exchange; and
3. complete an application form; and

4. not have failed to pay premium which you were obligated to pay for individual/family coverage with Medica or its affiliates for any period of coverage in the 12 months prior to your requested effective date of this Policy.

Child only eligibility

Individuals under the age of 21 are eligible to enroll as a subscriber without an adult on the Policy. Siblings of the child subscriber may be added to the child subscriber's Child Only policy. Any newborn or newly adopted child of a subscriber under the age of 21 may be covered through a separate child-only policy or this child only policy.

Dependent eligibility

To be eligible to enroll for coverage, the *dependent* spouse or domestic partner must:

1. be a Wisconsin resident; and
2. if enrolling in a Catastrophic Plan, be under the age of 30 or qualify for a hardship exemption, as determined by the Exchange, when added as a dependent; and
3. not have failed to pay premium which you were obligated to pay for individual/family coverage with Medica or its affiliates for any period of coverage in the 12 months prior to the requested coverage effective date for you under this Policy.

To be eligible to enroll for coverage, a dependent child must be under the age of 26.

Extending a child's eligibility

A dependent child is no longer eligible for coverage under this Policy or your Schedule of Payments when he or she reaches the dependent limiting age of 26. However, the child's eligibility continues if the child is incapable of self-sustaining employment by reason of developmental disability, mental illness, mental disorder or physical disability and is chiefly dependent upon the subscriber for support and maintenance. An illness that does not cause a child to be incapable of self-sustaining employment will not be considered a physical disability. To continue coverage for a disabled dependent, you must provide Medica with proof of such disability and dependency within 31 days of the child reaching the dependent limiting age of 26. Beginning two years after the child reaches the dependent limiting age of 26, Medica may require annual proof of disability and dependency. Your disabled dependent is covered under this Policy regardless of age and without application of health screening.

C. Enrollment

Open enrollment and effective date of coverage

For subscribers and dependents, the period of time identified each year by Medica or by the Exchange, as applicable, for open enrollment, is the period during which subscribers and dependents may elect to enroll in coverage. An application for yourself and any dependents must be submitted to the Exchange for coverage offered through the Exchange, or to Medica for coverage offered directly through Medica.

For subscribers and dependents who enroll through the Exchange, coverage will be effective as determined by the Exchange and confirmed by Medica. For subscribers and dependents who

enroll directly through Medica, coverage will be effective as determined by Medica in accordance with applicable law.

Medica may ask you for information to confirm your eligibility for coverage. By accepting coverage under this Policy and your Schedule of Payments, you agree to cooperate with our reasonable request for information.

Special enrollment and effective date of coverage

Special enrollment periods are provided to subscribers and dependents under certain circumstances. For coverage obtained through the Exchange, eligibility for special enrollment will be as determined by the Exchange and confirmed by Medica. If coverage was not obtained through the Exchange, eligibility for special enrollment will be determined by Medica. Medica requires documentation to be submitted to Medica to demonstrate that there is a current special enrollment period. The effective date of coverage depends upon the type of special enrollment. Unless otherwise stated, the subscriber shall have 60 days following the date of the life event to exercise his or her right for a special enrollment.

Please note, if coverage was obtained through the Exchange, contact the Exchange to notify them of the life event and to exercise your right for a special enrollment.

Medica may ask you for information to confirm your eligibility for coverage. By accepting coverage under this Policy and your Schedule of Payments, you agree to cooperate with our reasonable request for information.

The following are the life events for special enrollment opportunities, whether you enrolled through the Exchange or not:

1. The subscriber gains a dependent through marriage, birth, adoption, placement for adoption, or child support order or other court order. If coverage was obtained through the Exchange, you must contact the Exchange to enroll the dependent and determine what types of plan changes can be made due to this special enrollment. In the case of marriage, at least one spouse must demonstrate having minimum essential coverage for 1 or more days during the 60 days preceding the date of marriage unless (1) the spouse is moving from a foreign country or US territory, (2) the spouse is an Indian as defined in the Indian Health Care Improvement Act, or (3) the spouse lived for 1 or more days during the 60 days leading up to the event or during the most recent preceding open enrollment in a service area where no qualified health plans were offered through the Exchange. If not, then there is no special enrollment period for either spouse. The subscriber is permitted to either add the dependent to this current policy, or if the dependent is not eligible under this policy, the subscriber and his or her dependents may enroll in another plan within the same metal level. If no plan is available in the same metal level, the subscriber and dependent may enroll in another plan one metal level higher or lower than the current plan. Or, at the option of the subscriber or dependent, the dependent may be enrolled separately in any available plan. If you obtained coverage directly from Medica, for adding dependent children to

this Policy, the notification period is limited to one year for newborns, although you are encouraged to notify Medica within 60 days. If Medica is not notified within 60 days or premium is not paid within 60 days of the birth of the child, you are required to make all past due premium payments, with interest at the rate of 5 ½% per annum, within one year of the date of the birth of the child. If you obtained coverage through the Exchange, for adding dependent children to this Policy, the notification period may be limited to 60 days for newborns, or as otherwise determined by the Exchange. In the case of birth, adoption or placement for adoption, child support or other court order, coverage begins on the date of birth, date of adoption or date of placement for adoption, respectively or the first of the month following plan selection if allowed by Medica or the Exchange and elected by you, as applicable. In the case of marriage, coverage is generally effective on the first day of the month following plan selection in the Exchange or enrollment with Medica, as applicable. See *How to add dependents* below for more information. In the case of a child support order or other court order, coverage is generally effective on the date specified in the order.

2. If the subscriber or enrolled dependent loses a dependent or is no longer considered a dependent through divorce or legal separation as defined by State law in the State in which the divorce or legal separation occurs, or if the member, or his or her dependent, dies. In these instances, if the result is a loss of minimum essential coverage for the subscriber or enrolled dependent, the person who lost coverage will have a special enrollment period. Coverage is effective on the date established by Medica or the Exchange, as applicable.

3. For subscribers currently enrolled through the Exchange, the subscriber or dependent enrolled in the same qualified health plan is determined to be newly ineligible for an advance premium tax credit or cost-sharing reductions. Coverage is effective on the date established by Medica or the Exchange, as applicable.

4. A qualified individual or dependent gains access to a new qualified health plan as a result of a permanent move. The qualified individual or dependent must have had minimum essential coverage for at least one day in the 60 days prior to the permanent move unless (1) the spouse is moving from a foreign country or US territory, (2) the spouse is an Indian as defined in the Indian Health Care Improvement Act, or (3) the spouse lived for 1 or more days during the 60 days leading up to the move or during the most recent preceding open enrollment in a service area where no qualified health plans were offered through the Exchange. The subscriber or dependent has 60 days before or after the life event to exercise his or her right for a special enrollment. Moving solely for medical treatment or vacation does not qualify an individual for this special enrollment period. Coverage is effective on the date established by Medica or the Exchange, as applicable.

5. The subscriber or dependent loses “minimum essential coverage,” as defined under federal law, is enrolled in a non-calendar year group or individual plan, or loses certain

pregnancy-related coverage or coverage for an unborn child, or medically needy coverage as defined under the Social Security Act. Loss of minimum essential coverage under this paragraph does not include voluntary termination of coverage or loss due to failure to pay premiums or rescission. The subscriber or dependent has 60 days before or after the life event to exercise his or her right for a special enrollment. The date of the loss of coverage for those enrolled in a non-calendar year plan is the last day of the plan or policy year. Coverage is effective on the date established by Medica or the Exchange, as applicable.

6. The subscriber demonstrates to Medica or the Exchange, as applicable, that the health plan providing coverage to him or her substantially violated a material provision of its contract. Coverage is effective on the date established by Medica or the Exchange, as applicable.

7. The subscriber demonstrates to Medica or the Exchange, as applicable, that enrollment or non-enrollment in a health plan was unintentional, inadvertent or erroneous and the result of the error, misrepresentation or inaction of the Exchange or the United States Department of Health and Human Services, or a non-Exchange entity providing enrollment assistance or conducting enrollment activities. Coverage is effective on the date established by Medica or the Exchange, as applicable.

8. For subscribers and dependents, in the event of a qualifying event under section 603 of the Employee Retirement Income Security Act of 1974, as amended. Coverage is effective on the date established by Medica or the Exchange, as applicable.

9. For subscribers or dependents, in the event the subscriber or dependent is a victim of domestic abuse or spousal abandonment, including a dependent or unmarried victim within a household, is enrolled in minimum essential coverage and seeks to enroll in coverage separate from the perpetrator of the abuse or abandonment. Coverage is effective on the date established by Medica or the Exchange, as applicable. The dependent of a victim of domestic abuse or spousal abandonment applying for or covered on the same application as the victim, also may enroll in coverage at the same time as the victim.

10. This special enrollment period applies if a qualified individual or dependent applies for coverage on the Exchange during annual open enrollment or a special enrollment, and is determined by the Exchange as potentially eligible for Medicaid or CHIP, and is later determined ineligible for Medicaid or CHIP after open enrollment ended or more than 60 days after the qualifying event. It also applies if the qualified individual or dependent applies for coverage at the State Medicaid or CHIP agency during annual open enrollment and is determined ineligible for Medicaid or CHIP after open enrollment has ended. Coverage is effective on the date established by Medica or the Exchange, as applicable.

Following are special enrollment opportunities available only if you enrolled through the Exchange. Coverage is effective on the date established by the Exchange. Contact the Exchange for information about the limitations of each special enrollment opportunity.

1. For an Indian enrolling through the Exchange, or the dependent of an Indian that is enrolled or is enrolling through the Exchange on the same application as the Indian, on a monthly basis as determined by the Exchange.
2. For subscribers enrolled through the Exchange the subscriber or dependent enrolled in the same qualified health plan is determined to be newly eligible for an advance premium tax credit or has a change in eligibility for cost-sharing reductions.
3. A qualified individual, or his or her dependent, who is enrolled in an eligible employer-sponsored plan and is determined newly eligible for advance payments of the premium tax credit.
4. For a consumer who was previously both (1) ineligible for advance premium tax credits solely because of a household income below 100 percent of the Federal Poverty Level; and (2) ineligible for Medicaid because he or she was living in a non-Medicaid expansion state during the same timeframe, who either experiences a change in household income or moves to a different state, resulting in the consumer becoming newly eligible for APTC. The consumer has 60 days before or after the life event to exercise his or her right for a special enrollment.
5. For subscribers and dependents enrolling through the Exchange, in the event of gaining status as a citizen, national, or lawfully present individual, or being released from incarceration, as determined by the Exchange. The subscriber or dependent has 60 days before or after the life event to exercise his or her right for a special enrollment.
6. For subscribers and dependents enrolling through the Exchange, the subscriber demonstrates to the Exchange and the Exchange determines that exceptional circumstances apply.
7. The subscriber or dependent enrolled through the Exchange adequately demonstrates to the Exchange that a material error related to plan benefits, service area, or premium influenced the individual's decision to purchase a plan through the Exchange.
8. For a consumer who resolves a data matching issue following the end of an inconsistency period or has an annual household income under 100 percent of the Federal Poverty Level and did not enroll in coverage while waiting for HHS to verify that he or she meets the citizenship, national, or immigration status.

How to add dependents

Except for policies issued to individuals under the age of 21, coverage for new dependents may be added after the subscriber's coverage begins as described in *Open enrollment* and *Special enrollment* above. Please note with regard to births and adoptions: Medica does not automatically know of a birth or adoption or whether the subscriber would like coverage for the

newborn or newly adopted dependent. You must, therefore, request that the newborn or newly adopted dependent be added. If additional premium is required, Medica is entitled to all premiums due from the time of the child's birth, adoption or placement for adoption until the time the covered subscriber notifies Medica of the birth or adoption. If Medica is not notified within 60 days or premium is not paid within 60 days of the birth of the child, you are required to make all past due premium payments, with interest at the rate of 5 ½% per annum, within one year of the date of the birth of the child. Medica may reduce payment by the amount of premium that is past due for any health benefits for the child until any premium you owe is paid.

Notification

Unless a longer period is provided in this Policy, the subscriber must notify Medica in writing within 30 days of the effective date of any changes to home address or name, addition or deletion of dependents, or other facts identifying you or your dependents.

D. Premiums

Your premiums must be prepaid by the subscriber from the date coverage starts. If a subscriber or dependent has enrolled through a special enrollment period retroactively, your premiums must be paid by the date established by Medica.

If you are receiving an advance premium tax credit, you will need to pay your share of the first month's premium by the date established by Medica.

Your premium may change each year as permitted by state and federal law. You will be provided at least 30 days written notice before a change in the premium.

Medica does not accept premium payment directly or indirectly from any third party including, but not limited to, any health care provider, except as stated in this paragraph. Medica will also accept premium payments from the following third parties, to the extent required by law: Ryan White HIV/AIDS Program under title XXVI of the Public Health Service Act; Indian tribes, tribal organizations or urban Indian organizations; and state and federal government programs. Premiums paid by you, the subscriber, or the third-parties listed in the prior sentence, will not be reimbursed or contributed to by or on behalf of any other third party including, but not limited to, any health care provider directly or indirectly.

E. Grace period

The grace period for the subscriber's payment of premiums will be 31 days from the date a premium payment is due. If you pay the premium at any time during this grace period, this Policy shall not be terminated. If premium is not paid by the end of the grace period, coverage will end as stated in *Ending Coverage*.

If you are receiving an advance premium tax credit, the grace period for the subscriber's payment of premiums will be 3 months from the date a premium payment is due.

- If you pay your full share of the premium at any time during this grace period, which includes any additional missed premium payments during the grace period, this Policy shall not be terminated.
- If your share of the full premium is not paid by the end of the grace period, coverage will end as stated in *Ending Coverage*. Medica will pay benefits only for the first month of the grace period.
- For example, if you fail to make the premium payment for March, April and May, Medica will pay benefits ***only*** for services you receive in March, unless you pay your full share of all the premiums for March, April and May by the end of May. **Be aware that benefits will not be paid after the first month of the 3 month grace period**.

If the person obligated to pay premiums under this Policy has not paid the past due premiums by the end of the grace period, and Medica has provided coverage during the grace period, then that person may not be allowed to enroll in any other Medica (or its affiliates) individual or family policies for up to twelve months following the beginning of the grace period. If the subscriber wants to obtain Medica individual or family coverage before the end of the twelve-month period, the subscriber may need to pay the outstanding premium owed under the prior Medica policy consistent under Medica's process.

F. Changes to this Policy

The coverage provided under this Policy may change each year as permitted or required in compliance with federal or state regulatory requirements, or to ensure that your Policy maintains the actuarial value for the designated metal levels as defined in federal law. Any provision of this Policy which, on its effective date, is in conflict with the law of the federal government or this state is hereby amended to conform to the minimum requirements of such law.

G. Benefits

What you must do to receive benefits

Each time you receive health services, you must:

1. Confirm with Medica that your provider is a network provider with your Medica plan to be eligible for benefits;
2. Identify yourself as a Medica member; and
3. Present your Medica identification card. Having and using a Medica identification card does not guarantee coverage.

If your provider asks for your health care identification card and you do not identify yourself as a Medica member within 180 days of the date of service, you may be responsible for paying the cost of the service you received.

It is your responsibility to alert Medica regarding any discounts, coupons, rebates, or financial arrangements between you and a provider or manufacturer for health care items or services,

prescribed drugs and/or devices. Discounts, coupons, rebates, or similar reimbursement provided to you by providers or manufacturers will not satisfy your out-of-pocket cost sharing responsibilities. Such amounts will not accumulate toward your deductible and out-of-pocket maximum. Call Customer Service at one of the telephone numbers listed at the front of this Policy.

Benefits

Medica will cover health services and supplies as described in this Policy and your Schedule of Payments only if they are provided by network providers or are authorized by Medica. Prior authorization may also be required from Medica for certain benefits even if a provider has directed or recommended that you receive the services or supplies. This Policy and your Schedule of Payments fully define your benefits and describe procedures you must follow to obtain benefits.

Decisions about coverage are based on appropriateness of care and service to the member. Medica does not reward providers for denying care, nor does Medica encourage inappropriate utilization of services.

Non-network providers

Emergency services received from non-network providers are covered benefits. To be eligible for coverage from non-network providers, services must be due to an emergency, as defined in *Definitions*.

Additionally, under certain circumstances Medica will authorize your obtaining services from a non-network provider. Such authorizations are generally provided only in situations where the requested services are not available from network providers.

Medica covers certain outpatient services for a dependent enrolled as a student and attending a technical college in Wisconsin, an institution within the University of Wisconsin System, or any institute of higher education in Wisconsin that grants a bachelor ‘s or higher degree and which is outside Medica’s service area. These outpatient services are limited to:

1. A clinical assessment of the dependent student’s nervous or mental disorders or alcoholism or other drug abuse problem conducted by a provider located in the state and in reasonably close proximity to the school in which the dependent student is enrolled and who may be designated by Medica.
2. If outpatient services are recommended in the clinical assessment, the recommended outpatient services consisting of 5 or fewer visits to an outpatient treatment facility or other provider that is located in Wisconsin and in reasonably close proximity to the school in which the student is enrolled and who may be designed by Medica.

When you access care from non-network providers, you will be responsible for filing claims in order to be reimbursed for covered benefits. For information on submitting claims, refer to *Submitting a Claim*.

Exclusions

Certain health services are not covered. Read this Policy for a detailed explanation of all exclusions.

H. Providers

Enrolling in a Medica plan does not guarantee that a particular provider (in the Medica network provider directory) will remain a network provider or provide you with health services. When a provider no longer participates with Medica, you must choose to receive health services from network providers to continue to be eligible for benefits.

You must verify that your provider is a network provider each time you receive health services.

Network providers

Network providers are paid using various types of contractual arrangements, which are intended to promote the delivery of health care in a cost efficient and effective manner. These arrangements are not intended to affect your access to health care. These payment methods may include:

1. A fee-for-service method, such as per service or percentage of charges; or
2. A risk-sharing arrangement, such as an amount per day, per stay, per episode, per case, per period of illness, per member or per service with targeted outcome.

The methods by which specific network providers are paid may change from time to time. Methods also vary by network provider. The primary method of payment is fee-for-service.

Fee-for-service payment means that Medica pays the network provider a fee for each service provided. If the payment is per service, the network provider's payment is determined according to a set fee schedule. The amount the network provider receives is the lesser of the fee schedule or what the network provider would have otherwise billed. If the payment is percentage of charges, the network provider's payment is a set percentage of the provider's charge. The amount paid to the network provider, less any applicable copayment, coinsurance or deductible, is considered to be payment in full.

In certain *risk-sharing* payment arrangements, Medica pays the network provider a specific amount for a particular unit of service, such as an amount per day, an amount per stay, an amount per episode, an amount per case, an amount per period of illness, an amount per member, or an amount per service with targeted outcome. If the amount paid is less than the cost of providing or arranging for a member's health services, the network provider may bear some of the shortfall. If the amount paid to the network provider is more than the cost of providing or arranging a member's health services, the network provider may keep some of the excess. In other *risk-sharing* arrangements, the network accepts a portion of the financial risk for the provision of covered services to all members enrolled in a particular Medica product.

Some network providers are authorized to arrange for a member to receive certain health services from other providers. This decision may result in a network provider keeping more or less of the risk-sharing payment.

Withhold arrangements

For some network providers paid on a fee-for-service basis, including most network physicians and clinics, Medica holds back some of the payment. This is sometimes referred to as a physician contingency reserve or holdback. The withhold amount generally will not exceed 15 percent of the fee schedule amount.

