

# **Subscriber Agreement**

## **HealthMate Coast-to-Coast**

\$1,000/\$2,000 80/60

SAMPLE

**HealthMate Coast-to-Coast<sup>®</sup>**



**WELCOME**

Welcome to Blue Cross & Blue Cross Blue Shield of Rhode Island (BCBSRI). We are pleased you have chosen us. We look forward to working with you and your family to meet your health care needs. Please carefully read the information provided in this *Subscriber Agreement* (the “*agreement*”). This is the *agreement* used by us to administer *benefits* and process *claims*.

If you have any questions about this *agreement*, *providers*, or *benefits* please contact our Customer Service Department before you obtain services. You can contact us at:

- Blue Cross & Blue Shield of Rhode Island  
500 Exchange Street  
Providence, RI 02903; or
- 401-459-5000 or 1-800-639-2227; or
- **www.BCBSRI.com**. (use our secure message service located on this website)

Below is a legal notice, some helpful tips and phone numbers about your plan.

**NOTICE**

This is a legal *agreement* between you and Blue Cross & Blue Shield of Rhode Island. Your identification (ID) card will identify you as a *member* when you receive the health care services covered under this *agreement*. By presenting your ID card to receive *covered health care services*, you are agreeing to abide by the rules and obligations of this *agreement*.

You hereby expressly acknowledge your understanding that this contract is solely between you and Blue Cross & Blue Shield of Rhode Island. Blue Cross & Blue Shield of Rhode Island is an independent corporation operating under a license from the Blue Cross and Blue Shield Association (“the Association”), an association of independent Blue Cross and Blue Shield *plans*, permitting us to use the Blue Cross and Blue Shield Service Marks. We are not contracting as the agent of the Association. You further acknowledge and agree that you have not entered into this contract based upon representations by anyone other than us and that no person, entity or organization other than us shall be held accountable or liable to you for any of our obligations to you under this contract. This paragraph shall not create any additional obligations on our part other than those obligations created under other provisions of this *agreement*.



Kim A. Keck  
President and Chief Executive Officer

## **IMPORTANT CONTACT INFORMATION AND WEBSITES**

- **Customer Service - (401) 459-5000 or 1-800-639-2227 or Voice TDD 1-888-252-5051.** Our normal business hours are Monday - Friday from 8:00 a.m. - 8:00 p.m. and Saturday - Sunday 8:00 a.m. - 12:00 p.m. Please see Section 1.5 for more details.
- **Our Website - [www.BCBSRI.com](http://www.BCBSRI.com).**
- Blue Stores/Walk-in Service Centers – visit our website for specific locations and business hours.
- Recommended Preauthorization Services for which *preauthorization* is recommended are marked with an asterisk (\*) in the Summary of Medical Benefits. See Section 1 Introduction – *Preauthorization* for details.
- Required Preauthorization: See the Pharmacy Benefits section and the Summary of Pharmacy Benefits for information about required *prescription drug preauthorization*.
- **BlueCard Access - 1-800-810-BLUE (2583)** or visit the *BlueCard* PPO Doctor and Hospital finder web page at [www.bcbs.com](http://www.bcbs.com).

## **HELPFUL TIPS**

- Read all information provided, especially this Subscriber Agreement. Coverage for your medical services (services rendered by a *provider* other than a pharmacy) is described in the Summary of Medical Benefits and Section 3.0 – How Your Health Services Are Covered. Refer to the Table of Contents for page numbers.
- Your prescription drug coverage (services rendered by a pharmacy) is described in the Pharmacy Benefits section. Refer to the Table of Contents for page numbers.
- If you have any coverage riders, see the Table of Contents for the page number where you can find information about the rider in this *agreement*.
- Become familiar with services excluded from coverage (See Section 4.0 - Health Services Not Covered Under This Agreement and all related exclusions.)
- In Section 8.0 - Glossary, there is a list of definitions of words used throughout this *agreement*. It is very helpful to become familiar with these words and their definitions.
- Identification Cards (ID) are provided to all *members*. The ID card must be shown when obtaining health care services. Your ID card should be kept in a safe location, just like money, credit card or other important documents. BCBSRI should be notified immediately if your ID card is lost or stolen.
- Our list of *network providers* changes from time to time. You may want to call our Customer Service Department in advance to make sure that a *provider* is a *network provider*.
- As required by state law R.I. Gen. Laws § 27-18-78, each enrolling subscriber and his/her enrolling dependents is required to provide the name of their primary care physician. However, a delay in enrollment or cancellation of coverage will not occur if the name of your primary care physician is not provided at the time of application. Although a referral from a primary care physician is not needed to receive covered health care services from a specialist physician, having a primary care physician can help manage your health care services.
- You are encouraged to become involved in your health care treatment by asking *providers* about all treatment plans available and their costs. You also are encouraged to take advantage of the preventive health services offered under this *agreement* to help you stay healthy and find problems before they become serious.

## SUMMARY OF MEDICAL BENEFITS

### Your Plan: HealthMate Coast-to-Coast

This Summary of Benefits is part of *your* Subscriber Agreement. It describes the cost share amounts *you* must pay for covered services. Some *benefit limits* are provided here with additional *benefit limits* provided in the *Covered Health Care Services* section mentioned below. Do not rely on this chart alone. Be sure to read all parts of *your* Subscriber Agreement to understand the requirements *you* must follow to receive all of *your* coverage. For a full description of *benefit limits*, covered services and exclusions please see:

- Summary of Pharmacy Benefits for benefit coverage levels of prescription drugs and diabetic equipment/supplies purchased at a pharmacy;
- *Covered Health Care Services* - Section 3;
- Health Care Services Not Covered Under This Agreement – Section 4;
- Glossary – Section 8, for definitions of italicized words or phrases used throughout this agreement.

\**Preauthorization* is recommended for services marked with an asterisk (\*). Please see *Preauthorization* in Section 1 and Section 8 for more information.

**IMPORTANT NOTE:** All of our payments at the benefit levels noted below are based upon a fee schedule called our *allowance*. If you receive services from a *network provider*, the *provider* has agreed to accept our *allowance* as payment in full for covered health care services, excluding your copayments, *deductible*, and the difference between the *maximum benefit* and our *allowance*, if any. If you receive covered health care services from a *non-network provider*, you will be responsible for the *provider's* charge. You will then be reimbursed based on the lesser of the *provider's* charge, our *allowance*, or the *maximum benefit*, less any *copayments* and *deductibles*, if any. The *deductible* and *maximum out-of-pocket expense* is calculated based on the lower of our *allowance* or the *provider's* charge, unless otherwise specifically stated in this agreement.

## **Deductible/Maximum Out-of-Pocket Expense**

<u><b>Benefit Description</b></u>	<u><b>Network Providers You Pay</b></u>	<u><b>Non-network Providers You Pay</b></u>
<u><b>Deductible</b></u> The amount <i>you</i> must pay each <i>plan year</i> before we begin to pay for certain <i>covered health care services</i> . See Glossary section for further details.		
The <i>deductible</i> accumulates separately for <i>network</i> and <i>non-network</i> services.  Services that apply the <i>deductible</i> are indicated in the Summary of Medical Benefits and the Summary of Pharmacy Benefits.  Family plan <i>deductible</i> is met by adding the amount of <i>covered health care expenses</i> applied to the <i>deductible</i> for all family <i>members</i> ; however no one (1) family <i>member</i> can contribute more than the amount shown in the Individual Plan <i>deductible</i> amount.	Individual Plan: \$1,000          Family Plan: \$2,000	Individual Plan: \$2,000          Family Plan: \$4,000
<u><b>Maximum Out-of-Pocket Expense</b></u> The total combined amount of <i>your deductible</i> and <i>copayments</i> <i>you</i> must pay each <i>plan year</i> for certain <i>covered health care services</i> . See Glossary section for further details.		
The <i>maximum out-of-pocket expense</i> limit accumulates separately for <i>network</i> and <i>non-network</i> services.  The <i>deductible</i> and <i>copayments</i> (including, but not limited to, office visits <i>copayments</i> and prescription drug <i>copayments</i> ) apply to the <i>maximum out-of-pocket expense</i> .  The family <i>maximum out-of-pocket expense</i> limit is met by adding the amount of <i>covered health care expenses</i> applied to the <i>maximum out-of-pocket expense</i> limit for all family <i>members</i> , however no one family <i>member</i> can contribute more than the amount shown in the Individual Plan <i>maximum out-of-pocket expense</i> amount.	Individual Plan: \$3,000          Family Plan: \$6,000	Individual Plan: \$6,000          Family Plan: \$12,000

## Medical Benefits

<u>Covered Benefits</u>	<u>Network Providers</u> <u>You Pay</u>	<u>Non-network Providers</u> <u>You Pay</u>
See Section 3.0 – <i>Covered Health Care Services</i> for additional <i>benefit limits</i> and coverage information.		
<b><u>Ambulance</u></b>		
Ground	\$50	The level of coverage is the same as <i>network provider</i> .
Air/water*	20% - After <i>Deductible</i>	The level of coverage is the same as <i>network provider</i> .
<b><u>Autism Services</u></b>		
Applied behavioral analysis*	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>
<b><u>Behavioral Health – Mental Health or Substance Use Disorder</u></b>		
<i>Inpatient</i> * Unlimited days at a <i>general hospital</i> or a <i>specialty hospital</i> including detoxification or residential/rehabilitation per <i>plan year</i> .	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>
<i>Outpatient</i> or intermediate care services* See Covered Services: Behavioral Health Section for details about partial hospital program, intensive outpatient program, adult intensive services, and child and family intensive treatment.	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>
Office See Office Visits section below for Behavioral Health services provided by a <i>Primary Care Physician (PCP)</i> or Specialist.		
Methadone maintenance treatment	\$30	40% - After <i>Deductible</i>
<b><u>Cardiac Rehabilitation</u></b>		
<i>Outpatient</i> Benefit is limited to 18 weeks or 36 visits (whichever occurs first) per covered episode.	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>
<b><u>Chiropractic Medicine</u></b>		
In a doctor's office 12 visits per <i>plan year</i> .	\$30	40% - After <i>Deductible</i>
<b><u>Dental Care - Emergency</u></b>		
Emergency room When services are due to accidental injury to <i>sound natural teeth</i> .	\$150	The level of coverage is the same as <i>network provider</i> .
In a <i>doctor's/dentist's</i> office: When services are due to accidental injury to <i>sound natural teeth</i> .	\$30	40% - After <i>Deductible</i>
<b><u>Dental Care - Outpatient</u></b>		
Services connected to dental care when performed in an <i>outpatient facility</i> *	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>
<b><u>Diabetic Equipment and Supplies</u></b>		
<i>Outpatient</i> diabetic supplies/equipment purchased at licensed medical supply provider (other than a <i>pharmacy</i> ). See the Summary of Pharmacy Benefits for supplies purchased at a <i>pharmacy</i> .	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>
<b><u>Dialysis Services</u></b>		
<i>Inpatient/outpatient</i> /in your home	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>

(\*) *Preauthorization* is recommended for this service. Please see *Preauthorization* in Section 1 and Section 8 for more information.  
LG-SOB-4-2017-BX

<b><u>Covered Benefits</u></b>	<b><u>Network Providers</u> You Pay</b>	<b><u>Non-network Providers</u> You Pay</b>
See Section 3.0 – <i>Covered Health Care Services</i> for additional <i>benefit limits</i> and coverage information.		
<b><u>Durable Medical Equipment, Medical Supplies, Diabetic Supplies, Enteral Formula and Food, and Prosthetic Devices</u></b>		
Outpatient durable medical equipment* Must be provided by a licensed medical supply provider.	20% - After <i>Deductible</i>	20% - After <i>Deductible</i>
Outpatient medical supplies* Must be provided by a licensed medical supply provider.	20% - After <i>Deductible</i>	20% - After <i>Deductible</i>
Outpatient prosthesis* Must be provided by a licensed medical supply provider.	20% - After <i>Deductible</i>	20% - After <i>Deductible</i>
Enteral formula delivered through a feeding tube Must be sole source of nutrition.	20% - After <i>Deductible</i>	20% - After <i>Deductible</i>
Enteral formula or food taken orally *	20% - After <i>Deductible</i>	The level of coverage is the same as <i>network provider</i> .
Hair prosthesis (wigs) Benefit is limited to the <i>maximum benefit</i> of \$350 per hair prosthesis (wig) when worn for hair loss suffered as a result of cancer treatment.	20% - After <i>Deductible</i>	The level of coverage is the same as <i>network provider</i> .
<b><u>Early Intervention Services</u></b>		
Early intervention services (EIS) Coverage provided for <i>members</i> from birth to 36 months. The provider must be certified as an EIS provider by the Rhode Island Department of Human Services.	0%	The level of coverage is the same as <i>network provider</i> .
<b><u>Education</u></b>		
Asthma management	\$30	40% - After <i>Deductible</i>
<b><u>Emergency Services</u></b>		
Hospital emergency room	\$150	The level of coverage is the same as <i>network provider</i> .
<b><u>Experimental/Investigational Services</u></b>		
Experimental/investigational services Coverage varies based on type of service.		
<b><u>Hearing</u></b>		
Hearing exam	\$30	40% - After <i>Deductible</i>
Diagnostic testing	0%	40% - After <i>Deductible</i>
Hearing aids A <i>maximum benefit</i> of \$1,500 per hearing aid for a <i>member</i> under 19; a <i>maximum benefit</i> of \$700 per hearing aid for a <i>member</i> 19 and older.	20% - After <i>Deductible</i>	The level of coverage is the same as <i>network provider</i> .
<b><u>Home Health Care</u></b>		
Intermittent skilled services when billed by a home health care agency.	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>
<b><u>Hospice Care</u></b>		
Inpatient/in your home When provided by an approved hospice care program.	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>
<b><u>Human Leukocyte Antigen Testing</u></b>		
Human leukocyte antigen testing	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>

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<b><u>Covered Benefits</u></b>	<b><u>Network Providers You Pay</u></b>	<b><u>Non-network Providers You Pay</u></b>
<b>See Section 3.0 – Covered Health Care Services for additional benefit limits and coverage information.</b>		
<b><u>Infertility Treatment</u></b>		
<i>Inpatient/outpatient</i> in a doctor's office Three (3) infertility treatment cycles will be covered per <i>plan year</i> with a total of eight (8) infertility treatment cycles covered in a <i>member's</i> lifetime.	20% - After Deductible	20% - After Deductible
<b><u>Infusion Therapy Administration</u></b>		
<i>Outpatient - hospital</i>	20% - After Deductible	40% - After Deductible
In the <i>doctor's office</i> /in <i>your home</i>	20% - After Deductible	40% - After Deductible
<b><u>Inpatient Services</u></b>		
<i>General hospital or specialty hospital services*</i> Unlimited days	20% - After Deductible	40% - After Deductible
Rehabilitation facility services* Limited to 45 days per <i>plan year</i> .	20% - After Deductible	40% - After Deductible
Physician <i>hospital</i> visits	20% - After Deductible	40% - After Deductible
<b><u>Office Visits - Diagnostic</u></b> (See Prevention and Early Detection Services for coverage of annual preventive office visit.)		
Allergy injections Applies to injection only, including administration.	0%	40% - After Deductible
<i>Hospital</i> based clinic visits	\$30	40% - After Deductible
Pediatric clinic visit	\$20	40% - After Deductible
<i>Primary Care Physicians (PCP)</i> – including behavioral health. Visits include <i>PCP</i> office visits and <i>PCP</i> house calls.	\$20	40% - After Deductible
Retail clinics	\$20	40% - After Deductible
Specialist visits Office visits and house calls rendered by a specialist. Specialist includes but is not limited to behavioral health, allergists, dermatologists and podiatrists.	\$30	40% - After Deductible
<b><u>Organ Transplants</u></b>		
Organ transplant services	20% - After Deductible	40% - After Deductible
<b><u>Physical/Occupational Therapy</u></b>		
<i>Outpatient hospital</i> /in a <i>doctor's/therapist's</i> office Limited to thirty (30) physical therapy visits and (30) occupational therapy visits per <i>member</i> per <i>plan year</i> .	20% - After Deductible	40% - After Deductible
<b><u>Pregnancy Services and Nursery Care</u></b>		
Pregnancy services and nursery care Pre-natal, delivery, and postpartum services.	20% - After Deductible	40% - After Deductible
<b><u>Prescription Drugs</u></b>		
Prescription drugs dispensed and administered by a licensed health care provider (other than a pharmacist), and <u>not</u> purchased from a retail, specialty or mail order pharmacy:		
Injectable drugs*	20% - After Deductible	40% - After Deductible
Infused drugs*	20% - After Deductible	40% - After Deductible
Medications other than injected and infused drugs*	Are included in the <i>allowance</i> for the medical service being rendered.	Are included in the <i>allowance</i> for the medical service being rendered.
See Summary of Pharmacy Benefits for prescription drugs purchased at a retail, specialty, or mail order pharmacy.		

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<b><u>Covered Benefits</u></b>	<b><u>Network Providers You Pay</u></b>	<b><u>Non-network Providers You Pay</u></b>
See Section 3.0 – <i>Covered Health Care Services</i> for additional <i>benefit limits</i> and coverage information.		
<b><u>Prevention and Early Detection Services</u></b>		
Prevention and early detection services See Prevention and Early Detection Services section for details.	0%	40% - After <i>Deductible</i>
<b><u>Private Duty Nursing</u></b>		
Private duty nursing* Must be performed by a certified home health care agency.	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>
<b><u>Radiation Therapy/Chemotherapy Services</u></b>		
<i>Outpatient</i>	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>
In a <i>doctor's</i> office	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>
<b><u>Respiratory Therapy</u></b>		
<i>Inpatient</i>	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>
<i>Outpatient</i>	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>
<b><u>Skilled Nursing Facility Care</u></b>		
Skilled or sub-acute care*	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>
<b><u>Speech Therapy</u></b>		
<i>Outpatient</i> /in a <i>doctor's</i> /therapist's office* Limited to thirty (30) visits per <i>member</i> per <i>plan</i> year.	20% - After <i>Deductible</i>	20% - After <i>Deductible</i>
<b><u>Surgery Services</u></b>		
<i>Inpatient doctor</i> services	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>
<i>Outpatient doctor</i> services	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>
In a <i>doctor's</i> office	0%	40% - After <i>Deductible</i>
<b><u>Telemedicine</u></b>		
Telemedicine services When rendered by a designated provider.	\$20	Not Covered
<b><u>Tests, Imaging, and Labs (includes machine tests and x-rays) (Diagnostic)</u></b>		
<i>Outpatient</i> /in a <i>doctor's</i> office/ <i>urgent care</i> center or free-standing laboratory:		
MRI*, MRA*, CAT scans*, CTA scans*, PET scans*, nuclear cardiac imaging* and sleep studies.*	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>
Diagnostic imaging and machine tests, other than the diagnostic imaging services listed above. <i>Copayment</i> is per provider per day.	0%	40% - After <i>Deductible</i>
Lab and pathology services.	0%	40% - After <i>Deductible</i>
Diagnostic colorectal services (Including, but not limited to, fecal occult blood testing, flexible sigmoidoscopy, colonoscopy, and barium enema. See Prevention and Early Detection Services for preventive colorectal services.)	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>
Lyme disease-diagnosis	20% - After <i>Deductible</i>	40% - After <i>Deductible</i>
<b><u>Urgent Care Center</u></b>		
<i>Urgent care</i> center/walk-in	\$50	The level of coverage is the same as <i>network</i> provider.
<b><u>Vision Care Services</u></b>		
Vision exam		
One routine eye exam per <i>member</i> per <i>plan</i> year.	\$30	20% - After <i>Deductible</i>

(\*) *Preauthorization* is recommended for this service. Please see *Preauthorization* in Section 1 and Section 8 for more information.  
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**Blue Cross & Blue Shield of Rhode Island**  
**SUBSCRIBER AGREEMENT**

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## 1.0 INTRODUCTION

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### 1.1 Agreement and Its Interpretation

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Our entire contract with you consists of this *agreement* and our *agreement* with your *employer*. We will make a determination regarding your eligibility for benefits and construe the provisions of this agreement subject to your right to appeal or to take legal action as described in Section 7.0.

This *agreement* may be changed by us or by your *employer*. If this *agreement* changes, we will issue an amendment or new *agreement* signed by an officer of Blue Cross & Blue Shield of Rhode Island. We will mail or deliver written notice of any change to your *employer*.

This *agreement* shall be construed under and shall be governed by the applicable laws and regulations of the State of Rhode Island and federal law as amended from time to time.

### 1.2 How to Find What You Need to Know in this Agreement

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The Summary of Medical Benefits will show you:

- what health care services are covered under this *agreement*;
- any *benefit limits*, *copayments* and *deductibles* you must pay.

The Summary of Pharmacy Benefits will show you:

- what prescription drugs and diabetic supplies/equipment purchased at a pharmacy are covered under this *agreement*;
- any benefit limits, *copayments* and *deductibles* you must pay.
- services for which *preauthorization* is recommended or required.

Refer to the Table of Contents to help you find information you need. The page numbers are shown the Summary of Medical Benefits, sections of the subscriber agreement, Pharmacy Benefits, and any riders.

### 1.3 Words With Special Meaning

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Some words and phrases used in this *agreement* are in italics. This means that the words or phrases have a special meaning as they relate to your health care coverage. Section 8.0 - Glossary defines many of these words.

The sections below also define certain words and phrases:

- Section 3.0 - Covered Health Care Services;
- Section 6.0 - How We Coordinate Your Benefits When You Are Covered By More Than One Plan;
- Section 5.0 - How Your Covered Health Care Services Are Paid; and
- Section 7.7 - Our Right of Subrogation and Reimbursement.

### 1.4 You and Blue Cross & Blue Shield of Rhode Island

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We, Blue Cross & Blue Shield of Rhode Island, agree to provide coverage for *medically necessary covered health care services* listed in this *agreement*. (The term *medically necessary* is defined in Section 8.0) If a service or category of service is not specifically listed as covered, it is not covered under this *agreement*. Only services that we have reviewed and

determined are eligible for coverage under this *agreement* are covered. All other services are not covered.

We only cover a service listed in this *agreement* if it is *medically necessary*. We review medical necessity in accordance with our medical policies and related guidelines.

This *agreement* provides coverage for health care services that we have reviewed and determined are eligible for coverage. Health care services which we have not reviewed or which we have reviewed and determined are not eligible for coverage are not covered under this *agreement*. If a service or category of service is not listed as covered, it is not covered under this *agreement*. Section 3.0 lists the health care services covered under this *agreement* along with their related exclusions. Section 4.0 lists general exclusions.

When possible, we review *new services* within six (6) months of the occurrence of one of the events described below to determine whether the *new service* will be eligible for coverage under this *agreement*:

- the assignment of an American Medical Association (AMA) Current Procedural Terminology (CPT) code in the annual CPT publication;
- final FDA approval;
- the assignment of processing codes other than CPT codes or approval by governing or regulatory bodies other than the FDA;
- submission to us of a claim meeting the criteria of (a), (b) or (c) above; and
- generally, the first date an FDA approved prescription drug is available in pharmacies (for prescription drug coverage only). For information about prescription drug *formulary* changes, please see Section 3.28 – Prescription Drugs and Diabetic Equipment/Supplies.

During the review period described above, *new services* are not covered under this *agreement*.

A health care service remains non-covered (excluded) if any of the following occur:

- a service is not assigned a CPT or other code;
- a service is not approved by the FDA or other governing body;
- we do not review a service within six (6) months of the occurrence of one of the events described above; OR
- we make a determination, after review, not to cover the service under this *agreement*.

Entitlements for payment shall not be more than our *allowance*, as defined in Section 8.0. All our payments are subject to the terms and conditions outlined in this *agreement*.

### **Genetic Information**

This *agreement* does not limit your coverage based on genetic information.

We will not:

- adjust premiums based on genetic information;
- request or require an individual or family *members* of an individual to have a genetic test; or
- collect genetic information from an individual or family *members* of an individual before or in connection with enrollment under this *agreement* or at any time for underwriting purposes.

## 1.5 Customer Service/General Information

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If you have questions about your *benefits* under this *agreement*, call the Blue Cross & Blue Shield of Rhode Island (BCBSRI) Customer Service Department at (401) 459-5000 or 1-800-639-2227 or Voice TDD 1-888-252-5051. Our normal business hours are Monday - Friday from 8:00 a.m. - 8:00 p.m. If you call after normal business hours, our answering service will take your call. A BCBSRI Customer Service Representative will return your call on the next business day. When you call, please have your *member* ID number ready.

Below are a few examples of when you should call our Customer Service Department:

- To learn if a provider participates with Blue Cross & Blue Shield of Rhode Island's designated BlueCard PPO network;
- To ask questions and get information about your coverage;
- To file a complaint or administrative appeal (See Section 1.1);
- To file an appeal about a medical necessity determination or learn about the status of your appeal (See Section 7.3).

You may also visit one of our Blue Stores/walk-in services centers. See our website for specific locations.

To find out Blue Cross & Blue Shield of Rhode Island news and *plan* information, visit our Web site at [BCBSRI.com](http://BCBSRI.com).

Our medical policies can be found on our website, BCBSRI.com. The medical policies are written to help administer *benefits* for the purpose of *claims* payment. They are made available to you for informational purposes and are subject to change. Medical policies are not meant to be used as a guide for your medical treatment. Your medical treatment remains a decision made by you with your *doctor*.

If you have any questions about the medical information in our medical policies, we suggest you give a copy of the medical policy to your *doctor* and talk with your *doctor* about the policy. Please call our Customer Service Department with any questions you have.

## 1.6 Preauthorization

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Medical services for which *preauthorization* is recommended are marked with an asterisk (\*) in the Summary of Medical Benefits. *Preauthorization* is defined in Section 8.0. *Network providers* in Rhode Island are responsible for obtaining *preauthorization* for all applicable *covered health care services*. *BlueCard providers* are responsible for obtaining *preauthorization* for all applicable *inpatient facility covered health care services*. In some circumstances, you are responsible for obtaining *preauthorization*. In order for you to obtain *preauthorization* for a *covered health care service*, please do the following:

- For all covered health care services (except mental health and substance use disorder) provided by non-network providers for non-*inpatient* facility services provided or by another Blue Cross plan's designated BlueCard PPO providers call our Customer Service Department.
- For mental health and substance use disorder services provided by non-network providers for non-*inpatient* facility services provided or by another Blue Cross plan's designated BlueCard PPO providers call 1-800-274-2958 prior to receiving care. Lines are open 24 hours a day, 7 days per week.

If you are responsible for obtaining *preauthorization*, we will send to you notification of the *preauthorization* determination within fourteen (14) calendar days from receipt of the request or prior to the date of service. Please see Section 8.0 for the definition of *preauthorization*.

### **Expedited Preauthorization Review**

You may request an expedited *preauthorization* review if the circumstances are an emergency. If an expedited *preauthorization* review is received by us, we will respond to you with a determination within seventy-two (72) or in less than seventy-two (72) hours (taking into consideration medical exigencies) hours following receipt of the request.

### **Required Preauthorization**

See the Pharmacy Benefits section for information regarding required *prescription drug preauthorization*,

## **1.7 Our Right to Receive and Release Information About You**

We are committed to maintaining the confidentiality of your health care information. However, in order for us to make available quality, cost-effective health care coverage to you, we may release and receive information about your health, treatment, and condition to or from authorized *providers* and insurance companies, among others. We may give or get this information, as permitted by law, for certain purposes, including, but not limited to:

- adjudicating health insurance claims;
- administration of claim payments;
- health care operations;
- case management and utilization review; and
- coordination of health care benefits.

Our release of information about you is regulated by law. Please see the Rhode Island Confidentiality of Health Care Communications and Information Act, §§ 5-37.3-1 et seq. of the Rhode Island General Laws, the Health Insurance Portability and Accountability Act Final Privacy Regulations, 45 C.F.R. §§ 160.101 et seq., the Gramm-Leach-Bliley Financial Modernization Act, 15 U.S.C. §§ 6801-6908, and Regulation 100 adopted by the Rhode Island Office of the Health Insurance Commissioner (OHIC).

## **1.8 Participation in Our Wellness Incentive Programs**

In order to encourage good health and promote disease prevention, we may offer Wellness *Programs* to our *subscribers* from time to time. These *programs* include, but are not limited to: online and in-person educational *programs*, health assessments, coaching, biometric screenings, discounts, and more.

We may provide incentives for you to participate in these *programs*. These incentives may include credits toward premium, and a reduction or waiver of *deductible* and/or *copayments* for certain *covered health care services*, as permitted by applicable state and federal law. The incentives may also include up to \$200 in rewards, which may take the form of cash or cash equivalents such as gift cards, discounts, and others. These rewards may be taxable income.

Your participation in a Wellness Program may make your *employer* eligible for a group wellness incentive award.



Your participation in our *Wellness Programs* is voluntary. For more detailed information about the *Wellness Programs* we offer, please visit our website or contact our Customer Service Department.

We reserve the right to terminate *Wellness Programs* in our discretion.

