PORAC Police & Fire Health Plan

Prudent Buyer PPO (non-California resident) Plan

Preferred Provider Organization (PPO)

Combined Evidence of Coverage and Disclosure Form for the Basic Plan

Effective January 1, 2017

Sponsored by Insurance and Benefits Trust of PORAC
(Peace Officers Research Association of California)

Contracted by the CalPERS Board of Administration Under the Public Employees' Medical & Hospital Care Act (PEMHCA)

COMBINED EVIDENCE OF COVERAGE AND DISCLOSURE FORM

Anthem Blue Cross Life and Health Insurance Company
(Anthem Blue Cross Life and Health)
21555 Oxnard Street
Woodland Hills, California 91367

Your health care coverage is insured by Anthem Blue Cross Life and Health Insurance Company (Anthem Blue Cross Life and Health), an affiliate of Anthem Blue Cross. Anthem Blue Cross Life and Health has a Group Policy (Policy) with the Insurance and Benefits Trust of the Peace Officers Research Association of California (PORAC). The following pages describe your health care benefits and include the limitations and all other Policy provisions which apply to you. The Member is referred to as "you" or "your," and Anthem Blue Cross Life and Health as "we," "us" or "our." All capitalized words have specific Policy definitions. These definitions can be found in the DEFINITIONS section of this Evidence of Coverage.

This Combined Evidence of Coverage and Disclosure Form (Evidence of Coverage) is a summary of the important terms of your health plan. The Group Policy, of which this Evidence of Coverage is a part, must be consulted to determine the exact terms and conditions of coverage. If you have special health care needs, you should read those sections of the Evidence of Coverage that apply to those needs. However, this statement of benefits, exclusions and limitations in this Evidence of Coverage is complete and is incorporated by reference into the Policy.

The Group Policy is an attachment to the Memorandum of Agreement between the Insurance and Benefits Trust of PORAC and the Board of Administration of the California Public Employees' Retirement System (CalPERS). The Memorandum of Agreement is on file and available for review in the office of the Insurance and Benefits Trust of PORAC, 4010 Truxel Road, Sacramento, CA 95834, or you may request a copy by writing to PORAC. A copy of the Memorandum of Agreement may be purchased from PORAC for a reasonable duplication charge.

If you have questions regarding your benefits, please call the PORAC - Anthem Blue Cross Life and Health customer service toll-free telephone number at:

1-800-288-6928

NOTE: If you are 65 years or older at the time your certificate is issued, you may examine your certificate and, within 30 days, decide to cancel and request a refund of premiums paid.

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ADMINISTRATIVE AND BENEFIT CHANGES

Effective January 1, 2017, the following changes have been made to your plan.

Administrative Changes

- Each member will only be responsible for the member calendar year deductible amount.
- Approved transplant facilities have been expanded to include Blue Distinction Centers for Specialty Care (BDCSC), in addition to Centers for Medical Excellence (CME).
- Approved bariatric facilities have been revised to include Blue Distinction Centers for Specialty Care (BDCSC). Centers for Medical Excellence (CME) have been removed from the list of eligible facilities to provide bariatric services.
- For physical therapy, physical medicine and occupational therapy, after the initial evaluation, members must get prior authorization for all physical and occupational therapy services for the services to be covered.
- In the Mental or Nervous or Substance Abuse provision, under the benefits for behavioral health treatment for pervasive developmental disorder or autism the statement: "No benefits are payable for these services if pre-service review is not obtained" has been removed. Services remain subject to Utilization Review to determine medical necessity.
- Under Prescription Drug Benefits, a vaccination for AIDS will be covered when approved by the federal Food and Drug Administration and is recommended by the US Public Health Service.
- Under Prescription Drug Benefits, the prior authorization review time periods for prescription drugs were revised from two business days to 72 hours for non-urgent reviews and 24 hours for exigent circumstances.

Benefit Changes

- The Prescription Drug Out-of-Pocket Amount per Member is changed to $2,650 and for Two or more Members of the same family, the Out-of-Pocket Amount is changed to $5,300.

Refer to the back cover for phone numbers and addresses of the plan.