Network providers may earn the withhold amount based on Medica's performance as determined by Medica's Board of Directors and/or based on the standards identified in the

network provider's contract. Based on individual measures, the percentage of the withhold amount paid, if any, can vary among network providers.

Only the initial payment to network providers will be subject to copayment, coinsurance and/or deductible amounts. Subsequent return of withheld amounts, although attributable to services rendered by the network provider, will not give rise to a second coinsurance obligation or deductible liability for, or refund to, the member who received the original covered services.

Non-network providers

When a service from a non-network provider is covered, the non-network provider is paid a fee for each covered service that is provided.

I. Submitting a claim

Claims for benefits from network providers

If you receive a bill for any benefit from a network provider, you may submit the claim following the procedures described below, under *Claims for benefits from non-network providers*, or call Customer Service at one of the telephone numbers listed at the front of this Policy.

Network providers are required to submit claims within 180 days from when you receive a service. If your provider asks for your health care identification card and you do not identify yourself as a Medica member within 180 days of the date of service, you may be responsible for paying the cost of the service you received.

Claims for benefits from non-network providers

When you receive services from non-network providers, you will be responsible for filing claims in order to be reimbursed for covered benefits. Claim forms can be found at **medica.com/IndividualLogin** or you may request claim forms by calling Customer Service at one of the telephone numbers listed at the front of this Policy. If the claim forms are not sent to you within 15 days, you may submit an itemized statement without the claim form to Medica. You should retain copies of all claim forms and correspondence for your records.

Generally, Medica does not accept assignment of benefits to non-network providers.

You must submit the claim in English along with a Medica claim form to Medica no later than 365 days after receiving benefits. Your Medica member number must be on the claim.

Mail to the address identified on the back of your identification card.

Medica will notify you of authorization or denial of the claim within 30 days of receipt of the claim.

If your claim does not contain all the information Medica needs to make a determination, Medica may request additional information. Medica will notify you of its decision within 15 days of receiving the additional information. If you do not respond to Medica's request within 45 days, your claim may be denied.

Claims for emergency services provided outside the United States

Claims for emergency services rendered in a foreign country will require the following additional documentation:

1. Claims submitted in English with the currency exchange rate for the date health services were received.
2. Itemization of the bill or claim.
3. The related medical records (submitted in English).
4. Proof of your payment of the claim.
5. A complete copy of your passport and airline ticket.
6. Such other documentation as Medica may request.

For emergency services rendered in a foreign country, Medica will pay you directly.

Medica will not reimburse you for costs associated with translation of medical records or claims.

Time limits

If you have a complaint or disagree with a decision by Medica, you may follow the complaint procedure outlined in *Complaints* or you may initiate legal action at any point.

However, you may not bring legal action more than three years after Medica has made a coverage determination regarding your claim.

J. Referrals and Prior Authorization

Note: Prior authorization (approval in advance) is a clinical review that services are medically necessary. Receiving prior authorization is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, your eligibility and the terms and conditions of this Policy applicable on the date you receive services.

Prior Authorization

Certain health services are covered only upon referral. All referrals to non-network providers and certain types of network providers require prior authorization by Medica. Prior authorization from Medica is required before you receive certain services or supplies even if a provider has directed or recommended that you receive the services or supplies in order to determine whether a particular service or supply is medically necessary and a benefit. Medica uses written procedures and criteria when reviewing your request for prior authorization. To determine whether a certain service or supply requires prior authorization, please call Customer Service at one of the telephone numbers listed at the front of this Policy.

Your attending provider, you or someone on your behalf may contact Medica to request prior authorization. Your network provider will contact Medica to request prior authorization for a service or supply. You must contact Medica to request prior authorization for services or supplies received from a non-network provider. If a network provider fails to request prior authorization after you have consulted with them about services requiring prior authorization, you are not subject to a penalty for failure to obtain prior authorization.

Emergency services do not require prior authorization.

You do not require prior authorization in order to obtain access to obstetrical or gynecological care from a network provider who specializes in obstetrics or gynecology. However, certain of

the specific services provided by that network provider may require prior authorization, as described further in this Policy.

Some of the services that may require prior authorization from Medica include:

1. Reconstructive or restorative surgery procedures;
2. Treatment of a diagnosed temporomandibular joint (TMJ) disorder or craniomandibular disorder;
3. Solid organ and bone marrow transplant services – this prior authorization must be obtained before the transplant workup is initiated;
4. Treatment at a designated facility for complex medical conditions;
5. Home health care services;
6. Durable medical equipment;
7. Outpatient surgical procedures;
8. Certain genetic tests;
9. Certain drugs and biologics;
10. Inpatient care, including mental health and substance use disorders, skilled nursing facility services, long term acute hospital (LTAH) and acute inpatient rehab (AIR);
11. Certain outpatient mental health and substance use disorder services;
12. Certain imaging services;
13. Certain professionally administered drugs;
14. Non-emergency licensed air ambulance transportation; and
15. Benefits for services from non-network providers, with the exception of emergency services.

Pregnancy/maternity care services received from a network provider do not require prior authorization or a referral and will be covered.

Please note: This is not an all-inclusive list of all services and supplies that may require prior authorization.

When you, someone on your behalf or your attending provider calls, the following information may be required:

1. Name and telephone number of the provider who is making the request;
2. Name, telephone number, address and type of specialty of the provider to whom you are being referred, if applicable;
3. Services being requested and the date those services are to be rendered (if scheduled);
4. Specific information related to your condition (for example, medical records or a letter of medical necessity from your provider);
5. Other applicable member information (i.e., Medica member number).

Medica will review your request for prior authorization and provide a response to you and your attending provider within (1) 5 business days after the date your request was received if your

request is for an experimental procedure and within (2) 10 business days after the date your request was received, provided all information reasonably necessary to make a decision has been given to Medica.

Medica will respond within a time period not exceeding 72 hours from the time of the initial request if 1) your attending provider believes that an expedited review is warranted, or 2)Medica concludes that a delay could seriously jeopardize your life, health, or ability to regain maximum function, or 3) you could be subject to severe pain that cannot be adequately managed without the care or treatment you are requesting.

If Medica does not approve the request for prior authorization, you have the right to appeal Medica's decision as described in *Complaints*.

Under certain circumstances, Medica may perform concurrent review to determine whether services continue to be medically necessary. If Medica determines that services are no longer medically necessary, Medica will inform both you and your attending provider in writing of its decision. If Medica does not approve continued coverage, you or your attending provider may appeal Medica's initial decision (see *Complaints*).

Referrals to non-network providers

It is to your advantage to seek Medica's authorization for referrals to non-network providers *before* you receive services. Medica can then tell you what your benefits will be for the services you may receive.

If you want to apply for a standing referral to a non-network provider, contact Medica for more information. A standing referral is a referral issued by a network provider and authorized by Medica for conditions that require ongoing services from a specialist provider. Standing referrals will only be covered for the period of time appropriate to your medical condition. A standing referral may be granted if Medica determines a standing referral clinically appropriate.

Referrals and standing referrals will not be covered to accommodate personal preferences, family convenience, or other non-medical reasons. Referrals will also not be covered for care that has already been provided.

If your request for a standing referral is denied, you have the right to appeal this decision as described in *Complaints*.

<u>What you must do</u>

1. Request a referral or standing referral from a network provider to receive medically necessary services from a non-network provider. The referral will be in writing and will:
    a. Indicate the time period during which services must be received; and
    b. Specify the service(s) to be provided; and
    c. Direct you to the non-network provider selected by your network provider.
2. Seek prior authorization from Medica by calling one of the telephone numbers listed at the front of this Policy. Medica does not guarantee coverage of services that are received before you obtain prior authorization from Medica.
3. If prior authorization has been obtained from Medica, pay the same amount you would have paid if the services had been received from a network provider.
4. Pay any charges not authorized for coverage by Medica.

What Medica will do

1. May require that you see another network provider selected by Medica before a determination by Medica that a referral to a non-network provider is medically necessary.
2. May require that you obtain a referral or standing referral from a network provider to a non-network provider practicing in the same or similar specialty.
3. Provide coverage for health services that are:
    a. Otherwise eligible for coverage under this Policy or your Schedule of Payments; and
    b. Recommended by a network physician
4. Review your request for prior authorization and respond within ten days of receipt of your request provided that all information reasonably necessary to make a decision has been given to Medica. However, Medica will respond within a time period not exceeding 72 hours from the time of the initial request if 1) your attending provider believes that an expedited appeal is warranted, or 2) Medica concludes that a delay could seriously jeopardize your life, health, or ability to regain maximum function, or 3) you could be subject to severe pain that cannot be adequately managed without the care or treatment you are seeking.

K. Continuity of care

To request continuity of care or if you have questions about how this may apply to you, call Customer Service at one of the telephone numbers listed at the front of this Policy.

Benefits will continue to apply to health services you received from a provider who terminates his/her participation if such provider was listed as a network provider in the provider directory at your last enrollment period or your last coverage renewal period for the following periods of time:

1. For health services received from a primary care physician whom you have chosen to receive services from and who is no longer a network provider, until the later of:
    - The anniversary of your original effective date,
    - The Policy renewal date, or
    - 90 days after the provider's participation terminates.
2. For health services received from any other type of provider whom you have chosen to receive services from and who is no longer a network provider, for the remainder of your course of treatment for which care was being received at the time of termination or for 90 days after such provider's participation terminates, whichever is less.

Benefits will not continue to be applied to health services you receive from a provider whose contract is terminated for misconduct on the part of the provider.

If your provider agrees to comply with Medica's prior authorization requirements, provides Medica with all necessary medical information related to your care, and accepts as payment in

full the lesser of Medica's network provider reimbursement or the provider's customary charge for the service, then the provider will not be permitted to bill you for the amount in excess of your deductible and coinsurance or copay described in your Schedule of Payments.

If Medica terminates your current provider's contract for cause, Medica will inform you of the change and how your care will be transferred to another network provider.

Coverage will not be provided for services or treatments that are not otherwise covered under this Policy or your Schedule of Payments.

L. Harmful use of medical services

If it is determined that you are receiving health services or prescription drugs in a quantity or manner that may harm your health, Medica will notify you that you have 30 days to choose one network physician, hospital and pharmacy to be your coordinating health care providers.

If you do not choose your coordinating health care providers within 30 days, Medica will choose for you.

Failure to receive services from or through your coordinating health care providers will result in a denial of coverage.

You must obtain a referral from your coordinating health care provider if your condition requires care or treatment from a provider other than your coordinating health care provider.

Medica will send you specific information about:

1. How to obtain approval for benefits not available from your coordinating health care providers; and
2. How to obtain emergency care; and
3. When these restrictions end.

M. Medica's Right to Subrogation and Reimbursement

This section describes Medica's right of subrogation and reimbursement. Medica's rights are subject to Wisconsin and federal law. References to "you" or "your" in this section shall include you, your legal representatives, your estate and your heirs and next of kin and beneficiaries unless otherwise stated. For information about the effect of Wisconsin and federal law on Medica's subrogation rights, contact an attorney.

1. Medica has a right of subrogation against any third party, individual, corporation, insurer or other entity or person who may be legally responsible for payment of medical expenses related to your illness or injury. Medica's right of subrogation shall be governed according to this section. Medica's right to recover its subrogation interest applies only after you have received a full recovery for your illness or injury from another source of compensation for your illness or injury.
2. Medica's subrogation interest is the reasonable cash value of any benefits received by you.

3. Medica's right to recover its subrogation interest may be subject to an obligation by Medica to pay a pro rata share of your disbursements, attorney fees and costs and other expenses incurred in obtaining the recovery from another source unless Medica is separately represented by an attorney. If Medica is represented by an attorney, an agreement regarding allocation of the disbursements, fees and costs may be reached. If an agreement regarding allocation cannot be reached, the matter must be submitted to binding arbitration.

4. By accepting coverage under the Contract, you agree:

   a. That if Medica pays benefits for medical expenses you incur as a result of any act by a third party for which the third party is or may be legally responsible, and you later obtain full recovery, you are obligated to reimburse Medica for the benefits paid in accordance with Wisconsin law.

   b. To cooperate with Medica or its designee to help protect Medica's legal rights under this subrogation and reimbursement provision and to provide all information Medica may reasonably request to determine its rights under this provision.

   c. To provide prompt written notice to Medica when you make a claim against a party for injuries.

   d. To provide prompt written notice of Medica's subrogation rights to any party against whom you assert a claim for injuries.

   e. To do nothing to decrease or limit Medica's rights under this provision, either before or after receiving benefits, or under the Contract.

   f. Medica may take action to preserve its legal rights. This includes bringing suit in your name.

   g. Medica may collect its subrogation interest from the proceeds of any settlement or judgment recovered by you, your legal representative or the legal representative(s) of your estate or next-of-kin.

   h. To hold in trust the proceeds of any settlement or judgment for Medica's benefit under this provision.

   i. You will cooperate with Medica in protecting its legal and equitable rights to subrogation and reimbursement in a timely manner, including, but not limited to:

      a. Signing and/or delivering such documents as Medica or its agents reasonably request to secure the subrogation and reimbursement claim.

      b. Responding to requests for information about any accident or injuries, and providing all information Medica may reasonably request to determine its rights under this subrogation and reimbursement provision.

      c. Making court appearances.

d. Obtaining Medica’s consent or its agents' consent before releasing any party from liability or payment of medical expenses.

e. Complying with the terms of this section.

II. Out-of-Pocket Expenses

You are responsible for paying the cost of a service that is not medically necessary or is not a covered benefit even if the following occurs:

1. A provider performs, prescribes or recommends the service; or
2. The service is the only treatment available; or
3. You request and receive the service even though your provider does not recommend it. (Your network provider is required to inform you or, in some instances, provide a waiver for you to sign.)

If you miss or cancel an office visit less than 24 hours before your appointment, your provider may bill you for the service.

Please see your Schedule of Payments for specific information about your benefits and coverage levels. To verify coverage before receiving a particular service or supply, call Customer Service at one of the telephone numbers listed at the front of this Policy.

A. Cost sharing: copayments, coinsurance and deductibles

For benefits, you must pay the following:

1. Any applicable copayment, coinsurance and deductible as described in the Schedule of Payments.

   You must pay an annual deductible. The time period used to determine how much of your deductible you have satisfied is a calendar year. (See your Schedule of Payments.)

   Please note that amounts reimbursed or paid by a provider or manufacturer, including manufacturer coupons, point of service rebates, coupon cards, debit cards or other forms of reimbursement or payment on your behalf for a product or service, will not apply toward your deductible.

2. Any charge that is not covered under this Policy or the Schedule of Payments.

Cost sharing reductions

Cost-sharing is a combination of coinsurance, copayments and your deductible.

If the Exchange determines you are eligible for a cost-sharing reduction, you will be offered one of three silver cost-sharing variations based on your household income. This will lower your cost-sharing for benefits. If you move between different cost-sharing variations because of a redetermination of your eligibility for a specific cost-sharing variation, the time period does not start again when you move to a new cost-sharing variation, including a standard silver plan. Because different variations may have different deductibles, if you move to a plan with a higher deductible because of a change in your income, you will have to meet the new higher deductible, but the amounts you paid already will be counted toward the new higher deductible. You might also move to a plan with a lower deductible based on a change in income, if you have already satisfied the high deductible, it will count toward your new

deductible and out-of-pocket maximums, but you will not receive a rebate of the excess you have paid over your new deductible.

In the event a cost-sharing variation plan is no longer available through the Exchange as outlined in the *Ending Coverage* section, and you move to the standard cost-sharing version of that same plan, the time period for determining your cost-sharing does not start again for that calendar year.

For example, if you satisfy a $500 deductible and pay $100 in co-payments in one plan variation, then move to a different plan variation with a $750 deductible as a result of a change in eligibility, the $500 would apply towards the new deductible and you would need to satisfy the remaining $250 of the new deductible.

American Indians and Alaska Natives

If the Exchange determines you are eligible for a zero cost-sharing variation, you will be offered a zero cost-sharing variation of the plan you have chosen. This will eliminate your cost-sharing for benefits. An individual that the Exchange determines is an American Indian or Alaska Native will have no cost sharing required on benefits received from Indian Health Services, an Indian Tribe, Tribal Organization, or Urban Indian Organization (each as defined in 25 U.S.C. 1603), or through a referral under contract health services, as contract health services are defined and provided pursuant to 42 C.F. R. Subpart C and any other guidance issued pursuant to that section.

B. Out-of-pocket maximum

The out-of-pocket maximum is an accumulation of the:

- copayments
- coinsurance, and
- deductible

paid for benefits received during a calendar year. Unless otherwise specified, you will *not* be required to pay more than the out-of-pocket maximum for benefits received during a calendar year. Any amount or charge *not* covered, including charges for services not eligible for coverage, is *not* applicable toward the out-of-pocket maximum.

Please note that amounts reimbursed or paid by a provider or manufacturer, including manufacturer coupons, point of service rebates, coupon cards, debit cards or other forms of reimbursement or payment on your behalf for a product or service, will not apply toward your out-of-pocket maximum.

After the out-of-pocket maximum has been met, all other covered benefits received during the rest of the calendar year will be covered at 100%, except for any charge not covered by Medica. The out-of-pocket maximum is described in the Out-of-Pocket Expenses table in your Schedule of Payments.

Medica refunds the amount over the out-of-pocket maximum during any calendar year when proof of excess copayments, coinsurance and deductible is received and verified by Medica.

III. Covered Benefits

Prior authorization (approval in advance) is required before you receive certain services listed below. To determine if Medica requires prior authorization for a particular service or treatment, please call Medica Customer Service at one of the numbers listed at the front of this Policy. Please see *Prior authorization* in *Referrals and Prior Authorization* for more information about prior authorization requirements and processes.

A. Ambulance

Medica covers ambulance services as described in the Schedule of Payments.

Not covered:

1. Ambulance transportation to another hospital when care for your condition is available at the network hospital where you were first admitted.
2. Non-emergency ambulance transportation services (except as described in the Schedule of Payments).

B. Anesthesia

Medica covers anesthesia services as described in the Schedule of Payments.

Not covered:

1. Anesthesia services provided by a non-network provider.
2. Anesthesia services provided for non-covered services, including transplant services from non-network providers.

C. Autism Spectrum Disorder

Medica covers services to diagnose and treat autism spectrum disorder as described in your Schedule of Payments.

The following definitions apply for purposes of autism spectrum disorder services.

Autism spectrum disorder means disorders as defined under Autism spectrum disorder in the current edition of the Diagnostic and Statistical Manual of Mental Disorders.

Intensive-level service means evidence-based behavioral therapies that are directly based on, and related to, an individual's therapeutic goals and skills as prescribed by a physician familiar with the individual. Intensive-level service may include evidence-based speech therapy and occupational therapy provided by a qualified therapist when such therapy is based on, or related to, an individual's therapeutic goals and skills and is concomitant with evidence-based behavioral therapy.

Intensive-level services are covered for the treatment of autism spectrum disorders to members who:

1. Have a primary verified diagnosis of autism spectrum disorder;
2. Commence intensive-level before the age of nine;
3. Have a treatment plan developed by a qualified provider that includes at least 20 hours per week over a six-month period with specific cognitive, social, communicative, self-care, or behavioral goals that are clearly defined, directly observed, continually measured, and address the characteristics of autism spectrum disorder;
4. Are present and engaged in the intervention;
5. Have a parent or legal guardian who is present and engaged during the majority of the treatment;
6. Are provided evidence-based behavioral intensive therapy, treatment, and services in an environment conducive to achieving the treatment plan goals;
7. Are treated only by qualified providers, supervising providers, professionals, therapists, or professionals;
8. Are directly observed by the qualified provider at least once every two months, or as required by Medica.