### **1.9 Member Incentives**

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From time to time we may offer you coupons, discounts, or other incentives as part of our *Member Incentives* program. These coupons, discounts and incentives are not *benefits* and do not alter or affect your *benefits* under this *agreement*. You must be a *member* to be eligible for *Member Incentives*. Restrictions may apply to these incentives, and we reserve the right to change or stop providing *Member Incentives* at any time.

### **1.10 Our Right to Conduct Utilization Review**

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To be sure a *member* receives appropriate *benefits*; we reserve the right to do *utilization review*. We also reserve the right to contract with an organization to conduct *utilization review* on our behalf. If another company does *utilization review* on our behalf, the company will act as an independent contractor. The company is not a partner, agent, or employee of Blue Cross & Blue Shield of Rhode Island.

This *agreement* provides coverage only for *medically necessary* care. The determination, by an entity conducting *utilization review*, whether a service is *medically necessary* is solely for the purpose of *claims* payment and the administration of your health benefit *plan*. It is not a professional medical judgment.

Although we may conduct *utilization review*, Blue Cross & Blue Shield of Rhode Island does not act as a health care *provider*. We do not furnish medical care. We do not make medical judgments. You are not prohibited from having a treatment or hospitalization for which reimbursement has been denied. Nothing here will change or affect your relationship with your *provider(s)*.

### **1.11 Your Right to Choose Your Own Provider**

---

Your relationship with your *provider* is very important. This *agreement* is intended to encourage the relationship between you and your *provider*. However, we are not obligated to provide you with a *provider*. Also, we are not liable for anything your *provider* does or does not do. We are not a health care *provider*. We do not practice medicine, furnish health care, or make medical judgments.

We review *claims* for payment to determine if the *claims*:

- were properly authorized;
- constitute medically necessary services for the purpose of benefit payment; and
- are covered health care services under this *agreement*.

The determination by us of whether a service is *medically necessary* is solely for the purpose of *claims* payment and the administration of health *benefits* under this *agreement*. It is not an exercise of professional medical judgment.

### **1.12 How to Select a Health Care Provider**

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When you select a health care *provider*, refer to the HealthMate™ Coast to Coast Provider Network Directory to find out if your health care *provider* is a member of Preferred Blue.

Preferred Blue is Blue Cross & Blue Shield of Rhode Island's designated *BlueCard* PPO network. You may visit our Web site at [BCBSRI.com](http://BCBSRI.com) to find out this information as well.

If you travel outside the Blue Cross & Blue Shield of Rhode Island service area and need information or medical care, call *BlueCard* Access at 1-800-810-BLUE (2583). *BlueCard* Access provides the names and location of participating Bluecard PPO *doctors* and *hospitals*. You can also visit the *BlueCard* PPO Doctor and Hospital finder web page at [www.bcbs.com](http://www.bcbs.com).

### **1.13 Your Responsibility To Pay Your Providers**

---

*Covered health care services* may be subject to *benefit limits*, *deductibles*, and *copayments* as shown in the Summary of Medical Benefits and Summary of Pharmacy Benefits. It is your responsibility and obligation under this *agreement* to pay *network providers* the *deductible*, *copayment*, and the difference between the *maximum benefit* and our *allowance* (if any) that may apply to *covered health care services*.

Your *provider* may require payment at the time of service or may bill you after the service. If you do not pay your *provider*, he or she may decline to provide current or future services or may pursue payment from you. Your *provider* may, for example, begin collection proceedings against you. For more information, see Section 5.0 - How Your Covered Health Care Services Are Paid.

## 2.0 ELIGIBILITY

---

This section of the *agreement* describes:

- who is eligible for coverage;
- when coverage begins;
- how to add or remove family members;
- when coverage ends; and
- continuation of coverage.

### 2.1 Who is an *Eligible Person*

---

**You:** You are eligible to enroll in coverage under this *agreement* provided that you:

- meet the minimum work-hour requirements; and
- have satisfied the waiting period, if any, of your *employer*.

The date on which you have met your *employer's/agent's* eligibility requirements and are entitled to apply for coverage under this *agreement* is your eligibility date.

**Your Spouse:** Your spouse is eligible to enroll for coverage under this *agreement* if you have selected family coverage. Only one of the following individuals may be enrolled at a given time:

- Your legal, according to the laws of the state in which you were married, when your marriage was formed by obtaining a marriage license, having a marriage ceremony, and registering the marriage with the appropriate state or local official.
- Your common law spouse, according to the law of the state in which your marriage was formed. Your spouse by common law of the opposite gender is eligible to enroll for coverage under this *agreement*. To be eligible, you and your common law spouse must complete and sign our Affidavit of Common Law Marriage and send us the required documentation. Please call us to obtain the Affidavit of Common Law Marriage.
- Your civil union partner, according to the law of the state in which you entered into a civil union. Civil Union partners may be enrolled only if civil unions are recognized by the state in which you reside.
- Former Spouse: In the event of a divorce, your former spouse will continue to be eligible for coverage provided that your divorce decree requires you to maintain continuing coverage under a family policy in accordance with state law. In that case, your former spouse will remain eligible on your policy until the earlier of:
  - i. the date either you or your former spouse are remarried;
  - ii. the date provided by the judgment for divorce; or
  - iii. the date your former spouse has comparable coverage available through his or her own employment.
- Domestic Partner:
  - i. your lawful registered domestic partner, according to the laws of the state in which you entered into a registered domestic partnership; or
  - ii. your domestic partner (regardless of whether you have obtained registration).

To be eligible, you and your domestic partner must complete and sign our Declaration of Domestic Partnership and we must receive required documentation. Please call our Customer Service Department to obtain the Declaration of Domestic Partnership form.

**Your Children:** Each of your and your spouse's children are eligible for coverage or until the first day of the month following their 26<sup>th</sup> birthday. For purposes of determining eligibility under this *agreement*, the term child means:

- Natural Children;
- Step-children;
- Legally Adopted Children: In accordance with Rhode Island General Law § 27-20-14, an adopted child will be considered eligible for coverage as of the date of placement for adoption with you by a licensed child placement agency;
- Foster Children: Your foster children who permanently live in your home are eligible to enroll for coverage under this *agreement*.
- Children of your covered domestic partner.

We may request more information from you to confirm your child's eligibility.

### **Disabled Dependents**

In accordance with Rhode Island General Law § 27-20-14, when your unmarried child who is enrolled for coverage under this *agreement* reaches the maximum dependent child age indicated in the Summary of Benefits and is no longer considered eligible for coverage, he or she continues to be an *eligible person* under this *agreement* if he or she is a disabled dependent.

If you have an unmarried child of any age who is medically certified as disabled and is chiefly dependent on you for support and care because of mental impairment or physical disability, which can be expected to result in death or can be expected to last for a continuous period of not less than twelve months, that child is an eligible disabled dependent under this *agreement*. If you have a child whom you believe satisfies these conditions, you must call us to obtain the form necessary to verify the child's disabled status and show proof of the disability. This form must be filled out and submitted to us. Periodically thereafter, you may be asked to show proof that this disabling condition still exists to maintain coverage for the child as a dependent.

## **2.2 When Your Coverage Begins**

---

### **When First Eligible**

When you are first eligible, you and your eligible dependents may enroll by making written application to us through your *employer* for coverage within the first thirty-one (31) days following your eligibility date. So long as we receive your membership application within that timeframe and your membership fees are paid, your coverage begins on the first day of the month following your eligibility date.

We must receive your application within the first thirty-one (31) days of your becoming eligible for coverage, or we will deny your application.

**If you or your dependents fail to enroll at this time, you cannot enroll in this *agreement* unless you do so through an Open Enrollment Period or a Special Enrollment Period.**

### **Open Enrollment**

An Open Enrollment Period will be held each year for coverage to be effective on the first day of the *plan year*. You and/or your eligible dependents may enroll at this time by making written application during the open enrollment period.

### **Special Enrollment Period**

After your initial effective date, you may enroll your eligible dependents for coverage through a Special Enrollment Period after you experience a change in family status, a loss of private health coverage, or a change in eligibility for Medicaid or a State Children's Health Insurance Program (CHIP) as described below.

With a change in family status, you must make written application within the thirty (30) days following the event. You and/or your eligible dependents will qualify for a Special Enrollment Period as follows:

- if you get married, coverage begins the first day of the month following your marriage;
- if you have a child born to the family, coverage begins on the date of the child's birth;
- if you have a child placed for adoption with your family, coverage begins on the date the child is placed for adoption with your family.

In addition, if you lose private health coverage, you must make written application within the thirty (30) days following the event. Coverage begins the first day of the month following the loss of private health coverage. If you or your eligible dependents have a loss of coverage on the first day of the month, coverage under this *agreement* begins on the first day of that month. You or your eligible dependents will qualify for a Special Enrollment Period if each of the following conditions is met:

- The eligible person seeking coverage had other coverage at the time that he or she was first eligible for coverage under this *agreement*;
- The person waived coverage under this *agreement* due to being covered on another plan; and
- The coverage on the other plan is terminated as a result of:
  - loss of eligibility for the coverage (including as a result of legal separation, divorce, death, termination of employment, or a reduction in the number of hours of employment),
  - *employer* contributions towards such coverage being terminated, or
  - COBRA, due to continuation, is exhausted.

With a change in eligibility for Medicaid or a Children's Health Insurance Program (CHIP), you must make written application within sixty (60) days following your change in eligibility. Coverage will begin on either the first day of the month following the event or, if the event occurs on the first day of a month, coverage under this *agreement* begins on the first day of that month. You and/or your eligible dependents will qualify for a Special Enrollment Period as follows:

- you and/or your eligible dependent are terminated from Medicaid or CHIP coverage due to a loss of eligibility; or
- you and/or your eligible dependent become eligible for premium assistance, under your *employer's* coverage, through Medicaid or CHIP.

In addition, you may also be eligible for the following Special Enrollment Period if you apply within thirty (30) days following the Special Enrollment event:

- if you or your dependent lose minimum essential coverage, coverage begins the first day of the following month.

### **Coverage for Members who are Hospitalized on their Effective Date**

If you are in the *hospital* on your effective date of coverage, health care services related to such hospitalization are covered as long as: (a) you notify us of your hospitalization within forty-eight (48) hours of the effective date, or as soon as is reasonably possible; and (b) *covered health care services* are received in accordance with the terms, conditions, exclusions and limitations of this *agreement*. As always, *benefits* paid in such situations are subject to the Coordination of benefits provisions described in Section 6.0.

### **2.3 How to Add or Remove Coverage for Family Members**

---

You must notify your *employer* if you want to add family *members* according to the provisions described above in Section 2.2.

If you want to remove family *members* from your coverage, you must notify your *employer* in advance of the requested removal date and your *employer* must send notification to us.

### **2.4 When Your Coverage Ends**

---

#### **When We End This Agreement**

Coverage under this *agreement* is guaranteed renewable. It can be canceled for the following reasons.

This *agreement* will end:

- if you leave your place of work;
- if you decide to discontinue coverage. We must receive your notice to end this *agreement* prior to the requested date of cancellation. If we do not receive your notice prior to the requested date of cancellation, you or your *employer* may be responsible for paying another month's membership fees;
- if you or your *employer* does not pay any required membership fees within thirty-one (31) days of the date they are due. If your *employer* does not pay the required fees, the termination will be effective five (5) days after we mail you a notice of discontinuance;
- if you cease to be an *eligible person*;
- if we cease to offer this type of coverage;
- if your *employer* contracts with another insurer or entity to provide or administer benefits for the *covered health care services* provided by this *agreement*, your group's agreement with us will end. You will NOT be offered membership in our direct pay plan;

if fraud is determined by us. Fraud includes, but is not limited to, misuse of your identification card (ID card) and any intentional misrepresentation of a material fact made by you, or on your behalf, that affects your coverage. Fraud may result in retroactive termination. You will be responsible for all costs incurred by Blue Cross & Blue Shield of Rhode Island due to the fraud. Blue Cross & Blue Shield of Rhode Island may decline reinstatement under your group coverage, or any other coverage that may become available in the future.

This *agreement* will end for a covered dependent if the dependent no longer qualifies as an eligible dependent.

If this *agreement* terminates for one of the reasons listed above a termination notice will be sent to you thirty (30) days before the termination date. The notice will indicate the reason why this *agreement* ended.

When your coverage ends, you will be entitled to apply for direct pay membership from Blue Cross & Blue Shield of Rhode Island or through HealthSource RI. You must meet the eligibility

requirements. We must receive an application and membership fees within sixty (60) days from the date your group membership ends. If you do not reside in Rhode Island, you do not qualify to enroll in our direct pay plans. You may be able to obtain coverage through an insurance company in the state in which you reside.

### **Retroactive Cancellations**

Rescind/Rescission means a cancellation or discontinuance of coverage that has a retroactive effect. A cancellation is not a rescission if it:

- only has a prospective effect (as described above); or
- applies retroactively to the extent that such cancellation is due to the failure to timely pay premiums.

We may rescind your coverage if you or your dependents commit fraud. Fraud includes, but is not limited to, intentional misuse of your identification card (ID card) or intentional misrepresentation of material fact. Any benefit paid in the past will be voided. You will be responsible to reimburse us for all costs and claims paid. We must provide you a written notice of a rescission at least 30-days in advance. This notice will provide you the opportunity to appeal this decision. Please see Section 5.1 – Adverse Benefit Determination.

Except for non-payment, we will not contest this policy after it has been in force for a period of two years from the later of the plan effective date or latest reinstatement date.

## **2.5 Continuation of Coverage**

---

If your coverage is terminated, you may be eligible to continue your coverage in accordance with state or federal law.

### **Continuation of Coverage According to State Law**

If your employment is terminated because of involuntary layoff or death, or as a result of the workplace ceasing to exist, or the permanent reduction in size of the workforce, the *benefits* of this agreement may be continued in accordance with Rhode Island General Laws c. 27-19.1, provided that you continue to pay the applicable premiums. The period of this continuation will be for up to eighteen (18) months from your termination date, but in any event not to exceed the shorter of the period which represents the period of continuous employment preceding termination with your *employer*. The continuation period will end for any person covered under your policy on the date such person becomes employed by another group and eligible for benefits under another group *plan*.

### **Extended Benefits**

If you are totally disabled on the day your *employer's* agreement ends and you require continued care, your coverage will continue for twelve (12) months if:

- the service provided is listed as a covered benefit under this agreement; AND
- the care you receive relates to or arises out of the disability you had on the day this agreement ended.

Extended *benefits* apply ONLY to the *subscriber* who is totally disabled. If you desire to receive coverage for continued care upon termination of this agreement, you must provide us with proof that you are totally disabled. We will make a determination whether your condition constitutes a total disability and you will have the right to appeal our determination or to take legal action as described in Section 7.0.

Your coverage will NOT be continued if you become eligible for coverage under another agreement.

### **Continuation of Coverage According to Federal Law**

If coverage under this *agreement* for you or your covered dependents is terminated and your coverage was made available through the group health *plan* of an *employer* of 20 or more employees, you may continue to be eligible for coverage according to federal law. This law is the Consolidated Omnibus Budget Reconciliation Act of 1986 as amended from time to time (“*COBRA*”). Your *employer* is responsible for making *COBRA* coverage available to you, and for complying with all of *COBRA*’s requirements. The information provided below is a general summary of the *COBRA* requirements in place when this *agreement* was drafted and should not be relied upon when making coverage decisions. You should contact your *employer* if you have any questions about *COBRA*.

**Qualifying Events:** In order to be eligible for *COBRA* continuation, you need to have experienced a Qualifying Event. A Qualifying Event is one of the events listed below which would result in loss of coverage if not for the *COBRA* continuation:

- (a) The death of the covered employee.
- (b) The termination (other than by reason of such employee’s gross misconduct), or reduction of hours, of the covered employee’s employment.
- (c) The divorce or legal separation of the covered employee from the employee’s spouse.
- (d) The covered employee becoming entitled to *benefits* under (enrolled in) Medicare.
- (e) A dependent child ceasing to be a dependent child under the generally applicable requirements of the *agreement*.
- (f) A bankruptcy proceeding with respect to the *employer* from whose employment the covered employee retired at any time. In the case of a bankruptcy, a loss of coverage includes a substantial elimination of coverage within one year before or after the date of commencement of the proceeding.
- (g) Employees who leave civilian employment positions to perform active duty military service in the United States Uniformed Services.

**Election:** If you are eligible for *COBRA* continuation and you experience a Qualifying Event, you must make an election with your *employer* for *COBRA* continuation coverage to begin. Your *employer* will contact you and provide you with an opportunity to elect *COBRA* continuation if you would lose coverage due to (a), (b), (d), or (f) above. If you experience the event listed in (c), (e), or (g) you must notify your *employer* within 60 days in order for your *employer* to send election forms.

**Premium:** You must pay premiums in order to continue to be covered. *COBRA* continuation coverage is generally at 102% of the applicable premium, or 150% of the applicable premium during the period of extended continuation due to disability as described below. Your *employer* will notify you of the specific applicable premium.

**Duration of Coverage:** *COBRA* continuation may continue until the earlier of the following events:

1. The date on which the maximum period of coverage is exhausted. The maximum periods of coverage are:
  - 18 Months if *COBRA* continuation is available due to Qualifying Event (b).



- 24 months while serving active duty military service if *COBRA* continuation is available due to Qualifying Event (g).
  - 36 Months if *COBRA* continuation is available due to Qualifying Events (a), (c), (d), (e), or (f).
  - Extension for disability: In the case you or one of your dependents is determined, under title II or XVI of the Social Security Act, to have been disabled at any time during the first 60 days of continuation coverage, the maximum period may be extended from 18 months to 29 months (with respect to you and all of your covered dependents). To qualify for this extension you must provide a copy of the Social Security ruling letter to the *employer* within 60 days of receipt, but prior to the expiration of the 18 months.
2. The date on which the *employer* ceases to provide any group health *plan* to any employee.
  3. The date on which coverage ceases due to the failure to pay any required premium when due.
  4. The date on which the covered person becomes covered on another group health *plan* that does not contain a pre-existing conditions clause for which the covered person does not have sufficient creditable coverage.
  5. The date on which the covered person becomes entitled to (enrolled in) Medicare coverage.
  6. In the event coverage is extended for up to 29 months due to disability, the first day of the month during such period of extension in which the covered person is determined to no longer be disabled.

If you have any questions regarding *COBRA* continuation, you are encouraged to contact your *employer*.

### 3.0 COVERED HEALTH CARE SERVICES

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We agree to provide coverage for *medically necessary covered health care services* listed in this *agreement*. If a service or category of service is not specifically listed as covered, it is not covered under this *agreement*. Only services that we have reviewed and determined are eligible for coverage under this *agreement* are covered. All other services are not covered. See Section 1.2 for how we identify *new services* and our guidelines for reviewing and making coverage determinations.

We only cover a service listed in this *agreement* if it is *medically necessary*. We review medical necessity in accordance with our medical policies and related guidelines. The term *medically necessary* is defined in Section 8.0 - Glossary. It does not include all medically appropriate services.

The amount of coverage we provide for each health care service differs according to whether or not the service is received:

- as an inpatient;
- as an outpatient;
- in your home;
- in a doctor's office; or
- from a pharmacy.

Also coverage differs depending on whether:

- the health care provider is a *network provider* or *non-network provider*;
- *deductibles*, *copayments*, or *maximum benefit* apply;
- you have reached your *plan year maximum out-of-pocket expense*;
- there are any exclusions from coverage that apply; or
- our *allowance* for a *covered health care service* is less than the amount of your *copayment* and *deductible* (if any). In this case, you will be responsible to pay up to our *allowance* when services are rendered by a *network provider*.

**Please see the Summary of Medical Benefits to determine the *benefit limits* and amount that you pay for the *covered health care services* listed below.**

**Please see the Summary of Pharmacy Benefits to determine the *benefit limits* and amount that you pay for prescription drug and diabetic equipment and supplies purchased at a pharmacy.**

### 3.1 Ambulance Services

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#### Ground Ambulance

In accordance with Rhode Island General Law § 27-20-55, ground ambulance services are covered as listed in the Summary of Medical Benefits.

Local professional or municipal ground ambulance services are covered when it is *medically necessary* to use these services, rather than any other form of transportation, included, but not limited, to the following::

- from a hospital to home or to a skilled nursing facility or to a rehabilitation facility after being discharged as an inpatient;
- to the closest available hospital emergency room immediately in an emergency situation; or

- from a physician's office to an *emergency* room.

Our *allowance* for the ground ambulance includes the services rendered by an emergency medical technician or paramedic, drugs, supplies and cardiac monitoring.

### **Air and Water Ambulance**

*Medically necessary* air and water ambulance services are covered up to the *maximum benefit limit* as shown in the Summary of Medical Benefits. When you receive services from a *network provider* you are responsible to pay the *deductible* and *copayment* (if any), and the difference between our *allowance* and the *maximum benefit limit*. You are responsible to pay up to the total *charge* when a *non-network provider* renders air or water ambulance services.

Air ambulance service means transportation by a helicopter or fixed wing plane. The aircraft must be a certified ambulance. The crew, maintenance support crew and aircraft must meet the certification requirements and hold a certificate for air ambulance operators under Part 135 of the Federal Aviation Administration (FAA) regulations.

Water ambulance means transportation by a boat. The boat must be specially designed and equipped for transporting the sick or injured. It must also have such other safety and lifesaving equipment per state or local regulation.

Use of an air or water ambulance is *medically necessary* when the time needed to move a patient by land, or the instability of transportation by land, may threaten a patient's condition or survival. It is also *medically necessary* if the proper equipment needed to treat the patient is not available on a ground ambulance.

The patient must be transported for treatment to the nearest facility that can provide a level of care for the patient's illness. It must have available the type of physician or physician specialist needed to treat the patient's condition.

We will only cover air and water ambulance services originating and ending in the United States and its territories. Our *allowance* for the air or water ambulance includes the services rendered by an emergency medical technician or paramedic, drugs, supplies and cardiac monitoring.

### **Related Exclusions**

This *agreement* does NOT provide coverage for:

- air or water ambulance transportation unless the destination is an acute care hospital. (Some examples of non-covered air or water ambulance services include transport to a physician's office, nursing facility, or a patient's home); and
- transport from cruise ships when not in United States waters.

## **3.2 Autism Services**

This *agreement* provides coverage for the following services for the treatment of autism spectrum disorders as stated in the Summary of Medical Benefits and Summary of Pharmacy Benefits:

- Applied behavior analysis when:
  - provided and/or supervised by an individual licensed by the state in which the service is rendered including:
    - a. a licensed applied behavior analyst; or

- b. a licensed applied behavior assistant analyst under the supervision of a licensed applied behavior analyst; or
- c. a psychologist with equivalent experience as an applied behavior analyst or a psychologist practicing within their scope of practice.

*Preauthorization* is recommended for applied behavior analysis. See the Summary of Medical *Benefits* and Summary of Pharmacy *Benefits* for the amount that you pay.

- Physical therapy, occupational therapy, speech therapy, psychological and psychiatric services, and prescription drugs.

When physical therapy, occupational therapy and speech therapy services are rendered as part of the treatment of autism spectrum disorder, a *benefit limit* will not apply to these services and *preauthorization* is not required. For services not rendered as part of the treatment of autism spectrum disorder, please refer to the relevant sections of this *agreement* for any *benefit limits* or *preauthorization* recommendations.

We may require submission of medical records or a treatment plan, including the frequency and duration of treatment.

### **Related Exclusions**

- This *agreement* does not provide coverage for applied behavioral analysis when rendered by a *provider* that does not meet the credentialing/licensing requirements noted above.

This coverage for autism spectrum disorders does not affect any obligation of a school district, a state or other governmental entity to provide services to an individual under an individualized family service *plan*, an individualized education *program*, or similar services required under state or federal law. This means that, for services related to autism spectrum disorders, no *benefits* are provided for services that are furnished by school personnel.

### **3.3 Behavioral Health Services**

Behavioral health services are the evaluation, management, and treatment of a patient with a mental health or *substance use* disorder.

For the purposes of this *agreement* mental health disorder shall be defined as mental illness. Mental illness means:

- Any mental disorder and substance use disorder that is listed in the most recent revised publication or the most updated volume of either the Diagnostic and Statistical Manual of Mental Disorders (DSM) published by the American Psychiatric Association or the International Classification of Disease Manual (ICD) published by the World Health Organization;
- Substance use disorder does not include addiction to or abuse of tobacco and/or caffeine.

This *agreement* provides parity in the *benefits* for behavioral health services. This means that coverage of *benefits* for mental health and *substance use* disorders is generally comparable to, and not more restrictive than, the *benefits* for physical health.

Financial requirements (such as *deductibles* or *copayments*) or quantitative treatment limits (such as visit *benefit limits*) that may apply to behavioral health services within a category

(such as *inpatient* services received from a *network provider*) are not more restrictive than those that apply to most of the medical *benefits* within that same category.

This *agreement* applies different levels of financial requirements to different tiers of prescription drug without regard to whether a prescription drug is generally prescribed for physical or mental health and/or *substance use* disorders. These factors include cost, efficacy, generic versus brand name, and mail order versus retail pharmacy pick-up. See Section 3.28 - Prescription Drugs.

The *agreement* may impose a variety of limits affecting the scope or duration of *benefits* that are not expressed numerically. An example of these types of treatments limit is *preauthorization*. *Preauthorization*, concurrent *utilization review*, and *retrospective utilization review* is applied to behavioral health services in the same way as medical *benefits*. Mental disorders are covered under Section A. **Mental Health Services**. Substance use disorders are covered under Section B. **Substance Use Disorder Treatment**.

#### **A. Mental Health Services**

This *agreement* covers *medically necessary* services for the treatment of mental health disorders in a *general* or *specialty hospital* or *outpatient* facilities that are:

- reviewed and approved by us; and
- licensed under the laws of the State of Rhode Island or by the state in which the facility is located as a *general* or *specialty hospital* or *outpatient* facility.

We review *network* and *non-network* programs, *hospitals* and *inpatient* facilities, and the specific services provided to decide whether a program, *hospital* or *inpatient* facility, or specific services rendered meets our program requirements, content and criteria. If our program content and criteria are not met, the services are not covered under this *agreement*. Our program content and criteria are defined below.

#### **Inpatient**

If you are an *inpatient* in a *general* or *specialty hospital* for mental health services, this *agreement* covers *medically necessary hospital services* and the services of an attending physician for the number of *hospital* days shown in the Summary of Benefits. See Section 3.21 - *Inpatient Hospital Services* for additional information. *Preauthorization* is recommended for *inpatient* mental health services.

#### **Mental Health Treatment Residential Facility**

This *agreement* covers *medically necessary* services at an Acute Mental Health Residential facility when reviewed by us and we decide that, at a minimum, the following *program* criterion has been met:

- facility must be licensed as a Mental Health Residential Treatment *provider* in the state or in the state where it is located.
- if the *provider's* state does not offer licensing, BCBSRI will review and determine if the facility *program* otherwise meets the credentialing requirements;
- facility must have a licensed physician who has twenty-four (24) hour, seven (7) day a week availability to meet emergent and urgent needs of individuals receiving care; and
- the *program* structure includes therapeutic treatment a minimum of 6 hours per day, Monday through Friday, and 4 hours per day on weekends. Please note that recreational and educational activities do not count towards these hour requirements.

### **Related Exclusions**

This *agreement* does NOT cover the following *mental health* services:

- Recreation therapy, non-medical self-care, or self-help training (e.g. Alcoholics Anonymous (AA), Narcotics Anonymous (NA) meetings/services);
- Therapeutic recreation *programs* or wilderness *programs*.

### **Intermediate Care Services**

Intermediate Care Services are facility based *programs* used as a step down from a higher level of care or a step-up from standard care. See the Summary of Benefits for the level of coverage. *Preauthorization* is recommended for intermediate care services.

This *agreement* covers the following medically necessary Intermediate Care Services for mental health:

- **Partial Hospital Program (PHP)** – This *agreement* covers partial *hospital programs* that are approved by us and meet our criteria for participation and *program* requirements.
- **Intensive Outpatient Program (IOP)** – This *agreement* covers intensive *outpatient programs* that are approved by us and meet our criteria for participation and *program* requirements.
- **Home and Community Based Adult Intensive Service (AIS)** – This *agreement* covers adult intensive services that are approved by us and meet our criteria for participation and *program* requirements. Adult intensive services are primarily based in the home for qualifying adults with moderate to severe psychiatric conditions.
- **Child and Family Intensive Treatment (CFIT)** – This *agreement* covers child and family intensive treatment services that are approved by us and meet our criteria for participation and *program* requirements. The *program* is primarily based in the home for qualifying children with moderate to severe psychiatric conditions. CFIT benefits are available only for covered dependent children until their nineteenth (19th) birthday.