BENEFITS OF THIS PLAN ARE AVAILABLE ONLY FOR SERVICES AND SUPPLIES FURNISHED DURING THE TERM THE PLAN IS IN EFFECT AND WHILE THE BENEFITS YOU ARE CLAIMING ARE ACTUALLY COVERED BY THIS PLAN.

IF BENEFITS ARE MODIFIED, THE REVISED BENEFITS (INCLUDING ANY REDUCTION IN BENEFITS OR ELIMINATION OF BENEFITS) APPLY TO SERVICES OR SUPPLIES FURNISHED ON OR AFTER THE EFFECTIVE DATE OF MODIFICATION. THERE IS NO VESTED RIGHT TO RECEIVE THE BENEFITS OF THIS PLAN.

TYPES OF PROVIDERS

PLEASE READ THE FOLLOWING INFORMATION SO YOU WILL KNOW FROM WHOM OR WHAT GROUP OF PROVIDERS HEALTH CARE MAY BE OBTAINED. IF YOU HAVE SPECIAL HEALTH CARE NEEDS, YOU SHOULD CAREFULLY READ THOSE SECTIONS THAT APPLY TO THOSE NEEDS. THE MEANINGS OF WORDS AND PHRASES IN CAPITAL LETTERS ARE DESCRIBED IN THE SECTION OF THIS BOOKLET ENTITLED DEFINITIONS.

Participating Providers. There are two kinds of Participating Providers a Member can select in this plan:

- **PPO Providers** are providers who participate in a Blue Cross and/or Blue Shield Plan. PPO Providers have agreed to a rate they will accept as reimbursement for covered services that is generally lower than the rate charged by Traditional Providers. Participating Providers have agreed to a rate they will accept as reimbursement for covered services. The amount of benefits payable under this plan will be different for Non-Participating Providers than for Participating Providers.
- **Traditional Providers** are providers who might not participate in a Blue Cross and/or Blue Shield Plan, but have agreed to a rate they will accept as reimbursement for covered services for PPO Members.

Depending on the Participating Provider a Member selects, the level of benefits payable under this plan is determined as follows:

- If your identification card shows a PPO suitcase logo and:
  - You select a PPO Provider, you will get the higher level of benefits of this plan.
  - You select a Traditional Provider because there are no PPO Providers in your area, you will get the higher level of benefits of this plan.
- If your ID card does NOT have a PPO suitcase logo, you must select a Traditional Provider to get the higher level of benefits of this plan.

A directory of Participating Providers is available. You can get a directory from Anthem Blue Cross Life and Health or PORAC.

Certain categories of providers defined in this Evidence of Coverage as Participating Providers may not be available in the Blue Cross and/or Blue Shield Plan in the service area where you receive services. See Maximum Allowed Amount in the YOUR MEDICAL BENEFITS section for additional information on how health care services you obtain from such providers are covered.

Centers of Medical Excellence. Anthem Blue Cross Life and Health is providing access to Centers of Medical Excellence (CME) network facilities and Blue Distinction Centers for Specialty Care (BDCSC) to provide services for the following specified transplants: heart, liver, lung, combination heart-lung, kidney, pancreas, simultaneous pancreas-kidney, or bone marrow/stem cell and similar procedures. The CME network is comprised of the Anthem Centers of Medical Excellence and the Blue Distinction Centers for Specialty Care (BDCSC). The Centers of Medical Excellence (CME) and Blue Distinction Centers for Specialty Care (BDCSC) meet specific participation criteria and offer comprehensive services through coordinated, streamlined referral management. **The specified transplants are covered only at a CME or BDCSC**. CME and BDCSC have agreed to a rate they will accept as payment in full for covered services. A participating provider in the Blue Cross and/or Blue Shield Plan is not necessarily a CME or BDCSC facility.

TYPES OF PROVIDERS

Non-Participating Providers. Non-Participating Providers are Hospitals and Physicians which have not agreed to participate in a Blue Cross and/or Blue Shield Plan. They have not agreed to the reimbursement rates and other provisions.