Nonintensive-level services means evidence-based therapy that occurs after the completion of treatment for intensive-level services or, for an individual who has not and will not receive intensive-level services, evidence-based therapy that will improve the individual's condition.

Nonintensive-level services are covered for the treatment of autism spectrum disorders provided to members who:

1. Have a primary verified diagnosis of autism spectrum disorder;
2. Have completed intensive-level services for the treatment of autism spectrum disorder, or has not and will receive intensive-level services, but for whom nonintensive-level services will improve the condition of the member;
3. Have a treatment plan developed by a qualified provider, supervising provider, professional, or therapist that includes specific therapy goals that are clearly defined, directly observed, and continually measured and that address the characteristics of autism spectrum disorders;
4. Are present and engaged in the intervention;
5. Are provided treatment and services by qualified providers, supervising providers, professionals, therapists, or paraprofessionals in an environment most conducive to achieving the goals of the treatment plan;
6. Have family members actively involved in team meetings and are provided training and consultation to implement the therapeutic goals of the treatment team.

Qualified provider, qualified paraprofessional, qualified professional, qualified supervising provider, qualified intensive-level provider, qualified intensive-level professional, and qualified therapist have the meanings set forth in Ins 3.36 Wis. Admin. Code.

Benefits

If you need autism spectrum disorder treatment, Medica will refer you to one of its network autism spectrum disorder providers. Call Customer Service at one of the telephone numbers listed at the front of this Policy.

Not covered:

1. Services to diagnose and treat autism spectrum disorder provided by a non-network provider.
2. Services for autism spectrum disorders that are not described in the current edition of the Diagnostic and Statistical Manual of Mental Disorders
3. Services for a condition when there is no reasonable expectation that the condition will improve.
4. Services, care, or treatment that is not medically necessary.
5. Animal-based therapy including hippotherapy, auditory integration training, chelation therapy, child care fees, cranial sacral therapy, custodial or respite care, hyperbaric oxygen therapy, and special diets or supplements for treatment of autism spectrum disorder.
6. Therapy, treatment, or services while a member is residing in a residential treatment center or receiving inpatient treatment.
7. Travel time for providers of autism spectrum disorder services.

D. Chiropractic

Medica covers chiropractic services to diagnose and to treat conditions related to muscles, skeleton and nerves of the body. This includes spinal manipulations, manual muscle stimulations, or other conjunctive or manipulative therapies.

Not covered:

1. Chiropractic services provided by a non-network provider.
2. Massage therapy which is performed in conjunction with other treatment by a chiropractor as part of a prescribed treatment plan that is billed separately.

E. Diabetes Management and Supplies

Medica covers:

- diabetes self-management training and education, including medical nutrition therapy, received from a provider in a program consistent with national educational standards (as established by the American Diabetes Association);

- diabetic equipment and supplies, including blood glucose meters when received from a network pharmacy;
- insulin pumps and their related supplies when received from a network durable medical equipment provider; and
- routine foot care if part of treatment for diabetes.

Not covered:

Diabetes management and supplies received from or provided by a non-network provider.

F. Diagnostic Imaging

Medica covers diagnostic imaging services such x-rays and other imaging services when:

- ordered by a provider, and
- provided in a clinic or outpatient hospital facility.

Not covered:

Diagnostic imaging services provided by a non-network provider.

G. Durable Medical Equipment, Prosthetics, and Miscellaneous Medical Supplies

Medica covers only a limited selection of durable medical equipment and certain related supplies, and hearing aids that meet the criteria established by Medica. Some items ordered by your physician, even if medically necessary, may not be covered. The list of eligible durable medical equipment and certain related supplies is periodically reviewed and modified by Medica. To request a list of Medica's eligible durable medical equipment and certain related supplies, call Customer Service at one of the telephone numbers listed at the front of this Policy.

Medica determines if durable medical equipment will be purchased or rented. Medica's approval of rental of durable medical equipment is limited to a specific period of time. To request approval for an extension of the rental period, call Customer Service at one of the telephone numbers listed at the front of this Policy.

Quantity limits may apply to durable medical equipment, prosthetics and medical supplies.

If the durable medical equipment or prosthetic device or hearing aid is covered by Medica, but the model you select is not Medica's standard model, you will be responsible for the cost difference.

Diabetic equipment and supplies, other than insulin pumps and the equipment and supplies related to insulin pumps, are covered under the *Prescription Drug* section of this Policy.

Benefits apply to durable medical equipment and certain related supplies and prosthetic services prescribed by a physician and received from a network durable medical equipment provider, and hearing aids as described in the Schedule of Payments when prescribed by a network provider.

To request a list of network durable medical equipment providers, call Customer Service at one of the telephone numbers listed at the front of this Policy.

Not covered:

1. Durable medical equipment and supplies, prosthetics and appliances provided by a non-network provider.
2. Durable medical equipment and supplies, prosthetics, appliances and hearing aids not on the Medica eligible list.
3. Charges in excess of the Medica standard model of durable medical equipment, prosthetics or hearing aids.
4. Repair, replacement or revision of properly functioning durable medical equipment, prosthetics and hearing aids, including, but not limited to, due to loss, damage or theft.
5. Duplicate durable medical equipment, prosthetics and hearing aids, including repair, replacement or revision of duplicate items.
6. Disposable supplies and appliances, except as described in this Policy or your Schedule of Payments.

H. Emergency Room

Medica covers emergency room services, as described in your Schedule of Payments, where a prudent layperson would believe that a condition or symptom requires immediate treatment to:

1. Preserve your life; or
2. Prevent serious impairment to your bodily functions, organs, or parts; or
3. Prevent placing your physical or mental health in serious jeopardy.

Emergency services from non-network providers will be covered benefits. To be eligible for coverage from non-network providers, services must be due to an emergency, as defined in Definitions.

You must notify Medica of emergency inpatient services as soon as reasonably possible after receiving inpatient services. Call Customer Service at one of the telephone numbers listed at the front of this Policy.

If you are confined in a non-network facility as a result of an emergency, you will be eligible for benefits until your attending physician agrees it is safe to transfer you to a network facility.

If the health services that you require do not meet the definition of emergency, you should refer to the most specific section of your Schedule of Payments for a description of your benefits.

To be eligible for benefits after an emergency, follow-up care or scheduled care must be received from a network provider.

For information on submitting claims for emergency services received in a foreign country, refer to *Submitting a Claim*.

Not covered:

1. Non-emergency care from non-network providers except as described in this Policy or the Schedule of Payments.
2. Unauthorized continued inpatient services in a non-network facility once the attending physician agrees it is safe to transfer you to a network facility.

3. Follow-up care or scheduled care from a non-network provider except as described in this Policy or the Schedule of Payments.
4. Transfers and admissions to network hospitals solely at the convenience of the member.

I. Genetic Counseling and Testing

Medica covers genetic counseling, whether pre-test or post-test, and whether occurring in an office, clinic or telephonically. Medica also covers genetic testing when the test will directly affect treatment decisions or frequency of screening for a disease, or when results of the test will affect reproductive choices. Please see your Schedule of Payments for more information.

Not covered:

1. Genetic counseling and testing services provided by a non-network provider.
2. Genetic testing when performed in the absence of symptoms or high risk factors for a heritable disease.
3. Genetic testing when knowledge of genetic status will not affect treatment decisions, frequency of screening for the disease, or reproductive choices.
4. Genetic testing that has been performed in response to direct to consumer marketing and not under the direction of your physician.

J. Home Health Care

Medica covers skilled care in your place of residence for members that are homebound. (Exception: You are not required to be homebound to be eligible for home infusion therapy or services received in your home from a physician.) Skilled services must be ordered by a physician who has conducted a face-to-face assessment per Medicare guidelines.

To be considered homebound, a doctor must certify that you're homebound. To be homebound means the following:

- Leaving your home isn't recommended because of your condition.
- Your condition keeps you from leaving your home without help (such as using a wheelchair or walker, needing special transportation, of getting help from another person).
- Leaving home takes a considerable and taxing effort.

A person may leave home for a medical treatment or short, infrequent absences for non-medical reasons, such as attending religious services. You can still get home health care if you attend adult day care, but you would get the home care services in your home. A dependent child may still be considered homebound when attending school where life support specialized equipment and help are available.

Please note: Your place of residence is where you make your home. This may be your own dwelling, a relative's home, an apartment complex that provides assisted living services or some other type of institution. However, an institution will not be considered your home if it is a hospital or skilled nursing facility.

Benefits in the Schedule of Payments apply to covered home health care services received from a network home health care agency. Please see your Schedule of Payments for more information.

Not covered:

1. Home health care provided by a non-network provider.
2. Extended hours home care.
3. Companion, homemaker and personal care services.
4. Services provided by a member of your family.
5. Custodial care and other non-skilled services.
6. Physical, occupational or speech therapy provided in your home for convenience.
7. Skilled nursing care, or skilled physical, occupational or speech therapy, provided in your home when you are not homebound.
8. Services primarily educational in nature.
9. Vocational and job rehabilitation.
10. Recreational therapy.
11. Self-care and self-help training (non-medical).
12. Health clubs.
13. Disposable supplies and appliances, except as described in this Policy or your Schedule of Payments.
14. Physical, occupational or speech therapy services when there is no reasonable expectation of improvement.
15. Voice training.
16. Outpatient rehabilitation services when no medical diagnosis is present.
17. Drugs provided or administered by a physician or other provider, except those drugs that meet the definition of "professionally administered drugs." Coverage for "professionally administered drugs" is as described under *Professionally Administered Drugs.* Coverage for drugs is as described in *Prescription Drugs*, *Prescription Specialty Drugs* or otherwise described as a specific benefit elsewhere in this section.

K. Hospice

Medica covers hospice services including respite care. Care must be ordered, provided or arranged under the direction of a physician and received from a designated hospice program.

Hospice services are comprehensive palliative medical care and supportive social, emotional and spiritual services. These services are provided to terminally ill persons and their families, primarily in the patients' homes. A hospice interdisciplinary team, composed of professionals and volunteers, coordinates an individualized plan of care for each patient and family. The goal of hospice care is to make patients as comfortable as possible to enable them to live their final days to the fullest in the comfort of their own homes and with loved ones.

A designated hospice program means a hospice program that has entered into a separate contract with Medica to provide hospice services to members. The specific services you receive may vary depending upon which program you select.

Respite care is a form of hospice services that gives uncompensated primary caregivers (i.e., family members or friends) rest or relief when necessary to maintain a terminally ill member at home. Respite care is limited to not more than five consecutive days at a time.

To be eligible for the hospice benefits described in this section, you must:

1. Be a terminally ill patient; and
2. Have chosen a palliative treatment focus (i.e., one that emphasizes comfort and supportive services rather than treatment attempting to cure the disease or condition).

You will be considered terminally ill if there is a written medical prognosis by your physician that your life expectancy is six months or less if the terminal illness runs its normal course. This certification must be made not later than two days after the hospice care is initiated.

Members who elect to receive hospice services do so in place of curative treatment for their terminal illness for the period they are enrolled in the hospice program.

You may withdraw from the hospice program at any time upon written notice to the designated hospice program. You must follow the designated hospice program's requirements to withdraw from the designated hospice program.

Not covered:

1. Hospice services provided by a non-network provider.
2. Respite care for more than five consecutive days at a time.
3. Home health care and skilled nursing facility services when services are not consistent with the hospice program's plan of care.
4. Services not included in the hospice program's plan of care.
5. Services not provided by the hospice program.
6. Hospice daycare, except when recommended and provided by the hospice program.
7. Any services provided by a family member or friend, or individuals who are residents in your home.
8. Financial or legal counseling services, except when recommended and provided by the hospice program.
9. Housekeeping or meal services in your home, except when recommended and provided by the hospice program.
10. Bereavement counseling, except when recommended and provided by the hospice program.
11. Hospice services received from a non-designated hospice program.

L. Hospital

Medica covers physician directed hospital and ambulatory surgical center services as described in your Schedule of Payments. More than one copayment or coinsurance may be required if you receive more than one service, or see more than one provider per visit.

Important: The most specific and appropriate section of this Policy and your Schedule of Payments will apply for benefits related to the treatment of a specific condition.

When an inpatient stay spans an old and new policy year, the benefit for charges billed on the hospital claim will be based on the old policy year provisions. Certain covered services received, such as a physician visit or lab and pathology services, performed during the inpatient stay but billed separately from the hospital, will apply to the benefits in effect on the date the covered service was provided.

If your coverage under a Medica policy ends during your inpatient stay, Medica will not cover the portion of your inpatient stay or other services received after your Medica Policy terminates.

Not covered:

1. Services received from a non-network hospital or non-network ambulatory surgical center.
2. Drugs received at a hospital on an outpatient basis, except drugs that meet the definition of "professionally administered drugs" or drugs received in an emergency room or a hospital observation room. Coverage for "professionally administered drugs" is as described under *Professionally Administered Drugs.* Coverage for drugs is as described in *Prescription Drugs* and *Prescription Specialty Drugs*.
3. Admission to another hospital is not covered when care for your condition is available at the network hospital where you were first admitted.

M. Infertility Services

Medica's coverage is limited to the diagnosis of infertility as described in the Schedule of Payments. Coverage includes benefits for professional, hospital, and ambulatory surgical services. All services, supplies and associated expenses for the treatment of infertility are not covered.

Not covered:

1. Services received for the diagnosis of infertility provided by a non-network provider.
2. Procedures, tests, or other services that are exclusively provided to monitor the effectiveness of non-covered fertilization procedures.
3. Physician, hospital and ambulatory surgical center services for the treatment of infertility.
4. Infertility drugs.
5. Assisted reproductive technology services, including but not limited to: in vitro fertilization (IVF), gamete and zygote intrafallopian transfer (GIFT and ZIFT) procedures; tubal embryo transfer; intracytoplasmic sperm injection (ICSI); ova or embryo acquisition, retrieval, donation, preservation, and/or storage; and/or any conception that occurs outside the woman's body.

6. Services related to surrogate pregnancy for a person not covered as a member under this Policy.
7. Sperm banking and/or storage.
8. Services related to adoption.
9. Donor sperm.
10. Donor eggs.
11. Services for intrauterine insemination (IUI).

N. Kidney Disease Treatment

Medica covers physician directed treatment of kidney disease including dialysis as described in this Policy and your Schedule of Payments. Please see *Organ and Bone Marrow Transplants and Other Complex Medical Conditions* for information regarding coverage for kidney transplants and donor-related services.

Not covered:

Other services, supplies, and associated expenses for the treatment of kidney disease, except as otherwise described in this Policy or your Schedule of Payments.

O. Lab and Pathology

Medica covers services provided in a clinic or outpatient hospital facility and described in your Schedule of Payments. Inpatient lab and pathology services are covered at the *Hospital* or *Skilled Nursing Facility* benefit level as described in your Schedule of Payments.

Please note: Lab and pathology for preventive health care services are covered at the Preventive Health Care benefit level as described in your Schedule of Payments.

Not covered:

Lab and pathology services provided by a non-network provider.

P. Maternity

Medica covers medical services for prenatal care, labor and delivery, postpartum care, and related complications as described in your Schedule of Payments. Under the **Newborns' and Mothers' Health Protection Act of 1996** Medica may not restrict benefits for any hospital stay in connection with childbirth for the mother or newborn child member 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 or newborn child member's attending provider, after consulting with the mother, from discharging the mother or her newborn earlier than 48 hours (or 96 hours, as applicable). In any case, Medica may not require a provider to obtain prior authorization from Medica for a length of stay of 48 hours or less (or 96 hours, as applicable).

More than one copayment or coinsurance may be required if you receive more than one service or see more than one provider per visit. Medica encourages you to enroll your newborn dependent

under the Contract within 30 days from the date of birth, date of placement for adoption, or date of adoption.

Each member's hospital admission is separate from the admission of any other member. That means a separate deductible and copayment or coinsurance will be applied to both you and your newborn for inpatient services related to labor and delivery.

Not all services that are received during your pregnancy are considered prenatal care. Some of the services that are not considered prenatal care include (but are not limited to) treatment of the following:

1. Conditions that existed prior to (and independently of) the pregnancy, such as diabetes or lupus, even if the pregnancy has caused those conditions to require more frequent care or monitoring.
2. Conditions that have arisen concurrently with the pregnancy but are not directly related to care of the pregnancy, such as back and neck pain or skin rash.
3. Miscarriage and ectopic pregnancy.

Services that are not considered prenatal care may be eligible for coverage under the most specific and appropriate section of this Policy or your Schedule or Payments. Please refer to your Schedule of Payments for coverage information.

When an inpatient stay spans an old and new policy year, the benefit for charges billed on the hospital claim will be based on the old policy year provisions. Certain covered services received, such as a physician visit or lab and pathology services, performed during the inpatient stay but billed separately from the hospital, will apply to the benefits in effect on the date the covered service was provided.

If your coverage under a Medica policy ends during your inpatient stay, Medica will not cover the portion of your inpatient stay or other services received after your Medica Policy terminates.

Not covered:

1. Maternity care provided by a non-network provider.
2. Health care professional services for maternity labor delivery in the home.
3. Services from a doula.
4. Childbirth and other educational classes.

Q. Medical Related Dental

Medica covers medical-related dental services received from a physician or dentist as described in your Schedule of Payments.

Please note: This section does not describe coverage for comprehensive dental procedures. Comprehensive dental procedures are services rendered by a dentist to treat teeth, their supporting soft tissue and bony structure, or the alignment or occlusion of the teeth. These services are not covered under any section of this Policy or your Schedule of Payments.

Not covered:

1. Medical-related dental services provided by a non-network provider.

2. Oral surgery, except as described in this Policy or your Schedule of Payments.
3. Dental services to treat an injury from biting or chewing.
4. Osteotomies and other procedures associated with the fitting of dentures or dental implants.
5. Dental implants (tooth replacement).
6. Any other dental procedures or treatment, whether the dental treatment is needed because of a primary dental problem or as a manifestation of a medical treatment or condition.
7. Any orthodontia, including that associated with orthognathic procedures or accident-related dental injuries.
8. Tooth extractions.
9. Any dental procedures or treatment related to periodontal disease.
10. Endodontic procedures and treatment, including root canal procedures and treatment.
11. Routine diagnostic and preventive dental services.

R. Mental Health

Medica covers services to diagnose and treat mental disorders listed in the current edition of the *Diagnostic and Statistical Manual of Mental Disorders* as described in your Schedule of Payments.

Mental health benefits

If you require hospitalization, Medica will refer you to one of its hospital providers. Call Customer Service at one of the telephone numbers listed at the front of this Policy. **Emergency mental health services are covered benefits.** After receiving emergency mental health inpatient services please notify Customer Service at one of the telephone numbers listed at the front of this Policy as soon as reasonably possible.

Outpatient mental health services include:

1. Diagnostic evaluations and psychological testing.
2. Psychotherapy and psychiatric services.
3. Intensive outpatient programs, including day treatment and partial programs, which may include multiple services/modalities and lodging, delivered in an outpatient setting.
4. Relationship and family therapy if there is a clinical diagnosis.
5. Treatment of serious or persistent disorders.
6. Diagnostic evaluation for attention deficit hyperactivity disorder (ADHD) or pervasive development disorders (PDD).
7. Treatment of pathological gambling.