### **In a Provider's Office/In your Home**

This *agreement* covers the following mental health specialists:

- Board certified psychiatrists;
- Licensed clinical psychologists;
- Clinical social workers (licensed or certified at the independent practice level);
- Licensed nurse clinicians (with a master's degree in nursing and certification by the ANA as a clinical specialist in psychiatric and mental health nursing);
- Licensed mental health counselor; AND
- Licensed marriage and family therapists.

The above *providers* must be licensed and certified in the state where you receive the service and must meet our credentialing criteria.

Covered mental health services include *medically necessary* individual psychotherapy, group psychotherapy, and family therapy, when rendered by the appropriate mental health specialist, as listed above.

Psychological testing and neuropsychological testing are covered when *medically necessary* and rendered by a neuropsychologist, psychologist, or pediatric neurodevelopmental

specialist. See Section 3.0 - Covered Healthcare Services/Tests, Imaging and Labs and the Summary of Medical Benefits for the amount you pay.

This *agreement* covers medication visits when rendered by a psychiatrist or a clinical nurse specialist in behavioral health. See the Summary of Benefits for benefit limits and level of coverage. See Section 3.0 – Covered Healthcare Services/Office Visits.

**Electroconvulsive Therapy** – This *agreement* will cover electroconvulsive therapy (ECT) services when performed and billed by a psychiatrist. This *agreement* covers anesthesia services when rendered by an anesthesiologist. See Section 3.35 Surgery Services - Anesthesia Services.

### **Related Exclusions**

This *agreement* does NOT cover the following *mental health* services:

- Telephone consultations (See Section 4.16);
- Services provided in any covered *program* that are reviewed by us and we decide are recreation therapy *programs*, wilderness *programs*, educational *programs*, complimentary *programs*, or non-clinical services (examples of services that are not covered include, but is not limited to, Tai Chi, yoga, personal training, meditation, and internet based support/education);
- Computer based/internet/social media services and/or *programs*.

This *agreement* does NOT cover *mental health* services when:

- the *provider* does NOT meet our eligibility and/or credentialing requirements;
- the *program* is not approved by us for benefit coverage; or
- treatment is rendered at facilities that are not approved and/or licensed by the state in which the facility is located. See Section 4.6 for Facilities We Have Not Approved and Section 4.8 for People/Facilities Who Are Not Legally Qualified or Licensed.

For benefit information regarding coverage of *substance use disorder* in a *hospital*, *substance use disorder treatment facility*, or an acute *substance use disorder* rehabilitation/residential facility see Section B. **Substance Use Disorder Treatment**, below.

## **B. Substance Use Disorder Treatment**

This *agreement* covers *medically necessary* services for the treatment of *substance use disorder* in a *hospital*, *substance use disorder treatment facility*, or an acute *substance use disorder* rehabilitation/residential facility that is.

- reviewed and approved by us; and
- licensed under the laws of the State of Rhode Island or by the state in which the facility is located as a *hospital*, a *substance use disorder treatment facility*, or an acute *substance use disorder* residential/rehabilitative facility.

We review *network* and *non-network* programs, *hospital* or *inpatient* facilities, acute *substance use disorder* rehabilitation/residential facilities and the specific services provided. We decide whether a program, *hospital* or *inpatient* facility, acute *substance use disorder* rehabilitation/residential facility, or specific services rendered meets our program requirements, content and criteria. If our program requirements, content and criteria are not met, the services are not covered under this *agreement*. Our program content and criteria are defined below.

## **Inpatient Hospital**

If you are an *acute inpatient* in a *general* or *specialty hospital* for behavioral health services, we cover *medically necessary acute hospital services* for detoxification. See Section 3.21 - *Inpatient Hospital Services* for additional information. *Preauthorization* is recommended.

### **Substance Use Disorder Treatment Residential Facility**

This *agreement* covers *medically necessary* services at an Acute Rehabilitation or Acute Substance Use Disorder Residential facility when reviewed by us and we decide that, at a minimum, the following program criterion has been met:

- facility must be licensed as a Substance Use Disorder Residential Treatment *provider* in the state or in the state where it is located.
- if the *provider's* state does not offer licensing, BCBSRI will review and determine if the facility *program* otherwise meets the credentialing requirements;
- facility must have a licensed physician who has twenty-four (24) hour, seven (7) day a week availability to meet emergent and urgent needs of individuals receiving care; and
- the *program* structure includes therapeutic treatment a minimum of 6 hours per day, Monday through Friday, and 4 hours per day on weekends. Please note that recreational and educational activities do not count towards these hour requirements.

### **Related Exclusions**

This *agreement* does NOT cover the following *mental health* services:

- Recreation therapy, non-medical self-care, or self-help training (e.g. Alcoholics Anonymous (AA), Narcotics Anonymous (NA) meetings/services);
- Therapeutic recreation *programs* or wilderness *programs*.

### **Substance Use Disorder Treatment/Intermediate Care Services**

This *agreement* covers services for the treatment of *substance use disorder* for individuals and family *members* covered under this *agreement* when rendered at a *substance use disorder treatment facility* or a state-licensed *provider/program* that we have approved.

Intermediate Care Services are facility based *programs* used as a step down from a higher level of care or a step-up from standard *outpatient* care. See the Summary of Benefits for the level of coverage. *Preauthorization* is recommended for intermediate care services.

This *agreement* covers the following *medically necessary* Intermediate Care Services for *substance use disorder*.

- **Partial Hospital Program (PHP)** – This *agreement* covers partial *hospital programs* that are approved by us and meet our criteria for participation and *program* requirements.
- **Intensive Outpatient Program (IOP)** – This *agreement* covers intensive *outpatient programs* that are approved by us and meet our criteria for participation and *program* requirements.
- **Home and Community Based Adult Intensive Service (AIS)** – This *agreement* covers adult intensive services that are approved by us and meet our criteria for participation and *program* requirements. Adult intensive services are primarily based in the home for qualifying adults with moderate to severe *substance use disorder* conditions.
- **Child and Family Intensive Treatment (CFIT)** – This *agreement* covers child and family intensive treatment services that are approved by us and meet our criteria for participation and *program* requirements. The *program* is primarily based in the home



for qualifying children with moderate to severe substance use disorder conditions CFIT benefits are available only for covered dependent children until their nineteenth (19th) birthday.

### **In a Provider's Office/In your Home**

This *agreement* covers services for the treatment of *substance use disorder* for individuals and family *members* covered under this *agreement*. The services may be rendered in a *provider's* office or in your home.

This *agreement* covers the following behavioral health specialists:

- Psychiatrists;
- Licensed independent clinical psychologists;
- Clinical social workers (licensed or certified at the independent practice level);
- Licensed nurse clinicians (with a masters degree in nursing and certification by the ANA as a clinical specialist in psychiatric and mental health nursing);
- Licensed mental health counselor; AND
- Licensed marriage and family therapists.

The above *providers* must be licensed and certified in the state where you receive the service. The above *providers* must meet our credentialing criteria to be considered for benefit coverage.

Covered substance use disorder services include *medically necessary* individual evaluation and psychotherapy, group psychotherapy, and family therapy when rendered by a behavioral health specialist, as listed above.

### **Related Exclusions**

This *agreement* does NOT cover the following substance use disorder treatment services:

- Telephone consultations (See Section 4.16);
- Services provided in any covered program that are reviewed by us and we decide are recreation therapy programs, wilderness programs, educational programs, complimentary programs, or non-clinical services (examples of services that are not covered include, but is not limited to, Tai Chi, yoga, personal training, meditation, and internet based support/education);
- Computer based/internet/social media services and/or programs.

This *agreement* does NOT cover *substance use disorder* treatment when:

- the *provider* does NOT meet our eligibility and/or credentialing requirements;
- the *program* is not approved by us for benefit coverage; or
- treatment is rendered at facilities that are not approved and/or licensed by the state in which the facility is located. See Section 4.6 for Services Provided by Facilities We Have Not Approved and Section 4.8 for Services Performed by People/Facilities Who Are Not Legally Qualified or Licensed.

## **3.4 Cardiac Rehabilitation**

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### **Outpatient**

We cover *medically necessary* visits in a cardiac rehabilitation *program*. See the Summary of Medical Benefits for *benefit limits* and the amount that you pay, if any.

### 3.5 Chiropractic Medicine

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We cover *medically necessary* chiropractic visits up to the *benefit limit* as shown in the Summary of Medical Benefits. The *benefit limit* applies to any visit for the purposes of chiropractic treatment or diagnosis. We cover those selected lab tests x-rays that may be ordered by a chiropractic physician according to relevant sections of Rhode Island General Law.

For information about medical equipment and supplies, see Section 3.9 – Durable Medical Equipment, Medical Supplies, Enteral Formula or Food, and Prosthetic Devices.

#### **Related Exclusions**

This *agreement* does NOT cover:

- massage therapy, aqua therapy, maintenance therapy, and aromatherapy;
- therapies, procedures, and services for the purpose of relieving stress;
- pillows;
- x-rays read by a chiropractic physician; and
- chiropractic services received in your home.

### 3.6 Dental Care

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#### **Emergency Dental Services**

##### **In a Hospital Emergency Room**

Accident includes an accidental injury to your *sound natural teeth*. Accidental injuries are those caused by unexpected and unintentional means. We cover the *hospital* or emergency room services and the *doctor's* services. This *agreement* covers the treatment in an emergency room for an accidental injury to your *sound natural teeth* or any facial fractures (or both) if the injury itself is the direct cause (independent of disease or bodily injury).

##### **In an Office**

If you receive the *medically necessary* services due to an accidental injury to your *sound natural teeth* in a *doctor/dentist's* office, you are responsible for any applicable office visit *copayment*. See the Summary of Medical Benefits for details.

*Medically necessary* services are covered when received within seventy-two (72) hours of an accidental injury to your *sound natural teeth*. The following services are covered:

- Extraction of teeth needed to avoid infection of teeth damaged in the injury;
- Suturing;
- Reimplanting and stabilization of dislodged teeth;
- Repositioning and stabilization of partly dislodged teeth; and
- Dental x-rays.

Suture removal, performed where the original *emergency* dental services were received, is covered as part of our *allowance* for the original *emergency* treatment. This *agreement* will ONLY cover a separate charge for suture removal if the suturing and suture removal are performed at different locations (i.e. sutures at emergency room and suture removal at *doctor's* office).

#### **Related Exclusions**

This *agreement* does NOT cover:

- *hospital* or other facility's services for treatment received in an emergency room for a non-emergency condition;
- follow-up visits to the emergency room;
- dental injuries incurred as a result of biting or chewing; or
- any dental services other than those specifically listed above for injury to your teeth.

### **Hospital and Anesthesia Services Provided in Connection with a Dental Service**

*Hospital services and free-standing ambulatory surgi-center services* provided in connection with a dental service are covered when:

- the use of the hospital or free-standing ambulatory surgi-center is medically necessary; and
- the setting in which the service received is determined to be appropriate.

*Preauthorization* is recommended for this service.

Anesthesia services when rendered at a *hospital* or *free-standing ambulatory surgi-center* in connection with a dental service are covered when:

- the use of the hospital or free-standing ambulatory surgi-center is medically necessary; and
- the setting in which the service received is determined to be appropriate.

*Preauthorization* is recommended for this service.

**See Section 4.18 for other Dental Services not covered under this *agreement*.**

### **3.7 Diabetic Equipment/Supplies**

In accordance with Rhode Island General Law §27-20-30, this *agreement* provides coverage for the following *medically necessary* diabetic equipment and supplies, subject to medical necessity review:

- therapeutic/molded shoes for the prevention of amputation are covered for the treatment of diabetes; our *allowance* for molded shoes includes the initial inserts. Additional *medically necessary* inserts for custom-molded shoes are covered; and
- blood glucose monitors, blood glucose monitors for the legally blind, external insulin infusion pumps and appurtenances thereto, insulin infusion devices and injection aids for the treatment of insulin treated diabetes, non-insulin treated diabetes and gestational diabetes; and
- test strips for glucose monitors and/or visual reading, cartridges for the legally blind, and infusion sets for external insulin pumps for the treatment of insulin treated diabetes, non-insulin treated diabetes, and gestational diabetes.

See the Summary of Benefits for *benefit limits* and *level of coverage*.

Covered diabetic equipment and supplies bought at a licensed medical supply *provider* are subject to the *benefit limits* and *level of coverage* shown in the Summary of Medical Benefits.

Some diabetic equipment and supplies can be bought at a *network* pharmacy. When bought at a *network* pharmacy, the covered diabetic equipment and supplies are subject to the *benefit limits* and *level of coverage* shown in the Summary of Pharmacy Benefits. See Section 3.28 - Prescription Drugs.

In addition, to the *benefit limits* and *level of coverage* shown in the Summary of Benefits, we cover office visits to a podiatrist and to an optometrist or ophthalmologist for members with diabetes. We cover other office visits. For office visits to a podiatrist, see Section 3.24 - Office Visits. For vision care, see Section 3.39 - Vision Care Services.

### **3.8 Dialysis Services**

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#### **Inpatient**

*Inpatient* dialysis services are covered as a *hospital service*. See Section 8.0 - definition of *hospital services*.

#### **Outpatient**

If you receive dialysis services in a *hospital's outpatient* unit or in a dialysis facility, we cover the use of the treatment room, related supplies, solutions, drugs, and the use of the dialysis machine.

#### **In Your Home**

If you receive dialysis services in your home and the services are under the supervision of a *hospital or outpatient facility dialysis program*, we cover the purchase or rental (whichever is less, but never to exceed our *allowance* for purchase) of the dialysis machine, related supplies, solutions, drugs, and necessary installation costs.

#### **Related Exclusions**

If you receive dialysis services in your home, this *agreement* does NOT cover:

- installing or modifying of electric power, water and sanitary disposal or *charges* for these services;
- moving expenses for relocating the machine;
- installation expenses not necessary to operate the machine; or
- training you or *members* of your family in the operation of the machine.

This *agreement* does NOT cover dialysis services when received in a *doctor's* office.

### **3.9 Durable Medical Equipment, Medical Supplies, Enteral Formula or Food, & Prosthetic Devices**

We cover *medically necessary durable medical equipment, medical supplies, and prosthetic devices* that meet the minimum specifications.

The *provider* must meet eligibility and credentialing requirements as defined by the *agreement* to be eligible for reimbursement.

**DURABLE MEDICAL EQUIPMENT** is equipment (and supplies necessary for the effective use of equipment) which:

- can withstand repeated use;
- is primarily and customarily used to serve a medical purpose;
- is not useful to a person in the absence of an illness or injury; and
- is for use in the home.

**MEDICAL SUPPLIES** means those consumable supplies which are disposable and not intended for re-use. *Medical supplies* require an order by a physician and are essential for the care or treatment of an illness, injury, or congenital defect.

**PROSTHETIC DEVICES** means devices (other than dental) which replace or substitute all or a part of an internal body part (including contiguous tissue), or replace all or part of the function of a permanently inoperative or malfunctioning body part necessary to alleviate functional loss or impairment due to an illness, injury or congenital defect.

### **Inpatient**

*Inpatient medically necessary durable medical equipment, medical supplies, enteral formula or food, and prosthetic devices you receive as an inpatient, when provided and billed for by the hospital where you are an inpatient, are covered as a hospital service. See Section 8.0 for the definition of hospital services.*

When you are prescribed a *medically necessary prosthetic device* as an *inpatient* and it is billed by a *provider* other than the *hospital* where you are an *inpatient*, the *benefit limits* for Medical Equipment, Medical Supplies, and Prosthetic Devices - Outpatient will apply, as shown in the Summary of Medical Benefits.

### **Outpatient/In Your Home**

We will cover the following *durable medical equipment, medical supplies, enteral formula or food, and prosthetic devices* subject to our guidelines.

### **Durable Medical Equipment**

A *durable medical equipment* (DME) item may be classified as a rental item or a purchased item. A DME rental item is billed on a monthly basis for a specific period of months, after which time the item is considered paid up to our *allowance*. Our *allowance* for a rental DME item will never exceed our *allowance* for a DME purchased item.

*Preauthorization* is recommended for certain rental and purchased items. Repairs and supplies to rental equipment are included in our rental *allowance*. *Preauthorization* is recommended for replacement and repairs of purchased *durable medical equipment*.

We will cover the following *durable medical equipment* subject to our guidelines:

- Wheelchairs, hospital beds, and other durable medical equipment used only for medical treatment;
- Replacement of purchased equipment which is needed due to a change in your medical condition (replacement of covered *durable medical equipment* will be allowed only if there is a change in your medical condition or if the device is not functional, no longer under warranty, and cannot be repaired).

### **Medical Supplies**

We will cover the following *medical supplies* subject to our guidelines:

- Essential accessories such as hoses, tubes and mouthpieces for use with medically necessary durable medical equipment (these accessories are included as part of the rental allowance for rented equipment);
- Catheters, colostomy and ileostomy supplies, irrigation trays and surgical dressings;
- Respiratory therapy equipment solutions.

*Medical supplies* provided during an office visit are included in our office visit *allowance*.

### **Prosthetic Devices**

This *agreement* provides coverage per Rhode Island General Law. We will cover the following *prosthetic devices* subject to our guidelines:

- Prosthetic appliances such as artificial limbs, breasts, larynxes and eyes, including the replacement or adjustment of these appliances (replacement of a covered device will be allowed only if there is a change in your medical condition or if the device is not functional, no longer under warranty and cannot be repaired);
- Devices, accessories, batteries and supplies necessary for attachment to and operation of prosthetic devices;
- Orthopedic braces (except corrective shoes and orthotic devices used in connection with footwear); and
- Initial and subsequent prosthetic devices following a mastectomy and following an order of a physician or surgeon.

This *agreement* provides benefits for mastectomy-related prosthetics in accordance with the Women's Health and Cancer Rights Act of 1998 and Rhode Island General Laws 27-20-29 et seq. See Section 3.35 Surgery Services - Mastectomy.

### **Related Exclusions**

Items typically found in the home that do not need a prescription and are easily obtainable such as, but not limited to, adhesive bandages, elastic bandages, gauze pads, and alcohol swabs are NOT covered under this *agreement*.

This *agreement* does not cover *durable medical equipment* and *medical supplies* prescribed primarily for the convenience of the *member* or the *member's* family, including but not limited to, duplicate *durable medical equipment* or *medical supplies* for use in multiple locations or any *durable medical equipment* or *medical supplies* used primarily to assist a caregiver.

This *agreement* does not cover non-wearable automatic external defibrillators.

This *agreement* does not cover replacement of durable medical equipment and prosthetic devices prescribed because of a desire for new equipment or new technology. This *agreement* covers the basic item necessary to meet the typical functional need of the average person. "Deluxe" or "enhanced" equipment is not covered.

This *agreement* does NOT cover *durable medical equipment* that does not directly improve the function of the *member*.

*Medical supplies* provided during an office visit are included in our *allowance* for an office visit.

This *agreement* does NOT cover pillows or batteries, except when used for the operation of a covered prosthetic device, or items whose sole function is to improve the quality of life or mental well being. See Section 4.28 for a list of personal appearance and service items NOT covered by this *agreement*.

This *agreement* does NOT cover repair or replacement of *durable medical equipment* when the equipment is under warranty, covered by the manufacturer, or during the rental period. This *agreement* does NOT cover repair *charges* to repair rental items.

### **Enteral formulas or food (enteral nutrition)**

Enteral formula or food is nutrition that is absorbed through the intestinal tract, whether delivered through a tube for feeding or taken orally. The amount that you pay differs depending on whether the enteral formula or food is the sole source of nutrition delivered through a feeding tube or taken orally.

This *agreement* provides coverage for enteral formula and supplies to administer enteral formula when it is delivered through a feeding tube and is the sole source of nutrition. See the Summary of Medical Benefits for the amount that you pay.

In accordance with Rhode Island General Law §27-20-56, this *agreement* covers *medically necessary* enteral formula taken orally for the treatment of malabsorption caused by Crohn's disease, ulcerative colitis, gastroesophageal reflux, chronic intestinal pseudo obstruction, and inherited diseases of amino acids and organic acids. Enteral formula is covered when a *doctor* has issued a written order and must be for home use. Also, food products modified to be low protein are covered for the treatment of inherited diseases of amino acids and organic acids. *Preauthorization* is recommended.

This *agreement* will provide coverage for enteral formula up to the *maximum benefit*. You are responsible for paying the full amount due to the *provider*. If the full amount due to the *provider* is more than the *maximum benefit*, you are responsible for paying any difference. See Section 5.0 – How Your Covered Health Care Services Are Paid. This *agreement* will reimburse the lesser of the *provider's charges* or the *maximum benefit* amount shown in the Summary of Medical Benefits. The *benefit limit* and the amount that you pay will apply as shown in the Summary of Medical Benefits.

#### **Related Exclusions**

This *agreement* does not provide coverage for enteral formula taken orally without a written order from the *doctor* and unless for the treatment of the conditions listed above. This *agreement* does not cover enteral formula taken orally unless for home use. Modified low protein food products are not covered unless for the treatment of the conditions listed above.

### **Hair Prosthetics (Wigs)**

In accordance with Rhode Island General Law § 27-20-54, hair prosthetics (wigs) worn for hair loss suffered as a result of cancer treatment are covered up to the *maximum benefit limit* listed in the Summary of Medical Benefits.

This *agreement* will provide coverage up to the *maximum benefit*. You are responsible for paying the full amount due to the *provider*. If the full amount due to the *provider* is more than the *maximum benefit*, you are responsible for paying any difference. See Section 5.0 – How Your Covered Health Care Services Are Paid. This *agreement* will reimburse the lesser of the *provider's charges* or the *maximum benefit* amount shown in the Summary of Medical Benefits.

#### **Related Exclusions**

This *agreement* does NOT cover hair prosthetics (wigs) when worn for any condition other than hair loss suffered as a result of cancer treatment.

### **3.10 Early Intervention Services (EIS)**

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In accordance with Rhode Island General Law §27-20-50, this *agreement* provides coverage for Early Intervention Service. Early Intervention Services are educational, developmental, health, and social services provided to children from birth to thirty-six (36) months. The children must have been certified by the Rhode Island Department of Human Services to enroll in an approved Early Intervention Services *program*. Services must be provided by a licensed Early Intervention *provider* and rendered to a Rhode Island resident. This *agreement* covers Early Intervention Services as defined by the Rhode Island Department of Human Services including, but not limited to, the following:

- speech and language therapy;
- physical and occupational therapy;
- evaluation;
- case management;
- nutrition;
- service plan development and review;
- nursing services; and
- assistive technology services and devices.

See the Summary of Medical Benefits for the *maximum benefit limit* and the amount that you pay.

#### **Related Exclusions**

This *agreement* does NOT cover early intervention services when the services:

- are provided by a non-licensed early intervention *provider*; or
- the services are rendered to a non-Rhode Island resident.

Members not living in Rhode Island may seek services from the State in which they reside, however those services are NOT covered under this plan.

### **3.11 Education**

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#### **Asthma Education**

*Medically necessary* asthma education sessions are covered when the service is prescribed by a physician and performed by a certified asthma educator. The asthma education session can be rendered in a *doctor's* office, *outpatient* department of a *hospital*, or in a *hospital* based clinic.

Other asthma related *covered health care services* including, but not limited to, office visits rendered by a *provider* (other than a certified asthma educator), medical equipment and supplies, and prescription drugs are subject to the benefit rules that apply to the specific services. For information about office visits, see Section 3.24 - Office Visits. For medical equipment and supplies, see Section 3.9 - Durable Medical Equipment, Medical Supplies, Enteral Formula or Food, and Prosthetic Devices. See the Summary of Medical Benefits for *benefit limits* and the amount that you pay. For prescription drugs, see the Pharmacy Benefits section and the Summary of Pharmacy Benefits.



### **3.12 Emergency Room Services**

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We cover *hospital* emergency room services only for an *emergency*. See Section 8.0 for the definition of an *emergency*. If your condition needs immediate or urgent, but non-*emergency* care, contact your *doctor* or use an *urgent care center*.

If you have an accident or medical *emergency* that needs emergency room services and your first visit to the emergency room occurs within twenty-four (24) hours of the accident or onset of symptoms, this *agreement* covers the *hospital* emergency room services and the *doctor's* services.

Bandages, crutches, canes, collars, and other supplies incidental to your treatment in the emergency room are covered as part of our *allowance* for the emergency room services.

Some additional services provided in the emergency room (such as an MRI, MRA, or physician consultations) are not considered part of the emergency room *allowance* and may require additional copayments. The amount that you pay is based on the type of service being rendered. For surgery services provided outside the emergency room see Section 3.35 - Surgery Services. For a specialist exam, see Section 3.24 - Office Visits. For diagnostic imaging, lab and machine tests see Section 3.37. See the Summary of Medical Benefits for *benefit limits* and the amount that you pay for each type of service

If you are admitted to a *non-network hospital* from the emergency room, BCBSRI recommends you obtain *preauthorization* to receive *inpatient* services. Call our Customer Service Department at (401) 459-5000 or 1-800-639-2227 with any questions you have about your coverage.

Follow-up care (such as suture removal, fracture care or wound care) should be obtained from your primary care physician or a specialist.

#### **Related Exclusions**

This *agreement* does NOT cover:

- *hospital* or other facility's services for treatment received in an emergency room for a non-*emergency* condition;
- follow-up visits to the emergency room;
- dental injuries incurred as a result of biting or chewing.

### **3.13 Experimental/Investigational Services**

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This *agreement* only provides coverage for certain *experimental/investigational* services as required by:

- Rhode Island General Laws Sections § 27-20-60 entitled "Coverage for individuals participating in approved clinical trials", and
- Rhode Island General Laws Title 27, Chapter 55, entitled "Off Label Use of Prescription Drugs".

In accordance with Rhode Island General Law §27-20-60, this *agreement* provides coverage for *members* participating in approved clinical trials.

You are qualified to participate in a clinical trial if:

- you are eligible, according to the trial protocol, and
- a *network provider* has concluded that your participation would be appropriate; or

- you provide medical and scientific information establishing that your participation in such trial would be appropriate.

RIGL § 27-20-60 describes what an approved clinical trial is. In summary, it means a phase I, phase II, phase III, or phase IV clinical trial that is being done to prevent, detect or treat cancer or a life-threatening disease or condition (a disease or condition from which the likelihood of death is probable unless the course of the disease or condition is interrupted).

To qualify to be a clinical trial it must:

- be federally funded, or
- be conducted under an investigational new drug application reviewed by the Food and Drug Administration, or
- be a drug trial that is exempt from having such an investigational new drug application.

If a *network provider* is participating in a clinical trial, and the trial is being conducted in the State in which you reside, then you may be required to participate in the trial through the *network provider*.

Coverage under this *agreement* includes routine patient costs for *covered health care services* furnished in connection with participation in the trial. These include *covered health care services* that are typically covered for a patient who is not enrolled in a clinical trial.

The amount you pay for is based on the type of service. For information about office visits, see Section 3.24 - Office Visits. For surgical procedures see Section 3.35 - Surgery Services. For lab, radiology, and machine tests see Section 3.37 - Tests, Imaging, and Labs. See the Summary of Medical Benefits for *benefit limits*. For prescription drugs, see Section 3.28.

In a clinical trial, this *agreement* does not cover:

- the investigational item, device, or service itself; or
- items or services provided solely to satisfy data collection and that are not used in the direct clinical management; or
- a service that is clearly inconsistent with widely accepted standards of care.

RIGL § 27-55 explains how coverage under this *agreement* is available for off label prescription drugs for cancer or disabling or life-threatening chronic disease if the prescription drug is recognized as a treatment for cancer or disabling or life-threatening chronic disease in accepted medical literature.

### **Related Exclusions**

This *agreement* does NOT cover any treatments, procedures, facilities, equipment, drugs, devices, supplies, or services that are *experimental* or *investigative* except as described above.

Treatments, procedures, facilities, equipment, drugs, devices, supplies, or services will be recognized as having been proven effective in clinical medicine only if one of the following apply:

- Final approval for the use of a specific service for a specific condition from the appropriate governmental regulatory body; OR

- Demonstrated, reliable evidence based upon an entry in at least one of the three standard reference compendia (shown in Section 3.12); OR
- Sound scientific studies published in authoritative, peer reviewed medical journals that:
  - show statistically significant outcomes about the effectiveness of the service, and
  - permit a consensus of opinion that the service improves the *member's* net health outcome, and
  - show it is as beneficial as any established alternatives, and
  - show that the improvement is attainable outside the *investigational* setting; OR
- The determination by an expert medical consultant retained by us, for the purpose of reviewing a particular service, that the service is not *experimental/investigational* for that particular *member's* case.