Anthem Blue Cross Life and Health has processes to review claims before and after payment to detect fraud, waste, abuse and other inappropriate activity. Members seeking services from Non-Participating Providers could be balance billed by the Non-Participating Provider for those services that are determined to be not payable as a result of these review processes and meets the criteria set forth in any applicable state regulations adopted pursuant to state law. A claim may also be determined to be not payable due to a provider's failure to submit medical records with the claims that are under review in these processes.

Physicians. "Physician" means more than an M.D. Certain other practitioners are included in this term as it is used throughout the plan. This doesn't mean they can provide every service that a medical doctor could; it just means that we'll cover expense you incur from them when they're practicing within their specialty the same as we would if the care were provided by a medical doctor.

Other Health Care Providers. Other Health Care Providers are neither Physicians nor Hospitals. See the definition of Other Health Care Providers in the DEFINITIONS section for a complete list of those providers. Other Health Care Providers are not participating providers.

Participating and Non-Participating Pharmacies. "Participating Pharmacies" agree to charge only the Prescription Drug Maximum Allowed Amount (defined on page 110) to fill the prescription. You pay only your copayment amount.

"Non-Participating Pharmacies" have not agreed to the Prescription Drug Negotiated Rate. The amount that will be covered as Prescription Drug Maximum Allowed Amount (defined on page 110) is significantly lower than what these providers customarily charge.

Care Outside the United States—BlueCard Worldwide

Prior to travel outside the United States, call the customer service telephone number listed on your ID card to find out if your plan has BlueCard Worldwide benefits. Your coverage outside the United States is limited and Anthem Blue Cross Life and Health recommends:

- Before you leave home, call the customer service number on your ID card for coverage details. **You have coverage for services and supplies furnished in connection only with Urgent Care or an Emergency when travelling outside the United States.**
- Always carry your current ID card.
- In an emergency, seek medical treatment immediately.
- **The BlueCard Worldwide Service Center is available 24 hours a day, seven days a week toll-free at (800) 810-BLUE (2583) or by calling collect at (804) 673-1177.** An assistance coordinator, along with a medical professional, will arrange a Physician appointment or hospitalization, if needed.

<u>Payment Information</u>

- **Participating BlueCard Worldwide hospitals.** In most cases, you should not have to pay upfront for Inpatient care at participating BlueCard Worldwide Hospitals except for the out-of-pocket costs you normally pay (non-covered services, deductible, copays, and coinsurance). The Hospital should submit your claim on your behalf.

TYPES OF PROVIDERS

- **Doctors and/or non-participating hospitals.** You will have to pay upfront for outpatient services, care received from a Physician, and Inpatient care from a Hospital that is not a participating BlueCard Worldwide Hospital. Then you can complete a BlueCard Worldwide claim form and send it with the original bill(s) to the BlueCard Worldwide Service Center (the address is on the form).

Claim Filing

- **Participating BlueCard Worldwide hospitals will file your claim on your behalf.** You will have to pay the Hospital for the out-of-pocket costs you normally pay.
- **You must file the claim** for outpatient and Physician care, or Inpatient Hospital care not provided by a participating BlueCard Worldwide Hospital. You will need to pay the health care provider and subsequently send an international claim form with the original bills to Anthem Blue Cross Life and Health.

Additional Information About BlueCard Worldwide Claims.

- You are responsible, at your expense, for obtaining an English-language translation of foreign country provider claims and medical records.
- Exchange rates are determined as follows:
  - For Inpatient Hospital care, the rate is based on the date of admission.
  - For outpatient and professional services, the rate is based on the date the service is provided.

Claim Forms

- International claim forms are available from Anthem Blue Cross Life and Health, from the BlueCard Worldwide Service Center, or online at:

  www.bcbs.com/bluecardworldwide.

  The address for submitting claims is on the form.

SUMMARY OF BENEFITS

THE BENEFITS OF THIS EVIDENCE OF COVERAGE ARE PROVIDED ONLY FOR SERVICES WHICH ARE CONSIDERED TO BE MEDICALLY NECESSARY. THE FACT THAT A PHYSICIAN PRESCRIBES OR ORDERS THE SERVICE DOES NOT, IN ITSELF, MAKE IT MEDICALLY NECESSARY OR COVERED.