Inpatient services include:

1. Room and board.
2. Attending psychiatric services.

3. Hospital or facility-based professional services.
4. Partial program. This may be in a freestanding facility or hospital based. Active treatment is provided through specialized programming with medical/psychological intervention and supervision during program hours.
5. Residential treatment services.

Transitional treatment services include:

Services for treatment of nervous or mental disorders that are provided to a member in a less restrictive manner than inpatient hospital services but in a more intensive manner than outpatient services and shall include the following:

1. A certified adult mental health day treatment program as defined in HFS 61.75 Wis. Admin. Code, as amended.
2. A certified child/adolescent mental health day treatment program as defined in HFS 40.04 Wis. Admin. Code, as amended.
3. A certified community support program as defined in HFS 63.03 Wis. Admin. Code, as amended.
4. Coordinated emergency mental health services for persons who are experiencing a mental health crisis or who are in a situation likely to turn into a mental health crisis if support is not provided. Services are provided by a program certified by the Department of Health and Family Services under s. HFS 34.03 and provided in accordance with subch. III of ch. HFS 34 for the period of time the person is experiencing a mental health crisis until the person is stabilized or referred to other providers for stabilization. Certified emergency mental health service plans shall provide timely notice to third party payors to facilitate coordination of services for persons who are experiencing or are in a situation likely to turn into a mental health crisis.

Not covered:

1. Mental health services provided by a non-network provider.
2. Services for mental disorders not listed in the current edition of the *Diagnostic and Statistical Manual of Mental Disorders.*
3. Services, care or treatment that is not medically necessary.
4. Relationship and family therapy in the absence of a clinical diagnosis.
5. Telephonic psychotherapy treatment services, unless such services are provided in accordance with Medica's telemedicine policies and procedures.
6. Services beyond the initial evaluation to diagnose developmental disability or learning disabilities, as those conditions are defined in the current edition of the American Psychiatric Association's *Diagnostic and Statistical Manual of Mental Disorders*.
7. Services, including room and board charges, provided by health care professionals or facilities that are not appropriately licensed, certified, or otherwise qualified under state law to provide mental health services. This includes, but is not limited to, services provided by mental health providers who are not authorized under state law to practice independently, and services received at a halfway house, therapeutic group home, boarding school or ranch.

8. Services to assist in activities of daily living that do not seek to cure and are performed regularly as a part of a routine or schedule.
9. Drugs provided or administered by a physician or other provider, except those drugs that meet the definition of "professionally administered drugs." Coverage for "professionally administered drugs" is as described under *Professionally Administered Drugs.* Coverage for drugs is as described in *Prescription Drugs*, *Prescription Specialty Drugs* or otherwise described as a specific benefit elsewhere in this section.

S. Office Visits

Please note: This benefit does not include services received from locations using "hospital-based outpatient billing" practices. The most specific and appropriate benefit in this Policy will apply for each service received at that type of provider. If you are unsure if your provider uses these billing practices, please contact them.

Medica covers office visits as described in your Schedule of Payments.

Important: The most specific and appropriate section of this Policy and your Schedule of Payments will apply for benefits related to the treatment of a specific condition. For some services, there may be a facility charge resulting in copayment or coinsurance in addition to the provider services copayment or coinsurance. More than one copayment or coinsurance may also be required if you receive more than one service, or see more than one provider per visit. Call Customer Service at one of the telephone numbers listed at the front of this Policy to determine in advance whether a specific procedure is a benefit and the applicable coverage level for each service that you receive.

Not covered:

1. Office visit services provided by a non-network provider.
2. Drugs provided or administered by a physician or other provider, except those drugs that meet the definition of "professionally administered drugs." Coverage for "professionally administered drugs" is as described under *Professionally Administered Drugs.* Coverage for drugs is as described in *Prescription Drugs*, *Prescription Specialty Drugs* or otherwise described as a specific benefit elsewhere in this section.

T. Organ and Bone Marrow Transplants and Other Complex Medical Conditions

Medica covers certain organ and bone marrow transplant services and services for other complex medical conditions. Not all network hospitals are designated facilities for organ and bone marrow transplants and other complex medical conditions. Services covered under this section must be provided under the direction of a physician and received at a designated facility. Coverage under this section is provided for certain medical conditions and certain types of organ or bone marrow transplants and related services (including organ acquisition and procurement) that are:

- medically necessary,
- appropriate for the diagnosis,
- without contraindications, and
- non-investigative.

Organ and Bone Marrow Transplants:

Medica uses specific medical criteria to determine benefits for organ and bone marrow transplant services. Because medical technology is constantly changing, Medica reserves the right to review and update these medical criteria. Benefits for each individual member will be determined based on the clinical circumstances of the member according to Medica's medical criteria.

Coverage is provided for the following human organ transplants, if appropriate, under Medica's medical criteria and not otherwise excluded from coverage:

- cornea,
- kidney,
- lung,
- heart,
- heart/lung,
- pancreas,
- liver,
- allogeneic, autologous and syngeneic bone marrow. Bone marrow transplants include the transplant of stem cells from bone marrow, peripheral blood and umbilical cord blood.

The preceding is not a comprehensive list of eligible organ and bone marrow transplant services.

Benefits apply to transplant services provided by a network provider and received at a designated facility for transplant services. Medica has entered into separate contracts to provide certain transplant-related health services to members receiving transplants. You may be evaluated and listed as a potential recipient at multiple designated facilities for transplant services.

Medica requires that all pre-transplant, transplant and post-transplant services, from the time of the initial evaluation through no more than one year after the date of the transplant, be received at one designated facility (that you select from among the list of transplant facilities Medica provides). Based on the type of transplant you receive, Medica will determine the specific time period medically necessary for these services.

Other Complex Medical Conditions: Medica uses specific medical criteria to determine benefits for complex medical conditions. Because medical technology is constantly changing, Medica reserves the right to review and update these medical criteria.

- For certain complex medical conditions, benefits are only available under this section if there is no network care available under other provisions of this policy for the complex medical condition.
- For certain other complex medical conditions, even if network care is available under other provisions of this policy, benefits under this policy for the treatment of the complex medical condition are only available under this section. If you choose not to obtain care from a designated facility, benefits are not available under this policy for treatment of that complex medical condition.

Benefits under this section apply to services for complex medical conditions provided by a network provider and received at a designated facility. Medica has entered into separate contracts to provide certain health services for complex medical conditions to members.

Not covered:

1. Services provided by a non-network provider or non-designated facility.
2. Organ and bone marrow transplant services except as described in this section.

3. Supplies and services related to transplants that would not be authorized by Medica under the medical criteria referenced in this section.
4. Chemotherapy, radiation therapy, drugs or any therapy used to damage the bone marrow and related to transplants that would not be authorized by Medica under the medical criteria referenced in this section.
5. Living donor transplants that would not be authorized by Medica under the medical criteria referenced in this section.
6. Islet cell transplants except for autologous islet cell transplants associated with pancreatectomy.
7. Services required to meet the patient selection criteria for the authorized procedure. This includes:
    - treatment of nicotine or caffeine addiction,
    - services and related expenses for weight loss programs,
    - nutritional supplements,
    - appetite suppressants, and
    - supplies of a similar nature not otherwise covered under this Policy or your Schedule of Payments.
8. Mechanical, artificial or non-human organ implants or transplants and related services that would not be authorized by Medica under the medical criteria referenced in this section.
9. Services that are investigative.
10. Private collection and storage of umbilical cord blood for directed use.
11. Drugs provided or administered by a physician or other provider on an outpatient basis, except those drugs that meet the definition of "professionally administered drugs." Coverage for "professionally administered drugs" is as described under *Professionally Administered Drugs.* Coverage for drugs is as described in *Prescription Drugs* and *Prescription Specialty Drugs* or otherwise described as a specific benefit in this Policy.

U. Physical, Occupational and Speech Therapy

Medica covers the following rehabilitative and habilitative care:

- outpatient physical therapy,
- outpatient speech therapy, and
- outpatient occupational therapy,

as described in your Schedule of Payments. A physician must direct your care.

Not covered:

1. Physical, occupational or speech therapy provided by a non-network provider.
2. Services primarily educational in nature.
3. Vocational and job rehabilitation.

4. Recreational therapy.
5. Self-care and self-help training (non-medical).
6. Health clubs.
7. Physical, occupational or speech therapy services when there is no reasonable expectation of improvement.
8. Voice training.
9. Group physical, speech and occupational therapy.

V. Prescription Drugs

Prescription drugs and supplies are covered if they are:

- Prescribed by an authorized provider,
- Included on Medica's drug list (unless identified as not covered), and
- Received from a network pharmacy.

The Schedule of Payments describes your copayment or coinsurance for prescription drugs themselves. An additional copayment or coinsurance applies for the provider's services if you require that a provider administer self-administered drugs, as described in other applicable sections of this Policy or your Schedule of Payments. For these purposes, "self-administered drugs" are drugs that do not meet the definition of "professionally administered drugs."

Coverage for specialty prescription drugs (drugs used to treat complex conditions and which may require special handling) is described in the next section, *Prescription Specialty Drugs.*

While diabetic equipment and supplies, including blood glucose meters, are covered under the diabetic equipment and supplies benefit in this section, coverage for insulin pumps and related supplies is described under *Durable Medical Equipment, Prosthetics and Miscellaneous Medical Supplies*.

Medica's Drug List

Medica's drug list (Drug List) is comprised of drugs that meet the medical needs of our members and have proven safety and effectiveness. It includes both brand-name and generic drugs. The drugs on this list have been approved by the Food and Drug Administration (FDA). The Drug List identifies whether a drug is classified by Medica as a preferred generic, generic, preferred brand, or non-preferred brand drug. A team of physicians and pharmacists meets regularly to review and update the Drug List. Your doctor can use this list to select medications for your health care needs, while helping you maximize your prescription drug benefit. You will be notified in advance if there are any changes to the Drug List that affect medications you are receiving.

The terms "generic" and "brand name" are used in the health care industry in different ways. To better understand your coverage, please review the following:

Generic: A drug: (1) that contains the same active ingredient as a brand name drug and is chemically equivalent to a brand name drug in strength, concentration, dosage form and route of administration; or (2) that Medica identifies as a preferred generic or generic product. Medica uses industry standard resources to determine a drug's classification as either brand name or generic. Not all products identified as "generic" by the manufacturer, pharmacy or your provider may be classified by Medica as generic.

Medica's Drug List includes **preferred generic** drugs and **generic** drugs. These medications are your lower copayment or coinsurance options. Consider a preferred generic or generic covered drug if you and your provider decide such a drug is appropriate for your treatment. Preferred generic drugs may be identified in the Drug List as Tier 1 and generic drugs may be identified as Tier 2.

Brand: A drug: (1) that is manufactured and marketed under a trademark or name by a specific drug manufacturer; or (2) that Medica identifies as a brand name product. Medica uses industry standard resources to determine a drug's classification as either brand name or generic. Not all products identified as "brand name" by the manufacturer, pharmacy or your provider may be classified by Medica as brand name.

Preferred brand drugs on the Drug List have a higher copayment or coinsurance. You may consider a preferred brand covered drug to treat your condition if you and your provider decide it is appropriate. Preferred brand drugs may be identified in the Drug List as Tier 3.

Non-preferred brand drugs have the highest copayment or coinsurance. The covered non-preferred brand drugs are usually more costly. Non-preferred brand drugs may be identified in the Drug List as Tier 4.

Investigational prescription drugs prescribed by a physician for the treatment of an HIV infection or an illness or medical condition arising from or related to an HIV infection are an exception to the investigative exclusion and the requirement that the drug be listed on Medica's Drug List if such investigational prescription drugs meet the following requirements:

1. Approved by the Food and Drug Administration for the treatment of an HIV infection or HIV-related illness;
2. In or has completed a phase three clinical investigation for an HIV-related illness; and
3. Prescribed and administered in accordance with the treatment protocol approved for the drug.

If you have questions about Medica's Drug List or whether a specific drug is covered (and/or whether the drug is preferred generic, generic, preferred brand, or non-preferred brand), or if you would like to request a copy of the Drug List at no charge, call Customer Service at one of the telephone numbers listed at the front of this Policy. It is also available on **medica.com/IndividualLogin**.

Prescription unit

A prescription unit is the amount that will be dispensed unless it is limited by the drug manufacturer's packaging, dosing instructions or Medica's medication request guidelines. This includes quantity limits that are indicated on the Drug List. Copayment or coinsurance amounts will apply to each prescription unit dispensed.

One prescription unit from a pharmacy is a 31-consecutive-day supply (or, in the case of contraceptives, up to a one-cycle supply).

Medica has specifically designated certain network pharmacies to dispense multiple prescription units. These pharmacies may dispense three prescription units for covered drugs prescribed to treat chronic conditions. For the list of these designated pharmacies, visit **medica.com** or call Customer Service.

Special requirements

For some prescriptions there are special requirements that must be met in order to receive coverage. These include:

Prior authorization (PA)

Certain drugs require prior authorization (approval in advance) from Medica in order to be covered. These medications are shown on the Drug List with the abbreviation "PA." The Drug List is available to providers, including pharmacies. Please see *Prior authorization* in *Referrals and Prior Authorization* for more information about prior authorization requirements and processes. Your network provider who prescribes the drug should initiate the prior authorization process. You must contact Customer Service to request prior authorization for drugs prescribed by a non-network provider. You will pay the entire cost of the drug received if you do not meet Medica's authorization criteria.

Step therapy (ST)

Step therapy is a process that involves trying an alternative covered drug first (typically a generic drug) before moving to a preferred brand or non-preferred brand covered drug for treatment of the same medical condition. The medications subject to step therapy are shown on the Drug List with the abbreviation "ST." You must meet applicable step therapy requirements before Medica will cover these preferred brand or non-preferred brand drugs.

Quantity limits (QL)

Certain covered drugs have limits on the maximum quantity allowed per prescription over a specific time period. The medications subject to quantity limits are shown on the Drug List with the abbreviation "QL." Some quantity limits are based on the manufacturer's packaging, FDA labeling or clinical guidelines.

Pharmacy requirement
Certain self-administered cancer treatment medications must be obtained from a Medica-designated specialty pharmacy in order to be covered.

Exceptions to the Drug List

In certain cases, it is possible to get an exception to the coverage rules described under *Medica's Drug List* above. **Please note that exceptions will only be allowed when specific clinical criteria are satisfied.**

If you have a health condition that may seriously jeopardize your life, health, or ability to regain maximum function or if you are undergoing a current course of treatment with a drug not included on the Drug List, an expedited review may be requested. Medica will make a determination and provide notification on an expedited review request within 24 hours of receiving the request. For all other exception requests (standard requests), Medica will make a determination and provide notification within 72 hours of receiving the request.

If Medica denies your request for an exception, you, your provider, or other designee may request an independent review of Medica's decision by an external review organization. To make a request, you may call Customer Service at one of the telephone numbers listed at the front of this Policy or contact Medica by writing to Customer Service, Route CP595, PO Box 9310, Minneapolis, MN 55440-9310. You will be notified of the external review organization's decision within 72 hours of receipt of the request for external review, unless you are requesting review of a denial that was completed as an expedited review. In that case, you will be notified of the external review organization's decision within 24 hours of receipt of the request for external review.

If you would like to request a copy of Medica's Drug List exception process or for more information regarding the expedited review process, call Customer Service at one of the telephone numbers listed at the front of this Policy.

Not covered:

1. Prescription drugs, including diabetic equipment and supplies and preventive drugs and other supplies, received at a non-network pharmacy.
2. Any amount above what Medica would have paid when you fail to identify yourself to the pharmacy as a member. (Medica will notify you before enforcement of this provision.)
3. Over the counter (OTC) drugs that by federal or state law do not require a prescription order or refill and any medication that is therapeutically equivalent to an OTC drug.
4. Replacement of a drug due to loss, damage, or theft.
5. Appetite suppressants.
6. Weight loss medications.
7. Sexual dysfunction medications.

8. Growth hormone.
9. Non-sedating antihistamines and non-sedating antihistamine/decongestant combinations.
10. Proton pump inhibitors, except for members twelve (12) years of age and younger, and those members who have a feeding tube.
11. Drugs prescribed by a provider who is not acting within his/her scope of licensure.
12. Homeopathic medicine.
13. Infertility drugs.
14. Specialty prescription drugs, except as described in *Prescription Specialty Drugs*.
15. Drugs and supplies not listed on the Medica's Drug List, unless covered through the exception process described in this Policy. Such exclusions are in addition to drugs or classes of drugs excluded under other provisions of this Policy.
16. Bulk powders, chemicals and products used in prescription drug compounding.
17. Products that are duplicative to, or are in the same class and category as, products on Medica's Drug List.
18. New to market drugs: Products recently approved by the FDA and introduced into the market will not be covered until they are reviewed and considered for placement on the Drug List.

W. Prescription Specialty Drugs

Specialty medications are high-technology, high cost, oral or injectable drugs used for the treatment of certain diseases that require complex therapies. Many specialty medications require special handling and in most cases are prescribed by a specialist.

Specialty prescription drugs are covered if they are:

- Prescribed by an authorized provider,
- Included on Medica's specialty drug list (unless identified as not covered), and
- Received from a designated specialty pharmacy.

A current list of designated specialty pharmacies is available on **medica.com/IndividualLogin**. You can also call Customer Service at one of the telephone numbers listed at the front of this Policy.

The Schedule of Payments describes your copayment or coinsurance for the specialty prescription drug. An additional copayment or coinsurance will apply for a provider's services if you require that they administer a self-administered drug. For these purposes, "self-administered drugs" are drugs that do not meet the definition of "professionally administered drugs."

Medica's Specialty Drug List

Medica's specialty drug list (Specialty Drug List) is comprised of drugs that meet the medical needs of our members and have been selected based on their safety, effectiveness, uniqueness and cost. They have been approved by the Food and Drug Administration (FDA). A team of physicians and pharmacists meets regularly to review and update the Specialty Drug List.

You and your doctor can use this list to select medications for your health care needs, while helping you maximize your prescription drug benefit. You will be notified in advance if there are any changes to the Specialty Drug List that affect medications you are receiving.

Preferred specialty prescription drugs are your lowest copayment or coinsurance option. For your lowest share of the cost, consider a preferred specialty prescription drug if you and your physician decide it is appropriate for your treatment. Preferred specialty drugs may be identified in the Specialty Drug List as Tier 5.

Non-preferred specialty prescription drugs have a higher copayment or coinsurance than preferred specialty prescription drugs. There is no copayment or coinsurance difference between a generic specialty prescription drug and a brand name specialty prescription drug within the non-preferred specialty prescription drug category. Consider a non-preferred specialty prescription drug if you and your physician decide it is appropriate for your treatment. Non-preferred specialty drugs may be identified in the Specialty Drug List as Tier 6.

Investigational specialty prescription drugs prescribed by a physician for the treatment of an HIV infection or an illness or medical condition arising from or related to an HIV infection are an exception to the investigative exclusion and the requirement that the drug be listed on Medica's Drug List if such investigational specialty prescription drugs meet the following requirements:

1. Approved by the Food and Drug Administration for the treatment of an HIV infection or HIV-related illness;
2. In or has completed a phase three clinical investigation for an HIV-related illness; and
3. Prescribed and administered in accordance with the treatment protocol approved for the drug.