A service is considered *experimental/investigational*, and therefore excluded if one or more of the following circumstances are true:

- Is under study to determine the maximum tolerated dose, its toxicity, its safety, its efficacy, or its efficacy as compared with a standard means of treatment or diagnosis; or
- The prevailing opinion among experts about the service is that further studies or clinical trials are necessary to determine its maximum tolerated dose, its toxicity, its safety, its efficacy, or its efficacy as compared with the standard means of treatment or diagnosis; or
- The current belief in the pertinent specialty of the medical profession in the United States is that the service or supply should not be used for the diagnosis or indications being requested outside of clinical trials or other research settings because it requires further evaluation for that diagnosis or indications. We will determine the applicability of this criterion based on:
  - Published reports in authoritative, peer-reviewed medical literature; AND
  - Reports, publications, evaluations, and other sources published by government agencies, such as the National Institutes of Health, the FDA, and the Agency for Healthcare Research and Quality; or
- If the benefit in question is a drug, a device, or other supply that is subject to approval by the FDA, and at least one of the following criteria apply:
  - it has not received FDA approval; or
  - it has limited FDA approval under regulations such as Treatment Investigational New Drugs; or
  - it has FDA approval but the indication for the drug or device, or the dosage, is not an accepted off-label use. We will judge this criterion through review of reports published in authoritative peer-reviewed United States medical literature OR entries in one or more of the following drug compendia:
    - i. The AMA Drug Evaluations;
    - ii. The American Hospital Formulary Service Drug Information;
    - iii. The U.S. Pharmacopoeia Dispensing Information; or
- The Institutional Review Board (IRB) of the *provider* of the service or supply acknowledges that use of it is *experimental/investigational* and is subject to the approval of the IRB; or
- The *provider* IRB requires the patient (or parent or guardian) to give an informed consent for the service or supply that states the service or supply is *experimental/investigational*, or federal law requires such a consent; or

- The research protocols related to the requested service or supply state or show the service or supply is *experimental/investigational*.

We will make a determination whether a service is *experimental/investigational*. If you disagree with our determination, you have the right to appeal or to take legal action as described in Section 7.0.

### **3.14 Gender Reassignment Services**

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This *agreement* covers *medically necessary* services, procedures, and treatments related to gender reassignment.

*Preauthorization* is recommended for gender reassignment surgical services.

The level of coverage for gender reassignment services is based on the type of service. For information about office visits, see Section 3.24 - Office Visits. For surgical procedures, see Section 3.35 - Surgery Services. For lab, radiology, and machine tests see Section 3.37 - Diagnostic Imaging, Lab, and Machine Tests. See the Summary of Medical *Benefits* for the level of coverage for each type of service.

For more information about services related to gender reassignment, your *benefits* and what coverage you have available under this *agreement*, please call our Customer Service Department.

#### **Related Exclusions**

This *agreement* does NOT cover:

- reversal of gender reassignment surgery;
- expenses related to travel.

### **3.15 Hearing Services**

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#### **Hearing exams**

*Medically necessary* hearing exams as prescribed by a physician are covered. Audiologists may perform a hearing test.

#### **Hearing tests (diagnostic)**

Diagnostic hearing tests (such as audiometric hearing tests) as prescribed by a physician are covered under this *agreement*.

#### **Hearing Aid**

This *agreement* provides hearing aid coverage, in accordance with Rhode Island General Law § 27-20-46, for covered *members* up to the *maximum benefit limit* listed in the Summary of Medical Benefits.

We will provide coverage up to the maximum benefit. You are responsible for paying the full amount due to the *provider*. If the full amount due to the *provider* is more than the *maximum benefit*, you are responsible for paying any difference. See Section 5.0 – How Your Covered Health Care Services Are Paid. This *agreement* will reimburse the lesser of the *provider's charges* or the *maximum benefit* amount shown in the Summary of Medical Benefits.

#### **Related Exclusions**

Hearing aid coverage does NOT include batteries, repairs, modifications, cords, and other assistive listening devices.

### **3.16 Home Health Care**

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#### **In Your Home**

If you qualify to receive health care at home, we cover home health care services provided by a *hospital's* home health care agency or community home health care agency.

We cover the following *medically necessary* services:

- nurse services;
- services of a home health aide;
- visits from a social worker; and
- physical and occupational therapy.

For information about *doctor* home and office visits see Section 3.24 - Office Visits. For home care equipment and supplies, see Section 3.9 - Durable Medical Equipment, Medical Supplies, Enteral Formula or Food, and Prosthetic Devices. For diabetic equipment and supplies see Section 3.7 – Diabetic Equipment and Supplies. For radiation therapy or chemotherapy services, see Section 3.31 - Radiation Therapy/Chemotherapy Services. For prescription drugs, see the Pharmacy Benefits section and the Summary of Pharmacy Benefits.

#### **Related Exclusions**

This *agreement* does NOT cover:

- any homemaking, companion, or chronic (custodial) care services;
- the services of a personal care attendant;
- *charges* for private duty nursing when primary duties are limited to bathing, feeding, exercising, homemaking, giving oral prescription drugs or acting as a companion; OR
- services of a private nurse who is a *member* of your home or the cost of any care provided by one of your relatives (by blood, marriage, or adoption).

### **3.17 Hospice Care**

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#### **Inpatient**

If you have a terminal illness and you agree with your *doctor* not to continue with a curative treatment program, we cover *inpatient* hospice care admissions to an approved hospice care provider.

#### **Related Exclusions**

This *agreement* does NOT cover custodial care, respite care, day care, or care in a facility that is not approved by us. See Section 4.6 - Services Provided by Facilities We Have Not Approved.

#### **In Your Home**

If you have a terminal illness and you agree with your *doctor* not to continue with a curative treatment program, this *agreement* covers some hospice care services provided by a hospice care program, such as:

- services of a hospice coordinator billed by the hospice care program;
- services of grief counselors and pastoral care;

- services of a social worker;
- services of a nurse; and
- services of a home health aide.

For information about *doctor* home and office visits, see Section 3.24 - Office Visits. For hospice care equipment and supplies, see Section 3.9 - Durable Medical Equipment, Medical Supplies, Enteral Formula or Food, and Prosthetic Devices. For diabetic equipment and supplies see Section 3.7 – Diabetic Equipment and Supplies.

For prescription drugs, see the Pharmacy Benefits section and the Summary of Pharmacy Benefits.

### **3.18 Human Leukocyte Antigen Testing**

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In accordance with Rhode Island General Law §27-20-36, we cover human leukocyte antigen testing for A, B, and DR antigens once per *member* per lifetime for utilization in bone marrow transplantation. The testing must be performed in a facility which is:

- accredited by the American Association of Blood Banks or its successors; and
- licensed under the Clinical Laboratory Improvement Act as it may be amended from time to time.

At the time of testing, the person being tested must complete and sign an informed consent form which also authorizes the results of the test to be used for participation in the National Marrow Donor program.

### **3.19 Infertility Services**

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#### **Inpatient/Outpatient/In a Doctor's Office**

In accordance with Rhode Island General Law §27-20-20, this *agreement* provides coverage for *medically necessary* services for the diagnosis and treatment of infertility for women. This *agreement* covers donor gametes if provided through a *program*. This *agreement* only covers these services if you are:

- unable to conceive or sustain a pregnancy during a one (1) year period; and
- a presumably healthy individual.

Infertility services are covered up to the *benefit limit* as shown in the Summary of Medical Benefits. Infertility prescription drug coverage is based on the route of administration and site of service. For information about prescription drugs, see Section 3.28, the Pharmacy Benefits section and the Summary of Pharmacy Benefits.

#### **Related Exclusions**

This *agreement* does NOT cover infertility treatment for a person that previously had a voluntary sterilization procedure.

### **3.20 Infusion Therapy**

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#### **Inpatient**

*Inpatient* infusion therapy services are covered as a *hospital service*. See Section 8.0 - definition of *hospital services*.

#### **Outpatient**

If you receive infusion therapy services in a *hospital's outpatient* unit, this *agreement* covers the use of the treatment room, related supplies, and solutions. For prescription drug coverage, see Section 3.28, the Pharmacy Benefits section and the Summary of Pharmacy Benefits.

### **In a Doctor's Office**

If you receive infusion therapy services in a *doctor's* office, this *agreement* covers the related supplies and solutions. For prescription drug coverage, see Section 3.28, the Pharmacy Benefits section and the Summary of Pharmacy Benefits.

### **In Your Home**

We cover the following infusion therapy services as part of our *allowance* for home infusion therapy services when provided by an agency approved by us:

- nursing visits;
- administration of infusions for therapeutic delivery of drugs, biologicals, and hydration;
- infusions for total parenteral nutrition (including the infused TPN);
- related equipment; and
- supplies.

For information about *doctor* home and office visits see Section 3.24 - Office Visits. For home care equipment and supplies, see Section 3.9 - Durable Medical Equipment, Medical Supplies, Enteral Formula or Food, and Prosthetic Devices. For radiation therapy or chemotherapy services, see Section 3.31 - Radiation Therapy/Chemotherapy Services. For prescription drugs, see the Summary of Pharmacy Benefits.

#### **Related Exclusions**

This *agreement* does NOT cover any homemaking, companion, or chronic (custodial) care services.

## **3.21 Inpatient Hospital Services**

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### **Inpatient**

We cover inpatient *hospital services* in a ward or *semi-private room* in a *general hospital* for medical or surgical services.

#### **Related Exclusions**

This *agreement* does NOT cover:

- extra *charges* for a private room;
- the dental services that are performed with covered *hospital services* or with covered *free-standing ambulatory surgi-center services* (see Section 4.18 for a list of excluded dental services).

## **3.22 Inpatient Doctors' Hospital Visits**

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For coverage of surgeons, see Section 3.35 - Surgery Services.

If you are admitted to a *general hospital* as an *inpatient* for a medical condition, we cover the services of a *doctor* in charge of your medical care, up to one (1) visit per day.

If you are admitted for surgical, obstetrical, or radiation services, our *allowance* to the *doctors* who performed your surgery, delivered your child, or supervised your radiation includes payment for all your related *hospital* visits by these *doctors* during your admission.

If, while you are in the *hospital*, the attending *doctor* in charge of your care asks for the assistance of a *doctor* who has special skills and knowledge to diagnose your condition, we cover a consultation performed by a specialist. The transferring of a patient from one *doctor* to another is not considered to be a consultation. A specialized *doctor* who then treats you as his or her patient is not considered to be a consultant.

If you need *inpatient* specialty care for a condition that requires skills the *doctor* in charge of your care does not have, we will cover specialist visits as *medically necessary*.

### **3.23 Inpatient Rehabilitation Facility**

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Coverage for physical rehabilitation services received in a *specialty hospital* or in a *general hospital* is limited to the number of days shown in the Summary of Medical Benefits. *Preauthorization* is recommended for this service.

#### **Related Exclusions**

This *agreement* does NOT cover:

- extra *charges* for a private room.

### **3.24 Office Visits**

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We cover *medically necessary* office visits, including behavioral health, provided they are reasonable in number and in the scope of the services rendered for the following:

- office visits to *primary care physician*;
- office visits to specialists;
- routine examinations;
- consultations;
- medication visits for *outpatient* behavioral health;
- office visits to oral and maxillofacial surgeons (OMS) for medical conditions; or
- retail based clinics.

**Please note:** Retail based clinics are medical clinics licensed to provide limited services, generally located in a retail store, supermarket or pharmacy. These retail based clinics provide vaccinations and treat uncomplicated minor illnesses such as colds, ear infections, minor wounds or abrasions. Visits to retail based clinics are considered office visits. For retail based clinic *benefits*, see Summary of Medical Benefits – Office Visits.

See the Summary of Medical Benefits for *benefit limits* and the amount that you pay. For prescription drug coverage, see Section 3.28 and Pharmacy Benefits.

### **Hospital Based Clinic Visits**

Other *covered health care services* provided by a clinic, such as physical therapy or occupational therapy, are subject to the benefit rules that apply to the specific service.

### **House Calls**

We cover *doctor* visits in your home if you have a condition due to an injury or illness which:

- confines you to your home;



- requires special transportation; or
- requires the help of another person.

### **In a Doctor's Office**

Our *allowance* for an office visit includes *medical supplies* provided as part of the office visit. See the Summary of Medical Benefits for *benefit limits* and the amount that you pay for each service.

### **Obstetrical or Gynecological Care**

You do not need *preauthorization* from us or from any other person (including a *personal physician*) in order to obtain access to obstetrical or gynecological care from a *network doctor* who specializes in obstetrics or gynecology. Your *doctor*, however, may be required to comply with certain procedures, including obtaining *preauthorization* for certain services. For a list of *network* physicians who specialize in obstetrics or gynecology, contact our Customer Service Department.

When physician services are rendered in a *doctor's* office, other than an office visit examination, the amount that you pay is based on the type of service being rendered. For surgical services (including but not limited to sutures, fracture care, and other surgical procedures) see Section 3.35 Surgery Services. For diagnostic imaging, lab, and machine tests see Section 3.37.

### **Related Exclusions**

Physical examinations and any services performed in conjunction with the exams (including, but not limited to, lab tests, machine tests, or immunizations not identified as preventive by the ACA) are NOT covered when the services are needed for or related to employment, education, marriage, adoption, insurance purposes or when required by similar third parties.

This *agreement* does NOT cover routine foot care including the treatment of corns, bunions (except capsular or bone surgery) calluses, the trimming of nails, the treatment of simple ingrown nails and other preventive hygienic procedures, except when performed to treat diabetic related nerve and circulation disorders of the feet.

This *agreement* does NOT cover the treatment of flat feet unless the treatment is surgical. Corrective or orthopedic shoes and orthotic devices used in connection with footwear are NOT covered unless for the treatment of diabetes. See Section 3.7 - Diabetic Services.

### **3.25 Organ Transplants**

We cover transplants for heart, heart-lung, lung, liver, small intestine, pancreas, kidney, cornea, small bowel, and bone marrow transplants.

Allogenic bone marrow transplant *covered health care services* include medical and surgical services for the matching participant donor and the recipient. However, Human Leukocyte Antigen testing is covered as indicated in the Summary of Medical Benefits, subject to certain conditions. For details see Section 3.18 - Human Leukocyte Antigen Testing.

*Medically necessary* high dose chemotherapy and radiation services related to autologous bone marrow transplantation is limited. See definition of *Experimental/Investigational* – Section 8.0.

To the extent that coverage for bone marrow or stem cell transplantation is more limited than the coverage required by "New Cancer Therapies", the applicable provisions of the Rhode Island Laws shall govern. See Section 8.0 for the definition of *experimental/investigational* services.

The national transplant network program is called the Blue Distinction Centers for Transplants<sup>SM</sup>. For more information about the Blue Distinction Centers for Transplants<sup>SM</sup> call our Case Management Department at 1-401-459-2273 or 1-888-727-2300 ext. 2273.

When the recipient is a covered *member* under this *agreement* also covers:

- obtaining donated organs (including removal from a cadaver);
- donor medical and surgical expenses related to obtaining the organ that are integral to the harvesting or directly related to the donation and limited to treatment occurring during the same stay as the harvesting and treatment received during standard post-operative care; and
- transportation of the organ from donor to the recipient.

The amount you pay for transplant services for the recipient and eligible donor is based on the type of service. For information about office visits see Section 3.24 - Office Visits. For surgical procedures see Section 3.35 - Surgery Services. For lab, radiology, and machine tests see Section 3.37 - Tests, Imaging, and Labs. See the Summary of Medical Benefits for *benefit limits*. For prescription drugs, see Section 3.28 and Pharmacy Benefits.

### **Related Exclusions**

This *agreement* does NOT cover:

- services or supplies related to an excluded transplant procedure;
- medical services of the donor that are not directly related to the organ transplant;
- drives and related expenses to find a donor;
- services related to obtaining, storing, or other services performed for the potential future use of umbilical cord blood;
- noncadaveric small bowel transplants;
- services related to donor searches for allogenic bone marrow transplants; and
- the donation-related medical and surgical expenses of a donor when the recipient is NOT covered as a *member*.

### **3.26 Physical/Occupational Therapy**

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Physical and occupational therapy is covered only when:

- a program is implemented to restore the highest level of independent functioning in the most timely manner possible;
- physical or occupational therapy is received from a licensed physical or occupational therapist;
- physical or occupational therapy is ordered by a doctor;

- the therapy will result in significant, sustained measurable functional or anatomical improvement of your condition; and
- such improvement will not diminish with the removal of the therapeutic agent or environment.

Physical therapy and occupational therapy services provided for *habilitative* or *rehabilitative* purposes are covered at the same *benefit* level.

### **Inpatient**

*Medically necessary inpatient* physical or occupational therapy is covered as a *hospital service*. See Section 8.0.

### **Outpatient**

We cover *medically necessary* physical and occupational therapy services.

### **In Your Home**

This *agreement* does NOT cover physical or occupational therapy services received in your home unless received through a home care *program*. See Section 3.15 - Home Health Care.

### **In a Doctor's/Therapist's Office**

Physical or occupational therapy services received in a *doctor's/therapist's* office are covered. See the Summary of Medical Benefits for benefit limits and level of coverage.

### **Related Exclusions**

This *agreement* does NOT cover:

- services rendered by a massage therapist.
- hippotherapy.

This *agreement* does NOT cover these services if another entity or agency which provides services for the health of school children or children with disabilities is responsible for such services under state or federal laws. (See laws and applicable regulations about the health of school children and the special education of children with disabilities or similar rules set forth by federal law.)

## **3.27 Pregnancy Services and Nursery Care**

If you are covered as an individual under this agreement you must notify your *employer* and pay the appropriate family membership fee within thirty (30) days of delivery so that the newborn child will be covered beyond such thirty (30) day period. This agreement does not cover services for a newborn child who remains hospitalized after thirty (30) days and has not been added to a family membership. See Section 2.2 - When Your Coverage Begins - Special Enrollment.

### **Statement of Rights Under the Newborns' and Mothers' Health Protection Act**

Under federal law, group health plans and health insurance issuers offering group health insurance coverage generally may not restrict benefits for any hospital length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery, or less than 96 hours following a delivery by cesarean section. However, the plan or issuer may pay for a shorter stay if the attending provider (e.g., your physician, nurse midwife, or physician assistant), after consultation with the mother, discharges the mother or newborn earlier.

Also, under federal law, plans and issuers may not set the level of benefits or out-of-pocket costs so that any later portion of the 48-hour (or 96-hour) stay is treated in a manner less favorable to the mother or newborn than any earlier portion of the stay.

In addition, a plan or issuer may not, under federal law, require that a physician or other health care provider obtain authorization for prescribing a length of stay of up to 48 hours (or 96 hours).

### **Inpatient**

In accordance with Rhode Island General Law §27-20-17.1, this *agreement* cover a minimum *inpatient hospital* stay of forty-eight (48) hours from the time of a vaginal delivery and ninety-six (96) hours from the time of a cesarean delivery.

- If the delivery occurs in a hospital, the hospital length of stay for the mother or newborn child begins at the time of delivery (or in the case of multiple births, at the time of the last delivery).
- If the delivery occurs outside a hospital, the hospital length of stay begins at the time the mother or newborn is admitted as a hospital inpatient in connection with childbirth.

Any decision to shorten these stays shall be made by the attending physician in consultation with and upon *agreement* with you. In those instances where you and your infant participate in an early discharge, you will be eligible for:

- Up to two (2) home care visits by a skilled, specially trained registered nurse for you and/or your infant, (any additional visits must be reviewed for medical necessity); and
- A pediatric office visit within twenty-four (24) hours after discharge.

See Section 3.24 - Office Visits for coverage of home and office visits.

We cover *hospital services* provided to you and your newborn child. Your newborn child is covered for services required to treat injury or sickness. This includes the necessary care and treatment of medically diagnosed congenital defects and birth abnormalities as well as routine well-baby care.

### **Related Exclusions**

This *agreement* does NOT cover preimplantation genetic diagnosis (embryo screening) or parentage testing. This *agreement* does NOT cover amniocentesis or any other service used to determine the sex of an infant before it is born.

### **Doctor Services**

We cover *doctor services* (including the services of a licensed midwife) for prenatal, delivery, and postpartum services. If a *doctor* and midwife provide pregnancy services, the *charges* will be combined and covered up to our *allowance*. This *agreement* will not cover more than our *allowance*.

The first office visit to diagnose pregnancy is not included in prenatal services. Office visits to an obstetrician or midwife that are not related to pregnancy are not included in prenatal services. Both are covered as an office visit. See Section 3.24 - Office Visits.

### **3.28 Prescription Drugs Dispensed and Administered by a Licensed Health Care Provider (other than a Pharmacy)**

**Note:** For coverage information about prescription drugs and diabetic equipment/supplies dispensed by a pharmacy, see the Pharmacy Benefits and Summary of Pharmacy Benefits; please see the Table of Contents for page numbers.

#### **Contact Information**

BCBSRI Customer Service Department – (401) 459-5000 or 1-800-639-2227

BCBSRI Website – [www.bcbsri.com](http://www.bcbsri.com)

Our Pharmacy benefit manager is Prime Therapeutics, LLC. Their mailing address and phone numbers are provided below;

- fax number - 855-212-8110;
- phone number - 855-457-0759; and
- mailing address; Prime Therapeutics, LLC  
Attn: Clinical Review Dept.  
1305 Corporate Center Drive  
Eagan, MN 55121

The following definitions apply to this section. Other definitions that are not specific to this section (such as *copayment* and *deductible* (if any)) are found in the Glossary.

#### **DISPENSING GUIDELINES** means:

- the prescription order or refill must be limited to the quantities authorized by your doctor not to exceed the quantity listed;
- the prescription must be medically necessary, consistent with the doctor's diagnosis, ordered by a doctor whose license allows him or her to order it, filled at a pharmacy whose license allows such a prescription to be filled, and filled according to state and federal laws;
- the prescription must consist of legend drugs that require a doctor's prescription under law or compound medications made up of at least one legend drug requiring a doctor's prescription under law;
- bulk powders and chemicals used in compound prescriptions, not approved by the FDA, are not covered unless listed on our formulary; and
- the prescription must be dispensed at the proper place of service as determined by our Pharmacy and Therapeutics Committee. For example, certain prescription drugs may only be covered when obtained from a pharmacy.

Quantity limits may apply to certain prescription drugs:

- certain prescription drugs are subject to additional quantity limits based on criteria that we have developed, subject to our periodic review and modification.
- quantity limits may restrict the amount of pills dispensed per 30-day period, the number of prescriptions orders or refills in a specified time period, or the number of prescriptions orders or refills ordered by a provider or multiple providers;
- You may obtain a current list of prescription drugs that have been assigned maximum quantity levels for dispensing by visiting our website or calling our Customer Service Department.

**FORMULARY** means the prescription drugs and dosage forms covered under this *agreement*. Some prescription drugs are not in the *formulary*. If a prescription drug is not in our *formulary*,

then it is not covered under this *agreement*. A committee of physicians and pharmacists develop the prescription drug *formulary* listing which is subject to periodic review and change. The committee decides the tier placement of drugs in the *formulary*, which determines the amount you will pay.

When possible, new prescription drugs are reviewed within six (6) months of the occurrence of one of the events described below to determine whether the prescription drug is eligible for coverage under this *agreement*:

- final FDA approval;
- the first date generally available in pharmacies (for prescription drugs only).

To obtain coverage information for a specific prescription drug or to get a copy of the most current *formulary* listing, visit our website or, you may call our Customer Service Department for information.

**LEGEND DRUG** is a drug that federal law does not allow the dispensing of without a prescription.

**SPECIALTY PRESCRIPTION DRUG** is a type of prescription drug in our *formulary* that generally is identified by, but not limited to, features such as:

- being produced by DNA technology,
- treats chronic or long term disease,
- requires customized clinical monitoring and patient support, and
- needs special handling.

Generally, specialty pharmacies dispense *specialty prescription drugs*. Contact Customer Service for further details and information about *specialty prescription drugs* and specialty pharmacies. For the purposes of this *agreement*, we have designated certain prescribed prescription drugs to be *specialty prescription drugs* in our *formulary*. To obtain coverage information for any specific *specialty prescription drug* or to obtain a copy of the most current *formulary* listing, visit our website, or you may call our Customer Service Department.

### **Generic, Preferred Brand Name or Non-Preferred Brand Name Prescription Drugs**

Generic, preferred brand name, or non-preferred brand name prescription drugs *we have* approved that are dispensed and administered by a licensed health care *provider* (other than a pharmacy) are covered under this *agreement*, subject to the *copayment* and *deductible* (if any) shown in the Summary of Medical Benefits. The generic, preferred brand name, or non-preferred brand name prescription drug must be medically necessary and dispensed per our *dispensing guidelines* in order to be covered.

### **Inpatient**

*We cover inpatient* drugs as a *hospital service*. See Glossary for definition of *hospital services*.

### **Outpatient/In Your Doctor's Office/In Your Home**

Generic, preferred brand name, or non-preferred brand name prescription drugs are covered at different benefit levels depending upon the route of administration. Our *allowance* for services rendered by the facilities, agencies, and professional *providers* may include the cost of the prescription drugs administered and/or dispensed. *We* will determine coverage based

upon the route of administration that is customary and least invasive method to treat the condition. There are several ways to administer drugs into the body including:

- inhalation (into the lungs, usually through the mouth);
- intramuscular (injected into a muscle);
- intra-articular (injected into a skeletal joint space);
- intrathecal (injected into the space around the spinal cord);
- intravenous/infused/intra-arterial (into a vein or artery);
- nasal (sprayed into the nose);
- ocular (instilled in the eye);
- oral (by mouth);
- rectal or vaginal (inserted into the rectum or vagina);
- subcutaneous (injected beneath the skin);
- sublingual (under the tongue);
- topical (applied to the skin); OR
- transdermal (delivered through the skin by a patch).

### **Inhalation, Nasal, Ocular, Oral, Rectal Or Vaginal, Sublingual, Topical, And Transdermal Generic, Preferred Brand Name, or Non-Preferred Brand Name Prescription Drugs**

The prescription drug is included in our *allowance* for the medical service being rendered. If the sole service is drug dispensing, the prescription drug is NOT covered.

### **Injected Generic, Preferred Brand Name or Non-Preferred Brand Name Prescription Drugs**

We use the term injected to include prescription drugs approved by us given by intra muscular or subcutaneous injection or in the case of a body cavity by instillation. See the Summary of Medical Benefits for *benefit limits* and the amount that you pay. See Prevention and Early Detection Services section for immunization and vaccination coverage information.

### **Infused Generic, Preferred Brand Name, or Non-Preferred Brand Name Prescription Drugs**

We use the term infused to include those prescription drugs approved by us and administered into a vein or into an artery whether by mixing in fluids and administering intravenously or into an artery, direct injection, or by use of a pump that accesses the vein or artery. See the Summary of Medical Benefits for *benefit limits* and the amount that you pay.

#### **Related Exclusions**

*Specialty prescription drugs* are not separately reimbursed unless bought from a specialty pharmacy.

If you are dispensed a *specialty prescription drug* from a Rhode Island *network provider*, the charge for the *specialty prescription drug* is not reimbursed and the Rhode Island *network provider* may not seek reimbursement from you. If you are dispensed a *specialty prescription drug* from a *non-network provider* or by a *provider* that participates with an out-of-state Blue Cross or Blue Shield plan, the charge for the *specialty prescription drug* is not reimbursed and you are liable to pay the charge for the *specialty prescription drug*. Please contact our Customer Service Department for further details. See Contact Information at the beginning of this section.

Compound medications dispensed and administered by licensed health care *providers* (other than a pharmacy) that are not made up of at least one *legend drug* are NOT covered.

### **3.29 Preventive Care Services and Early Detection Services**

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In accordance with PPACA, this *agreement* provides coverage rendered to a *subscriber* for early detection services, preventive *care services*, and immunizations/vaccinations as set forth in the guidelines of the following resources:

- services that have an A or B rating in the current recommendations of the U.S. Preventative Services Task Force (USPSTF);
- immunizations recommended by the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention;
- preventive care and screenings for infants, children, and adolescents as outlined in the comprehensive guidelines supported by the Health Resources and Services Administration (HRSA); and
- preventive care and screenings for women as outlined in the comprehensive guidelines as supported by HRSA.

Covered early detection services, *preventive care services* (for example, pediatric preventive office visits), and adult and pediatric immunizations/vaccination are based on the most currently available guidelines and are subject to change.

The amount you pay for each of the early detection services, preventive *care services*, and adult and pediatric immunizations/vaccination listed below is indicated in the Summary of Medical Benefits.

#### **Preventive Office Visits**

This *agreement* provides coverage for the following preventive office visits. See Summary of Medical *Benefits* for the amount you pay.

- Adult Annual preventive visit - one (1) routine adult physical examination per *plan year* per *member* will be covered;
- Pediatric preventive office and clinic visits -  
Birth - 35 months: 11 visits;  
36 months - 19 years: 1 per *plan year*;
- Well Woman annual preventive visit - one (1) routine gynecological examination per *plan year* per female *member* will be covered.

#### **Diabetes Education**

In accordance with Rhode Island General Law § 27-20-30, diabetes education is covered when *medically necessary* and prescribed by a physician. Such education may be provided only by a physician or, upon his or her referral to, an appropriately licensed and certified diabetes educator. Individual and group sessions are covered.

#### **Nutritional Counseling**

Nutritional counseling is covered. It must be prescribed by a physician and performed by a registered dietitian/nutritionist. Nutritional counseling visits may be covered for individuals seeking nutritional information, or for the purpose of treating an illness.