This summary provides a brief outline of your benefits. You need to refer to the entire Evidence of Coverage for complete information about the benefits, conditions, limitations and exclusions of your plan.

All benefits are subject to coordination with benefits under certain other plans.

After Hours Care. After hours care is provided by your Physician who may have a variety of ways of addressing your needs. You should call your Physician for instructions on how to receive medical care after their normal business hours, on weekends and holidays, or to receive non-Emergency care and non-urgent care within the service area for a condition that is not life threatening but that requires prompt medical attention. If you have an Emergency, call 911 or go to the nearest emergency room.

Telehealth. This plan provides benefits for covered services that are appropriately provided through telehealth, subject to the terms and conditions of the plan. In-person contact between a health care provider and the patient is not required for these services, and the type of setting where these services are provided is not limited. "Telehealth" is the means of providing health care services using information and communication technologies in the consultation, diagnosis, treatment, education, and management of the patient's health care when the patient is located at a distance from the health care provider. Telehealth does not include consultations between the patient and the health care provider, or between health care providers, by telephone, facsimile machine, or electronic mail.

The benefits of this plan may be subject to the THIRD PARTY LIABILITY section.

SUMMARY OF BENEFITS

MEDICAL BENEFITS

The Maximum Allowed Amount and the terms of this MEDICAL BENEFITS subsection do not include any amount payable under the section entitled PRESCRIPTION DRUG BENEFITS.

Calendar Year Deductibles

- Primary Deductible:

  Member Deductible **$300**

  Family Deductible **$900***

  *Not to exceed $300 for any one Member.

- For Non-Participating Providers:

  Per Member ..... **Primary Deductible**
  plus Additional **$300**
  Total Calendar Year deductible for
  these providers will not exceed $600

  Per Family ..... **Primary Deductible**
  plus Additional **$900***
  Total Calendar Year deductible for
  these providers will not exceed $1,800

  *Not to exceed $600 for any one Member.

Exceptions:

1. The Calendar Year Deductibles will not apply to the following services:

   a. Office visit charges by a Physician who is a Participating Provider. (This applies only to the charge for the visit itself. Deductible will apply to any other charges made during that visit, such as testing procedures, surgery, etc.)

   - The deductible WILL apply to Non-Participating Providers -

   b. Diabetes education program services provided by a Physician who is a Participating Provider.

   - The deductible WILL apply to Non- Participating Providers -

   c. Services under Preventive Care Services.

   d. Services under Smoking Cessation Programs and Nicotine Patches.

   e. Services under Hearing Aid Benefits.

   f. Services under Nonprescription Medical Formulas.

   g. Services for prenatal care.

   h. Covered travel expenses in connection an authorized transplant procedure at an approved Centers of Medical Excellence or Blue Distinction Centers for Specialty Care. Transplant travel expense coverage is available when the closest CME or BDCSC is 75 miles or more from the recipient's or donor's residence.

i. Covered transgender travel expenses in connection an approved transgender surgery.

j. Services under Body Scan.

Calendar Year Deductibles (continued)

2. The following services are NOT subject to the Non-Participating Provider Deductible:

   a. Emergency or Accidental Injury services; or

   b. Charges by a type of Physician not represented in a Blue Cross and/or Blue Shield Plan.

SUMMARY OF BENEFITS

Co-Payments

The following Co-Payments will apply for the Maximum Allowed Amount in excess of any applicable Deductible. All Co-Payments are subject to any maximum amounts stated under MEDICAL BENEFIT MAXIMUMS.

- **Preventive Care Services, Prenatal Care and Smoking Cessation Programs** ..... **No Co-payment**
- **Office Visits to a Participating Provider** **$20**
  (Office visits to Non-Participating Providers are subject to the 10% Co-Payment)
- **Diabetes Education Program services by a Physician who is a Participating Provider** **$20**
  (Non-Participating Provider services are subject to the 10% Co-Payment)
- **Ambulance, Durable Medical Equipment, Prosthetic Devices, Blood, Special Duty Nursing and Hearing Aid Benefits** (as shown on pages 20-21, 25, & 34) **20%**
- **Non-Emergency Use of Hospital Emergency Room** **50%**
- **Nicotine Patches** **50%**

ALL OTHER SERVICES NOT LISTED ABOVE:

- **For All Covered Charges** **10%**

Exceptions:

– You will not be required to pay a Co-Payment for transplant travel expenses in connection with an approved specified transplant performed in a CME or BDCSC. Transplant travel expense coverage is available when the closest CME or BDCSC is 75 miles or more from the recipient's or donor's residence.