If you have questions about Medica's Specialty Drug List or whether a specific specialty prescription drug is covered (and/or the benefit level at which the drug may be covered), or if you would like to request a copy of the Specialty Drug List, at no charge, call Customer Service at one of the telephone numbers listed at the front of this Policy. It is also available on **medica.com/IndividualLogin**.

Prescription unit

One prescription unit from a designated specialty pharmacy is a 31-consecutive-day supply.
A prescription unit is the amount that will be dispensed unless it is limited by the drug manufacturer's packaging, dosing instructions or Medica's medication request guidelines. This includes quantity limits that are indicated on the Specialty Drug List. Copayment or coinsurance amounts will apply to each prescription unit dispensed.

Special requirements

For some prescriptions there are special requirements that must be met in order to receive coverage. These include:

Prior authorization

Certain specialty prescription drugs require prior authorization (approval in advance) from Medica in order to be covered. These medications are shown on the Specialty Drug List with the abbreviation "PA." The Specialty Drug List is available to providers, including designated specialty pharmacies. Please see *Prior authorization* in *Referrals and Prior Authorization* for more information about prior authorization requirements and processes. Your network provider who prescribes the drug should initiate the prior authorization process. You must contact Customer Service to request prior authorization for drugs prescribed by a non-network provider. You will pay the entire cost of the drug received if you do not meet Medica's authorization criteria.

Step therapy (ST)

Step therapy is a process that involves trying an alternative covered specialty prescription drug (typically a preferred drug) before moving to certain other preferred or non-preferred drugs. The medications subject to Step Therapy are shown on the Specialty Drug List with the abbreviation "ST." You must meet applicable step therapy requirements before Medica will cover these preferred or non-preferred drugs.

Quantity limits (QL)

Certain covered specialty prescription drugs have limits on the maximum quantity allowed per prescription over a specific period of time. These specialty medications are shown on the Specialty Drug List with the abbreviation "QL." Some quantity limits are based on the manufacturer's packaging, FDA labeling or clinical guidelines.

Exceptions to the Specialty Drug List

In certain cases, it is possible to get an exception that will cover a specialty medication that is generally not covered. **Please note that exceptions will only be allowed when specific clinical criteria are satisfied.**

If you have a condition that may seriously jeopardize your life, health or ability to regain maximum function or if you are undergoing a current course of treatment with a drug not included on the Specialty Drug List, an expedited review may be requested. Medica will make a determination and provide notification on an expedited review request within 24 hours of receiving the request. For all other exception requests (standard requests), Medica will make a determination and provide notification within 72 hours of receiving the request.

If Medica denies your request for an exception, you, your provider, or other designee may request an independent review of Medica's decision by an external review organization. To make a request, you may call Customer Service at one of the telephone numbers listed at the front of this Policy or contact Medica by writing to Customer Service, Route CP595, PO Box 9310, Minneapolis, MN 55440-9310. You will be notified of the external review organization's decision within 72 hours of receipt of the request for external review, unless you are requesting review of a denial that was completed as an expedited review. In that case, you will be notified of the external review organization's decision within 24 hours of receipt of the request for external review.

If you would like to request a copy of Medica's Specialty Drug List exception process or for more information regarding the expedited review process, call Customer Service at one of the telephone numbers listed at the front of this Policy.

Not covered:

1. Specialty prescription drugs received from a pharmacy that is not a designated specialty pharmacy.
2. Any amount above what Medica would have paid when you fail to identify yourself to the designated specialty pharmacy as a member. (Medica will notify you before enforcement of this provision.)
3. Replacement of a specialty prescription drug due to loss, damage, or theft.
4. Specialty prescription drugs prescribed by a provider who is not acting within their scope of licensure.
5. Prescription drugs and OTC drugs, except as described in *Prescription Drugs*.

6. Growth hormone.
7. Weight loss medications.
8. Specialty drugs not listed on Medica's Specialty Drug List, unless covered through the exception process described in this Policy.
9. Infertility drugs.
10. New to market drugs: Products recently approved by the FDA and introduced into the market will not be covered until they are reviewed and considered for placement on the Specialty Drug List.

X. Preventive Health Care

Medica covers the following eligible preventive health services as described in your Schedule of Payments:

1. Child health supervision services, including well-baby care.
2. Immunizations.
3. Early disease detection services including physicals.
4. Routine screening procedures for cancer.
5. Women's preventive health services including mammograms, screenings for cervical cancer, human papillomavirus (HPV) testing, counseling for sexually transmitted infections, counseling for immunodeficiency virus (HIV), BRCA genetic testing and related genetic counseling (when appropriate), and sterilization.
6. Other preventive health services, including tobacco cessation products and services.

Please see the definition of Preventive Health Services for more information.

Please note: If you receive preventive and non-preventive health services during the same visit, the non-preventive health services may be subject to a copayment, coinsurance, or deductible, as described in other applicable sections in your Schedule of Payments. The most specific and appropriate benefit in the Schedule of Payments will apply for each service received during a visit.

Not covered:

Preventive health services provided by a non-network provider.

Y. Professionally Administered Drugs

Medica covers medically necessary professionally administered drugs that are administered, in conjunction with a covered benefit such as an office visit or home health care visit, by a physician acting within the scope of the provider's license, on an outpatient basis in a hospital, physician's office, or in your home.

If you require certain professionally administered drugs, we may direct you to a designated facility with whom we have an arrangement to provide those certain professionally administered drugs. Such designated facilities may include an outpatient pharmacy, specialty pharmacy, home health care agency, home infusion provider, hospital-affiliated pharmacy or hemophilia treatment center

contracted pharmacy. If you or your provider administering the professionally administered drugs are directed to a designated facility and you or your provider choose not to obtain your professionally administered drug from that designated facility, benefits are not available under this policy for that professionally administered drug.

Not covered:

Professionally administered drugs provided by a non-network provider.

Z. Reconstructive and Restorative Surgery (Including Mastectomy Reconstruction)

Medica covers medically necessary reconstructive and restorative surgery services. To be eligible, reconstructive and restorative surgery services must be medically necessary and not cosmetic.

Medica will cover all stages of reconstruction of the breast on which the mastectomy was performed and surgery and reconstruction of the other breast to produce a symmetrical appearance. Medica will also cover prostheses and physical complications, including lymphedemas, at all stages of mastectomy.

Not covered:

1. Reconstructive and restorative surgery services provided by a non-network provider.
2. Revision of blemishes on skin surfaces and scars (including scar excisions) primarily for cosmetic purposes, unless otherwise covered in this Policy or your Schedule of Payments.
3. Repair of a pierced body part and surgical repair of bald spots or loss of hair.
4. Repairs to teeth, including any other dental procedures or treatment, whether the dental treatment is needed because of a primary dental problem or as a manifestation of a medical treatment or condition.
5. Services and procedures primarily for cosmetic purposes.
6. Surgical correction of male breast enlargement primarily for cosmetic purposes.
7. Hair transplants.
8. Drugs provided or administered by a physician or other provider on an outpatient basis, except those drugs that meet the definition of "professionally administered drugs." Coverage for "professionally administered drugs" is as described under *Professionally Administered Drugs.* Coverage for drugs is as described in *Prescription Drugs* and *Prescription Specialty Drugs*, or otherwise described as a specific benefit in this Policy or your Schedule of Payments.
9. Orthognathic surgery for cosmetic purposes.

AA. Skilled Nursing Facility

Medica covers skilled nursing facility services as described in your Schedule of Payments. Care must be provided under the direction of a physician. Skilled nursing facility services are eligible for coverage only if they qualify as reimbursable under Medicare.

Not covered:

1. Services received from a non-network skilled nursing facility.
2. Custodial care and other non-skilled services.
3. Self-care or self-help training (non-medical).
4. Services primarily educational in nature.
5. Vocational and job rehabilitation.
6. Recreational therapy.
7. Health clubs.
8. Physical, occupational, or speech therapy services when there is no reasonable expectation of improvement.
9. Voice training.
10. Outpatient rehabilitation services when no medical diagnosis is present.
11. Group physical, speech and occupational therapy.

BB. Substance Use Disorder

Medica covers the diagnosis and primary treatment of substance use disorders listed in the current edition of *Diagnostic and Statistical Manual of Mental Disorders*.

Substance use disorder benefits

If you require hospitalization, Medica will refer you to one of its hospital providers. Call Customer Service at one of the telephone numbers listed at the front of this Policy. **Emergency substance use disorder services are covered benefits.** After receiving emergency substance use disorder inpatient services please notify Customer Service at one of the telephone numbers listed at the front of this Policy as soon as reasonably possible.

Outpatient substance use disorder services include:

1. Diagnostic evaluations.
2. Outpatient treatment.
3. Medication-assisted treatment (the use of medications in conjunction with counseling and behavioral therapies to help maintain sobriety, prevent relapse, and reduce craving in order to sustain recovery).
4. Intensive outpatient programs, including day treatment and partial programs, which may include multiple services/modalities and lodging, delivered in an outpatient setting.

Inpatient substance use disorder services include:

1. Room and board.
2. Attending physician services.
3. Hospital or facility-based professional services.

4. Partial program. This may be in a freestanding facility or hospital based. Active treatment is provided through specialized programming with medical/psychological intervention and supervision during program hours. Partial program means a treatment program of 20 hours or more per week and may include lodging.

Transitional treatment services include:

Alcoholism or other drug abuse problems that are provided to a member in a less restrictive manner than inpatient hospital services but in a more intensive manner than outpatient services and shall include the following:

1. A certified residential treatment program for alcohol and/or drug dependent person as defined in HFS 75.14 Wis. Admin. Code, as amended.
2. A certified day treatment program for alcoholism and other drug abuse problems as defined in HFS 75.12 Wis. Admin. Code, as amended.
3. Intensive outpatient programs for the treatment of psychoactive substance use disorders provided in accordance with the patient placement criteria of the American Society of Addiction Medicine.

Not covered:

1. Substance use disorder services provided by a non-network provider.
2. Services for substance use disorder disorders not listed in the current edition of the *Diagnostic and Statistical Manual of Mental Disorders*.
3. Services, care or treatment that is not medically necessary.
4. Services to hold or confine a person under chemical influence when no medical services are required, regardless of where the services are received.
5. Telephonic substance use disorder treatment services, unless such services are provided in accordance with Medica's telemedicine policies and procedures.
6. Services, including room and board charges, provided by health care professionals or facilities that are not:
   - appropriately licensed,
   - certified, or
   - otherwise qualified under state law to provide substance use disorder services.

   This includes, but is not limited to:
   - services provided by mental health or substance use disorder providers who are not authorized under state law to practice independently, and
   - services received from a halfway house, therapeutic group home, boarding school or ranch.
7. Room and board charges associated with substance use disorder treatment services providing less than 30 hours a week per individual of chemical dependency services, including
   - group and individual counseling,

- client education, and
- other services specific to chemical dependency rehabilitation.

8. Services to assist in activities of daily living that do not seek to cure and are performed regularly as a part of a routine or schedule.
9. Drugs provided or administered by a physician or other provider, except those drugs that meet the definition of "professionally administered drugs." Coverage for "professionally administered drugs" is as described under *Professionally Administered Drugs.* Coverage for drugs is as described in Prescription Drugs, Prescription Specialty Drugs or otherwise described as a specific benefit elsewhere in this section.

CC. Temporomandibular Joint (TMJ) Disorder

Medica covers the evaluation(s) to determine whether you have temporomandibular joint (TMJ) disorder and the surgical and non-surgical treatment of a diagnosed TMJ disorder. Services must be received from (or under the direction of) network physicians or network dentists. Coverage for treatment of TMJ disorder includes coverage for the treatment of craniomandibular disorder. TMJ disorder is covered the same as any other joint disorder as described in your Schedule of Payments.

Not Covered:

1. Services for the evaluation or treatment of temporomandibular joint (TMJ) disorder provided by a non-network provider.
2. Diagnostic casts, diagnostic study models and bite adjustments unless related to the treatment of TMJ disorder and craniomandibular disorder.

DD. Urgent Care

Medica covers urgent care center visits as described in your Schedule of Payments. Urgent care is a health care facility whose primary purpose is to offer and provide immediate, short-term medical care for minor medical conditions on a regular or routine basis.

EE. Vision

Medica covers vision services for members under age 19 including frames, lenses, or contact lenses when prescribed solely for vision correction, and related fittings as described in your Schedule of Payments. Lenses include single vision, bifocal, trifocal, or lenticular with choice of glass or plastic lenses.

Not Covered:

1. Vision services provided by a non-network provider.
2. The purchase, replacement or repair of eyeglasses, eyeglass frames, or contact lenses when prescribed solely for vision correction, and their related fittings for members 19 years of age or older.

3. Refractive eye exams for members 19 years of age and older.
4. Refractive eye surgery.

FF. Exclusions

Medica will not provide coverage for any of the services, treatments, supplies or items described below even if it is recommended or prescribed by a physician or it is the only available treatment for your condition. **Important: The list below describes exclusions <u>in addition to</u> the services, supplies and associated expenses already listed as Not covered elsewhere in this Policy and the Schedule of Payments.** These include:

1. Health services provided by a non-network provider unless authorized by Medica as described in *Referrals to non-network providers* in *Referrals and Prior Authorization* or unless provided due to an emergency and eligible for coverage under this Policy.
2. Services that are not medically necessary. This includes but is not limited to services inconsistent with the medical standards and accepted practice parameters of the community and services inappropriate—in terms of type, frequency, level, setting and duration—to the diagnosis or condition.
3. Services or drugs used to treat conditions that are cosmetic in nature, unless otherwise determined to be reconstructive.
4. Services provided by an audiologist when not under the direction of a physician.
5. Hearing aids (including internal, external or implantable hearing aids or devices) and other devices to improve hearing, and their related fittings, except as specifically stated in this Policy or your Schedule of Payments.
6. A drug, device or medical treatment or procedure that is investigative.
7. Genetic testing when performed in the absence of symptoms or high risk factors for a heritable disease; genetic testing when knowledge of genetic status will not affect treatment decisions, frequency of screening for the disease, or reproductive choices; genetic testing that has been performed in response to direct to consumer marketing and not under the direction of your physician.
8. Services or supplies not directly related to care.
9. Autopsies, except as stated in this Policy.
10. Enteral feedings, unless they are the sole source of nutrition; however, enteral feedings of standard infant formulas, standard baby food and regular grocery products used in blenderized formulas are excluded regardless of whether they are the sole source of nutrition.
11. Nutritional and electrolyte substances except as specifically described this Policy or your Schedule of Payments.
12. Physical, occupational or speech therapy when there is no reasonable expectation of improvement.
13. Reversal of voluntary sterilization.
14. Neuropsychological evaluations/cognitive testing, except as stated in this Policy or your Schedule of Payments under Office Visits.

15. Personal comfort or convenience items or services.
16. Custodial care, unskilled nursing or unskilled rehabilitation services.
17. Respite or rest care except as otherwise covered in this Policy or your Schedule of Payment under *Hospice*.
18. Travel, transportation or living expenses. Certain travel or living expenses may be partially reimbursed when approved by Medica and related to transplant services that have been authorized by Medica as described in *Organ and Bone Marrow Transplants and Other Complex Medical Conditions.*
19. Household equipment, fixtures, home modifications and vehicle modifications.
20. Services to treat nicotine addiction except as stated in this Policy or your Schedule of Payments under *Prescription Drugs*.
21. Massage therapy, provided in any setting, even when it is part of a comprehensive treatment plan.
22. Routine foot care, except for members with diabetes, blindness, peripheral vascular disease, peripheral neuropathies and significant neurological conditions such as Parkinson's disease, Alzheimer's disease, multiple sclerosis, and amyotrophic lateral sclerosis (ALS).
23. Services by persons who are family members or who share your legal residence.
24. Services for which coverage is available under workers' compensation, employer liability or any similar law.
25. Services received before coverage under this Policy or your Schedule of Payments becomes effective.
26. Services received after coverage under this Policy or your Schedule of Payments ends.
27. Unless requested by Medica, charges for duplicating and obtaining medical records from non-network providers and non-network dentists.
28. Photographs, except for the conditions of dysplastic nevi and melanoma.
29. Occlusal adjustment or occlusal equilibration.
30. Oral surgery, except as described in this Policy or your Schedule of Payments.
31. Dental implants (tooth replacement).
32. Dental prostheses.
33. Orthodontic treatment.
34. Treatment for bruxism.
35. Services prohibited by law or regulation, or illegal under Wisconsin law.
36. Services to treat injuries that occur while on military duty; and any services received as a result of war, or any act of war (whether declared or undeclared).
37. Exams, other evaluations or other services received solely for the purpose of employment, insurance or licensure.

38. Exams, other evaluations or other services received solely for the purpose of judicial or administrative proceedings or research, except emergency examination of a child ordered by judicial authorities.
39. Non-medical self-care or self-help training.
40. Educational classes, programs or seminars, including but not limited to childbirth classes, except as described in this Policy or your Schedule of Payments.
41. Coverage for costs associated with translation of medical records and claims to English.
42. Treatment for spider veins.
43. Services not received from or under the direction of a physician, except as described in this Policy or your Schedule of Payments.
44. Preventive dental services.
45. Elective, induced abortions, except as *medically necessary* to protect the life of the mother or in the case of rape or incest.
46. Therapeutic acupuncture.
47. Services billed by an acupuncturist.
48. Services for or related to vision therapy and orthoptic and/or pleoptic training, except as described in this Policy or your Schedule of Payments.
49. Sensory Integration including Auditory Integration Training.
50. Orthognathic surgery for cosmetic purposes.
51. Health care professional services for maternity labor and delivery in the home.
52. Surgery for morbid obesity (also known as bariatric surgery.)
53. Charges that are eligible, paid, or payable under any Medical payment, personal injury protection, automobile or other coverage that is payable without regard to fault, including charges that are applied toward any deductible, copayment or coinsurance requirement of such coverage.
54. Services for private duty nursing.
55. Services for sex transformation surgery, sex hormones related to surgery, related preparation and follow-up treatment, and care and counseling, unless medically necessary and prior authorization is obtained from Medica before you receive services.
56. Functional capacity evaluations and related services for vocational purposes or for determination of disability or pension benefits.
57. Services for chemotherapy, supplies, drugs and aftercare in connection with a human organ transplant that is not covered.
58. Services for or in connection with fetal tissue transplantation.
59. Services which are not within the scope of licensure or certification of the provider.
60. Non-emergency transportation, except as described in this Policy or your Schedule of Payments.

61. Non-emergency services received outside the United States.
62. Services provided to your dependents if you have subscriber coverage only. (If you need to add coverage for your dependents, see the Eligibility and Enrollment section of this Policy.)
63. Services solely for or related to the treatment of snoring.
64. Diagnostic casts, diagnostic study models and bite adjustments unless related to the treatment of temporomandibular joint (TMJ) disorder and craniomandibular disorder.
65. Services provided to treat injuries or illness as a result of committing a felony or attempting to commit a felony.
66. Complications from non-covered procedure or service.
67. Interpreter services.
68. Charges for interest, mailing, and delivery.
69. Drugs provided or administered by a physician or other provider on an outpatient basis, except those drugs that meet the definition of "professionally administered drugs." Coverage for "professionally administered drugs" is as described under *Professionally Administered Drugs.* Coverage for drugs is as described in *Prescription Drugs* and *Prescription Specialty Drugs* or otherwise described as a specific benefit in this Policy.
70. Any form, mixture or preparation of cannabis for medical or therapeutic use and any device or supplies related to its administration.
71. Animals and any service or treatment related to animals.
72. Assisted reproductive technology services, including but not limited to: in vitro fertilization (IVF); gamete intrafallopian transfer (GIFT); zygote intrafallopian transfer (ZIFT); tubal embryo transfer; intracytoplasmic sperm injection (ICSI); ova or embryo acquisition, retrieval, donation, preservation, and/or storage; and/or any conception that occurs outside the woman's body.
73. Services for intrauterine insemination (IUI).
74. Sperm banking and/or storage.
75. Donor sperm.
76. Donor eggs.
77. Services related to adoption.
78. Drugs, supplies and biologics that have not been approved by the U.S. Food and Drug Administration (FDA).
79. Medical devices that have not been approved by the U.S. Food and Drug Administration (FDA), other than those granted a humanitarian device exemption.
80. New to market biologics and professionally administered drugs. Biologics and professionally administered drugs recently approved by the FDA (including approval for a new indication) will not be covered until they are reviewed and approved for coverage by Medica.
81. Professionally administered drugs that do not meet both of the following requirements: (a) administered in conjunction with a covered benefit and (b) administered by a physician acting within the scope of the provider's license.