#### **Smoking Cessation Programs**



In accordance with Rhode Island General Law §27-20-53, this *agreement* provides coverage for smoking cessation *programs*. Smoking cessation *programs* include, but are not limited to, the following:

- Smoking cessation counseling, such counseling must be provided by a physician or upon his or her referral by a qualified licensed practitioner.
- Over-the-counter or FDA approved nicotine replacement therapy and/or smoking cessation prescription drugs when medically necessary, prescribed by a physician, and purchased at a pharmacy. See the Summary of Pharmacy Benefits for details on coverage.

#### **Related Exclusions**

This *agreement* does not provide coverage for:

- nicotine replacement therapy without a prescription;
- nicotine replacement therapy when bought from a *provider* other than a pharmacy; and
- nicotine replacement therapy and smoking cessation prescription drugs when bought from a mail order pharmacy.

### **Vaccinations/Immunizations**

#### **Adult Vaccinations/Immunizations**

We cover adult preventive vaccinations and immunizations in accordance with current guidelines. These guidelines are subject to change. Our *allowance* includes the administration and the vaccine.

If any of the above immunizations are provided as part of an office visit, only your office visit *copayment* and deductible (if any) will be applied. If your *doctor* administers any of the above immunizations and vaccinations in the absence of an office visit, the immunization and vaccination is covered up to the *benefit level* shown in the Summary of Medical Benefits.

#### **Related Exclusions**

Immunizations for adults are NOT covered when services are required for or related to employment, education, marriage, adoption, insurance purposes, or when required by similar third parties.

This *agreement* does NOT cover vaccinations and immunization provided free of charge by the Department of Health or any other state or federal agency.

#### **Pediatric Preventive Immunizations**

Pediatric preventive immunizations for a *subscriber* are covered in accordance with current guidelines. The guidelines are subject to change.

#### **Related Exclusions**

Immunizations, except those identified by the ACA as preventive, for adults and children are NOT covered when services are required for or related to employment, education, marriage, adoption, insurance purposes, or when required by similar third parties.

This *agreement* does NOT cover vaccinations and immunization provided free of charge by the Department of Health or any other state or federal agency.

### **Travel Immunizations**

This *agreement* covers additional immunizations only when rendered before travel. Immunizations are only covered to the extent that such immunizations are recommended for adults and children by the Centers for Disease Control and Prevention (CDC). The recommendations are subject to change by the CDC.

### **Preventive Screening/Early Detection Services**

Preventive screenings are covered based on the guidelines noted above. Preventive screenings include but are not limited to: mammograms, pap smears, PSA test, flexible sigmoidoscopy, colonoscopy, double contrast barium enema, and fecal occult blood tests, screening for gestational diabetes, and human papillomavirus. One pap smear annually is covered at the level of coverage for early detection services as shown in the Summary of Medical Benefits. The level of coverage for your second and subsequent pap smear is covered as a lab test. For information about lab, radiology, and machine tests see Section 3.37 - Tests, Imaging, and Labs.

### **Genetic Counseling for BRCA**

This *agreement* provides coverage for genetic counseling and evaluation performed by a certified genetic counselor for BRCA testing for female *subscribers* whose family history is associated with an increased risk for deleterious (harmful) mutations in BRCA1 or BRCA2 genes.

### **Contraceptive Methods and Sterilization Procedures for Women**

This *agreement* provides coverage for the following:

- FDA approved contraceptive drugs requiring a prescription;
- FDA approved contraceptive devices requiring a prescription;
- sterilization services for women with reproductive capacity;
- barrier method (cervical cap or diaphragm) fitted and supplied during an office visit; and
- surgical services, including but not limited to tubal ligation and insertion/removal of IUD.

For prescription drugs, dispensed and administered by a licensed health care *provider* (other than a pharmacist) see Summary of Medical *Benefits* for the amount you pay. For prescription drugs purchased at a pharmacy, see the Summary of Pharmacy *Benefits* for the amount you pay.

Vasectomy (sterilization procedure for men) is covered as a surgical procedure. See Section 3.37 - Surgery Services and the Summary of Medical Benefits for details about how we cover surgical services.

### **Related Exclusions**

This *agreement* does not cover contraceptive drugs, devices, and methods that do not require a prescription (OTC drugs, devices, and methods).

### **Breastfeeding Counseling and Equipment**

This *agreement* provides coverage for lactation (breastfeeding) support and counseling by a trained lactation counselor during pregnancy and/or in the postpartum period. Breastfeeding counseling is included in our *allowance* for an *outpatient* clinic visit or an office visit.

This *agreement* provides coverage for manual (operated by hand) breast pumps for a female *member* in conjunction with each birth. See the Summary of Medical Benefits for benefit limits and level of coverage.

### **Related Exclusions**

This *agreement* does not cover supplies and/or batteries associated with electric or battery operated breast pumps.

## **3.30 Private Duty Nursing Services**

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### **In Your Home**

We cover private duty nursing services received in your home when *medically necessary*, ordered by a physician, and performed by a certified home health care agency. Private duty nursing services are covered when the patient requires continuous skilled nursing observation and intervention.

### **Related Exclusions**

This *agreement* does NOT cover:

- services of a nurse's aide;
- services of a private duty nurse when the primary duties are limited to bathing, feeding, exercising, homemaking, giving oral medications or acting as companion or sitter;
- services of a private duty nurse who is a member of your household or the cost of any care provided by one of your relatives (by blood, marriage or adoption);
- maintenance care when the condition has stabilized (including routine ostomy care or tube feeding administration) or if the anticipated need is indefinite;
- care for a person without an available caregiver in the home (twenty-four (24) hour private duty nursing is not covered);
- respite care (e.g., care during a caregiver vacation) or private duty nursing so that the caregiver may attend work or school;
- services of a private duty nurse after the caregiver or patient have demonstrated the ability to carry out the plan of care;
- services of a private duty nurse provided outside the home (e.g., school, nursing facility or assisted living facility);
- services of a private duty nurse that are duplication or overlap of services (e.g., when a person is receiving hospice care services or for the same hours of a skilled nursing home care visit.); or
- services of a private duty nurse that are for observation only.

## **3.31 Radiation Therapy/Chemotherapy Services**

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*Medically necessary* high dose chemotherapy and radiation services related to autologous bone marrow transplantation is limited. See definition of *Experimental/Investigational* - Section 8.0.

### **Inpatient**

Radiation therapy and chemotherapy services are covered as a *hospital service*. See Section 8.0 - definition of *hospital services*.

#### **Outpatient/In a Doctor's Office**

- **Radiation Therapy**

We cover *hospital* and *doctor* services for outpatient radiation therapy. Radiation physics, dosimetry services, treatment devices, and *hospital services* are included in radiation treatment planning and therapy and are covered as part of our *allowance* for radiation therapy.

- **Chemotherapy Services**

This *agreement* covers the *doctor's* administration fee and associated *hospital* supplies.

#### **In Your Home**

- **Radiation Therapy**

This *agreement* does NOT cover radiation treatment services received in your home.

- **Chemotherapy Services**

This *agreement* covers the *doctor's* administration fee

### **3.32 Respiratory Therapy**

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#### **Inpatient**

We cover *inpatient* respiratory therapy services as a *hospital service*. See Section 8.0 - definition of *hospital services*.

#### **Outpatient/In a Doctor's Office**

We cover *outpatient* respiratory therapy or respiratory therapy received in a *doctor's* office when your *doctor* orders the therapy under the following conditions:

- as part of a therapeutic program for up to fourteen (14) days before admitting you to the hospital; OR
- up to six (6) weeks after you have been discharged from the hospital.

#### **In Your Home**

We cover durable medical equipment and oxygen at the same *benefit limit* as stated in the Summary of Medical Benefits for medical equipment and medical supplies. See Section 3.9 - Durable Medical Equipment, Medical Supplies, Enteral Formula or Food, and Prosthetic Devices for details.

#### **Related Exclusions**

This *agreement* does NOT cover respiratory therapy services when received in your home, unless received through a home care *program* or hospice care *program*. See Section 3.15 - Home Health Care and Section 3.16 - Hospice Care.

### **3.33 Skilled Care in a Nursing Facility**

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Care in a skilled nursing facility is covered if:

- your condition needs skilled nursing services, skilled rehabilitation services or skilled nursing observation;
- the services are required on a daily basis; AND
- this care can be provided ONLY in a skilled nursing facility.

### **Related Exclusions**

This *agreement* does NOT cover custodial care, respite care, day care, or care in a facility that is not approved by us. See Section 4.6 - Services Provided by Facilities We Have Not Approved.

### **3.34 Speech Therapy**

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Speech therapy is the treatment of communication impairment and swallowing disorders. Speech therapy services aid in the development of human communication and swallowing through assessment, diagnosis, and rehabilitation.

Speech therapy services provided for *habilitative* or *rehabilitative* purposes are covered at the same *benefit* level.

#### **Inpatient**

This *agreement* covers *inpatient hospital* and skilled nursing facility speech therapy as a *hospital service*. See Section 8.0 - definition of *hospital services*.

#### **Outpatient/In a Doctor's/Therapist's Office**

This *agreement* will cover speech therapy *rehabilitative services* when received from a registered therapist as part of a formal treatment plan for:

- speech or communication function loss;
- impairment as a result of an acute illness or injury; or
- an acute exacerbation of chronic disease.

Speech therapy services must relate to:

- performing basic functional communication; or
- assessing or treating swallowing dysfunction.

Some services rendered by a speech therapist are classified as diagnostic tests. See Section 3.37 – Tests, Imaging, and Labs and the Summary of Medical Benefits for *benefit limits* and the amount that you pay.

#### **In Your Home**

This *agreement* does NOT cover speech therapy services received in your home, unless it is part of a home care *program*.

### **Related Exclusions**

This *agreement* does NOT cover these services if another entity or agency which provides services for the health of school children or children with disabilities is responsible for such services under state or federal laws. (See laws and applicable regulations about health of school children and the special education of children with disabilities or similar rules set forth by federal law.)

This *agreement* does not cover:

- *maintenance services* unless it is a *habilitative service* that helps a person keep, learn or improve skills and functioning for daily living;
- educational classes and services for impairments that are self-correcting;
- services related to food aversion or texture disorders; or

- services for stuttering or stammering not related to stroke, head trauma or brain injury.

### **3.35 Surgery Services**

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#### **General Surgery**

If you have an operation to treat a disease or injury, this *agreement* covers it as long as the following conditions apply:

- the operation is not experimental/investigational or cosmetic in nature;
- the operation is being performed at the appropriate place of service; AND
- the doctor is licensed to perform the surgery.

#### **Multiple Surgeries**

When a *doctor* performs more than one procedure in a day, there are rules that may reduce our *allowance* for the additional procedure. Our *allowance* may also include post-operative care and other procedures provided within specified time periods.

#### **If More Than One Surgeon Operates**

In addition to the type and purpose of surgery, our *allowance* differs depending on the number of surgeons involved, including assistant surgeons.

If two (2) surgeons perform separate operations during a single surgical session, each surgeon may submit a *claim* reporting the procedure performed and the circumstances involved. These *claims* will then be evaluated for payment on an individual basis.

#### **Related Exclusions**

This *agreement* does NOT cover the standby services of an assistant surgeon.

#### **Mastectomy Services**

This *agreement* provides coverage for a minimum of forty-eight (48) hours in a *hospital* following a mastectomy and a minimum of twenty-four (24) hours in a *hospital* following an axillary node dissection. Any decision to shorten these minimum coverages shall be made by the attending physician in consultation with and upon agreement with you. If you participate in an early discharge, defined as *inpatient* care following a mastectomy that is less than forty-eight (48) hours and *inpatient* care following an axillary node dissection that is less than twenty-four (24) hours, coverage shall include a minimum of one (1) home visit conducted by a physician or registered nurse.

This *agreement* provides benefits for mastectomy surgery and mastectomy-related services in accordance with the Women's Health and Cancer Rights Act of 1998 and Rhode Island General Law 27-20-29 et seq. For the *member* receiving mastectomy-related benefits, coverage will be provided in a manner determined in consultation with the attending physician and the patient, for:

- all stages of reconstruction of the breast on which the mastectomy was performed;
- surgery and reconstruction of the other breast to produce a symmetrical appearance;
- prostheses; and
- treatment of physical complications at all stages of the mastectomy, including lymphedema.

#### **Surgery to Treat Functional Deformity or Impairment**

Reconstructive surgery and procedures are covered under this *agreement* when performed to correct:

- a functional deformity due to a previous therapeutic process; or
- a documented functional impairment caused by trauma, congenital anomaly or disease.

Functional indications for surgical correction do not include psychological, psychiatric or emotional reasons.

This *agreement* covers some surgical procedures to treat functional impairments. This *agreement* covers those procedures listed below to treat functional impairments when *medically necessary*:

- Abdominal wall surgery including Panniculectomy (other than an abdominoplasty);
- Blepharoplasty and Ptosis Repair;
- Gastric Bypass or Gastric Banding;
- Nasal Reconstruction and Septorhinoplasty;
- Orthognathic surgery including Mandibular and Maxillary Osteotomy;
- Reduction Mammoplasty;
- Removal of Breast Implants;
- Removal or Treatment of Proliferative Vascular Lesions and Hemangiomas; or
- Treatment of Varicose Veins.

This *agreement* may need to review the following medical documentation to be able to make a decision about coverage for the above listed procedures:

- history and physical;
- preoperative diagnostic studies;
- previously tried conservative medical therapy and photographs; or
- other medical records.

In addition, this *agreement* covers mastectomy-related services in accordance with the Women's Health and Cancer Rights Act of 1998 and Rhode Island General Law 27-20-29 et seq.

### **Related Exclusions**

This *agreement* does NOT cover the above listed procedures when not *medically necessary*.

This *agreement* does NOT cover orthodontic services related to orthognathic surgery.

This *agreement* does NOT cover cosmetic procedures. Cosmetic procedures are performed primarily:

- to refine or reshape body structures that are not functionally impaired;
- to improve appearance or self-esteem; or
- for other psychological, psychiatric or emotional reasons.

Drugs, biological products, *hospital charges*, pathology, radiology fees and *charges* for surgeons, assistant surgeons, attending physicians and any other incidental services which are related to cosmetic surgery are NOT covered. *Medically necessary* surgery performed at the same time as a cosmetic procedure is also NOT covered.

The following procedures are NOT covered under this *agreement*:

- Abdominoplasty;
- Cervicoplasty;
- Chemical exfoliations, peels, abrasions (or dermabrasions or planing for acne, scarring, wrinkling, sun damage or other benign conditions);
- Correction of variations in normal anatomy including augmentation mammoplasty, mastopexy, and correction of congenital breast asymmetry;
- Dermabrasion;
- Ear Piercing or repair of a torn earlobe;
- Excision of Excess Skin or Subcutaneous Tissue (except Panniculectomy as listed above);
- Genioplasty;
- Gynecomastia surgery, including but not limited to mastectomy and reduction mammoplasty (unless related to gender identity, expression or dysphoria);
- Hair Transplants;
- Hair Removal (including electrolysis epilation);
- Inverted nipple surgery;
- Laser treatment for
  - acne and acne scars;
  - vitiligo;
- Osteoplasty - Facial Bone Reduction;
- Otoplasty;
- Procedures to correct visual acuity including, but not limited to, cornea surgery or lens implants;
- Removal of Asymptomatic Benign Skin Lesions;
- Repeated cauterizations or electrofulguration methods used to remove growths on the skin;
- Rhinoplasty;
- Rhytidectomy;
- Scar Revision, regardless of symptoms;
- Sclerotherapy for Spider Veins;
- Skin tag removal;
- Subcutaneous Injection of Filling Material;
- Suction assisted Lipectomy;
- Tattooing or Tattoo Removal (except tattooing of the nipple/areola related to a mastectomy); or
- Testicular prosthesis surgery.

This *agreement* provides benefits for mastectomy-related services in accordance with the Women's Health and Cancer Rights Act of 1998 and Rhode Island General Law 27-20-29 et seq.

### **Anesthesia Services**

We cover *medically necessary* anesthesia services received from an anesthesiologist when the services are for a covered procedure. Our *allowance* for the anesthesia service includes the following:

- anesthesia care during the procedure;
- time an anesthesiologist routinely spends with a patient in the recovery room;



- time spent preparing the patient for surgery; and
- pre-operative consultations.

Our *allowance* for the surgical procedure includes local anesthesia.

Other than the pre-operative office visit, this *agreement* covers office visits or office consultations to anesthesiologists as an office visit. See Section 3.24 - Office Visits.

### **Related Exclusions**

This *agreement* does NOT cover:

- local anesthesia provided by an anesthesiologist or anesthesia administered by a surgeon, assistant surgeon, or obstetrician;
- services of a standby anesthesiologist; and
- patient controlled analgesia, also known as pain management.

### **3.36 Telemedicine Services**

Telemedicine is a service covered under this *agreement* when the service is provided via remote access to a *provider* through an on-line service or other interactive audio and video telecommunications system.

For information about our designated telemedicine *providers* and additional details, including whether your *provider* offers telemedicine services covered under this *agreement*, contact our Customer Service Department or visit our website. See the Summary of Medical *Benefits* for the amount you pay.

### **3.37 Tests, Imaging and Labs (Includes Machine tests and X-rays)**

#### **Inpatient/Outpatient/In a Doctor's Office**

If a *doctor* orders the following tests to diagnose or treat a condition resulting from illness or injury, this *agreement* covers the following services:

- Laboratory tests including blood tests, urinalysis, pap smears, and throat cultures. Some lab tests are not covered. See the Related Exclusions in this section.
- Machine tests including Electrocardiograms (EKGs), Electroencephalograms (EEGs), and nerve conduction tests.
- Imaging including plain film radiographs (x-rays);
- Ultrasonography (ultrasounds);
- Mammograms;
- Magnetic Resonance Imaging (MRI);
- Magnetic Resonance Angiography (MRA);
- Computerized Axial Tomography (CAT or CT scans);
- Nuclear scans;
- Positron Emission Tomography (PET scan); Psychological and Neuropsychological Testing; and
- Sleep Studies.

This *agreement* provides coverage for MRIs in accordance with Rhode Island General Law §27-20-41. MRI examinations conducted outside of the State of Rhode Island must be performed in accordance with applicable laws of the state in which the examination has been conducted.

For the purpose of coverage under this *agreement*, *preauthorization* is recommended for the following services:

- MRI;
- MRA;
- CAT scans;
- CTA scans;
- PET scans;
- Nuclear Cardiac Imaging; and
- Facility based Sleep Studies.

Our *allowance* includes one reading or interpretation of a diagnostic imaging, lab, or machine test.

We may conduct *utilization review* on any test to determine if the service is *medically necessary*.

For *Preventive Care Services* and Early Detection Services, see Section 3.29.

If a diagnostic imaging, lab or machine test service is rendered and a surgical procedure is performed at the same time, the amount that you pay for each service is based on the type of service being rendered. For surgical services (including but not limited to biopsies, lesion removals, or endoscopies) see Section 3.35 Surgery Services. For diagnostic imaging, labs, or machine tests see Section 3.37 - Tests, Imaging, and Labs.

### **Related Exclusions**

This *agreement* does NOT cover the following:

- re-reading of diagnostic tests by a second *doctor*;
- dental X-rays (except when ordered by a *doctor*/dentist to diagnose a condition due to an accident to your *sound natural teeth*. See Section 3.17 - Hospital Emergency Room Services for details);
- bone marrow blood supply MRI;
- audiometric hearing or speech services if another entity or agency is responsible for such services under state or federal laws which provide service for the health of school children or children with disabilities. (See laws and regulations about the health of school children and the special education of children with disabilities or similar rules set forth by federal law.);
- over the counter diagnostic devices or kits even if prescribed by a physician, except for those devices or kits related to the treatment of diabetes; or
- home sleep studies, unless administered and attended by a sleep technologist;
- nicotine lab tests.

### **Lyme Disease Diagnosis and Treatment**

In accordance with Rhode Island General Law § 27-20-48, coverage is provided for diagnostic testing and long-term antibiotic treatment of chronic lyme disease when determined *medically necessary*. To qualify for payment, services must be ordered by your *doctor* after evaluation of your symptoms, diagnostic test results, and response to treatment. Benefit payment for lyme disease treatment will not be denied solely because such treatment may be characterized as unproven, *experimental*, or *investigational*.

For coverage of specific services, 3.24 - Office Visits, 3.21 - Infusion Therapy, and for prescription drugs, Section 3.28 and Pharmacy Benefits.

### **3.38 Urgent Care**

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*We cover medically necessary visits to an urgent care center.*

**Please note:** *Retail based clinics* located in retail stores, supermarkets and pharmacies are not considered *urgent care centers*. *Retail based clinics* provide vaccinations and treat uncomplicated minor illnesses such as colds, ear infections, minor wounds or abrasions. They are usually staffed by nurse practitioners or physician assistants and usually do not have a physician on site. For retail based clinic benefits, see Summary of Medical Benefits – Office Visits.

When services, other than the physician/practitioner exam, are rendered in an urgent care center, the amount that you pay for non-exam services is based on the type of service being rendered (such as surgery, durable medical equipment, or machine tests). For surgery services (including, but not limited to sutures/stiches, fracture care, and other surgical procedures), see Section 3.35 - Surgery Services. For diagnostic imaging, lab and machine tests see Section 3.37. For durable medical equipment and supplies, see Section 3.9 - Durable Medical Equipment, Medical Supplies, Enteral Formula or Food, & Prosthetic Devices. See the Summary of Medical Benefits for *benefit limits* and the amount that you pay for each type of service.

Follow-up care (such as suture removal or wound care) should be obtained from your primary care physician or specialist.

### **3.39 Vision Care Services**

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#### **Eye Examinations**

*We cover one routine eye exam per plan year* if an optometrist or ophthalmologist performs the examination. *We cover medically necessary eye examinations.*

#### **Related Exclusion**

Vision care services covered under other plans are not considered an *allowable expense* for purposes of coordination of benefits. See Section 6.0 - How We Coordinate Your Benefits When You Are Covered By More Than One Plan for further information.

#### **4.0 HEALTH CARE SERVICES NOT COVERED UNDER THIS AGREEMENT**

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This *agreement* does NOT cover health care services which:

- have not been assigned a CPT or other code;
- have not been finally approved by the FDA or other governing body;
- this *agreement* has not reviewed; or
- this *agreement* has not determined are eligible for coverage.

This *agreement* does not provide coverage for all health care services which:

- have been assigned a CPT code;
- have been finally approved by the FDA or other governing body; or
- this *agreement* has reviewed.

If a service or category of service is not listed as covered, it is not covered under this *agreement*.

This section lists many of the services or categories of services that are non-covered (excluded). In addition to this section, see Section 3.0 - *Covered Health Care Services* and the related exclusions. See Section 1.0 and Section 3.0 for more information about how we identify *new services*, review the *new services*, and make coverage determinations.

#### **4.1 Services Not Medically Necessary**

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This *agreement* does NOT cover *hospital* care (admission tests, services, supplies, or continued care), medical care, behavioral health services, rehabilitation, or any other treatment, procedure, facility, equipment, drug, device, supply or service which is NOT *medically necessary*.

We will use any reasonable means to make a determination about the medical necessity of this care. We may look at *medical* records, reports and *utilization review* committee statements. We review medical necessity in accordance with our medical policies and related guidelines. You have the right to appeal our determination or to take legal action as described in Section 7.0.

We may deny payments if a *doctor* or *hospital* does not supply medical records needed to determine medical necessity. We may also deny or reduce payment if the records sent to us do not provide adequate justification for performing the service.

This *agreement* does NOT cover routine screenings or tests performed by a *hospital* which are not *medically necessary* for the diagnosis or treatment of your condition. This *agreement* does NOT cover routine screenings or tests which are not specifically ordered by the *doctor* who admits you.

#### **4.2 Government Covered Services**

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This *agreement* does NOT cover medical expenses for any condition, illness, or disease which should be covered by the United States government or any of its agencies, Medicare, any state or municipal government or any of its agencies (except *emergency* care when there is a legal responsibility to provide it). This *agreement* does NOT cover services for military-related conditions. This *agreement* does not cover services or supplies required as a result of war, declared or undeclared, or any military action which takes place after your coverage becomes effective.

#### **4.3 Other States Mandated Laws**

Any *charges* for services and supplies which are required under the laws of your state and which are not provided under this *agreement* are NOT covered.

#### **4.4 Behavioral Training Assessment**

Except for applied behavioral analysis, this *agreement* does not cover behavioral training assessment, education or exercises.

#### **4.5 College/School Health Facilities**

This *agreement* does NOT cover health care services received in a facility mainly meant to care for students, faculty, or employees of a college or other institution of learning.

#### **4.6 Facilities That Are Not Approved**

This *agreement* does NOT cover custodial care, rest care, day care, or non-skilled care in any facility. This *agreement* does NOT cover care in convalescent homes, nursing homes, homes for the aged, halfway houses, or other residential facilities. This *agreement* does NOT cover *hospital services* which are not performed in a *hospital*. See Section 8.0 - Glossary.

#### **4.7 Excluded Providers**

This *agreement* does NOT cover health care services performed by a *provider* who has been excluded or debarred from participation in Federal programs, such as Medicare and Medicaid. To determine whether a *provider* has been excluded from a Federal program, visit the U.S. Department of Human Services Office of Inspector General website (<https://exclusions.oig.hhs.gov/>) or the Excluded Parties List System website maintained by the U.S. General Services Administration (<https://www.sam.gov/>).

#### **4.8 People/Facilities Who Are Not Legally Qualified or Licensed**

This *agreement* does NOT cover health care services performed in a facility or by a physician, surgeon, or other person who is not legally qualified or licensed or who does not meet our credentialing requirements.

#### **4.9 Naturopaths and Homeopaths**

This *agreement* does NOT cover health care services ordered or performed by naturopaths and homeopaths.

#### **4.10 If You Leave the Hospital or If You Are Discharged Late**

If you leave the *hospital* for a day or portion of a day, this *agreement* does NOT cover any *hospital services* for that day (unless you leave to receive treatment somewhere else or through a Blue Cross & Blue Shield of Rhode Island approved *program*). This *agreement* does NOT cover any *hospital charges* you accumulate when you are discharged from the *hospital* later than the usual discharge time.

#### **4.11 Benefits Available from Other Sources**

This *agreement* does NOT cover the cost of *covered health care services* provided to you when there is no charge to you or there would have been no charge to you absent this *agreement*. This *agreement* does NOT cover health care services when you can recover all or a portion of the cost of such services through a federal, state, county, or municipal law or through legal action. This is true even if you choose not to assert your rights under these laws or if you fail to assert your rights under these laws.

This *agreement* does NOT cover health care services if another entity or agency is responsible for such services under state or federal laws which provide service for the health of school children or children with disabilities. (See laws and applicable regulations about the health of school children and the special education of children with disabilities or similar rules set forth by federal law or state law of applicable jurisdiction.)

#### **4.12 Blood Services**

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This *agreement* does NOT cover penalty fees related to blood services. This *agreement* does NOT cover any services for drawing, processing, or storage of your own blood.

#### **4.13 Charges for Administrative Services**

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This *agreement* does NOT cover:

- *charges* for missed appointments;
- *charges* for completion of *claim* forms;
- other administrative *charges*; or
- additional fees, sometimes referred to as access fees, associated with concierge, boutique, or retainer practices.

#### **4.14 Christian Scientist Practitioners**

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This *agreement* does NOT cover the services of Christian Scientist Practitioners.

#### **4.15 Clerical Errors**

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If a clerical error or other mistake occurs, that error shall not deprive you of coverage under this *agreement*. A clerical error also does not create a right to benefits.

#### **4.16 Consultations - Telephone**

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Except for those telemedicine services as described in section 3.36, this *agreement* does NOT cover:

- telephone consultations;
- telephone services; or
- medication monitoring services by phone.

This includes, but is not limited to, services provided by a behavioral health (mental health and *substance use disorder dependency*) provider covered under this *agreement*.

#### **4.17 Deductibles and Copayments**

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This *agreement* does NOT cover *deductibles* or *copayments*, if any.

#### **4.18 Dental Services**

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This *agreement* does NOT cover:

- general dental services such as extractions (including full mouth extractions), prostheses, braces, operative restorations, fillings, medical or surgical treatment of dental caries, gingivitis, gingivectomy, impactions, periodontal surgery, non-surgical treatment of temporomandibular joint dysfunctions, including appliances or restorations necessary to increase vertical dimensions or to restore the occlusion;
- panorex X-rays or dental X-rays (except when ordered by a *doctor* or dentist to diagnose a condition due to an accident to your *sound natural teeth*. See Section 3.17 - Hospital Emergency Room Services for details);
- orthodontic services, even if related to a covered surgery;

- dental appliances or devices; and
- *hospital services, free-standing ambulatory surgi-center services, and anesthesia services provided in connection with a dental service when the use of the hospital or free-standing ambulatory surgi-center or the setting in which the services are received is not medically necessary.*

This *agreement* does NOT cover any preparation of the mouth for dentures and dental or oral surgeries such as, but not limited to:

- apicoectomy, per tooth, first root;
- alveolectomy including curettage of osteitis or sequestrectomy;
- alveoloplasty, each quadrant;
- complete surgical removal of inaccessible impacted mandibular tooth mesial surface;
- excision of feberous tuberosities;
- excision of hyperplastic alveolar mucosa, each quadrant;
- operculectomy excision pericoronal tissues;
- removal of partially bony impacted tooth;
- removal of completely bony impacted tooth, with or without unusual surgical complications;
- surgical removal of partial bony impaction;
- surgical removal of impacted maxillary tooth;
- surgical removal of residual tooth roots; or
- vestibuloplasty with skin/mucosal graft and lowering the floor of the mouth.