– You will not be required to pay a Co-Payment for mammograms to detect breast cancer.

– Co-Payments do not apply to transgender travel expenses authorized by Anthem Blue Cross Life and Health. Transgender travel expense coverage is available when the facility at which the surgery or series of surgeries will be performed is 75 miles or more from the Member's residence.

Important Note: In addition to the Co-Payments shown above, you will be required to pay any amount in excess of the Maximum Allowed Amount for the services of an Other Health Care Provider or Non-Participating Provider. In addition, expense which is incurred for non-covered services or supplies, or which is in excess of the amount of the Maximum Allowed Amount, is the Member's responsibility and will not be applied toward your Out-of-Pocket Expense Amount.

SUMMARY OF BENEFITS

Out-Of-Pocket Expense Amount

After you or your Family Members have made the following total out-of-pocket payments for Covered charges incurred during a Calendar Year, you will no longer be required to pay a Co-Payment for the remainder of that Calendar Year, but you remain responsible for costs in excess of the Maximum Allowed Amount for covered services provided by Non-Participating Providers and Other Health Care Providers.

- **Per Member** **$4,500***
- **Two or more Members of the same family**..... **$9,000***†

  † Not to exceed $4,500 for any one Member.

***Exception:**

– Expense which is incurred for non-covered services or supplies, or which is in excess of the amount of the Maximum Allowed Amount, will not be applied toward your Out-of-Pocket Expense Amount.

Please read the definition of Out-of-Pocket Expense carefully, and refer to MAXIMUM ALLOWED AMOUNT to see how covered charges are determined.

SUMMARY OF BENEFITS

Medical Benefit Maximums

Benefits will be provided for the following services and supplies, up to the maximum amounts, or for the maximum number of days or visits shown below:

Skilled Nursing Facility

- For covered Skilled Nursing Facility care ..... **100 days** per Calendar Year

Home Health Care

- For covered Home Health Care services ..... **100 visits** per Calendar Year

Transplant Travel Expense

- For all travel expense in connection with an authorized specified transplant performed at a designated CME or BDCSC ..... **$ 10,000** per transplant

Unrelated Donor Searches

- For all charges for unrelated donor searches for covered bone marrow/stem cell transplants ..... **$ 30,000** per transplant

Physical Therapy - Physical Medicine

- For all covered services when provided by a Participating Provider ..... **20 visits*** per Calendar Year

*There is no limit on the number of covered visits for Medically Necessary physical therapy, physical medicine, and occupational therapy. But additional visits in excess of the number of visits stated above must be authorized in advance.

Ambulance

- For transportation of a newborn child ..... **$ 1,000**

Hearing Aid Services

- For covered hearing aids ..... **1 hearing aid** for each ear during any 36 month period

SUMMARY OF BENEFITS

Medical Benefit Maximums (continued)

Nicotine Patches

- For all covered services.....**One 90-day** supply during the Member's lifetime

Transgender Travel Expense

- For all travel expense authorized in connection with authorized transgender surgery or surgeries.....up to **$10,000** per surgery or series of surgeries

Body Scan

- For all covered services..... **$1,000 per scan** limited to one scan every 36 months

SUMMARY OF BENEFITS

PRESCRIPTION DRUG BENEFITS

Prescription Drug Copayments

You are responsible to pay the following copayments for each Prescription:

	Participating Pharmacy	Non-Participating Pharmacy
Retail Pharmacies		
Generic Drug	$10	$10
Formulary Brand Name Drug*	$25	$25
Non-Formulary Brand Name Drug*	$45	$45
Compound Medication	$45	Not Covered
Home Delivery Program		
Generic Drug	$20	N/A
Formulary Brand Name Drug*	$40	
Non-Formulary Brand Name Drug*	$75	

Prescription Drug Out-of-Pocket Amount

After a Member pays **$2,650** in total copayments in a Calendar Year (**$5,300** for two or more Members of the same family) for drugs, the Member will have reached the Prescription Drug Out-of-Pocket Amount and the Member will not need to pay any more copayments for Drugs the rest of the Calendar Year.