82. Charges incurred if you fail to keep a scheduled visit.

IV. Coordination of Benefits

A. Applicability

This coordination of benefits (COB) provision applies to this plan when a member or the member's covered dependent has health care coverage under more than one plan. *Plan* and *this plan* are defined below.

If this coordination of benefits provision applies, the *Order of benefit determination rules* should be looked at first. Those rules determine whether the benefits of this plan are determined before or after those of another plan. Under the *Order of benefit determination rules*, the benefits of this plan:

1. Shall not be reduced when this plan determines its benefits before another plan; but
2. May be reduced when another plan determines its benefits first. The above reduction is described in *Effect on the benefits of this plan.*

B. Definitions that apply to this section

Plan is any of these which provides benefits or services for, or because of, medical or dental care or treatment:

1. Group insurance or group-type coverage, whether insured or uninsured, or individual coverage. This includes prepayment, group practice or individual practice coverage. It also includes coverage other than school accident-type coverage.
2. Coverage under a governmental plan, or coverage required or provided by law. This does not include 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). It also does not include any plan whose benefits, by law, are excess to those of any private insurance program or other non-governmental program.

Each Policy or other arrangement for coverage under (1) or (2) is a separate plan. Also, if an arrangement has two parts and COB rules apply only to one of the two, each of the parts is a separate plan.

"*This plan*" is the part of this Policy and your Schedule of Payments that provides benefits for health care expenses.

Primary plan/secondary plan. The *Order of benefit determination rules* state whether this plan is a primary plan or secondary plan as to another plan covering the person.

When this plan is a primary plan, its benefits are determined before those of the 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 there are two or more plans covering the person, this plan may be a primary plan as to one or more other plans, and may be a secondary plan as to a different plan or plans.

Allowable expense means a necessary, reasonable and customary item of expense for health care, when the item of expense is covered at least in part by one or more plans covering the person for whom the claim is made. *Allowable expense* does not include the deductible for members with a primary high deductible plan and who notify Medica of an intention to contribute to a health savings account.

The difference between the cost of a private hospital room and the cost of a semiprivate hospital room is not considered an allowable expense under the above definition unless the patient's stay in a private hospital room is medically necessary, either in terms of generally accepted medical practice or as specifically defined in the plan.

The difference between the charges billed by a provider and the non-network provider reimbursement amount is not considered an allowable expense under the above definition.

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.

When benefits are reduced under a primary plan because a covered person does not comply with the plan provisions, the amount of such reduction will not be considered an allowable expense. Examples of such provisions are those related to second surgical opinions, and preferred provider arrangements.

Claim determination period means a calendar year. However, it does not include any part of a year during which a person has no coverage under this plan, or any part of a year before the date this COB provision or a similar provision takes effect.

C. Order of benefit determination rules

General

When there is a basis for a claim under this plan and another plan, this plan is a secondary plan which has its benefits determined after those of the other plan, unless:

1. The other plan has rules coordinating its benefits with the rules of this plan; and
2. Both the other plan's rules and this plan's rules, in **Rules** below, require that this plan's benefits be determined before those of the other plan.

Rules

This plan determines its order of benefits using the first of the following rules which applies:

Group plan/individual plan. The benefits of a group plan are determined before those of an individual plan.

***Nondependent/dependent*.** The benefits of the plan that covers the person as an employee, member or subscriber (that is, other than as a dependent) are determined before those of the plan which covers the person as a dependent.

Dependent child/parents not separated or divorced. Except as stated in ***Dependent child/separated or divorced parents*** below, when this plan and another plan cover the same child as a dependent of different persons, called *parents*:

1. The benefits of the plan of the parent whose birthday falls earlier in a year are determined before those of the plan of the parent whose birthday falls later in that year; but
2. If both parents have the same birthday, the benefits of the plan which covered one parent longer are determined before those of the plan which covered the other parent for a shorter period of time.

However, if the other plan does not have the rule described in (1) immediately above, but instead 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 will determine the order of benefits.

***Dependent child/separated or divorced parents*.** If two or more plans cover a person as a dependent child of divorced or separated parents, benefits for the child are determined in this order:

1. First, the plan of the parent with custody of the child;
2. Then, the plan of the spouse of the parent with the custody of the child; and
3. Finally, the plan of the parent not having custody of the child.

However, if the specific terms of a court decree state that one of the parents is responsible for the health care expense of the child, and the entity obligated to pay or provide the benefits of the plan of that parent has actual knowledge of those terms, the benefits of that plan are determined first. The plan of the other parent shall be the secondary plan. This paragraph does not apply with respect to any claim determination period or plan year during which any benefits are actually paid or provided before the entity has that actual knowledge.

Joint custody. If the specific terms of a court decree state that the parents shall share joint custody, without stating that one of the parents is responsible for the health care expenses of the child, the plans covering follow the *Order of benefit determination rules* outlined in ***Dependent child/parents not separated or divorced***.

Active/inactive employee. The benefits of a plan which covers a person as an employee who is neither laid off nor retired (or as that employee's dependent) are determined before those of a plan which 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, this rule is ignored.

Continuation coverage.

1. If a person has continuation coverage under federal or state law and is also covered under another plan, the following shall determine the order of benefits:

    a. First, the benefits of the plan covering the person as an employee, member or subscriber or as a dependent of an employee, member or subscriber.

    b. Second, the benefits under the continuation coverage.

2. If the other plan does not have the rule described in (1) above, and if, as a result, the plans do not agree on the order of benefits, this rule is ignored.

Workers' compensation. Coverage under any workers' compensation act or similar law applies first. You should submit claims for expenses incurred as a result of an on-duty injury to the employer, before submitting them to Medica.

***No-fault automobile insurance*.** Coverage under the No-Fault Automobile Insurance Act or similar law applies first.

***Longer/shorter length of coverage*.** If none of the above rules determines the order of benefits, the benefits of the plan which covered an employee, member, or subscriber longer are determined before those of the plan which covered that person for the shorter term.

D. Effect on the benefits of this plan

When this section applies

This section applies when, in accordance with the ***Order of benefit determination rules***, this plan is a secondary plan as to one or more other plans. In that event, the benefits of this plan may be reduced under this section. Such other plan or plans are referred to as *the other plans* in ***Reduction in this plan's benefits*** immediately below.

Reduction in this plan's benefits

The benefits of this plan will be reduced when the sum of:

1. The benefits that would be payable for the allowable expense under this plan in the absence of this COB provision; and
2. The benefits that would be payable for the allowable expenses under the other plans, in the absence of provisions with a purpose like that of this COB provision, whether or not claim is made, exceeds those allowable expenses in a claim determination period. In that case, the benefits of this plan will be reduced so that they and the benefits payable under the other plans do not total more than those allowable expenses.

For non-emergency services received from a non-network provider, and determined to be out-of-network benefits, the following reduction of benefits will apply:

When this plan is a secondary plan, this plan will pay the balance of any remaining expenses determined to be eligible under this Policy and your Schedule of Payments, according to the out-of-network benefits described in your Schedule of Payments. Most out-of-network benefits are

covered at 50% of the non-network provider reimbursement amount, after you pay the applicable deductible amount. In no event will this plan provide duplicate coverage.

When the benefits of this plan are reduced as described above, each benefit is reduced in proportion. It is then charged against any applicable benefit limit of this plan.

E. Right to receive and release needed information

Certain facts are needed to apply these COB rules. Medica has the right to decide which facts it needs. It may get needed facts from or give them to other organizations or persons. Medica need not tell, or get the consent of, any person to do this. Unless applicable federal or state law prevents disclosure of the information without the consent of the patient or the patient's representative, each person claiming benefits under this plan must give Medica any facts it needs to pay the claim.

F. Facility of payment

A payment made under another plan may include an amount, which should have been paid under this plan. If it does, Medica may pay that amount to the organization which made that payment. That amount will then be treated as though it were a benefit paid under this plan. Medica 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.

G. Right of recovery under Coordination of Benefits

If the amount of the payments made by Medica is more than it should have paid under this COB provision, it may recover the excess from one or more of the following:

1. The persons it has paid or for whom it has paid; or
2. Insurance companies; or
3. Other organizations.

The amount of the *payments made* includes the reasonable cash value of any benefits provided in the form of services.

H. Coordination for Medicare-eligible individuals

The benefits under this Policy are not intended to duplicate any benefits to which members are, or would be, eligible for under Medicare Part B. If we have covered a service under this Policy, any sums payable under Medicare Part B for that service must be paid to Medica. If we need any consents, releases, assignments and other documents, complete and return to us those documents to make sure we receive reimbursement by Medicare Part B.

Medicare is primary if you are enrolled in Medicare in the following circumstances:

- You are at least 65 years old;
- You are less than 65 years old, but are covered by Medicare because of disability or end stage renal disease.

If you are eligible for Medicare Part B, we will consider you covered by Medicare Part B, whether or not you are actually enrolled in Medicare Part B. We will reduce your benefits under this Policy by the amount you would have been eligible for under Medicare Part B if you had actually enrolled in Medicare Part B. You should enroll in Medicare Part B when you are eligible to avoid large out of pocket expenses.

The provisions of this section will apply to the maximum extent permitted by federal or state law. We will not reduce the benefits due any insured where federal law requires that we determine our benefits for that insured without regard to the benefits available under Medicare Part B.

V. Complaints

This section describes what to do if you have a complaint or would like to appeal a decision made by Medica. You may also have appeal rights under regulations implementing the Patient Protection and Affordable Care Act (PPACA).

You may appoint an authorized representative to make a complaint on your behalf. You may be required to sign an authorization which will allow Medica to release confidential information to your authorized representative and allow them to act on your behalf during the complaint process.

Upon request, Medica will assist you with completion and submission of your written complaint. Medica will also complete a complaint form on your behalf and mail it to you for your signature upon request.

Complaint procedures

If you have a question or are dissatisfied with some aspect of service received from Medica , you can call Customer Service at one of the telephone numbers listed at the front of this Policy or by writing to the address below in *Grievance procedures*. Customer Service can explain benefit provisions and administrative procedures. Customer Service acts as an intermediary between you and Medica to resolve your questions, concerns or problems. If that matter cannot be resolved informally to your satisfaction, you have the right to file a formal grievance with Medica. Filing a complaint authorizes Medica to review your medical records as needed to resolve your complaint.

Grievance procedures

If you are dissatisfied with Medica's provision of services, claims practices, or administration, you may file a formal grievance. To file a grievance, you or anyone else on your behalf, including Customer Service, should write down your concerns and mail or deliver your grievance (in any form) along with copies of any supporting documents to Medica at the following address:

Medica Customer Service
Route CP595
PO Box 9310
Minneapolis, MN 55440-9310

Medica will acknowledge your written request for a grievance within five business days of receiving it.

Your grievance and supporting information will be forwarded to a grievance panel. The grievance panel will review the information, testimony, or explanation received from you, Medica staff, providers, or other persons to conduct a prompt and thorough investigation. The grievance panel is appointed by Medica and includes a member other than the member who is filing the grievance, if a member is available to serve on the panel. At any time during the grievance process, you have the right to appear before the grievance panel to present written or oral information and question those people responsible for making the decision that resulted in the grievance. Medica will notify you in writing of the time and place of the meeting at least seven calendar days in advance.

Within 30 calendar days of receiving your grievance, Medica will notify you in writing of its decision. If you are not satisfied with Medica's complaint or grievance decision, you may have the right to pursue the optional appeal processes described below.

Filing a grievance authorizes Medica to review your medical records as needed to resolve your grievance.

If your grievance involves a situation that meets the conditions for an expedited grievance, as defined in *Definitions*, you may file an expedited grievance. An expedited grievance may be filed in writing or you may call Medica and work with a customer service representative to file a grievance on your behalf. Medica will make a determination within 72 hours of receipt of your request.

Independent review

If your claim involves an adverse determination, experimental treatment, or a rescission of a policy, you or your authorized representative have four months from the date of the grievance determination letter to file a request for an independent external review. This review will be coordinated by Medica. You may submit additional information to be reviewed by the external review organization. You will be notified of the review organization's decision within 45 days. If (a) waiting the standard 45-day turnaround time might jeopardize your life, health or ability to regain maximum function, or (b) if this timeframe would subject you to severe pain that cannot be managed without the care or treatment you are requesting, you or your attending provider may request an expedited, 72-hour external review. In some cases, the external review may be conducted at the same time an internal appeal is being processed. The decision rendered by the external review organization is final. It is binding on both you and Medica. For more information or to submit a request for external review, contact Medica at the address and phone numbers listed above.

Filing a complaint with the Office of the Commissioner of Insurance

At any time, you may also contact the Office of the Commissioner of Insurance, a state agency that enforces Wisconsin's insurance laws, and file a complaint. You can contact the Office of the Commissioner of Insurance by calling 1-800-236-8517 outside of Madison or (608) 266-0103 in Madison to request a complaint form, or you may write to:

Office of the Commissioner of Insurance
Complaints Department
PO Box 7873
Madison, WI 53707-7873

VI. Ending Coverage

This section describes when coverage ends under this Policy and your Schedule of Payments.

When coverage ends

Unless otherwise specified in this Policy, coverage ends the earliest of the following:

1. The date Medica notifies you that Medica will cease doing business or discontinue a particular product. Coverage will end on the last day of a month. (To cease doing business means to discontinue issuing new individual health plans and to refuse to renew all of Medica's existing individual health plans.)

2. The end of the month for which the subscriber last paid the premium due, except as specifically described in item 3 below concerning subscribers receiving an advance premium tax credit.

3. If the subscriber is receiving an advance premium tax credit, the end of the first month for which the subscriber failed to pay the subscriber's share of all premiums due during the grace period. For example, if you fail to pay your share of the premium in March you have until the end of May (a 3 month grace period) to pay your premiums due during the grace period in full. If you do not pay all premiums for March, April and May, your coverage will be terminated as of the end of March.

4. For coverage purchased outside the Exchange, the end of the month following the date the subscriber requests that coverage end. Written request for termination of the subscriber's and/or dependents' coverage must be received by Medica at least 31 days before the date of termination. However, the effective date of such termination must be the end of the month, except as provided in item 5 below. Any refund of premium shall be mailed to the subscriber upon receipt of this notice by Medica.

5. If the subscriber enrolled through the Exchange, the date on which the subscriber requests termination if the subscriber has given Medica or the Exchange at least 14 days' notice before a requested termination date. If the subscriber has not provided Medica or the Exchange with at least 14 days' notice of a requested termination, termination will be effective 14 days after notice is received by either Medica or the Exchange. Any refund of premium shall be mailed to the subscriber upon receipt of this notice by Medica.

6. If the subscriber terminates this Policy and the Schedule of Payments within the first ten days of receiving it, coverage shall terminate retroactive to the effective date of this Policy and the Schedule of Payments.

7. The end of the month following the date 31 days after we notify you that coverage will end because you do not reside in your plan's service area, provided the notification is made within one year following the date Medica was provided written notification of your address change. However, Medica may approve other arrangements.

8. The end of the month following the date you enter active military duty for more than 31 days. Upon completion of active military duty, your coverage will be reinstated if you notify Medica within 90 days after removal from active military duty.

9. When the subscriber is enrolled under this Policy and the Schedule of Payments, coverage for dependents will end the date the subscriber's coverage ends.

10. The date of the death of the member. When the subscriber is enrolled under this Policy and the Schedule of Payments and in the event of the subscriber's death, coverage for the subscriber's dependents will terminate the end of the month in which the subscriber's death occurred.

11. For a spouse, the end of the month following the date of divorce.

12. For a dependent child, the end of the month in which the child is no longer eligible as a dependent as specified in this Policy.

13. For a dependent grandchild, the date the grandchild's parent turns age 18.

14. The date specified by Medica in written notice to you that coverage ended due to fraud or intentional misrepresentation of a material fact. If coverage ends due to fraud or intentional misrepresentation of a material fact, coverage will be retroactively terminated at Medica's discretion to the original date of coverage or the date on which the fraudulent act took place. After two years, coverage can only be retroactively terminated for fraud. Fraud includes but is not limited to:

    a. Knowingly providing Medica with false material information such as information related to your eligibility or another person's eligibility or status as a dependent; or

    b. Permitting the use of your member identification card by any unauthorized person; or

    c. Using another person's member identification card; or

    d. Submitting fraudulent claims; or

    e. Engaging in any fraudulent activity related to your eligibility for coverage under this Policy or your Schedule of Payments.

15. If you are enrolled in a Catastrophic Plan, the end of the policy year in which the subscriber covered under the plan is more than 30 years of age, or your hardship exemption issued by the Exchange expires.

16. For coverage purchased through the Exchange, on the date established by the Exchange when the Exchange makes a determination that you are no longer eligible for coverage under this Policy.

17. For coverage purchased through the Exchange, on the date your plan is no longer certified or offered through the Exchange.

18. The date immediately preceding the effective date of new coverage selected by a member during an applicable open or special enrollment period.

Upon the death of the subscriber or if the subscriber and/or member terminates this Policy and the Schedule of Payments due to eligibility for Medicare, dissolution of marriage, or for a child that is no longer eligible as a dependent as specified in this Policy, the remaining members may choose to continue coverage under this Medica plan.

VII. Definitions

In this Policy and your Schedule of Payments (and in any amendments), some words have specific meanings. Within each definition, you may note bold words. These words also are defined in this section.

Advance premium tax credit (APTC). The advance premium assistance credit available under Internal Revenue Code section 36B, as determined by the Exchange, for individuals who meet certain income requirements, as determined by the Exchange.

Adverse determination. A determination by or on behalf of Medica to which all of the following apply:

1. Medica received and reviewed a request for an admission to or a continued stay at a health care facility or for other care or treatment that is a covered benefit.
2. Based on the information received, Medica determined the requested treatment does not meet Medica's requirements for medical necessity.
3. Medica reduced, denied or terminated the treatment or payment for the treatment.