#### **4.19 Employment–Related Injuries**

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This *agreement* does NOT cover health care services when performed to treat work-related illnesses, conditions, or injuries whether or not you are covered by Workers' Compensation law, unless;

- you are self-employed, a sole stockholder of a corporation, or a member of a partnership;
- such work-related illnesses, conditions, or injuries were incurred in the course of your self-employment, sole stockholder, or partnership activities; AND
- you are not enrolled as an employee under a group health *plan* sponsored by an employer other than the business or partnership described above.

However, if your *employer* is self-insured against Workers' Compensation liabilities pursuant to a Rhode Island group or individual self-insurance *plan* for which we provide administrative claims management services, to the extent required by our contract with such *plan*, we process bills and payments for health care services arising out of work-related illnesses, conditions, or injuries covered by such *plan* as if the services were covered under this *agreement*. Although we provide administrative claims management services only, for the purposes of any participating contract between us and (1) a *hospital* or other health care facility, and (2) a laboratory or any other *provider* of professional services, you will be deemed to be a *subscriber* receiving services performed under this *agreement*.

#### **4.20 Eye Exercises**

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Eye exercises and visual training services are NOT covered.

#### **4.21 Eyeglasses and Contact Lenses**

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Eyeglasses and contact lenses are NOT covered unless specifically listed as a *covered health care service* in this *agreement*.

#### **4.22 Food and Food Products**

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This *agreement* does NOT cover food or food products, whether or not prescribed, unless required by laws concerning Enteral Nutrition Products, or delivered through a feeding tube as the sole source of nutrition.

#### **4.23 Freezing and Storage of Blood, Sperm, Gametes, Embryo and Other Specimens**

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This *agreement* does NOT cover freezing and storage of blood, gametes, sperm, embryos, or other tissues for future use. This *agreement* does NOT cover any services for drawing, processing, or storage of your own blood.

#### **4.24 Gene Therapy and Parentage Testing**

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This *agreement* does NOT cover;

- gene therapy;
- parentage testing; or
- next generation sequencing (NGS).

#### **4.25 Illegal Drugs**

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Drugs which are dispensed in violation of state or federal law are NOT covered.

#### **4.26 Infant Formula**

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This *agreement* does NOT cover infant formula whether or not prescribed unless required by laws concerning Enteral Nutrition Products, or delivered through a feeding tube as the sole source of nutrition.

#### **4.27 Marital Counseling**

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This *agreement* does NOT cover marital counseling or training services.

#### **4.28 Personal Appearance and/or Service Items**

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Services and supplies for your personal appearance and comfort, whether or not prescribed by a *doctor* and regardless of your condition, are NOT covered. These services and supplies include, but are not limited to:

- radio,
- telephone,
- television,
- air conditioner,
- humidifier,
- air purifier, or
- beauty and barber services.

Travel expenses, whether or not prescribed by a *doctor*, are NOT covered. This *agreement* does NOT cover items whose typical function is not medical. These items include, but are not limited to, recliner lifts, air conditioners, humidifiers, or dehumidifiers.



This *agreement* does NOT cover items that do not meet the durable medical equipment, medical supplies, and prosthetic devices minimum specifications. These items include, but are not limited to:

- standers,
- raised toilet seats,
- toilet seat systems,
- cribs,
- ramps,
- positioning wedges,
- wall or ceiling mounted lift systems,
- water circulating cold pads (cryo-cuffs),
- car seats (including any vest system) or car beds,
- bath or shower chair systems,
- trampolines,
- tricycles,
- therapy balls, or
- net swings with a positioning seat.

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#### **4.29 Psychoanalysis for Educational Purposes**

Psychoanalysis services are NOT covered, regardless of symptoms you may have. Psychotherapy services you receive which are credited towards a degree or to further your education or training, regardless of symptoms that you may have, are NOT covered.

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#### **4.30 Research Studies**

This *agreement* does NOT cover research studies.

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#### **4.31 Reversal of Voluntary Sterilization**

This *agreement* does NOT cover the reversal of voluntary sterilization or infertility treatment for a person that previously had a voluntary sterilization procedure.

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#### **4.32 Services Provided By Relatives or Members of Your Household**

This *agreement* does NOT cover *charges* for any services provided by a person who is a member of your household or the cost of any care provided by one of your relatives (by blood, marriage, or adoption).

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#### **4.33 Sexual Dysfunctions**

Health care services related to sexual dysfunctions, except services approved by us and necessary for the treatment of a condition arising out of organic dysfunctions, are NOT covered. (i.e., Therapeutic services will be covered when the cause of the dysfunction is physiological, not psychological.) This *agreement* does NOT cover sildenafil citrate (e.g., Viagra) or any therapeutic equivalents.

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#### **4.34 Supervision of Maintenance Therapy**

This *agreement* does NOT cover the supervision of maintenance therapy for chronic disease which is not aggravated by surgery and would not ordinarily need hospitalization. This *agreement* does NOT cover rehabilitation for maintenance purposes.

#### **4.35 Surrogate Parenting**

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This *agreement* does NOT cover any services related to surrogate parenting. This *agreement* does NOT cover the newborn child of a surrogate parent.

#### **4.36 Therapies, Acupuncture and Acupuncturist Services, and Biofeedback**

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This *agreement* does NOT cover:

- recreational therapy,
- aqua therapy unless provided by a physical therapist,
- maintenance therapy,
- aromatherapy
- massage therapy rendered by a massage therapist, and
- therapies, procedures, and services for the purpose of relieving stress are NOT covered.

This *agreement* does NOT cover acupuncture and acupuncturist services, including X-ray and laboratory services ordered by an acupuncturist, unless specifically stated as covered in this *agreement*.

This *agreement* does NOT cover:

- pelvic floor electrical stimulation,
- pelvic floor magnetic stimulation,
- pelvic floor exercise,
- biofeedback training,
- biofeedback by any modality for any condition, and
- any other exercise therapy.

#### **4.37 Weight Loss Programs**

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This *agreement* does NOT cover drugs or *programs* designed for the purpose of weight loss including but not limited to, commercial diet plans, weight loss *programs*, and any services in connection with such plans or *programs*. The only exception is preventive obesity screening services required by PPACA and nutritional counseling. See Section 3.0 - *Covered Health Care Services- Preventive Care Services* and Early Detection Services.

This *agreement* does not cover health assessment *programs* designed to provide personalized treatment plans. These treatment plans can include but are not limited to:

- cardiovascular assessments;
  - diet;
  - exercise; or
- lifestyle guidance.

## **5.0 HOW YOUR COVERED HEALTH CARE SERVICES ARE PAID**

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Payments we make to you are personal and you cannot transfer or assign any of your right to receive payments under this *agreement* to another person or organization.

You must file all *claims* within one *calendar year* of the date you receive a *covered health care service*. *Member* submitted *claims* that arrive after this deadline are invalid unless:

- it was not reasonably possible for you to file your *claim* prior to the filing deadline; AND
- you file your *claim* as soon as possible but no later than ninety (90) calendar days after the filing deadline elapses (unless you are legally incapable).

Any payments to you or the provider fulfill any responsibility of either the plan or Blue Cross & Blue Shield of Rhode Island under this *agreement*. Your *benefits* are personal to you and cannot be assigned, in whole or in part, to another person or organization.

*Network providers* file *claims* for you and must do so within one hundred and eighty (180) days of providing a *covered health care service* to you.

*Non-network providers* may or may not file *claims* for you. If the *non-network provider* does not file the *claim* on your behalf, you will need to file the *claim* yourself. To file a *claim*, please send us an itemized bill including the following:

- patient's name;
- your *member* identification number;
- the name, address, and telephone number of the *provider* who performed the service;
- date and description of the service; AND
- *charge* for that service.

Please mail medical *claims* to:

Blue Cross & Blue Shield of Rhode Island  
Attention: Claims Department  
500 Exchange Street  
Providence, RI 02903

### **5.1 How Network Providers Are Paid**

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This *agreement* pays *network providers* directly for *covered health care services*. You are responsible for *copayments*, *deductibles*, and the difference between the *maximum benefit* and our *allowance*, if any, which may apply to a *covered health care service*. The copayments and deductibles you are responsible for are determined at the date of service and will not be retroactively adjusted for payments we make to *providers* under *provider incentive*, risk-sharing, *care coordination*, *value-based* or similar programs. *Network providers* agree not to bill, charge, collect a deposit from, or in any way seek reimbursement from you for a *covered health care service*, except for the *copayments*, *deductibles*, and the difference between the *maximum benefit* and our *allowance*, if any, which may apply to a *covered health care service*.

It is your obligation to pay a *network provider* your *copayment*, *deductible*, and the difference between the *maximum benefit* and our *allowance*. If you do not pay the *network provider*, the *provider* may decline to provide current or future services to you. The *provider* may pursue payment from you. See Section 1.13 - Your Responsibility to Pay Your Providers for more information.

Not all of the individual *providers* at a *network* facility will be *network providers*. It is your responsibility to make sure that each *provider* from whom you receive care is in the *network*. However, if you receive certain types of services at a *network* facility, and there are *covered health care services* provided with those services by a *non-network provider* outside of your control, we will reimburse you for those *covered health care services* based upon our *allowance* at the *network* level of *benefits* when the services have been rendered:

- during an *inpatient* admissions at a *network* facility under the supervision of a *network* physician;
- while receiving *outpatient* services performed at a *network* facility under the supervision of a *network* physician; and
- while receiving *emergency* room services at a *network* facility.

Out-of-Network authorization requests to seek *covered health care services* from a *non-network provider* are only approved when a *covered health care service* cannot be provided by a *network provider*. When this happens, please call our Customer Service Department to discuss the options and they will assist you with the process of obtaining a network authorization. Services rendered with an approved network authorization will be paid based on *network provider benefit* level, as shown in the Summary of Benefits table. You will be responsible to pay the difference between the *maximum benefit* and our *allowance*, and any applicable *copayments* and *deductibles* (if any). If we approve a network authorization for you to receive services from a *non-network provider*, we reimburse you or the *non-network provider* up to the *maximum benefit* or our *allowance*, less any *copayments* and *deductibles* (if any), which may apply to a *covered health care service*.

## **5.2 How Non-Network Providers Are Paid**

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You are responsible for paying all *charges* from a *non-network provider*. You are liable for the difference between the amount that the *non-network* health care *provider* bills and the payment made for covered health care services. The copayments and deductibles you are responsible for are determined at the date of service and will not be retroactively adjusted for payments we make to *providers* under *provider incentive*, risk-sharing, *care coordination*, *value-based* or similar programs. Generally, we send reimbursement to you; but, we reserve the right to reimburse a *non-network provider* directly.

We reimburse you or a *non-network provider* up to the *maximum benefit* or our *allowance*, less any *copayments* and *deductibles* which may apply to a *covered health care service*. We reimburse *non-network provider* services using the same guidelines used to pay *network providers*. If an *allowance* for a specific *covered health care service* cannot be determined by reference to a fee schedule, reimbursement will be based upon a calculation that reasonably represents the amount paid to *network providers*.

Generally, our payment for *non-network provider* services will not be more than the amount that is paid for *network provider* services. Payments made to you are personal. You cannot transfer or assign any of your right to receive payments under this *agreement* to another person or organization.

## **5.3 Coverage for Services Provided Outside of the Service Area (BlueCard) Out of Area Services**

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## **Overview**

BCBSRI has a variety of relationships with other Blue Cross and/or Blue Shield Licensees. Generally, these relationships are called “Inter-Plan Arrangements.” These Inter-Plan Arrangements work based on rules and procedures issued by the Blue Cross Blue Shield Association (“Association”). Whenever you access healthcare services outside the geographic area BCBSRI serves the claim for those services may be processed through one of these Inter-Plan Arrangements. The Inter-Plan Arrangements are described below.

When you receive care outside of BCBSRI service area, you will receive it from one of two kinds of providers. Most providers (“participating providers”) contract with the local Blue Cross and/or Blue Shield Plan in that geographic area (“Host Blue”). Some providers (“nonparticipating providers”) don’t contract with the Host Blue. We explain below how we pay both kinds of providers.

## **Inter-Plan Arrangements Eligibility – Claim Types**

All claim types are eligible to be processed through Inter-Plan Arrangements, as described above, except for all Dental Care Benefits, and those Prescription Drug Benefits or Vision Care Benefits that may be administered by a third party contracted by us to provide the specific service or services.

## **BlueCard® Program**

Under the BlueCard® Program, when you receive covered health care services within the geographic area served by a Host Blue, BCBSRI will remain responsible for doing what we agreed to in the contract. However, the Host Blue is responsible for contracting with and generally handling all interactions with its participating providers.

When you receive covered health care services outside our service area and the claim is processed through the BlueCard Program, the amount you pay for covered health care services is calculated based on the lower of:

- the billed covered charges for your covered services; or
- the negotiated price that the Host Blue makes available to BCBSRI.

Often, this “negotiated price” will be a simple discount that reflects an actual price that the Host Blue pays to your healthcare provider. Sometimes, it is an estimated price that takes into account special arrangements with your healthcare provider or provider group that may include types of settlements, incentive payments and/or other credits or charges. Occasionally, it may be an average price, based on a discount that results in expected average savings for similar types of healthcare providers after taking into account the same types of transactions as with an estimated price.

Estimated pricing and average pricing also take into account adjustments to correct for over- or underestimation of past pricing of claims, as noted above. However, such adjustments will not affect the price we have used for your claim because they will not be applied after a claim has already been paid.

## **Special Cases: Value-Based Programs**

### ***BlueCard® Program***

If you receive covered health care services under a Value-Based Program inside a Host Blue's service area, you will not be responsible for paying any of the Provider Incentives, risk-sharing, and/or Care Coordinator Fees that are a part of such an arrangement, except when a Host Blue passes these fees to us through average pricing or fee schedule adjustments.

### **The following defined terms only apply to Section 5.3:**

- *Care Coordinator Fee* is a fixed amount paid by us to providers periodically for *Care Coordination* under a *Value-Based Program*.
- *Care Coordination* is organized, information-driven patient care activities intended to facilitate the appropriate responses to an enrolled *member's* healthcare needs across the continuum of care.
- *Value-Based Program (VBP)* is an outcomes-based payment arrangement and/or a *coordinated care* model facilitated with one or more local *providers* that is evaluated against cost and quality metrics/factors and is reflected in *provider* payment.
- *Provider Incentive* is an additional amount of compensation paid to a healthcare *provider* by us, based on the *provider's* compliance with agreed-upon procedural and/or outcome measures for a particular group of covered persons.

## **Inter-Plan Programs: Federal/State Taxes/Surcharges/Fees**

Federal or state laws or regulations may require a surcharge, tax or other fee that applies to insured accounts. If applicable, we will include any such surcharge, tax or other fee as part of the claim charge passed on to you.

## **Nonparticipating Providers Outside Our Service Area**

### **1. Subscriber Liability Calculation**

When covered health care services are provided outside of our service area by nonparticipating providers, the amount you pay for such services will normally be based on either the Host Blue's nonparticipating provider local payment or the pricing arrangements required by applicable state law. In these situations, you may be responsible for the difference between the amount that the nonparticipating provider bills and the payment we will make for the covered health care services as set forth in this paragraph. Federal or state law, as applicable, will govern payments for out-of-network emergency services.

### **2. Exceptions**

In certain situations, we may use other payment methods, such as billed covered charges, the amount we would pay to a local non-network provider or a special negotiated payment to determine the amount we will pay for services provided by nonparticipating providers. In these situations, you may be liable for the difference between the amount that the nonparticipating provider bills and the payment we will make for the covered health care services as set forth in this paragraph.

## **BlueCard Worldwide® Program**

If you are outside the United States (hereinafter "BlueCard service area"), you may be able to take advantage of the BlueCard Worldwide® Program when accessing covered health care services/Covered Services. The BlueCard Worldwide Program is unlike the BlueCard Program available in the BlueCard service area in certain ways. For instance, although the BlueCard Worldwide Program assists you with accessing a network of inpatient, outpatient and professional providers, the network is not served by a Host Blue. As such, when you receive

care from providers outside the BlueCard service area, you will typically have to pay the providers and submit the claims yourself to obtain reimbursement for these services.

If you need medical assistance services (including locating a doctor or hospital) outside the BlueCard service area, you should call the BlueCard Worldwide Service Center at 1.800.810.BLUE (2583) or call collect at 1.804.673.1177, 24 hours a day, seven days a week. An assistance coordinator, working with a medical professional, can arrange a physician appointment or hospitalization, if necessary.

- **Inpatient Services**

In most cases, if you contact the BlueCard Worldwide Service Center for assistance, hospitals will not require you to pay for covered inpatient services, except for your cost-share amounts/deductibles, coinsurance, etc. In such cases, the hospital will submit your claims to the BlueCard Worldwide Service Center to begin claims processing. However, if you paid in full at the time of service, you must submit a claim to receive reimbursement for [covered healthcare services/Covered Services. Preauthorization is recommended for non-emergency inpatient services.

- **Outpatient Services**

Physicians, urgent care centers and other outpatient providers located outside the BlueCard service area will typically require you to pay in full at the time of service. You must submit a claim to obtain reimbursement for covered health care services. Preauthorization is recommended for outpatient services.

- **Submitting a BlueCard Worldwide Claim**

When you pay for [covered health care services outside the BlueCard service area, you must submit a claim to obtain reimbursement. For institutional and professional claims, you should complete a BlueCard Worldwide International claim form and send the claim form with the provider's itemized bill(s) to the BlueCard Worldwide Service Center (the address is on the form) to initiate claims processing. Following the instructions on the claim form will help ensure timely processing of your claim. The claim form is available from BCBSRI, the BlueCard Worldwide Service Center or online at [www.bluecardworldwide.com](http://www.bluecardworldwide.com). If you need assistance with your claim submission, you should call the BlueCard Worldwide Service Center at 1.800.810.BLUE (2583) or call collect at 1.804.673.1177, 24 hours a day, seven days a week.

## **6.0 HOW WE COORDINATE YOUR BENEFITS WHEN YOU ARE COVERED BY MORE THAN ONE PLAN**

### **Introduction**

This Coordination of Benefits ("COB") provision applies when you or your covered dependents have health care benefits under more than one *plan*.

We follow the COB rules of payment issued by the Rhode Island Office of the Health Insurance Commissioner (OHIC) in Regulation 48 and by the National Association of Insurance Commissioners (NAIC). The COB rules have been adopted by the Rhode Island Office of the Health Insurance Commissioner (OHIC). From time to time these rules may change before we issue a revised Subscriber Agreement. We use the COB regulations in effect at the time of coordination to determine benefits available to you.

If this provision applies, the order of benefit determination rules as stated in this section will determine whether we pay benefits before or after the *benefits* of another plan.

### **6.1 Definitions**

The following definitions listed in this section apply only to Section 6 of this Subscriber Agreement:

**ALLOWABLE EXPENSE** means the necessary, reasonable and customary item of expense for health care which is:

- covered at least in part under one or more *plans* covering the person for whom the *claim* is made; AND
- incurred while this *agreement* is in force.

When a *plan* provides health care benefits in the form of services, the reasonable cash value of each service is considered as both an *allowable expense* and a benefit paid.

Vision care services covered under other plans are not considered an *allowable expense* under this *agreement*.

**BENEFITS** means any treatment, facility, equipment, drug, device, supply or service for which you receive reimbursement under a *plan*.

**CLAIM** means a request that benefits of a *plan* be provided or paid.

**PLAN** means any health insurance benefit package provided by an organization as defined in Section 8.0 – Glossary.

**PRIMARY PLAN** means a plan whose benefits for a person's health care coverage must be determined without taking the existence of any other plan into consideration.

**SECONDARY PLAN** means a *plan* which is not a *primary plan*.



## **6.2 When You Have More Than One Plan with Us**

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If you are covered under more than one agreement with us, you are entitled to covered benefits under both plans. If one agreement has a benefit that the other(s) does not, you are entitled to coverage under the agreement that has the benefit. The total payments you receive will never be more than the total cost for the services you receive.

## **6.3 When You Are Covered By More Than One Insurer**

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Covered benefits provided under any other plan will always be paid before the *benefits* under our *plan* if that insurer does not use a similar coordination of benefits rule to determine coverage. The plan without the coordination of benefits provision will always be the *primary* plan.

*Benefits* under another plan include all *benefits* that would be paid if *claims* had been submitted for them.

If you are covered by more than one plan and both insurers use similar coordination of benefits rules to determine coverage, we use the following conditions to determine which plan covers you first:

- whether you are the main *subscriber* or a dependent;
- if married, whether you or your spouse was born earlier in the year; the length of time each spouse has been covered;
- if a parental custody or divorce decree applies; or
- if Medicare is your other coverage. If so, then Medicare guidelines apply.

**(1.) Non-Dependent/Dependent** - If you are covered under a plan and you are the main *subscriber*, the *benefits* of that plan will be determined before the *benefits* of a *plan* which covers you as a dependent. If, however, you are a Medicare beneficiary, then, in some instances, Medicare will be Secondary and the plan which covers you as the main *subscriber* or as a dependent will provide the benefits first.

If one of your dependents covered under this *plan* is a student, and has additional coverage through a student plan, then the *benefits* from the student plan will be determined before the *benefits* under this *plan*.

**(2.) Dependent Child/Parents Not Separated or Divorced** - If dependent children are covered under separate plans of more than one person (i.e. "parents" or individuals acting as "parents"), the *benefits* of the plan covering the parent born earlier in the year will be determined before those of the parent whose birthday falls later in the year. If both parents have the same birthday, the *benefits* of the plan which covered the parent longer are determined before those of the plan which covered the other parent for a shorter period of time. The term "birthday" only refers to the month and day in a *calendar year*, not the year in which the person was born. If the other plan does not determine *benefits* according to the parents' birth dates, but by parents' gender instead, the other plan's gender rule will determine the order of *benefits*.

**(3.) Dependent Child/Parents Separated or Divorced** - If two or more plans cover a person as a dependent child of divorced or separated parents, the plan responsible to cover *benefits* for the child will be determined in the following order:

- first, the plan of the parent with custody of the child;

- then, the plan of the spouse of the parent with custody of the child; AND
- finally, the plan of the parent not having custody of the child.

If the terms of a court decree state that one of the parents is responsible for the health care expenses of the child, and the entity obligated to pay or provide the parent's *benefits* under that parent's plan has actual knowledge of those terms, the *benefits* of that plan are determined first and the *benefits* of the plan of the other parent are the *secondary* plan.

If the terms of a court decree state that the parents share joint custody, without stating that one of the parents is responsible for the health care expenses of the child, the plans covering the child will follow the order of benefit determination rules outlined in Section 6.3 (2) above.

**(4.) Active/Inactive Employee** - If you are covered under another health plan as an employee (not laid off or retired), your *benefits* and those of your dependents under that plan will be determined before *benefits* under this *plan*. The *plan* covering the active employee and dependents will be the primary *plan*. The *plan* covering that same employee as inactive (retired or laid off) will be the secondary plan for that employee and dependents.

**(5.) COBRA/Rhode Island Extended Benefits (RIEB)** – If this plan is provided to you under COBRA or RIEB, and you are covered under another plan as an employee, retiree, or dependent of an employee or retiree, the plan covering you as an employee, retiree or dependent of an employee or retiree will be primary and the COBRA or RIEB plan will be the secondary plan.

**(6.) Longer/Shorter Length of Coverage** - If none of the above rules determine the order of *benefits*, the *benefits* of the plan which covered a *member* or *subscriber* longer are determined before those of the plan which covered that person for the shorter term.

In general, if you use more *benefits* than you are covered for during a benefit period, the following formula is used to determine coverage:

The insurer covering you first will cover you up to its allowance. Then, the other insurer will cover any allowable *benefits* you use over that amount. It will never be more than the total amount of coverage that would have been provided if *benefits* were not coordinated.

$$\begin{array}{l} \text{Maximum } \textit{benefits} \text{ paid by primary insurer} \\ + \quad \text{Any remaining } \textit{allowable expense} \text{ to be paid by secondary insurer} \\ \hline \text{Total Benefits Payable} \end{array}$$

#### **6.4 Our Right to Make Payments and Recover Overpayments**

If payments which should have been made by us according to this provision have actually been made by another organization, we have the right to pay those organizations the amounts we decide are necessary to satisfy the rules of this provision. These amounts are considered *benefits* provided under this *plan* and we are not liable for them.

If we have made payments for *allowable expenses* which are more than the maximum amount needed to satisfy the conditions of this provision, we have the right to recover the excess amounts from: the person to or for whom the payments were made; any other insurers; and/or any other organizations (as we decide). As the *subscriber*, you agree to pay back any excess

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amount, provide information and assistance, or do whatever is necessary to recover this excess amount. When determining the amount of payments made we include the reasonable cash value of any *benefits* provided in the form of services.

SAMPLE

## 7.0 ADVERSE BENEFIT DETERMINATION AND APPEALS

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Our Customer Service Department phone number is (401) 459-5000 or 1-800-639-2227.

### 7.1 Adverse Benefit Determination

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An **adverse benefit determination** is any of the following:

- Denial of a benefit (in whole or part),
- Reduction of a benefit,
- Termination of a benefit,
- Failure to provide or make a payment (in whole or in part) for a benefit, and
- 
- Rescission of coverage, even if there is no adverse effect on any benefit.

An appeal of an *adverse benefit determination* can be made either as an *administrative appeal* or as a *medical appeal*, as defined further in this section.

Our Customer Service Department phone number is (401) 459-5000 or 1-800-639-2227.

### 7.2 Complaint and Administrative Appeal Procedures

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A **Complaint** is a verbal or written expression of dissatisfaction with any aspect of our operation or the quality of care you received. A *complaint* is not an appeal, an inquiry, or a problem of misinformation that is resolved promptly by clearing up the misunderstanding or supplying the appropriate information to your satisfaction.

An **Administrative Appeal** is a verbal or written request for us to reconsider a full or partial denial of payment for services that were denied because:

- the services were excluded from coverage;
- we failed to make payment (in whole or part) for a service;
- we determined that you were not initially eligible for coverage;
- we determined that you were not eligible for coverage (for example, a *rescission* of coverage occurred);
- you or you or your *provider* did not follow Blue Cross & Blue Shield of Rhode Island's requirements; or
- other limitation on an otherwise covered benefit.

#### How to File a Complaint or Administrative Appeal

If you are dissatisfied with any aspect of our operation, the quality of care you have received, or you have a request for us to reconsider a full or partial denial of benefits, please call our Customer Service Department. The Customer Service Representative will try to resolve your concern. If it concern is not resolved to your satisfaction, you may file a *complaint* or *administrative appeal* verbally with the Customer Service Representative. If you wish to file a *complaint* related to the quality of care you received, you must do so within sixty (60) days of the incident. If you wish to file an *administrative appeal*, you must do so within one hundred eighty (180) days of receiving a denial of benefits. You are not required to file a *complaint* before filing an *administrative appeal*.

You may also file a *complaint* or *administrative appeal* in writing. To do so, you must provide the following information:

- name, address, *member* ID number;
- summary of the issue;

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- any previous contact with Blue Cross & Blue Shield of Rhode Island;
- a brief description of the relief or solution you are seeking;
- any more information such as referral forms, *claims*, or any other documentation that you would like us to review;
- the date of incident or service; and
- your signature.

You can use the Member Appeal Form, which a Customer Service Representative can provide to you, or you can send us a letter with the information requested above. If someone is filing a *complaint* or *administrative appeal* on your behalf, you must send us a notice with your signature, authorizing the individual to represent you in this matter.

Please mail the *complaint* or *administrative appeal* to:

Blue Cross & Blue Shield of Rhode Island  
Attention: Grievance and Appeals Unit  
500 Exchange Street  
Providence, Rhode Island 02903

We will acknowledge your *complaint* or *administrative appeal* in writing or by phone within ten (10) business days of our receipt of your written *complaint* or *administrative appeal*. The Grievance and Appeals Unit will conduct a thorough review of your *complaint* or *administrative appeal* and respond in the timeframes set forth below.

### Complaint

- **Level 1**

We will respond to your Level 1 *complaint* in writing within thirty (30) calendar days of the date we receive your *complaint*. The determination letter will provide you with the rationale for our response as well as information on the next steps available to you, if any, if you are not satisfied with the outcome of the *complaint*.