After Anthem Blue Cross Life and Health determines that the Member has reached the Prescription Drug Out-of-Pocket Amount, Anthem Blue Cross Life and Health will let the Participating Pharmacies know that the Member will not need to pay copayments for the rest of the Calendar Year for Drugs.

Exception to Prescription Drug Copayments:

- There will be no copayment required for services and supplies under the "Preventive Prescription Drugs and Other Items" under the PRESCRIPTION DRUG BENEFITS section.
- The copayment for orally administered anti-cancer medications will not exceed the lesser of any applicable copayment listed above or:
  - For a 30-day supply from a retail pharmacy $200
  - For a 90-day supply through home delivery $600

*** Note Regarding Brand Name Drugs:** When the prescriber has not specified "dispense as written", you will pay the copayment amount indicated above plus the difference of the Prescription Drug Covered Expense between the Generic Drug and the Brand Name Drug.

YOUR MEDICAL BENEFITS

MAXIMUM ALLOWED AMOUNT

GENERAL

This section describes the term Maximum Allowed Amount as used in this Evidence of Coverage and Disclosure Form, and what the term means to you when obtaining covered services under this plan. The Maximum Allowed Amount is the total reimbursement payable under your plan for covered services you receive from Participating and Non-Participating Providers. It is Anthem Blue Cross Life and Health's payment towards the services billed by your provider combined with any Deductible or Co-Payment owed by you. In some cases, you may be required to pay the entire Maximum Allowed Amount. For instance, if you have not met your Deductible under this plan, then you could be responsible for paying the entire Maximum Allowed Amount for covered services. In addition, if these services are received from a Non-Participating Provider, you may be billed by the provider for the difference between their charges and the Maximum Allowed Amount. In many situations, this difference could be significant.

Provided below are two examples below, which illustrate how the Maximum Allowed Amount works. These examples are for illustration purposes only.

Example: The plan has a member Co-Payment of 30% for participating provider services after the Deductible has been met.

- The member receives services from a participating surgeon. The charge is $2,000. The Maximum Allowed Amount under the plan for the surgery is $1,000. The member's Co-Payment responsibility when a participating surgeon is used is 30% of $1,000, or $300. This is what the member pays. The plan pays 70% of $1,000, or $700. The participating surgeon accepts the total of $1,000 as reimbursement for the surgery regardless of the charges.

Example: The plan has a member Co-Payment of 50% for non-participating provider services after the Deductible has been met.

- The member receives services from a non-participating surgeon. The charge is $2,000. The Maximum Allowed Amount under the plan for the surgery is $1,000. The member's Co-Payment responsibility when a non-participating surgeon is used is 50% of $1,000, or $500. The plan pays the remaining 50% of $1,000, or $500. In addition, the non-participating surgeon could bill the member the difference between $2,000 and $1,000. So the member's total out-of-pocket charge would be $500 plus an additional $1,000, for a total of $1,500.

When you receive covered services, Anthem Blue Cross Life and Health will, to the extent applicable, apply claim processing rules to the claim submitted. Anthem Blue Cross Life and Health uses these rules to evaluate the claim information and determine the accuracy and appropriateness of the procedure and diagnosis codes included in the submitted claim. Applying these rules may affect the Maximum Allowed Amount if Anthem Blue Cross Life and Health determines that the procedure and/or diagnosis codes used were inconsistent with procedure coding rules and/or reimbursement policies. For example, if your provider submits a claim using several procedure codes when there is a single procedure code that includes all of the procedures that were performed, the Maximum Allowed Amount will be based on the single procedure code.

Provider Network Status

The Maximum Allowed Amount may vary depending upon whether the provider is a Participating Provider, a Non-Participating Provider or Other Health Care Provider.