Approved clinical trial. A phase I, phase II, phase III or phase IV clinical trial that is conducted in relation to the prevention, detection or treatment of cancer or other life-threatening condition, is not designed exclusively to test toxicity or disease pathophysiology, and meets the criteria described in subparagraphs 1 – 3 below:

1. The clinical trial must have a written protocol that describes a scientifically sound study and have been approved by all relevant institutional review boards (IRBs) before participants are enrolled in the trial; and

2. The subject or purpose of the clinical trial must be the evaluation of an item or service that meets the definition of a Benefit and is not otherwise excluded under this Policy; and

3. The clinical trial must be described in one of the following subparagraphs:

   a. The study or investigation is conducted under an investigational new drug application reviewed by the U.S. Food and Drug Administration.

   b. The study or investigation is a drug trial that is exempt from having such an investigational new drug application.

   c. The study or investigation is approved or funded by one of the following: (i) the National Institutes of Health (NIH), the Centers for Disease Control and Prevention, the Agency for Health Care Research and Quality, the Centers for Medicare and Medicaid Services or cooperating group or center of any of the entities described in this item; (ii) a cooperative group or center of the United States Department of Defense or the United States Department of Veterans Affairs; (iii) a qualified non-governmental research entity identified in the guidelines issued by the NIH for center support grants; or (iv) the United States Departments of Veterans Affairs, Defense or Energy if the trial has been reviewed or approved through a system of peer review determined by the secretary to: (a) be comparable to the system of peer review of

studies and investigations used by the NIH, and (b) provide an unbiased scientific review by qualified individuals who have no interest in the outcome of the review.

Benefits. The health services or supplies (described in this Policy and any subsequent amendments) approved by Medica as eligible for coverage.

Biologics. Any of a wide range of products designed to replicate natural substances in the body, including, but not limited to, products produced using biotechnology. Biologics include, but are not limited to, vaccines, blood and blood components or products, cellular and gene therapy products, tissue and tissue products, allergenics, recombinant therapeutic proteins, monoclonal antibodies, cytokines, growth factors, immunomodulators, and additional biological products regulated by the U.S. Food and Drug Administration and related agencies.

Claim. An invoice, bill or itemized statement for **benefits** provided to you.

Coinsurance. The percentage amount you must pay to the **provider** for **benefits** received.

The **coinsurance** amount is typically based on the lesser of the:

1. Charge billed by the **provider** (i.e., retail); or
2. Negotiated amount that the **provider** has agreed to accept as full payment for the **benefit** (i.e., wholesale).

When the wholesale amount is not known nor readily calculated at the time the **benefit** is provided, Medica uses an amount to approximate the wholesale amount. For services from some **network providers**, however, the **coinsurance** is based on the **provider's** retail charge. The **provider's** retail charge is the amount that the **provider** would charge to any patient, whether or not that patient is a Medica **member**.

In addition, for the **network** pharmacies described in *Prescription Drugs* and *Prescription Specialty Drugs,* the calculation of **coinsurance** amounts as described above do not include possible reductions for any volume purchase discounts or price adjustments that Medica may later receive related to certain **prescription drugs** and pharmacy services.

The **coinsurance** may not exceed the charge billed by the **provider** for the **benefit.**

Copayment. The fixed dollar amount you must pay to the **provider** for **benefits** received.

When you receive eligible health services from a **network provider** and a **copayment** applies, you pay the lesser of the charge billed by the **provider** for the **benefit** (i.e., retail) or your **copayment**. Medica pays any remaining amount according to the written agreement between Medica and the **provider**. The **copayment** may not exceed the retail charge billed by the **provider** for the **benefit**.

Cosmetic. Services and procedures that improve physical appearance but do not correct or improve a physiological function, and that are not **medically necessary**, unless the service or procedure meets the definition of **reconstructive**.

Custodial care. Services to assist in activities of daily living that do not seek to cure, are performed regularly as a part of a routine or schedule, and, due to the physical stability of the

condition, do not need to be provided or directed by a skilled medical professional. These services include help in walking, getting in or out of bed, bathing, dressing, feeding, using the toilet, preparation of special diets, and supervision of medication that can usually be self-administered.

Deductible. The fixed dollar amount you must pay for eligible services or supplies before **claims** for health services or supplies are reimbursable as **benefits** under this Policy.

Amounts reimbursed or paid by a provider or manufacturer, including manufacturer coupons, point of service rebates, coupon cards, debit cards or other forms of reimbursement or payment on your behalf for a product or service, will not apply toward your deductible.

Dependent. Unless otherwise specified in this Policy:

1. The **subscriber's domestic partner** or spouse
2. A child of the **subscriber,** the **subscriber's domestic partner** or spouse who is a:
    a. Natural or adopted child
    b. Child **placed for adoption** with the **subscriber,** the **subscriber's domestic partner** or spouse
    c. Stepchild
3. An unmarried grandchild who is dependent upon and resides continuously from birth with the **subscriber, subscriber's domestic partner** or the **subscriber's** spouse.
4. A child under legal guardianship of the **subscriber,** the **subscriber's** domestic partner or **subscriber's** spouse. However, Medica may request that the **subscriber** provide satisfactory proof of guardianship. See *Extending a child's eligibility* in *Eligibility And Enrollment* for details regarding **dependent** limiting ages.

Designated facility. A **network hospital** that Medica has authorized to provide certain **benefits** to **members**, as described in this Policy.

Domestic partner. An adult who:

1. Is in a committed and mutually exclusive relationship, jointly responsible for the **subscriber's** welfare and financial obligations; and
2. Resides with the **subscriber** in the same principal residence and intends to do so permanently; and
3. Is at least 18 years of age and unmarried; and
4. Is not a blood relative of the **subscriber**; and
5. Is mentally competent.

Emergency. A condition or symptom that a prudent layperson would believe requires immediate treatment to:

1. Preserve your life; or
2. Prevent serious impairment to your bodily functions, organs, or parts; or
3. Prevent placing your physical or mental health in serious jeopardy.

Enrollment date. The date of the **member's** first day of coverage under this Policy.

Exchange. A governmental or non-profit entity established as an Exchange pursuant to the Affordable Care Act to make qualified health plans available to individuals and small employers.

Expedited grievance. A grievance where any of the following applies:

1. The duration of the standard resolution process will result in serious jeopardy to the life or health of the member or the ability of the member to regain maximum function.
2. In the opinion of the physician with knowledge of the member's medical condition, the member is subject to severe pain that cannot be adequately managed without the care or treatment that is the subject of the grievance.
3. A physician with knowledge of the member's medical condition determines that the grievance should be expedited.

Extended hours home care. Extended hours home care (skilled nursing services) is continuous and complex skilled nursing services greater than two consecutive hours per day provided in the member's home. The intent of extended hours home care is to assist the member with complex, direct, skilled nursing care, to develop caregiver competencies through training and education, and to optimize the member's health status and outcomes. The skilled nursing tasks must be required so frequently that the need is continuous. The duration of extended hours home care is temporary in nature and is not intended to be provided on a permanent ongoing basis.

Genetic testing. The analysis of human DNA, RNA, and chromosomes and those proteins and metabolites used to detect heritable or somatic disease-related genotypes or karyotypes for clinical purposes. A genetic test must be generally accepted in the scientific and medical communities as being specifically determinative for the presence, absence, or mutation of a gene or chromosome in order to qualify under this definition. Genetic test does not include a routine physical examination or a routine analysis, including a chemical analysis, of body fluids unless conducted specifically to determine the presence, absence, or mutation of a gene or chromosome.

Habilitative care. Health care services are considered habilitative when they are provided to help a person who has not learned or acquired a particular skill or function for daily living to learn, improve, or keep such skill or function, as long as measurable progress can be documented.

Hospital. A licensed facility that provides diagnostic, medical, therapeutic, rehabilitative and surgical services by, or under the direction of, a **physician** and with 24-hour R.N. nursing services. The **hospital** is not mainly a place for rest or **custodial care**, and is not a nursing home or similar facility.

HSA-compliant high deductible health plan. A plan that complies with the requirements of Internal Revenue Code section 223 that allows an individual to contribute to a health savings account.

Indian. Indians as defined in section 4 of the Indian Health Care Improvement Act.

Inpatient. An uninterrupted stay, following formal admission to a **hospital**, **skilled nursing facility** or licensed acute care facility. **Inpatient** services in a licensed residential treatment facility for treatment of emotionally disabled children will be covered as any other health condition.

Investigative. As determined by Medica, a drug, device, diagnostic or screening procedure, or medical treatment or procedure is **investigative** if reliable evidence does not permit conclusions concerning its safety, effectiveness or effect on health outcomes. Medica will make its determination based upon an examination of the following reliable evidence, none of which shall be determinative in and of itself:

1. Whether there is final approval from the appropriate government regulatory agency, if required, including whether the drug or device has received final approval to be marketed for its proposed use by the United States Food and Drug Administration (FDA), or whether the treatment is the subject of ongoing Phase I, II or III trials;
2. Whether there are consensus opinions and recommendations reported in relevant scientific and medical literature, peer-reviewed journals or the reports of clinical trial committees and other technology assessment bodies; and
3. Whether there are consensus opinions of national and local health care **providers** in the applicable specialty or subspecialty that typically manages the condition as determined by a survey or poll of a representative sampling of these **providers**.

Notwithstanding the above, a drug being used for an indication or at a dosage that is an accepted off-label use for the treatment of cancer will not be considered by Medica to be **investigative**. Medica will determine if a use is an accepted off-label use based on published reports in authoritative peer-reviewed medical literature, clinical practice guidelines or parameters approved by national health professional boards or associations and entries in any authoritative compendia as identified by the Medicare program for use in the determination of a Medically accepted indication of drugs and biologicals used off-label.

Life-threatening condition. Any disease or condition from which the likelihood of death is probable unless the course of the disease or condition is interrupted.

Medically necessary. Diagnostic testing and medical treatment, consistent with the diagnosis of and prescribed course of treatment for your condition, and preventive services. **Medically necessary** care must meet the following criteria:

1. Be consistent with the medical standards and accepted practice parameters of the community as determined by health care **providers** in the same or similar general specialty as typically manages the condition, procedure or treatment at issue; and
2. Be an appropriate service, in terms of type, frequency, level, setting, and duration, to your diagnosis or condition; and
3. Help to restore or maintain your health; or
4. Prevent deterioration of your condition; or
5. Prevent the reasonably likely onset of a health problem or detect an incipient problem.

Member. A person who is enrolled under this Policy and on whose behalf the premium is being paid. In this Policy, the words you, your or yourself refer to the member.

Mental disorder. A physical or mental condition having an emotional or psychological origin, as defined in the current edition of the *Diagnostic and Statistical Manual of Mental Disorders* (DSM).

Network. A term used to describe a **provider** (such as a **hospital**, **physician**, home health agency, **skilled nursing facility** or pharmacy) that has entered into a written agreement with Medica or has made other arrangements with Medica to provide **benefits** to you. The participation status of **providers** will change from time to time.

The Medica **network provider** directory is available without charge.

Non-network. A term used to describe a **provider** not under contract as a **network provider**.

Non-skilled care. Care that does not require skilled nursing or rehabilitation staff to manage, observe, or evaluate your care. Any service that could be safely performed by a non-medical person (or yourself) without the supervision of a nurse is considered non-skilled care.

Physician. A Doctor of Medicine (M.D.), Doctor of Osteopathy (D.O.), Doctor of Podiatry (D.P.M.), Doctor of Optometry (O.D.) or Doctor of Chiropractic (D.C.) practicing within the scope of his or her licensure.

Placed for adoption. The assumption and retention of the legal obligation for total or partial support of the child in anticipation of adopting such child.

(Eligibility for a child **placed for adoption** with the **subscriber** ends if the placement is interrupted before legal adoption is finalized and the child is removed from placement.)

Premium. The monthly payment required to be paid by you for coverage under this Policy.

Prenatal care. The comprehensive package of medical and psychosocial support provided throughout a pregnancy and related directly to the care of the pregnancy, including risk assessment, serial surveillance, prenatal education and use of specialized skills and technology, when needed, as defined by *Standards for Obstetric-Gynecologic Services* issued by the American College of Obstetricians and Gynecologists.

Prescription drug. A drug approved by the FDA for the prescribed use and route of administration.

Preventive health services. The following are considered **preventive health services**:

1. evidence-based items or services that have in effect a rating of "A" or "B" in the current recommendations of the United States Preventive Services Task Force;

2. immunizations for routine use that have in effect a recommendation from the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention with respect to the **members** involved;

3. with respect to **members** who are infants, children, and adolescents, evidence-informed preventive care and screenings provided for in the comprehensive guidelines supported by the Health Resources and Services Administration;

4. additional preventive care and screenings not described in paragraph (1) as provided for in comprehensive guidelines supported by the Health Resources and Services Administration in its Women's Preventive Services Guidelines (including Food and Drug Administration approved contraceptive methods, sterilization procedures, and related patient education and counseling).

Contact Customer Service for information regarding specific **preventive health services** and services that are rated "A" or "B", and services that are included in guidelines supported by the Health Resources and Services Administration.

Primary care provider. A **provider** who has a majority of his or her practice in general pediatrics, internal medicine, obstetrics/gynecology, family practice, or general medicine or a provider providing services at a **retail health clinic**.

Professionally administered drugs. Professionally administered drugs must be, as determined by Medica, typically administered or directly supervised by a qualified provider or a licensed/certified health professional. Medica generally considers drugs that require intravenous infusion or injection, intrathecal infusion or injection, intramuscular injection, or intraocular injection, as well as drugs that, according to the manufacturer's recommendations, must typically be administered by a health care provider, to be professionally administered drugs.

Provider. A health care professional or facility licensed, certified or otherwise qualified under state law to provide health services.

Qualified health plan. A health plan that meets the requirements of federal law and is certified by the Exchange as meeting the requirements.

Qualified individual. (1) An individual who is eligible to participate in an approved clinical trial according to the trial protocol with respect to treatment of cancer or other life-threatening condition, and (2) either (a) the referring health care professional is a network provider and has concluded that the individual's participation in the trial would be appropriate, or (b) the individual provides medical or scientific information establishing that their participation would be appropriate.

Reasonable expectation of improvement. A reasonable expectation that the member's condition will improve over a predictable period of time according to generally accepted standards in the medical community.

Reconstructive. Surgery to rebuild or correct a:

1. Body part when such surgery is incidental to or following surgery resulting from injury, sickness or disease of the involved body part; or
2. Congenital disease or anomaly which has resulted in a functional defect as determined by your **physician**.

In the case of mastectomy, surgery to reconstruct the breast on which the mastectomy was performed and surgery and reconstruction of the other breast to produce a symmetrical appearance shall be considered **reconstructive**.

Rehabilitative. Physical, occupational and speech therapy services are considered rehabilitative when they are provided to restore physical function or speech that has been impaired due to illness or injury.

Restorative. Surgery to rebuild or correct a physical defect that has a direct adverse effect on the physical health of a body part, and for which the restoration or correction is **medically necessary**.

Retail health clinic. Professional evaluation and medical management services provided to patients in a health care clinic located in a setting such as a retail store, grocery store or pharmacy. Services include treatment of common illnesses and certain preventive health care services.

Routine patient costs. All items and services that would be covered benefits if not provided in connection with a clinical trial. In connection with a clinical trial, routine patient costs do not include an investigative or experimental item, device, or service; items or services provided solely to satisfy data collection and analysis needs and not used in clinical management; or a service that is clearly inconsistent with widely accepted and established standards of care for a particular diagnosis.

Skilled care. A type of health care given when you need skilled nursing or rehabilitation staff to manage, observe, and evaluate your care. Nursing, physical therapy, occupational therapy, and speech therapy are considered skilled care. In addition to providing direct care, these professionals manage, observe, and evaluate your care. Any service that could be safely done by a non-medical person (or by yourself) without the supervision of a nurse is not considered skilled care.

Skilled nursing facility. A licensed bed or facility (including an extended care facility, **hospital** swing-bed and transitional care unit) that provides skilled nursing care, skilled transitional care, or other related health services including rehabilitative services.

Subscriber. The person to whom this Policy is issued.

Telemedicine. Telemedicine is the delivery of health care services or consultations while the patient is at an originating site and the licensed health care provider is at a distant site. An originating site includes a health care facility at which a patient is located at the time the services are provided by means of telemedicine. Distant site means a site at which a licensed health care provider is located while providing health care services or consultations by means of telemedicine. A communication between a licensed health care provider and a patient that consists solely of an e-mail or facsimile transmission does not constitute telemedicine consultations or services.

Urgent care center. A health care facility distinguishable from an affiliated clinic or hospital whose primary purpose is to offer and provide immediate, short-term medical care for minor, immediate medical conditions on a regular or routine basis.

Virtual care. Professional evaluation and medical management services provided to patients, in locations such as their home or office, through e-mail, telephone, or webcam. Virtual care is used to address non-urgent medical symptoms for patients describing new or ongoing symptoms to

which providers respond with substantive medical advice. Virtual care does not include telephone calls for reporting normal lab or test results or solely calling in a prescription to a pharmacy.

Wisconsin resident. A person who lives in Wisconsin, and intends to reside in Wisconsin, or has entered Wisconsin with a job commitment or is seeking employment in Wisconsin.

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American Indians and Alaska Natives

An individual that the Exchange determines is an American Indian or Alaska Native will have no cost sharing required on benefits received from Indian Health Services, an Indian Tribe, Tribal Organization, or Urban Indian Organization (each as defined in 25 U.S.C. 1603), or through a referral under contract health services, as contract health services are defined and provided pursuant to 42 C.F. R. Subpart C and any other guidance issued pursuant to that section.

Your Out-Of-Pocket Expenses

The most specific and appropriate section of this Policy and your Schedule of Payments will apply for benefits related to the treatment of a specific condition.

Copayments, coinsurances, deductibles and out-of-pocket maximums may be subject to a "cost of living" increase on a yearly basis. This "cost of living" increase is tied to the Consumer Price Index (CPI) and may be up to, but no greater than, the CPI.

There may also be adjustments made to the copayments, coinsurances, deductibles and out-of-pocket maximums on a yearly basis in order to meet the requirements for the Policy to stay at the same metal level (Platinum, Gold, Silver or Bronze).

You will receive a notice of change 30 days in advance.

Important Information:

About Your Deductible

- After you reach your deductible, you pay coinsurance until your out-of-pocket maximum has been met.
- The following do not accumulate toward your deductible:
    - Copayments and coinsurance
    - Amounts reimbursed or paid by a provider or manufacturer, including manufacturer coupons, point of service rebates, coupon cards, debit cards or other forms of reimbursement or payment on your behalf for a product or service
    - Health care this Policy does not cover
- Certain benefits in this Policy have limits. These limits might include visit limits, day limits, or hour limits. These limits are noted in this Policy or your Schedule of Payments and apply whether or not you have met your deductible.