- **Level 2 (when applicable)**

A Level 2 *complaint* may be submitted only when you have been offered a second level of *complaint* in your Level 1 determination letter. The Grievance and Appeals Unit will conduct a thorough review of your Level 2 *complaint* and respond to you in writing within thirty (30) business days of the date we receive your Level 2 letter. Our determination letter will provide you with the rationale for our response as well as information on the next steps if you are not satisfied with the outcome of the *complaint*.

### Administrative Appeal

We will respond to your *administrative appeal* in writing within sixty (60) calendar days of our receipt of your *administrative appeal*. The determination letter will provide you with information regarding our determination.

BCBSRI does not offer a Level 2 *administrative appeal*. You may notify the Office of The Health Insurance Commissioner's Consumer Resource Program, RIREACH at 1-855-747-3224 about your concerns. Please refer to the Legal Action section below for more information.

### **7.3 Medical Appeal Procedures**

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A **Medical Appeal** is a verbal or written request for us to reconsider a full or partial denial of payment for services that were denied because we determined one of the following:

- The services were not *medically necessary*; or
- The services are *experimental or investigational*.

If we deny payment for a service for medical reasons, you will receive the denial in writing.

The written denial you receive will:

- explain the reason for the denial,
- explain the clinical criteria that was used to make the determination,
- provide specific instruction for obtaining the clinical criteria for the denial.

To file a *medical appeal* verbally, you may call our Customer Service Department.

You may also file a *medical appeal* in writing. To do so, you must provide the following information:

- name, address, and *member* ID number;
- summary of the medical appeal, any previous contact with Blue Cross & Blue Shield of Rhode Island, and a brief description of the relief or solution you are seeking;
- any more information such as referral forms, *claims*, or any other documentation that you would like us to review;
- the date of service; and
- your signature.

If a *medical appeal* is being filed on your behalf, you must send us a notice with your signature, authorizing the individual to represent you in this matter.

Written *medical appeals* should be sent to:

Blue Cross & Blue Shield of Rhode Island  
Attention: Grievance and Appeals Unit  
500 Exchange Street  
Providence, Rhode Island 02903

Your *doctor* may also file a *medical appeal* on your behalf. Your *doctor* can contact the Physician and Provider Service Center to start the medical appeal.

Within ten (10) business days of receipt of a written or verbal *medical appeal*, the Grievance and Appeals Unit will mail or call you to phone acknowledge of our receipt of the *medical appeal*.

You are entitled to the following levels of review when seeking a *medical appeal*.

#### **Level 1 Review**

You may file a Level 1 review by making a request for such review to us within one hundred and eighty (180) calendar days of the initial determination letter. You may do so by calling our Customer Service Department, but we strongly suggest that you submit your request in writing to ensure your request is accurately reflected. At any time during the Level 1 review (or Level 2 Review, see below), you may supply additional information by mailing it to the address listed

above. You may request copies of information relevant to your appeal (free of charge) by contacting our Grievance and Appeal Unit.

For pre-service (before services are rendered) or concurrent (during a patient's hospital stay or course of treatment) appeals, you will receive written notification of the determination on a Level 1 review within fifteen (15) calendar days of receipt of the appeal. If you are requesting reconsideration (Level 1 review) of a service that was denied after you already obtained the service (retrospectively), then you will receive written notification of our determination within fifteen (15) business days of our receipt of the appeal.

### **Level 2 Review**

You may request a Level 2 review (preferably in writing) if our denial was upheld during the Level 1 review process. Your Level 2 review will be reviewed by a *provider* in the same or similar specialty as your treating *provider*. You must submit your request for a Level 2 review within one hundred and eighty (180) calendar days of receipt of the Level 1 determination letter. Upon request for a Level 2 review, we will provide you with the opportunity to inspect the medical file and add information to the file.

You will receive written notification of a determination on a Level 2 pre-service or concurrent review within fifteen (15) calendar days of receipt of the appeal request. If the service you are requesting review of was denied after you already obtained the service (retrospectively), you will receive written notification of our determination within fifteen (15) business days of receipt of the appeal request.

### **Expedited (Urgent) Review**

You may ask for an expedited (urgent) appeal if:

- an urgent *preauthorization* request for health care services has been denied (See Section 1.6 – Preauthorization for additional information about urgent *preauthorization* requests);
- the circumstances are an emergency; or
- you are in an *inpatient* setting.

A review is considered emergent or urgent if, in the opinion of an individual applying the judgment of a prudent layperson possessing an average knowledge of health and medicine, applying time periods for making a non-urgent appeal determination could seriously jeopardize your life or your health or your ability to regain maximum function. Likewise, a review is considered emergent or urgent if, in the opinion of a physician with knowledge of your health condition, applying time periods for making a non-urgent claim determination would subject you to severe pain that cannot be adequately managed without the care or treatment that is the subject of the appeal.

To request you or your physician or provider must call the Grievance and Appeals Unit at (401) 459-5000 or 1-800-639-2227 or fax your request to (401) 459-5005.

An expedited appeal determination for services that have not yet been rendered (a pre-service review) will be made not later than seventy-two (72) hours or in less than seventy-two (72) hours (taking into consideration medical exigencies) from the receipt of the request.

Services that have already been rendered (retrospective review) are not eligible for expedited (urgent) review.

## **External Appeal**

If you remain dissatisfied with the determination, you may request an external review by an outside review agency. There is no minimum dollar amount that a *claim* must be in order to file an external appeal. To request an external review you must submit your request in writing to us within four (4) months of your receipt of the determination. We will forward your request to the outside review agency within five (5) business days, or two (2) business days for an expedited external appeal.

We may charge you a filing fee up to \$25.00 per *claim* and \$75.00 per claimant per *plan year* payable to us. We are responsible for any costs and fees from the outside review agency for the external appeal, not to exceed \$75.00 per *benefit year*. We will refund you if the denial is reversed and will waive the fee if it imposes an undue hardship on you.

For all non-emergency appeals, the external appeal agency will notify you of its determination within ten (10) business days of the agency's receipt of the information.

For all emergency external appeals, the external appeals agency will notify you of its determination no later than seventy-two (72) hours from the agency's receipt of the appeal.

The determination by the outside review agency is binding upon us.

This External Appeal is voluntary. This means you may choose to participate in this level of appeal, or you may file suit in an appropriate court of law (Please see Legal Action, below).

## **7.4 Legal Action**

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If you are dissatisfied with the decision on your claim, and have complied with applicable state and federal law, you are entitled to seek judicial review. This review will take place in an appropriate court of law.

**Note:** *Once a member or provider receives a decision at one of the several levels of appeal (Level 1, Level 2, External, and Legal Action), the member or provider may not ask for an appeal at the same level again, unless additional information that could impact such decisions can be provided.*

Under state law, you may not begin court proceedings prior to the expiration of sixty (60) days after the date you filed your claim. In no event may legal action be taken against us later than three (3) years from the date you were required to file the claim (see Section 6.1).

For *members* covered by a group (employer sponsored) health plan, your plan may be subject to the Employee Retirement Income Security Act of 1974 (ERISA), as amended. Under federal law, if your plan is subject to ERISA you may have the right to bring legal action under section 502(a) of ERISA after you have exhausted all available administrative appeals. For appeals other than medical appeals, federal law requires that you pursue a final decision on an administrative appeal prior to filing suit under section 502(a) of ERISA. For medical appeals, federal law requires that you pursue a Level 2 review prior to filing a suit under section 502(a) of ERISA. You are not required to submit your claim to external review prior to filing a suit under section 502(a) of ERISA. Consult your employer to determine whether this applies to you and what your rights and obligations may be. If you are dissatisfied with the decision on



your claim, and have complied with applicable state and federal law, you are entitled to seek judicial review. This review will take place in an appropriate court of law.

## **7.5 Grievances Unrelated to Claims**

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We encourage you to discuss any *complaint* that you may have about any aspect of your medical treatment with the health care *provider* that furnished the care. In most cases, issues can be more easily resolved when they are raised when they occur. If, however, you remain dissatisfied or prefer not to take up the issue with your *provider*, you may access our *complaint* and grievance procedures.

You may also access our *complaint* and grievance procedures if you have a *complaint* about our service or about one of our employees. In order to start a grievance, please call our Customer Service Department. The Customer Service Department will log in your call and begin working towards the resolution of your *complaint*.

The grievance procedures described in this Section 7.4 do not apply to medical necessity determinations (see Section 7.3), *complaints* about payments (see Section 7.2), *claims* of medical malpractice or to allegations that we are liable for the professional negligence of any *doctor*, *hospital*, health care facility or other health care *provider* furnishing services under this *plan*.

## **7.6 Our Right to Withhold Payments**

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We have the right to withhold payment during the period of investigation on any *claim* we receive that we have reason to believe might not be eligible for coverage. We will also conduct pre-payment review on a *claim* we have reason to believe has been submitted for a service not covered under this *plan*. We will make a final decision on these *claims* within sixty (60) days after the date you filed said *claim*.

We also have the right to perform post-payment reviews of *claims*. If we determine misrepresentation was used when you filed the *claim*, or if we determine that a *claim* should not have been paid for any reason, we may take all necessary steps (including legal action) to recover funds paid to you or to a *provider*.

## **7.7 The Plan's Right of Subrogation and/or Reimbursement**

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### **Definitions**

**SUBROGATION** means the *plan* can use your right to recover money from a third party that caused you to be hurt or sick. The *plan* may also recover from any insurance company (including uninsured and underinsured motorist clauses and no-fault insurance) or other party.

**REIMBURSEMENT** means the *plan's* right to be paid back any payments, awards or settlements that you receive from a third party. The *plan* can collect up to the amount of any benefit or any payment we made.

### **Subrogation**

This *plan* may recover money from a third party that causes you to be hurt or sick. If that party has insurance, this *plan* may recover money from the insurance company. The *plan's* recovery will be based on the *benefit* or payment we made under this *plan*. For example, if you are hurt in a car accident and the *plan* pays for your hospital stay, the *plan* can collect the amount paid for your hospital stay from the auto insurer. If you do not try to collect money from

## **Subscriber Agreement**

the third party who caused you to be hurt or sick, you agree that the *plan* can. The *plan* may do so on your behalf or in your name. The *plan's* right to be paid will take priority over any claim for money by a third party. This is true even if you have a claim for punitive or compensatory damages.

### **Reimbursement**

If the *plan* gives you *benefits* or makes payment for services under this *plan* and you get money from a third party for those services, you must pay the *plan* back. This is true even if you receive the money after a settlement or a judgment. For example, if your auto insurance pays for your emergency room visit after a car accident, you must reimburse the *plan* for any *benefit* payment that was made.

The *plan* can collect the money no matter where it is or how it is designated. You must pay the *plan* back even if you do not get back the total amount of your claim against the third party. The *plan* can collect the money you receive even if it is described as a payment for something other than health care expenses. The *plan* may offset future payments under this *plan* until the *plan* has been paid an amount equal to what you were paid by a third party. If the *plan* must pay legal fees in order to recover money from you, the *plan* can recover these costs from you. Also, the amount that you must pay the *plan* cannot be reduced by any legal costs that you have.

If you receive money in a settlement or a judgment and do not agree with the *plan's* right to *reimbursement*, you must keep an amount equal to the *plan's* claim in a separate account until the dispute is resolved. If a court orders that money be paid to you or any third party before your lawsuit is resolved, you must tell the *plan* quickly so the *plan* can respond in court.

### **Member Cooperation**

You must give the *plan* information and help the *plan*. This means you must complete and sign all necessary documents to help the *plan* get money back. You must tell the *plan* in a timely manner about the progress of your claim with a third party. This includes filing a claim or lawsuit, beginning settlement discussions, or agreeing to a settlement in principle, etc. It also means that you must give the *plan* timely notice before you settle any claim. You must not do anything that might limit the *plan's* rights under this Section. The *plan* may take any action necessary to protect the *plan's* right of *subrogation* and/or *reimbursement*.

## 8.0 GLOSSARY

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When a defined term is used in this *agreement*, it will be italicized.

**AGREEMENT** means this document. It is a legal contract between you and Blue Cross & Blue Shield of Rhode Island.

**ALLOWANCE** is the amount a *provider* has agreed to accept for a *covered health care service*. Our *allowance* for a *covered health care service* may include payment for other related services. See How Your Covered Health Care Services Are Paid and the Summary of Benefits for services subject to *copayments*, *deductibles (if any)*, and *maximum benefits*. For information about how we pay for health care services outside of our service area, please see Coverage for Services Provided Outside of the Service Area (*BlueCard*) section.

When you receive *covered health care services* from a *network provider*, the *provider* has agreed to accept our *allowance* as payment in full. You will be responsible to pay your *copayments*, *deductibles*, and the difference between the *maximum benefit* and our *allowance*, if any.

When you receive *covered health care services* from a *non-network provider*, you will be responsible for the *provider's charge*. Our reimbursement will be based on the lesser of our *allowance*, the *non-network provider's charge*, or the *maximum benefit*, less any *copayments* and *deductibles*, if any.

**BENEFITS** means any treatment, facility, equipment, drug, device, supply or service that you receive reimbursement for under this *agreement*.

**BENEFIT LIMIT** means the maximum benefit amount allowed for certain *covered health care services*. It may limit the duration or the number of visits for *covered health care services*. See the Summary of Benefits for details about any *benefit limits*.

**BLUECARD** is a national program in which all Blue Cross and Blue Shield plans participate. It benefits *subscribers* who receive *covered health care services* outside their own plan's service area. See Coverage for Services Provided Outside of the Service Area (*BlueCard*) section for details.

**CALENDAR YEAR** means a 12-month period beginning on January 1st and ending December 31st.

**CHARGES** means the amount billed by any health care *provider* (e.g., *hospital*, *doctor*, *laboratory*, etc.) for *covered health care services* without the application of any discount or negotiated fee arrangement.

**CLAIM** means a request that *benefits* of a *plan* be provided or paid.

**COBRA** means the Consolidated Omnibus Budget Reconciliation Act passed by Congress in 1986. This law provides continuation of group health *plan* coverage that would otherwise be ended. *COBRA* gives certain former employees, retirees, spouses, and dependents the right to temporary continuation of health coverage at group rates.

**COPAYMENT** means either a defined dollar amount or a percentage of our *allowance* that you must pay for certain *covered health care services*.

**COVERED HEALTH CARE SERVICES** means any service, treatment, procedure, facility, equipment, drug, device, or supply which we have reviewed and determined is eligible for reimbursement under this *agreement*.

**DEVELOPMENTAL SERVICES** means therapies, typically provided by a qualified professional using a treatment plan, that are intended to lessen deficiencies in normal age appropriate function. The therapies generally are meant to limit deficiencies related to injury or disease that have been present since birth. This is true even if the deficiency was detected during a later developmental stage. The deficiency may be the result of injury or disease during the developmental period. *Developmental services* are applied for sustained periods of time to promote acceleration in developmentally related functional capacity. This *agreement* does not cover *developmental services* unless specifically listed as covered.

**DEDUCTIBLE** means the amount that you must pay each *plan year* before we begin to pay for certain *covered health care services*. The *network provider* and *non-network provider calendar year deductibles* are added up separately. The *deductible* amount applied to a *covered health care* expense is based on the lower of our *allowance* or the *provider's charge*. See the Summary of Medical Benefits for your *plan year deductible* amount(s) and an indication ("Yes" or "No") whether the *covered health care services* are subject to the *deductible*.

**DOCTOR** means any person licensed and registered as an allopathic or osteopathic physician (i.e., a D.O or M.D.). For purposes of this *agreement*, the term *doctor* also includes a licensed dentist, podiatrist, or chiropractic physician.

**ELIGIBLE PERSON** is explained in the section Who is an *Eligible Person*.. This section details who is eligible to enroll as a dependent under this *agreement*.

**EMERGENCY** means a medical condition manifesting itself by acute symptoms. The acute symptoms are severe enough (including severe pain) that a prudent layperson, with an average knowledge of health and medicine, could reasonably expect that without immediate medical attention serious jeopardy to the health of a person (or, with respect to a pregnant woman, the health of the woman or her unborn child), serious impairment to bodily functions, or serious dysfunction of any bodily organ or part could result.

**EMPLOYER** means an organization, separate from us, that pays for some or all of your membership and *benefits* as described in this *agreement*.

**EXPERIMENTAL/INVESTIGATIONAL** means any health care service that has progressed to limited human application, but has not been recognized as proven and effective in clinical medicine. See *Experimental/Investigational* section for a more detailed description of the type of health care services we consider *experimental/investigational*.

**FREE-STANDING AMBULATORY SURGI-CENTER** means a state licensed facility which is equipped to surgically treat patients on an *outpatient* basis.

**HOSPITAL** means any facility worldwide:

- that provides medical and surgical care for patients who have acute illnesses or injuries; AND
- is either listed as a *hospital* by the American Hospital Association (AHA) OR accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).
- **A GENERAL HOSPITAL** means a *hospital* which is designed to care for medical and surgical patients with acute illness or injury.
- **A SPECIALTY HOSPITAL** means a *hospital* or the specialty unit of a *general hospital* which is licensed by the State. It must be designed to care for patients with injuries or special illnesses. This includes, but is not limited to, a long-term acute care unit, an acute mental health or acute short-term rehabilitation unit or *hospital*.

*Hospital* does not mean:

- convalescent homes;
- rest homes;
- nursing homes;
- homes for the aged;
- school and college infirmaries;
- halfway houses or residential facilities;
- long-term care facilities;
- *urgent care centers* or *free-standing ambulatory surgi-centers*;
- facilities providing mainly custodial, educational or rehabilitative care; or
- sections of *hospitals* used for custodial, educational or rehabilitative care, even if accredited by the JCAHO or listed in the AHA directory.

**HOSPITAL SERVICES** include the following:

- anesthesia supplies;
- blood services including: administration, typing, cross matching, drawing, maintenance of donor room, and *charges* for plasma and derivatives. *Charges* for penalty fees are NOT covered;
- cardiac pacemakers;
- computerized axial tomography (CAT or CT scan) and magnetic resonance imaging (MRI);
- diagnostic imaging, radiation therapy and diagnostic and therapeutic radioisotopic services;
- drugs and medications as currently listed in the National Formulary or the U.S. Pharmacopoeia;
- electrocardiograms (EKGs) and electroencephalogram (EEG);
- general and specialty nursing care;
- hearing evaluation;
- hemodialysis - use of machine and other physical equipment;
- inhalation and oxygen, respiratory therapy, and ventilator support;
- insulin and electroconvulsive therapy;
- laboratory and pathology testing and pulmonary function tests;
- mammogram;
- meals and other dietary services;

- medical and surgical supplies;
- occupational therapy;
- original prosthetic and initial prosthesis when supplied and billed by the *hospital* where you are an *inpatient* or the *hospital* that you return to, within a reasonable period of time, for an original prosthesis or initial prosthetic, providing the prosthesis or the prosthetic is related to the original *hospital* stay;
- pap smear;
- physical therapy;
- recovery room;
- rehabilitation services;
- room accommodations in a ward or *semi-private room*;
- services performed in intensive care units;
- services of a licensed clinical psychologist when ordered by a *doctor* and billed by a *hospital*;
- speech evaluation and therapy;
- ultrasonography (ultrasounds);
- use of the operating room for surgery, anesthesia, and recovery room services; and
- other *hospital services* necessary for your treatment which we have approved.

**INPATIENT** describes services provided when you are admitted to a *hospital* for at least one overnight stay.

**MAINTENANCE SERVICES** means any service that is intended to maintain current function, slow down a decline in function, or prevent a decline in function. *Maintenance services* are most often long term therapies that do not apply to persons with an acute chronic illness or functional deficit.

**MAXIMUM BENEFIT** means the total benefit allowed under this *agreement* for *covered health care services* for a particular condition or service.

When you receive *covered health care services* from a *network provider*, the *provider* has agreed to accept our *allowance* as payment in full. You will be responsible to pay the difference between the *maximum benefit* and our *allowance*, and any applicable *copayments* and *deductibles*.

When you receive *covered health care services* from a *non-network provider*, you will be responsible for the *provider's charge*. Our reimbursement will be based on the lesser of our *allowance*, the *non-network provider's charge*, or the *maximum benefit*; less any *copayments* and *deductibles*, if any.

**MAXIMUM OUT-OF-POCKET EXPENSE** means the total amount that you must pay each *plan year* for certain *covered health care services*. We will pay up to 100% of our *allowance* for the rest of the *plan year* once you have met the *maximum out-of-pocket expense*.

**MEDICALLY NECESSARY** means that the health care services provided to treat your illness or injury, upon review by Blue Cross & Blue Shield of Rhode Island are:

- appropriate and effective for the diagnosis, treatment, or care of the condition, disease ailment or injury for which it is prescribed or performed;

## Subscriber Agreement

- appropriate with regard to generally accepted standards of medical practice within the medical community or scientific evidence;
- not primarily for the convenience of the *member*, the *member's* family or *provider* of such *member*; AND
- the most appropriate in terms of type, amount, frequency, setting, duration, supplies, or level of service which can safely be provided to the *member*, i.e. no less expensive professionally acceptable alternative is available.

We will make a determination whether a health care service is *medically necessary*. You have the right to appeal our determination or to take legal action as described in Section 7.0. We review medical necessity on a case-by-case basis.

THE FACT THAT YOUR *DOCTOR* PERFORMED OR PRESCRIBED A PROCEDURE DOES NOT MEAN THAT IT IS *MEDICALLY NECESSARY*. We determine medical necessity solely for purposes of *claims* payment under this *agreement*.

**NETWORK PROVIDER (NETWORK)** is a *provider* that has entered into an agreement with us or a Blue Cross or Blue Shield *plan* of another state.

**NEW SERVICE** means a service, treatment, procedure, facility, equipment, drug, device, or supply we previously have not reviewed to determine if the service is eligible for coverage under this *agreement*.

**NON-NETWORK PROVIDER (NON-NETWORK)** is a *provider* that has not entered into an agreement with us or another Blue Cross or Blue Shield *plan* of another state.

**OUTPATIENT** is a patient receiving ambulatory care at a *hospital* or other health care facility. The patient is not admitted overnight.

**PRIMARY CARE PHYSICIAN (PCP)** means, for the purpose of this *agreement* and for the determination of your *copayment*, professional *providers* that are family practitioners, internists, and pediatricians. Nurse practitioners and physician assistants, practicing under the supervision of these professional *providers*, may be reimbursed as *primary physicians*. For the purpose of this *agreement*, gynecologists and obstetricians may be credentialed as *primary physicians* or as *specialist physicians*.

**PLAN** means any *hospital* or medical service *plan* or health insurance benefit package provided by an organization. This includes an organization that is a *member* of the Blue Cross and Blue Shield Association and Blue Cross & Blue Shield of Rhode Island as well as:

- group insurance or group-type coverage, whether insured or self-insured, including group-type coverage through an HMO, other prepayment group practice or individual practice *plan*; AND
- coverage under a governmental *plan* or coverage required to be provided by law. This does not include a state *plan* under Medicaid (Title XIX, Grant to States for Medical Assistance Programs, of the U.S. Social Security Act as amended from time to time).

**PLAN YEAR** means a twelve (12) month period, determined by your *employer*. *Benefit limits*, *deductibles*, and your *out-of-pocket maximum* are calculated based on the *plan year*. A *plan year* can be either a *calendar year* or a *plan year*.

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- *Calendar year* means that the coverage is based on a twelve (12) month period beginning on January 1st and ending on December 31<sup>st</sup>.
- *Plan year* means coverage is based on a period of twelve (12) consecutive months that are not a *calendar year* (for example, July 1st in one year through June 30th in the following year). A *plan year* is also the one-year period that begins on the anniversary date of your *employer's* group agreement.

For more information about the type of plan year that applies to your coverage, please call our Customer Service Department or contact your employer directly.

**PREAUTHORIZATION** is a process that determines if a health care service qualifies for benefit payment. The *preauthorization* process varies depending on whether the service is a medical procedure or a prescription drug. *Preauthorization* is not a guarantee of payment, as the process does not take benefit limits into account.

*Preauthorization* is the approval that we advise you to seek before receiving certain *covered health care services*. Selected prescription drugs bought at a pharmacy require *prescription drug preauthorization*. (See the Summary of Pharmacy Benefits for details.) *Preauthorization* ensures that services are *medically necessary* and performed in the most appropriate setting. *Network providers* are responsible for obtaining *preauthorization* for all applicable *covered health care services*. *BlueCard providers* are responsible for obtaining *preauthorization* for all applicable *inpatient facility covered health care services*. If a BCBSRI *network provider* or a *BlueCard provider* (for *inpatient facility covered health care services* only) does not obtain *preauthorization*, you are not liable for the cost of the *covered health care service*.

You are responsible for obtaining *preauthorization* when the *provider* is *non-network* or for *non-inpatient facility* services rendered by a *BlueCard provider* or facility. If you do not obtain *preauthorization* and the services are determined to be not *medically necessary* or the setting in which the services were received is determined to be inappropriate, we will not cover these services/facilities and you will be responsible for the cost of these services. You have the right to appeal our determination or to take legal action as described in the *Adverse Benefit Determinations and Appeals* section.

You may ask for *preauthorization* by telephoning us. For *covered health care services* (other than behavioral health services), call our Customer Service Department at (401) 459-5000 or 1-800-639-2227.

For behavioral health services (mental health and *substance use disorder*), call (401) 277-1344 or 1-800-274-2958.

We encourage you to contact us at least two (2) working days before you receive any *covered health care service* for which *preauthorization* is recommended.

Services for which *preauthorization* is recommended are marked with an asterisk (\*) in the Summary of Medical Benefits.

**PREVENTIVE CARE SERVICES** means *covered health care services* performed to prevent the occurrence of disease as defined by PPACA. See *Preventive Care Services and Early Detection Services* section.



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**PROGRAM** means a collection of *covered health care services*, billed by one *provider*, which can be carried out in many settings and by different *providers*. This *agreement* does NOT cover *programs* unless specifically listed as covered. See *Covered Health Care Services* to find out if a *program* is covered under this *agreement*.

**PROVIDER** means an individual or entity licensed under the laws of the state in which services are provided to furnish health care services. For purposes of this *agreement*, the term *provider* includes a *doctor* and a *hospital*. It also means individuals whose services we must cover.

These individuals include:

- midwives;
- certified registered nurse practitioners;
- psychiatric and behavioral nurse clinical specialists practicing in collaboration with or in the employ of a physician;
- counselors in behavioral; and
- therapists in marriage and family practice.

**REHABILITATIVE SERVICES** means acute short-term therapies that can only be provided by a qualified professional. The therapies are used to treat functional deficiencies that are the result of injury or disease. Short-term therapies are services that result in measurable and meaningful functional improvements within sixty (60) days.

The services must be

- consistent with the nature and severity of illness;
- be considered safe and effective for the patient's condition;
- be used to restore function.

The *rehabilitative services* must be provided as part of a defined treatment plan for an acute illness, injury, or an acute exacerbation of a chronic illness with significant potential for functional recovery.

**SEMI-PRIVATE ROOM** means a *hospital* room with two or more patient beds.

**SOUND NATURAL TEETH** means teeth that:

- are free of active or chronic clinical decay;
- have at least fifty percent (50%) bony support;
- are functional in the arch; and
- have not been excessively weakened by multiple dental procedures.

**SUBSCRIBER** is the person who enrolls in this *plan* and signs the application on behalf of himself or herself and on behalf of the other individuals listed as eligible on the application.

**SUBSTANCE USE DISORDER** means the chronic abuse of alcohol or other drugs. It is characterized:

- by impaired functioning;
- debilitating physical condition;
- the inability to keep from or reduce consuming the substance; OR
- the need for daily use of the substance in order to function.

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The term "substance" includes alcohol and addictive drugs. It does not include caffeine or tobacco.

***SUBSTANCE USE DISORDER TREATMENT FACILITY*** means a *hospital* or facility which is licensed by the state in which it is located as a *hospital* or as a community residential facility for *substance use disorder* and *substance use disorder* treatment, unless we can establish through a pre-admission certification process that services are not available at a facility that meets these requirements.

***URGENT CARE CENTER*** means a health care center physically separate from a *hospital* or other institution with which it is affiliated. It may also mean an independently operated and owned health care center. These centers are also referred to as "walk-in centers".

***UTILIZATION REVIEW*** means the prospective (prior to), concurrent (during) or retrospective (after) review of any service to determine whether such service was properly authorized, constitutes a *medically necessary* service for purposes of *benefit* payment, and is a *covered health care service* under this *agreement*.

- ***Prospective Review*** is a review done before services are rendered.
- ***Concurrent Review*** is a review done during a patient's *hospital* stay or course of treatment.
- ***Retrospective Review*** is a review done after services have been rendered.

***WE, US, and OUR*** means Blue Cross & Blue Shield of Rhode Island. We are located at 500 Exchange Street, Providence, Rhode Island, 02903. In this *agreement*, *WE, US, or OUR* will have the same meaning whether italicized or not.