YOUR MEDICAL BENEFITS

Participating Providers and Centers of Medical Excellence (CME). For covered services performed by a Participating Provider or CME the Maximum Allowed Amount for this plan will be the rate the Participating Provider or CME have agreed with Anthem Blue Cross Life and Health to accept as reimbursement for the covered services. Because Participating Providers or CME have agreed to accept the Maximum Allowed Amount as payment in full for those covered services, they should not send you a bill or collect for amounts above the Maximum Allowed Amount. However, you may receive a bill or be asked to pay all or a portion of the Maximum Allowed Amount to the extent you have not met your Deductible or have a Co-Payment. Please call the customer service telephone number on your ID card for help in finding a Participating Provider or visit www.anthem.com/ca.

If you go to a Hospital which is a Participating Provider, you should not assume all providers in that Hospital are also Participating Providers. To receive the greater benefits afforded when covered services are provided by a Participating Provider, you should request that all your provider services (such as services by an anesthesiologist) be performed by Participating Providers whenever you enter a Hospital.

If you are planning to have outpatient surgery, you should first find out if the facility where the surgery is to be performed is an Ambulatory Surgical Center. An Ambulatory Surgical Center is licensed as a separate facility even though it may be located on the same grounds as a Hospital although this is not always the case). If the center is licensed separately, you should find out if the facility is a Participating Provider before undergoing the surgery.

Note: If you receive covered medical services from a type of provider listed in the DEFINITIONS section under Other Health Care Provider and that provider is of a type represented in the network of the on-site Blue Cross and/or Blue Shield Plan at the time you receive services, such provider will be considered a Participating Provider for the purposes of determining the Maximum Allowed Amount.

If a provider defined in this Evidence of Coverage as a Participating Provider is of a type not represented in the local Blue Cross and/or Blue Shield Plan at the time you receive services, such provider will be considered a Non-Participating Provider for the purposes of determining the Maximum Allowed Amount.

Non-Participating Providers and Other Health Care Providers.* Providers who are not in the Prudent Buyer network are Non-Participating Providers or Other Health Care Providers, subject to Blue Cross Blue Shield Association rules governing claims filed by certain ancillary providers. For covered services you receive from a Non-Participating Provider or Other Health Care Provider, the Maximum Allowed Amount will be based on the applicable Anthem Blue Cross Non-Participating Provider rate or fee schedule for this plan, an amount negotiated by Anthem Blue Cross Life and Health or a third party vendor which has been agreed to by the Non-Participating Provider, an amount derived from the total charges billed by the Non-Participating Provider, an amount based on information provided by a third party vendor, or an amount based on reimbursement or cost information from the Centers for Medicare and Medicaid Services ("CMS"). When basing the Maximum Allowed Amount upon the level or method of reimbursement used by CMS, Anthem Blue Cross Life and Health will update such information, which is unadjusted for geographic locality, no less than annually.

Providers who are not contracted for this product, but are contracted for other products, are also considered Non-Participating Providers. For this plan, the Maximum Allowed Amount for services from these providers will be one of the methods shown above unless the provider's contract specifies a different amount.

YOUR MEDICAL BENEFITS

Unlike Participating Providers, Non-Participating Providers and Other Health Care Providers may send you a bill and collect for the amount of the Non-Participating Provider's or Other Health Care Provider's charge that exceeds Anthem Blue Cross Life and Health's Maximum Allowed Amount under this plan. You may be responsible for paying the difference between the Maximum Allowed Amount and the amount the Non-Participating Provider or Other Health Care Provider charges. This amount can be significant. Choosing a Participating Provider will likely result in lower out of pocket costs to you. Please call the customer service number on your ID card for help in finding a Participating Provider or visit Anthem Blue Cross Life and Health's website at www.anthem.com/ca. Customer service is also available to assist you in determining this plan's Maximum Allowed Amount for a particular covered service from a Non-Participating Provider or Other Health Care Provider.