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About Your Out-of-Pocket Maximum

- The following accumulate toward your out-of-pocket maximum:
  - Deductible, copayments and coinsurance
- The following do not accumulate toward your out-of-pocket maximum:
  - Amounts reimbursed or paid by a provider or manufacturer, including manufacturer coupons, point of service rebates, coupon cards, debit cards or other forms of reimbursement or payment on your behalf for a product or service
  - Health care this Policy does not cover

Please note: Services from non-network providers are not covered, except emergency services and services authorized by Medica.	
Deductible *(The amount you pay for certain eligible services each year before your Policy starts to pay.)* **Note:** On a family plan, everyone shares one deductible.	**Individual plan:** $6,850
	Family plan: $13,700
Out-of-pocket maximum *(The most you pay in a year for eligible services covered by your Policy.)* **Note:** On a family plan, members have an individual, as well as a shared family out-of-pocket maximum.	**Individual plan:** $7,900
	Family plan: Per member: $7,900 Shared family: $15,800
Lifetime maximum *(The maximum amount your Policy will pay for eligible services during your lifetime.)*	**Individual and family plan:** Per member: Unlimited

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***Please note: Services from non-network providers are not covered, except emergency services and services authorized by Medica.**	
A. <u>Ambulance</u>	
1. Ambulance services or ambulance transportation to the nearest hospital for an emergency	50% coinsurance
2. Non-emergency licensed ambulance service that is arranged through an attending physician, as follows:	
a. Transportation from hospital to hospital when:	
i. Care for your condition is not available at the hospital where you were first admitted; or	50% coinsurance
ii. Required by Medica	50% coinsurance
b. Transportation from hospital to skilled nursing facility	50% coinsurance
B. <u>Anesthesia</u>	
1. Anesthesia services received from a provider during a covered office visit or an outpatient hospital or ambulatory surgical center visit	50% coinsurance
2. Anesthesia services received from a provider during a covered inpatient stay	50% coinsurance
C. <u>Autism Spectrum Disorder</u>	

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***Please note: Services from non-network providers are not covered, except emergency services and services authorized by Medica.**	
1. Diagnostic evaluation or assessment by a skilled diagnostician using empirically validated tools	$80 copayment The deductible does not apply.
2. Intensive-level services for the treatment of autism spectrum disorders provided to a member who;	50% coinsurance
a. Commences intensive-level services before the age of nine;	
b. Has a treatment plan developed by a qualified provider that includes at least 20 hours per week over a six-month period with specific cognitive, social, communicative, self-care, or behavioral goals that are clearly defined, directly observed, continually measured, and address the characteristics of autism spectrum disorder.	
Evidence-based behavioral therapy that was provided to the child for an average of 20 or more hours per week over a continuous six-month period are considered intensive-level	
3. Nonintensive-level services for the treatment of autism spectrum disorders.	50% coinsurance
D. <u>Chiropractic</u>	
1. Chiropractic services to diagnose and to	$80 copayment

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treat (by spinal manipulations, manual muscle stimulations, or other conjunctive or manipulative therapies) conditions related to the muscles, skeleton and nerves of the body	The deductible does not apply.
E. <u>Diabetes Management and Supplies</u>	
1. Diabetes self-management training and education, including medical nutrition therapy, received from a provider in a program consistent with national educational standards (as established by the American Diabetes Association)	50% coinsurance
2. Diabetic equipment and supplies, including blood glucose meters received from a pharmacy	See *Prescription Drugs*
3. Insulin pumps and their related supplies received from a durable medical equipment provider Coverage for the purchase of an insulin infusion pump is limited to the purchase of one pump per calendar year.	See *Durable Medical Equipment, Prosthetics and Miscellaneous Medical Supplies*
F. <u>Diagnostic Imaging</u>	
1. Outpatient MRI, CT and PET CT scans in an office or hospital	50% coinsurance
2. Professional services for an outpatient MRI, CT or PET CT scan in an office or hospital	50% coinsurance

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3. Outpatient x-rays and other imaging services in an office or hospital	50% coinsurance
G. <u>Durable Medical Equipment, Prosthetics and Miscellaneous Medical Supplies</u>	
1. Durable medical equipment and certain related supplies Coverage is limited to a single purchase of a type of DME (including repair/replacement) every three years. This limit does not apply to wound vacuums.	50% coinsurance
2. Repair, replacement or revision of durable medical equipment made necessary by normal wear and use Coverage is limited to a single purchase of a type of DME (including repair/replacement) every three years. This limit does not apply to wound vacuums.	50% coinsurance
3. Prosthetics:	
a. Initial purchase of external prosthetic devices that replace a limb or an external body part, limited to:	50% coinsurance
i. Artificial arms, legs, feet, and hands;	

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ii. Artificial eyes, ears and noses;	
iii. Breast prostheses	
b. Repair, replacement or revision of artificial arms, legs, feet, hands, eyes, ears, noses and breast prostheses made necessary by normal wear and use	50% coinsurance
4. Hearing aids and cochlear implants for members who are certified as deaf or hearing impaired if prescribed by a physician or licensed audiologist. Coverage is limited to one hearing aid per ear every three years.	50% coinsurance
5. Injectable pharmaceutical treatments for hemophilia and bleeding disorders	50% coinsurance
6. Dietary medical treatment of phenylketonuria (PKU)	50% coinsurance
7. Amino acid-based elemental oral formulas for the following diagnoses:	
a. cystic fibrosis	50% coinsurance
b. amino acid, organic acid, and fatty acid metabolic and malabsorption disorders	50% coinsurance
c. IgE mediated allergies to food proteins	50% coinsurance

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***Please note: Services from non-network providers are not covered, except emergency services and services authorized by Medica.**	
Coverage is limited to members five years of age and younger.	
d. food protein-induced enterocolitis syndrome Coverage is limited to members five years of age and younger.	50% coinsurance
e. eosinophilic esophagitis Coverage is limited to members five years of age and younger.	50% coinsurance
f. eosinophilic gastroenteritis Coverage is limited to members five years of age and younger.	50% coinsurance
g. eosinophilic colitis Coverage is limited to members five years of age and younger.	50% coinsurance
8. Total parenteral nutrition	50% coinsurance
9. Eligible ostomy supplies	50% coinsurance
10. Insulin pumps and their related supplies	50% coinsurance
H. <u>Emergency Room</u>	
Please note: Some services received during an emergency room visit may be covered under another benefit in this Policy. The most specific and appropriate benefit in this Policy will apply	

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for each service received during an emergency room visit.	
1. Hospital emergency room	50% coinsurance
2. Services received from a physician during a hospital emergency room visit	50% coinsurance
I. <u>Genetic Counseling and Testing</u>	
1. Genetic counseling, whether pre- or post-test, and whether occurring in an office, clinic, or telephonically **Please note**: Genetic counseling for BRCA testing, if appropriate, is covered as a woman's preventive health service.	Primary care provider: $80 copayment The deductible does not apply. Specialty care provider: $150 copayment The deductible does not apply.
2. Genetic testing services received in an office or outpatient hospital setting **Please note**: BRCA testing, if appropriate, is covered as a women's preventive health service.	50% coinsurance
J. <u>Home Health Care</u>	
1. Skilled care when you are homebound, provided by or supervised by a registered nurse Coverage is limited to a maximum of 60 visits per calendar year for numbers 1., 2., 3. and 4. in this section combined.	50% coinsurance
2. Skilled physical, speech or occupational therapy when you are	50% coinsurance

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homebound Coverage is limited to a maximum of 60 visits per calendar year for numbers 1., 2., 3. and 4. in this section combined.	
3. Home infusion therapy Coverage is limited to a maximum of 60 visits per calendar year for numbers 1., 2., 3. and 4. in this section combined.	50% coinsurance
4. Services received in your home from a physician Coverage is limited to a maximum of 60 visits per calendar year for numbers 1., 2., 3. and 4. in this section combined.	50% coinsurance
K. Hospice	
1. Hospice services, including respite care	50% coinsurance
L. Hospital	
1. Outpatient hospital or ambulatory surgical center services	
a. Surgical services (as defined in the Physicians' Current Procedural Terminology code book) received from a physician	50% coinsurance

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***Please note: Services from non-network providers are not covered, except emergency services and services authorized by Medica.**	
b. Other outpatient hospital and ambulatory surgical center services received from a physician	50% coinsurance
c. Outpatient facility services, including services provided in a hospital observation room	50% coinsurance
d. Routine patient costs in connection with a qualified individual's participation in an approved clinical trial	Covered at the corresponding benefit level, depending on type of services provided. For example, office visits are covered at the office visit benefit level and surgical services are covered at the surgical services benefit level.
2. Inpatient hospital services	
a. Inpatient services, other than maternity care, including room and board in a hospital	50% coinsurance
b. Inpatient services received from a physician during an inpatient stay	50% coinsurance
M. <u>Infertility Services</u>	
1. Services to diagnose infertility	Covered at the corresponding benefit level, depending on type of services provided. For example, office visits are covered at the office visit benefit level and surgical services are covered at the surgical services benefit level.
N. <u>Kidney Disease Treatment</u>	

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***Please note: Services from non-network providers are not covered, except emergency services and services authorized by Medica.**	
1. Services for the treatment of kidney disease	Covered at the corresponding benefit level, depending on type of services provided. For example, office visits are covered at the office visit benefit level and surgical services are covered at the surgical services benefit level.
O. Lab and Pathology	
1. Lab and pathology services received in an office or outpatient hospital	50% coinsurance
P. Maternity	
1. Prenatal care services	
a. Hospital and ambulatory surgical center services for prenatal care in an inpatient setting	50% coinsurance
b. Hospital and ambulatory surgical center services for prenatal care in an outpatient setting	50% coinsurance
c. Professional services for prenatal care in an inpatient or outpatient setting	50% coinsurance
d. Home health care	
i. Skilled care when you are homebound due to a high risk pregnancy	See *Home Health Care*
ii. Home infusion therapy	See *Home Health Care*

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***Please note: Services from non-network providers are not covered, except emergency services and services authorized by Medica.**	
2. Labor and delivery services **Please note:** Maternity labor and delivery services are considered inpatient services regardless of the length of hospital stay.	
a. Hospital services, including room and board charges	50% coinsurance
b. Professional services while at a hospital	50% coinsurance
3. Labor and delivery services at a free-standing birth center	
a. Facility services for labor and delivery	50% coinsurance
b. Professional services received for labor and delivery	50% coinsurance
4. Postnatal care, including a home health care visit following delivery **Please note:** One home health visit is covered if it occurs within 4 days of discharge. If services are received after 4 days, please refer to Home Health Care for benefits.	50% coinsurance
Q. <u>Medical-Related Dental</u>	
1. Charges for medical facilities and general anesthesia services that are:	50% coinsurance
a. Recommended by a network physician; and	

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***Please note: Services from non-network providers are not covered, except emergency services and services authorized by Medica.**	
b. Received during a dental procedure; and	
c. Provided to a member who:	
i. Is a child under age nine; or	
ii. Is severely disabled; or	
iii. Has a condition and requires hospitalization or general anesthesia for dental care treatment	
2. Accident-related dental services to treat an injury to sound, natural teeth and to repair (not replace) sound, natural teeth. The following conditions apply:	50% coinsurance
a. Coverage is limited to services received within 3 months from the later of:	
i. The date you are first covered under the Policy; or	
ii. The date of the injury	
b. A sound natural tooth means a tooth (including supporting structures) that is free from disease that would prevent continual function of the tooth for at least one year. In case of	

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primary baby teeth, the tooth must have a life expectancy of one year.	
R. <u>Mental Health</u>	
1. Office visits, including evaluations, diagnostic and treatment services	$80 copayment The deductible does not apply.
2. Intensive outpatient programs	$80 copayment The deductible does not apply.
3. Inpatient services, including residential treatment services	
a. Room and board	50% coinsurance
b. Hospital or facility-based professional services	50% coinsurance
c. Attending psychiatrist services	50% coinsurance
d. Partial program	50% coinsurance
4. Transitional treatment services	$80 copayment The deductible does not apply.
S. <u>Office Visits</u>	
Please note: This benefit does not include services received from locations using "hospital-based outpatient billing" practices. The most specific and appropriate benefit in this Policy will apply for each service	

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***Please note: Services from non-network providers are not covered, except emergency services and services authorized by Medica.**	
received at that type of provider. If you are unsure if your provider uses these billing practices, please contact them. Some services received during an office visit may be covered under another benefit in this Policy. The most specific and appropriate benefit in this Policy will apply for each service received during an office visit. Call Customer Service at one of the telephone numbers listed inside the front cover to determine in advance whether a specific procedure is a benefit and the applicable coverage level for each service that you receive.	
1. Office visits (non-preventive)	Primary care provider: $80 copayment The deductible does not apply. Specialty care provider: $150 copayment The deductible does not apply.
2. Urgent care center visits	$80 copayment The deductible does not apply.
3. Convenience care	
a. Retail health clinic	$20 copayment The deductible does not apply.
b. Virtual care	$20 copayment

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***Please note: Services from non-network providers are not covered, except emergency services and services authorized by Medica.**	
	The deductible does not apply.
4. Telemedicine	Primary care provider: $80 copayment The deductible does not apply. Specialty care provider: $150 copayment The deductible does not apply.
5. Allergy Shots	50% coinsurance
6. Neuropsychological evaluations/cognitive testing, limited to services necessary for the diagnosis or treatment of a medical illness or injury	50% coinsurance
7. Surgical Services (as defined in the Physicians' Current Procedural Terminology code book) received from a physician	50% coinsurance
8. Routine patient costs in connection with a qualified individual's participation in an approved clinical trial	Covered at the corresponding benefit level, depending on type of services provided. For example, office visits are covered at the office visit benefit level and surgical services are covered at the surgical services benefit level.
T. <u>Organ and Bone Marrow Transplants and Other Complex Medical Conditions</u>	
1. Organ and bone marrow transplant services and other complex medical	Covered at the corresponding benefit level, depending on type of services provided.

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conditions	For example, office visits are covered at the office visit benefit level and surgical services are covered at the surgical services benefit level.
U. Physical, Occupational and Speech Therapy	
1. Rehabilitative Coverage is limited to 20 physical therapy visits, 20 occupational therapy visits and 20 speech therapy visits per calendar year.	50% coinsurance
2. Habilitative Coverage is limited to 20 physical therapy visits, 20 occupational therapy visits and 20 speech therapy visits per calendar year.	50% coinsurance
V. Prescription Drugs	
1. Prescription drugs received at a retail pharmacy, other than those described below or in *Prescription Specialty Drugs*	**Preferred generic:** $10 copayment per prescription unit **Generic**: $30 copayment per prescription unit **Preferred brand:** $160 copayment per prescription unit, except you pay $100 copayment per prescription unit for orally-administered cancer treatment medications. The deductible does not apply to preferred generic, generic, or preferred brand drugs.

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	Non-preferred brand: 70% coinsurance, except you pay $100 copayment per prescription unit for orally-administered cancer treatment medications. The deductible does not apply to orally-administered cancer treatment medications.
2. Diabetic equipment and supplies, including blood glucose meters **Please note:** Coverage for insulin pumps and their related supplies is described under *Durable Medical Equipment, Prosthetics and Miscellaneous Medical Supplies.*	**Preferred generic:** 50% coinsurance **Generic:** 50% coinsurance **Preferred brand:** 50% coinsurance **Non-preferred brand:** 70% coinsurance
3. All FDA-approved drugs (including women's contraceptives) and other supplies and services that are considered preventive health services **Please note:** The list of covered preventive drugs and other services is specific and limited. For a current list, go to **medica.com/IndividualLogin** or call Customer Service.	Nothing The deductible does not apply.
W. <u>Prescription Specialty Drugs</u>	
1. Specialty prescription drugs received from a designated specialty pharmacy	**Preferred specialty prescription drugs:** $600 copayment per prescription unit, except you pay $100 copayment per prescription unit for orally-administered cancer treatment medications. The deductible does not apply to preferred specialty prescription drugs.

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	Non-preferred specialty prescription drugs: 50% coinsurance, except you pay $100 copayment per prescription unit for orally-administered cancer treatment medications. The deductible does not apply to orally-administered cancer treatment medications
X. <u>Preventive Health Care</u>	
Please note: If you receive preventive and non-preventive health services during the same visit, the non-preventive health services may be subject to a copayment, coinsurance, or deductible, as described elsewhere in this Policy. The most specific and appropriate benefit in this Policy will apply for each service received during a visit.	
1. Child health supervision services, including well-baby care	Nothing. The deductible does not apply.
2. Immunizations	Nothing. The deductible does not apply.
3. Early disease detection services, including physicals	Nothing. The deductible does not apply.
4. Routine screening procedures for cancer	Nothing. The deductible does not apply.
5. Women's preventive health services including mammograms, BRCA genetic testing and related genetic counseling (when appropriate), screenings for cervical cancer, human papillomavirus (HPV) testing, counseling for sexually transmitted infections, counseling for	Nothing. The deductible does not apply.

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immunodeficiency virus (HIV), and sterilization	
6. All FDA-approved drugs (including women's contraceptives) and other supplies and services that are considered preventive health services	See *Prescription Drugs*
7. Other preventive health services	Nothing. The deductible does not apply.
Y. <u>Professionally Administered Drugs</u>	
1. Professionally administered drugs that are required to be administered at a designated facility	If administered at a designated facility: Covered at the corresponding benefit level, depending on whether it is administered during a home health care visit, office visit, or outpatient hospital visit. For example, if the professionally administered drug was administered during an office visit, then the professionally administered drug is covered at the office visit benefit level. If the professionally administered drug was administered during a home health care visit, then the professionally administered drug is covered at the home health care visit benefit level. If not administered at a designated facility: No coverage
2. Professionally administered drugs that are not required to be administered at a designated facility	Covered at the corresponding benefit level, depending on whether it is administered during a home health care visit, office visit, or outpatient

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	hospital visit. For example, if the professionally administered drug was administered during an office visit, then the professionally administered drug is covered at the office visit benefit level. If the professionally administered drug was administered during a home health care visit, then the professionally administered drug is covered at the home health care visit benefit level.
Z. Reconstructive and Restorative Surgery (Including Mastectomy Reconstruction)	
1. Reconstructive and restorative surgery	Covered at the corresponding benefit level, depending on type of services provided. For example, office visits are covered at the office visit benefit level and surgical services are covered at the surgical services benefit level.
AA. Skilled Nursing Facility	
1. Daily skilled care or daily skilled rehabilitation services, including room and board Benefits are limited to services received during 30 days of inpatient stay per calendar year.	50% coinsurance
2. Skilled physical, speech or occupational therapy when room and board is not eligible to be covered	50% coinsurance

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Benefits are limited to 30 visits per calendar year.	
3. Services received from a physician during an inpatient stay in a skilled nursing facility Benefits are limited to services received during 30 days of inpatient stay per calendar year.	50% coinsurance
BB. <u>Substance Use Disorder</u>	
1. Office visits, including evaluations, diagnostic and treatment services	$80 copayment The deductible does not apply.
2. Intensive outpatient programs	$80 copayment The deductible does not apply.
3. Medication-assisted treatment **Please note**: When the prescription drug component of this treatment is received at a pharmacy, your *Prescription Drug* benefit will be applied.	50% coinsurance
4. Inpatient services, including residential treatment services	
a. Room and board	50% coinsurance
b. Hospital or facility-based professional services	50% coinsurance

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c. Attending physician services	50% coinsurance
d. Partial program	50% coinsurance
5. Transitional treatment services	$80 copayment The deductible does not apply.
CC. Treatment of Temporomandibular joint (TMJ) disorder	
1. Treatment of temporomandibular joint (TMJ) disorder and craniomandibular disorder	Covered at the corresponding benefit level, depending on type of services provided. For example, office visits are covered at the office visit benefit level and surgical services are covered at the surgical services benefit level.
DD. Urgent Care	
1. Urgent care center visits	See *Office Visits*
EE. Vision	
1. Refractive eye exams Coverage is limited to one visit per member per calendar year for members 18 years and younger (coverage continues through the end of the month in which the member turns 19).	$80 copayment The deductible does not apply.
2. Vision therapy and orthoptic and/or pleoptic training, to establish a home	50% coinsurance

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program, for the treatment of strabismus and other disorders of binocular eye movements Coverage is limited to 5 training visits and 2 follow-up eye exams per calendar year.	
3. Eyewear, including eyeglass lenses, frames or contact lenses for members 18 years of age and younger received from an optical provider (coverage continues through the end of the month in which the member turns 19) Coverage is limited to one pair of frames and lenses every calendar year. Contact lenses are limited to coverage once every calendar year.	50% coinsurance