***YOU and YOUR*** means enrolled *subscriber* or *member* to Blue Cross & Blue Shield of Rhode Island. In this *agreement*, *YOU and YOUR* will have the same meaning whether italicized or not.

## **PHARMACY BENEFITS**

This section describes coverage for prescription drugs and diabetic equipment/supplies purchased at a retail, specialty, or mail order pharmacy. This section is a part of the Subscriber Agreement and not separate from it. Coverage is provided *per* the terms, conditions, exclusions, and limitations of this Subscriber Agreement.

### **Required Preauthorization**

Prescription drugs for which *preauthorization* is required are marked with the symbol (+) in the Summary of Pharmacy Benefits.

*Preauthorization* is required for certain brand name prescription drugs and certain *specialty Prescription Drugs*. For details on how to obtain prescription drug *preauthorization* for a prescription drug, see Section 1.6 and Section 3.28 - subsection "How to Obtain Prescription Drug Preauthorization."

This prescription drug *plan formulary* has a four-tiered *copayment* structure. The *copayment* for a prescription drug will vary by tier. For more information about our *formulary*, and to see the tier placement of a particular prescription drug, visit our website or call our Customer Service Department.

The Summary of Pharmacy Benefits table, below, indicates the tier structure and the amount that you are responsible to pay. The tier placement of our *formulary* is subject to change.

### **Formulary Listing**

Our *formulary* lists generic, preferred brand name, and non-preferred brand name prescription drugs and *specialty prescription drugs* covered under this *agreement*. To obtain a copy of the most current *formulary* listing, visit our Web site at BCBSRI.com. or you may call our Customer Service Department at (401) 459-5000 or 1-800-639-2227 or Voice TDD 711.

### **Medication Synchronization (less than a 30 day supply)**

In accordance with Rhode Island General Law §27-18-50.1, a prorated *copayment* may be applied for covered prescription drugs, used to treat chronic long-term conditions, when prescribed for less than a (30) thirty day supply and dispensed by a network pharmacy if:

- the prescribing physician and pharmacist determine it is in the best interest of the member; and
- the member requests or agrees to less than a thirty (30) day supply.

In addition, in order to qualify for medication synchronization, the covered prescription drug must:

- be a maintenance drug used for the management and treatment of a chronic long-term care condition;
- not be a controlled substance;
- meet all utilization management requirements specific to the drug;
- be of a formulation able to be split over the required shortened supply period; and
- not have quantity limits or dose optimization criteria that would be violated when synchronized with other prescription drugs.

(+) *Preauthorization* is required for this service. Please see *Preauthorization* in Section 1 and Section 8 for more information.

## SUMMARY OF PHARMACY BENEFITS

<b><u>Covered Benefits</u></b>	<b><u>Network Pharmacy You Pay</u></b>	<b><u>Non-network Pharmacy You Pay</u></b>
<b><u>Prescription Drugs, other than <i>Specialty Prescription Drugs</i>:</u></b>		
When purchased at a Retail or Specialty Pharmacy <i>Copayment</i> applies per each 30-day supply or portion thereof of maintenance and non-maintenance prescription drugs.  Prorated copayments for a shorter supply period may apply for <i>network pharmacy</i> only. See Medication Synchronization above for details.	Tier 1: \$10 Tier 2: \$35 Tier 3: \$60 Tier 4: See <i>specialty prescription drug</i> section below.	Not Covered
When purchased at a Mail Order Pharmacy: Up to a 90-day supply of maintenance and non-maintenance prescription drugs.	Tier 1: \$25 Tier 2: \$87.50 Tier 3: \$180 Tier 4: See <i>specialty prescription drug</i> section below.	Not Covered
<b><u>Specialty Prescription Drugs</u></b>		
When purchased at a Specialty Pharmacy(+) Applicable for each 30-day supply or recommended treatment interval.  Prorated copayments for a shorter supply period may apply for <i>network pharmacy</i> only. See Medication Synchronization above for details.  Our reimbursement is based on the <i>pharmacy allowance</i> .	Tier 4: \$100	Not Covered
When purchased at a Retail Pharmacy(+) Applicable for each 30-day supply or recommended treatment interval.  Prorated copayments for a shorter supply period may apply for <i>network pharmacy</i> only. See Medication Synchronization above for details.  <i>Specialty Prescription Drugs</i> purchased at a Retail Pharmacy will require a significantly higher out of pocket expense than if purchased from a Specialty Pharmacy.  Our reimbursement is based on the <i>pharmacy allowance</i> .	Tier 4: 50%	Not Covered
When purchased at a Mail Order Pharmacy(+)	Tier 4: Not Covered	Not Covered

(+) *Preauthorization* is required for this service. Please see *Preauthorization* in Section 1 and Section 8 for more information.

<b><u>Covered Benefits</u></b>	<b><u>Network Pharmacy You Pay</u></b>	<b><u>Non-network Pharmacy You Pay</u></b>
<b><u>Contraceptive Methods</u></b>		
When purchased at a Retail Pharmacy Coverage includes barrier method (diaphragm or cervical cap), hormonal method (birth control pill), and <i>emergency</i> contraception.  <i>Copayment</i> applies per each 30-day supply or portion thereof of maintenance and non-maintenance prescription drugs.	Tier 1: \$0 Tier 2: \$35 Tier 3: \$60 Tier 4: Contraceptives are only placed in Tier 1, Tier 2, or Tier 3. See above.	Not Covered
When purchased at a Mail Order Pharmacy Coverage includes barrier method (diaphragm or cervical cap), hormonal method (birth control pill), and <i>emergency</i> contraception.  Up to a 90-day supply of maintenance and non-maintenance prescription drugs.	Tier 1: \$0 Tier 2: \$87.50 Tier 3: \$180 Tier 4: Contraceptives are only placed in Tier 1, Tier 2, or Tier 3. See above.	Not Covered
<b><u>Over-the-counter (OTC) Preventive Drugs</u></b>		
When purchased at any pharmacy Must be prescribed by a physician. See <i>Pharmacy Benefits</i> for details.	\$0	Not Covered
<b><u>Nicotine Replacement Therapy (NRT) and Smoking Cessation Prescription Drugs</u></b>		
When purchased at a Retail Pharmacy. Must be prescribed by a physician. See <i>Pharmacy Benefits</i> for details.  NRT and smoking cessation prescription drugs are not covered when purchased at a mail order pharmacy.  When a generic brand (Tier 1) is not available, a preferred brand (Tier 2) will be covered at the Tier 1 level.	Tier 1: \$0 Tier 2: \$35 Tier 3: \$60 Tier 4: NRT and Smoking Cessation drugs are only placed in Tier 1, Tier 2, or Tier 3. See above.	Not Covered
<b><u>Infertility Specialty Prescription Drugs</u></b>		
When purchased at a Specialty or Retail Pharmacy (+) <i>Specialty Prescription Drugs</i> purchased at a Retail Pharmacy will require a significantly higher out of pocket expense than if purchased from a Specialty Pharmacy.  Three (3) in-vitro cycles will be covered per <i>plan</i> year with a total of eight (8) in-vitro cycles covered in a <i>member's</i> lifetime.	Tier 4: 20%	Not Covered
<b><u>Diabetic Equipment and Supplies</u></b>		
When purchased at a Retail or Specialty Pharmacy. Glucometers, Test Strips, Lancet and Lancet Devices, and Miscellaneous Supplies (including calibration fluid).	Tier 1: \$10 Tier 2: \$35 Tier 3: \$60 Tier 4: Diabetic equipment and supplies are only placed in Tier 1, Tier 2 or Tier 3. See above.	Not Covered

(+) *Preauthorization* is required for this service. Please see *Preauthorization* in Section 1 and Section 8 for more information.

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<b><u>Covered Benefits</u></b>	<b><i>Network Pharmacy You Pay</i></b>	<b><i>Non-network Pharmacy You Pay</i></b>
When purchased at a Mail Order Pharmacy: Glucometers, Test Strips, Lancet and Lancet Devices, and Miscellaneous Supplies (including calibration fluid).	Tier 1: \$25 Tier 2: \$87.50 Tier 3: \$180 Tier 4: Diabetic equipment and supplies are only placed in Tier 1, Tier 2 or Tier 3. See above.	Not Covered
<b><u>Prescription drugs, other than <i>Specialty Prescription Drugs</i>, dispensed and administered by a licensed health care provider (other than a pharmacist).</u></b>	See the Summary of Medical <i>Benefits</i> .	See the Summary of Medical <i>Benefits</i> .

**Contact Information**

BCBSRI Customer Service Department – (401) 459-5000 or 1-800-639-2227

BCBSRI Website – [www.bcbsri.com](http://www.bcbsri.com)

Our Pharmacy benefit manager is Prime Therapeutics, LLC. Their mailing address and phone numbers are provided below:

- fax number - 855-212-8110;
- phone number - 855-457-0759; and
- mailing address; Prime Therapeutics, LLC  
Attn: Clinical Review Dept.  
1305 Corporate Center Drive  
Eagan, MN 55121

**Definitions**

The following definitions apply to this section. Other definitions that are not specific to this section (such as *copayment* and *deductible* (if any)) are found in the Glossary.

**DISPENSING GUIDELINES** means:

- the prescription order or refill must be limited to the quantities authorized by your *doctor* not to exceed the quantity listed in the Summary of Pharmacy Benefits;
- the prescription must be *medically necessary*, consistent with the *doctor's* diagnosis, ordered by a *doctor* whose license allows him or her to order it, filled at a pharmacy whose license allows such a prescription to be filled, and filled according to state and federal laws;
- the prescription must consist of *legend drugs* that require a *doctor's* prescription under law or compound medications made up of at least one *legend drug* requiring a *doctor's* prescription under law;
- bulk powders and chemicals used in compound prescriptions, not approved by the FDA, are not covered unless listed on our formulary; and
- the prescription must be dispensed at the proper place of service as determined by our Pharmacy and Therapeutics Committee. For example, certain prescription drugs may only be covered when obtained from a pharmacy.

Quantity limits may apply to certain prescription drugs:

- certain prescription drugs are subject to additional quantity limits based on criteria that we have developed, subject to our periodic review and modification.
- quantity limits may restrict the amount of pills dispensed per 30-day period, the number of prescriptions orders or refills in a specified time period, or the number of prescriptions orders or refills ordered by a provider or multiple providers;
- You may obtain a current list of prescription drugs that have been assigned maximum quantity levels for dispensing by visiting our website or calling our Customer Service Department.

**FORMULARY** means the prescription drugs and dosage forms covered under this *agreement*. Some prescription drugs are not in the *formulary*. If a prescription drug is not in our *formulary*, then it is not covered under this *agreement*. A committee of physicians and pharmacists develop the prescription drug *formulary* listing which is subject to periodic review and change.

The committee decides the tier placement of drugs in the *formulary*, which determines the amount you will pay.

When possible, new prescription drugs are reviewed within six (6) months of the occurrence of one of the events described below to determine whether the prescription drug is eligible for coverage under this *agreement*:

- final FDA approval;
- the first date generally available in pharmacies (for prescription drugs only).

To obtain coverage information for a specific prescription drug or to get a copy of the most current *formulary* listing, visit our website or, you may call our Customer Service Department at for information.

**LEGEND DRUG** is a drug that federal law does not allow the dispensing of without a prescription.

**NETWORK PHARMACY** means any pharmacy that has an agreement to accept our *pharmacy allowance* for prescription drugs and diabetic equipment/supplies covered under this *agreement*. All other pharmacies are **NON-NETWORK PHARMACIES**. The one exception and for the purpose of *specialty prescription drugs*, only specialty pharmacies that have an agreement to accept our *pharmacy allowance* are *network pharmacies* and all others pharmacies are *non-network pharmacies*.

**PHARMACY ALLOWANCE** means the lower of:

- the amount the pharmacy *charges* for the prescription drug;
- the amount we or our PBM have negotiated with a *network pharmacy*; or
- the maximum amount we pay any pharmacy for that prescription drug.

**PRESCRIPTION DRUG PREAUTHORIZATION** is the advance approval that must be obtained before we provide coverage for certain prescription drugs. *Prescription drug preauthorization* is not a guarantee of payment, as the process does not take benefit limits into account. The process for obtaining *prescription drug preauthorization* is described below.

You must ask the prescribing physician to request *prescription drug preauthorization* for certain preferred brand name and non-preferred brand name prescription drugs and certain specialty prescription drugs, if the specialty prescription drug is bought at a *network pharmacy*. If the specialty prescription drug is bought at a *non-network pharmacy*, *prescription drug preauthorization* is not required. For details see **Pharmacy Program for Prescription Drugs and Diabetic Equipment/Supplies Purchased at a Pharmacy** listed below.

Services for which *prescription drug preauthorization* is required are marked with a (+) symbol in the Summary of Pharmacy Benefits. To obtain the required *prescription drug preauthorization* for certain covered prescription drugs (as described above), please request your prescribing physician to call our pharmacy benefits administrator, using the number listed for the "Pharmacist" on the back of your ID card.



**SITE OF SERVICE** means, for the purposes of this *agreement*, the three types of pharmacies which include:

- retail pharmacies,
- specialty pharmacies, and
- mail order pharmacy.

**SPECIALTY PRESCRIPTION DRUG** is a type of prescription drug in our *formulary* that generally is identified by, but not limited to, features such as:

- being produced by DNA technology,
- treats chronic or long term disease,
- requires customized clinical monitoring and patient support, and
- needs special handling.

Generally, specialty pharmacies dispense *specialty prescription drugs*. Contact Customer Service for further details and information about *specialty prescription drugs* and specialty pharmacies. For the purposes of this *agreement*, we have designated certain prescribed prescription drugs to be *specialty prescription drugs* in our *formulary*. To obtain coverage information for any specific *specialty prescription drug* or to obtain a copy of the most current *formulary* listing, visit our website or, you may call our Customer Service Department.

**TYPE OF SERVICE** means, for the purposes of this *agreement*, the two kinds of prescription drugs which are defined as:

- generic, preferred brand name, and non-preferred brand name prescription drugs; and
- *specialty prescription drugs*.

### **Overview**

Prescription drugs and diabetic equipment and supplies bought at a pharmacy are administered by our Pharmacy Benefit Manager (PBM). Prescription drugs bought at a pharmacy are subject to the *benefit limits* as shown in the Summary of Pharmacy Benefits. For details, see **Pharmacy Program for Prescription Drugs and Diabetic Equipment/Supplies Purchased at a Pharmacy** listed below.

Generic, preferred brand name, and non-preferred brand name prescription drugs dispensed and administered by a licensed health care *provider* (other than a pharmacy) are subject to the *benefit limit* as shown in the Summary of Medical Benefits. *Specialty prescription drugs* are not separately reimbursed when dispensed by a professional *provider* unless bought from a Specialty Pharmacy. For details, see **Section 3.28 - Prescription Drugs Dispensed and Administered by a Licensed Health Care Provider (other than a Pharmacy)**.

### **Pharmacy Program for Prescription Drugs and Diabetic Equipment/Supplies Purchased at a Pharmacy** **Introduction**

This section provides coverage information for prescription drugs in our *formulary* and diabetic equipment and supplies that are bought at a pharmacy. The prescription drug must be identified as covered under this *agreement* in our *formulary* and dispensed per our *dispensing guidelines* in order to be covered.

Generic, preferred brand name, and non-preferred brand name prescription drugs may be dispensed at a retail pharmacy, a specialty pharmacy, a mail order pharmacy, or by a *provider* other than a pharmacy (See Section 3.28 for details about coverage when dispensed by a *provider* other than a pharmacy). *Specialty prescription drugs* must be dispensed at a specialty pharmacy or a *non-network pharmacy*. If a professional provider dispenses a *specialty prescription drug*, it is not separately reimbursed unless obtained from a specialty pharmacy. The administration of the *specialty prescription drug* is covered.

For information about the administration of specialty Prescription Drugs, see the following subsections located in the *Covered Health Care Services* Section;–

- Behavioral Health;
- Home Health Care;
- Infertility Services;
- Infusion Therapy;
- Office Visits; and
- Radiation Therapy/Chemotherapy Services.

If you are dispensed a *specialty prescription drug* from a Rhode Island *network provider*, the charge for the *specialty prescription drug* is not reimbursed and the Rhode Island *network provider* may not seek reimbursement from you. If you are dispensed a *specialty prescription drug* from a *non-network provider* or by a *provider* that participates with an out of state Blue Cross or Blue Shield plan, the charge for the *specialty prescription drug* is not reimbursed. You are liable to pay the charge for the *specialty prescription drug*.

Prescription drugs are reimbursed based on the *type of service* and the *site of service*. See the Summary of Pharmacy Benefits for *benefit limits* and the amount that you pay.

This prescription drug *plan formulary* has a four-tiered *copayment* structure. The *copayment* for a prescription drug will vary by tier. For more information about our *formulary*, and to see the tier placement of a particular prescription drug, visit our website or call our Customer Service Department.

Our *formulary* lists generic, preferred brand name, and non-preferred brand name prescription drugs and *specialty prescription drugs* covered under this *agreement*. To obtain a copy of the most current *formulary* listing, visit our website or, you may call our Customer Service Department.

See the Summary of Pharmacy Benefits for *benefit limits* and *level of coverage*.

### Mail Order Pharmacy

Maintenance and non-maintenance generic, preferred brand name, or non-preferred brand name prescription drugs and diabetic equipment and supplies may be bought from a *network* mail order pharmacy. The prescription is limited to the *benefit limit* and the amount that you pay shown in the Summary of Pharmacy Benefits. For mail order instructions, please call our Customer Service Department.

### **Covered Diabetic Equipment/Supplies**

The following diabetic equipment and supplies can be bought at a *network pharmacy*:

- Glucometers;
- Test Strips;
- Lancet and Lancet Devices; and
- Miscellaneous Supplies (including calibration fluid).

See the Summary of Pharmacy Benefits for *benefit limits* and the amount that you pay.

### **How Covered Prescription Drugs and Diabetic Supplies/Equipment Are Paid**

When you buy covered prescription drugs and diabetic equipment and supplies from a *network pharmacy*, you will be responsible for the *copayment* and *prescription drug deductible* (if any) shown in the Summary of Pharmacy Benefits at the time you buy the prescription drugs and diabetic equipment and supplies. Coverage is based on our *pharmacy allowance*.

This *agreement* does NOT cover generic, preferred brand name, and non-preferred brand name prescription drugs or diabetic equipment and supplies when bought at *non-network pharmacies*. If you buy generic, preferred brand name, and non-preferred brand name prescription drugs or diabetic equipment and supplies from *non-network pharmacies*, you will be responsible to pay the charge for the prescription drug or diabetic equipment and supplies at the time the prescription is filled.

If you buy *specialty prescription drugs* from a retail *network pharmacy* or a *non-network pharmacy*, you will be responsible to pay the charge for the *specialty prescription drug* at the time the prescription is filled. You may submit a *claim* to us and we will reimburse you directly. You will be responsible for the *copayment* shown in the Summary of Pharmacy Benefits and the difference between the *charge* and the *pharmacy allowance*. See Section How Your Covered Health Care Services Are Paid for further information.

### **How to Obtain Prescription Drug Preauthorization**

*Prescription drug preauthorization* is required for certain *specialty prescription drugs*. To obtain *prescription drug preauthorization*, the prescribing *provider* must submit a completed *prescription drug preauthorization* request form.

The prescribing *provider* may obtain a prescription drug *preauthorization* form by visiting our website or calling the Physician and *Provider Service Center*. *Preauthorization* requests can be by fax, by phone, or by mail to our pharmacy *benefit manager*. See Contact Information at the beginning of this section for contact details.

Prescription drugs that require *prescription drug preauthorization* will only be approved when our clinical guidelines are met. The guidelines are based upon clinically appropriate criteria that ensure that the prescription drug is appropriate and cost-effective for the illness, injury or condition for which it has been prescribed.

We will send to you written notification of the *prescription drug preauthorization* determination within two (2) business days of receipt of all medical documentation required to conduct the review, but not to exceed fourteen (14) calendar days from the receipt of the request.

(+) *Preauthorization* is required for this service. Please see *Preauthorization* in Section 1 and Section 8 for more information.

**Expedited Preauthorization Review Process:**

You may request an expedited review if the circumstances are an emergency. Due to the urgent nature of an expedited review, your prescribing *provider* must either call or fax the completed form to and indicate the urgent nature of the request. If an expedited dose optimization review is received by us, we will respond to you with a determination within seventy-two (72) hours or in less than seventy-two (72) hours (taking into consideration medical exigencies) following receipt of the request.

**Note:** If you have not obtained *prescription drug preauthorization* before you pick up the prescription drug from the pharmacy for the first time, you can ask us to consider reimbursement later. To do this, you must follow the *prescription drug preauthorization* process described above and submit your request for review, along with a copy of your receipt, within fifteen (15) days of picking up the prescription. If our clinical guidelines are met for the prescription drug, we will approve your claim to be reimbursed retroactively less the applicable *copayment* or *deductible*. If our clinical guidelines are not met for the prescription drug, you will be responsible for the cost of the prescription drug. If you are not satisfied with the *prescription drug preauthorization* determination, you can submit a Medical Appeal. See Medical Appeals Procedure section for information on how to file a Medical Appeal.

To obtain a list of the *specialty prescription drugs* that require *prescription drug preauthorization*, visit our website or call our Customer Service Department.

**How to Obtain Dose Optimization**

Dose optimization is the most effective dose and measured quantity of a generic, preferred brand name, and non-preferred brand name prescription drug to be taken at one time. Under this *agreement*, certain generic, preferred brand name, and non-preferred brand name prescription drugs may NOT be covered if you are taking multiple daily doses of a prescription drug that is available to be taken once per day at a higher dose. To obtain a list of the prescription drugs subject to dose optimization, visit our website or, you may call our Customer Service Department.

When dose optimization applies, the *network pharmacy* will consult with your prescribing *provider* and with the prescribing *provider's* approval, the single daily dose of the prescription drug will be dispensed. If you choose to buy the multiple daily dose of the lower strength prescription drug, it will NOT be covered under this *agreement*.

If your prescribing provider deems it *medically necessary* that you continue to take multiple daily doses of a lower strength generic, preferred brand name, or non-preferred brand name prescription drug, *prescription drug preauthorization* is required and must be obtained before we provide coverage. To request *prescription drug preauthorization*, the prescribing *provider* must complete and submit a dose optimization authorization form and follow the same process outlined in the above section – How To Obtain Prescription Drug *Preauthorization*. Our notification timeline, the ability to request an expedited review, and the ability to submit a request for reimbursement after payment as described in the above section also apply to requests for prescription drug *preauthorization* related to dose optimization. Coverage for multiple daily doses of a lower strength generic, preferred brand name, or non-preferred brand name prescription drug will only be approved when the dose optimization guidelines are met.

### **Formulary Exception Process**

We have a *formulary* exception process that allows you to request coverage for a prescription drug that is not in our *formulary*.

This process is available when:

- (i) the requested *prescription drug* has a generic equivalent on the *formulary*; or
- (ii) the requested prescription drug does not have a generic equivalent on the *formulary* or any other circumstance where the requested *prescription drug* is not on our *formulary*.

(i) For a *formulary* exception where the requested prescription drug has a generic equivalent, you or your prescribing *provider* may submit a *Formulary Exception Request* form to our Grievance and Appeal Unit (GAU). The form will request medical information describing the clinical reason why you are unable to be treated with the generic medication. This form may be obtained from GAU. The GAU may be reached by phone at 401-459-5784.

The completed *Formulary Exception Request* form is mailed to:

Blue Cross & Blue Shield of Rhode Island  
Attention: Grievance and Appeals Unit  
500 Exchange Street  
Providence, Rhode Island 02903

(ii) For a *formulary* exception where the requested prescription drug does NOT have a generic equivalent on the *formulary*, the prescribing *provider* may submit a Medical Exception Form to our pharmacy *benefits* manager. You or your *provider* may obtain a Medical Exception Form by visiting our website or calling the Physician and *Provider* Service Center. Requests can be submitted by fax, by phone, or by mail to our pharmacy *benefit* manager. See Contact Information at the beginning of this section for contact details.

**Note:** You may request an expedited review if the circumstances are an *emergency* or you are undergoing a current course of treatment using a non-*formulary* drug. Due to the urgent nature of an expedited review, your prescribing *provider* must call or fax the completed form and indicate the urgent nature of the request. See Contact Information at the beginning of this section for contact details. If an expedited *formulary* exception review is received by us, we will respond to you with a determination within twenty-four (24) hours following receipt of the request.

For both types of formulary exceptions noted above, a written determination will be sent to you and to your *doctor*.

If we grant your request for a formulary exception, the amount you pay will be the copayment at the highest non-specialty formulary tier. Other applicable benefit requirements, such as step therapy edits, are not waived by this exception and must be reviewed separately.

If we deny your request for a formulary exception, that denial is an *adverse benefit determination*. Please see Adverse Benefit Determinations section for information on how to appeal our decision.

### **Designated Pharmacy**

We may limit your selection of a pharmacy to one (1) *network pharmacy*, referred to as Pharmacy Home Assignment. Those *members* subject to this designation include, but are not limited to, *members* that have a history of:

- being prescribed prescription drugs by multiple physicians;
- having prescriptions drugs filled at multiple pharmacies;
- being prescribed certain long acting opioids and other controlled substances, either in combination or separately, that suggests a need for monitoring due to:
  - quantities dispensed;
  - daily dosage range; or
  - the duration of therapy exceeds reasonable and established thresholds.

### **Co-payment reduction**

Certain prescription drugs will have a reduced *copayment* for members with diabetes, asthma, and chronic obstructive pulmonary disease (COPD). To obtain a specific list of the included drugs, call our Customer Service Department or visit our website.

### **Covered Over-the-Counter (OTC) Drugs**

In accordance with PPACA, certain preventive over-the-counter (OTC) drugs when prescribed by a physician are covered. To obtain a specific list of the OTC drugs that are covered, call our Customer Service Department or visit our website.

### **Related Exclusions**

The following items are NOT covered when obtained at a pharmacy:

- biological products for allergen immunotherapy;
- biological products for vaccinations;
- blood fractions;
- compound prescription drugs that are not made up of at least one *legend drug*;
- bulk powders and chemicals used in compound prescriptions that are not FDA approved, unless designated as covered on our *formulary*;
- prescription drugs prescribed or dispensed outside of our *dispensing guidelines*;
- prescription drugs indicated as being not covered on our *formulary*;
- prescription drugs purchased in excess of the stated quantity limits;
- prescription drugs that have not proven effective according to the FDA;
- prescription drugs used for cosmetic purposes;
- prescription drugs purchased from a non-designated pharmacy, if a pharmacy has been designated for you through the Pharmacy Home Assignment program;
- *experimental* prescription drugs (including those placed on notice of opportunity hearing status by the Federal Drug Efficacy Study Implementation (DESI));
- drugs you take or have given to you while you are a patient in a *hospital*, rest home, sanitarium, nursing home, home care *program*, or other institution that provides prescription drugs as part of its services or which operates its own facility for dispensing prescription drugs;
- non-medical substances (regardless of the reason prescribed, the intended use, or medical necessity);

## Subscriber Agreement

- off-label use of prescription drugs (except as described in *Experimental/Investigational Services* section);
- over-the-counter (OTC) drugs even if prescribed, unless specifically listed as a *covered health care service* in this *agreement* (e.g., such as OTC nicotine replacement therapy in accordance with PPACA);
- prescribed weight-loss drugs;
- OTC drugs designated as covered under this *agreement* for which you do not have a written prescription from your physician
- replacement prescription drug products resulting from a lost, stolen, broken or destroyed prescription order or refill;
- support garments and other durable medical equipment;
- therapeutic devices and appliances, including hypodermic needles and syringes (except when used to administer insulin);
- sildenafil citrate (Viagra), therapeutic equivalents, or any other pharmaceuticals used to treat sexual dysfunctions;
- vitamins, unless specifically listed as a *covered health care service* in this *agreement*; or
- prescriptions filled through an internet pharmacy that is not a verified internet pharmacy practice site certified by the National Association of Boards of Pharmacy.

This *agreement* will NOT cover a prescription drug refill if the refill is:

- greater than the refill number authorized by your *doctor*;
- greater than the twelve (12) refills we authorize;
- limited by law; or
- re-filled more than a year from the date of the original prescription.

The following are NOT covered when purchased from a *non-network pharmacy*:

- generic, preferred brand name, or non-preferred brand name prescription drugs; and
- diabetic equipment and supplies.

The following are NOT covered when purchased from a mail order pharmacy:

- long acting opioids and other controlled substances; and
- nicotine replacement therapy
- *specialty prescription drugs*.

Generic, preferred brand name, or non-preferred brand name prescription drugs and *specialty prescription drugs* are NOT covered when the required *prescription drug preauthorization* is not obtained.

Exclusions listed in Health Care Services Not Covered Under This Agreement apply to this section, Pharmacy Benefits.

SAMPLE



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Blue Shield**  
of Rhode Island

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

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MHM01350, R4000907 v1/17