***Exceptions:**

- **Clinical Trials.** The Maximum Allowed Amount for Non-Participating Providers for services and supplies provided in connection with Clinical Trials will be the lesser of the billed charge or the amount that ordinarily applies when services are provided by a Participating Provider.
- **If Medicare is the primary payer, the Maximum Allowed Amount does not include any charge:**
  1. By a Hospital, in excess of the approved amount as determined by Medicare; or
  2. By a Physician who is a Participating Provider who accepts Medicare assignment, in excess of the approved amount as determined by Medicare; or
  3. By a Physician who is a Non-Participating Provider or Other Health Care Provider who accepts Medicare assignment, in excess of the lesser of the Maximum Allowed Amount stated above, or the approved amount as determined by Medicare; or
  4. By a Physician or Other Health Care Provider who does not accept Medicare assignment, in excess of the lesser of the Maximum Allowed Amount stated above, or the limiting charge as determined by Medicare.

You will always be responsible for expense incurred which is not covered under this plan.

Cost Share

For certain covered services, and depending on your plan design, you may be required to pay all or a part of the Maximum Allowed Amount as your cost share amount (Deductibles or Co-Payments). Your cost share amount and the Out-Of-Pocket Amounts may be different depending on whether you received covered services from a Participating Provider or Non-Participating Provider. Specifically, you may be required to pay higher cost-sharing amounts or may have limits on your benefits when using Non-Participating Providers. Please see the SUMMARY OF BENEFITS section for your cost share responsibilities and limitations, or call the customer service telephone number on your ID card to learn how this plan's benefits or cost share amount may vary by the type of provider you use.

Anthem Blue Cross Life and Health will not provide any reimbursement for non-covered services. You may be responsible for the total amount billed by your provider for non-covered services, regardless of whether such services are performed by a Participating Provider or Non-Participating Provider. Non-covered services include services specifically excluded from coverage by the terms of your plan and services received after benefits have been exhausted. Benefits may be exhausted by exceeding, for example, Medical Benefit Maximums or day/visit limits.

In some instances you may only be asked to pay the lower Participating Provider cost share percentage when you use a Non-Participating Provider. For example, if you go to a Participating hospital or facility and receive covered services from a Non-Participating Provider such as a radiologist, anesthesiologist or pathologist providing services at the hospital or facility, you will pay the Participating Provider cost share percentage of the Maximum Allowed Amount for those covered services. However, you also may be liable for the difference between the Maximum Allowed Amount and the Non-Participating Provider's charge.

Authorized Referrals

In some circumstances Anthem Blue Cross Life and Health may authorize Participating Provider cost share amounts (Deductibles or Co-Payments) to apply to a claim for a covered service you receive from a Non-Participating Provider. In such circumstance, you or your Physician must contact Anthem Blue Cross Life and Health in advance of obtaining the covered service. It is your responsibility to ensure that Anthem Blue Cross Life and Health has been contacted. If Anthem Blue Cross Life and Health authorizes a Participating Provider cost share amount to apply to a covered service received from a Non-Participating Provider, you also may still be liable for the difference between the Maximum Allowed Amount and the Non-Participating Provider's charge. If you receive prior authorization for a Non-Participating Provider due to network adequacy issues, you will not be responsible for the difference between the Non-Participating Provider's charge and the Maximum Allowed Amount. Please call the customer service telephone number on your ID card for Authorized Referral information or to request authorization.

YOUR MEDICAL BENEFITS

DEDUCTIBLES, CO-PAYMENTS, OUT-OF-POCKET EXPENSE AMOUNT AND MEDICAL BENEFIT MAXIMUMS

After we subtract any applicable deductible and your Co-Payment, we will pay benefits up to the amount of the Maximum Allowed Amount, not to exceed the applicable Medical Benefit Maximum. The Deductible amounts, Co-Payments, Out-of-Pocket Expense Amount and Medical Benefit Maximums are set forth in the SUMMARY OF BENEFITS.

DEDUCTIBLES

Each deductible under this plan is separate and distinct from the other. Only the covered charges that make up the Maximum Allowed Amount will apply toward satisfaction of any deductible except as specifically indicated in this Evidence of Coverage.

Primary Deductible: Each Member must initially meet a deductible amount of $300.00 each calendar Year for applicable services (see pages 6 & 7 for services which are not subject to the deductible). Once that amount has been reached there is no further deductible for that Member that Year for covered services incurred when services are received from the following providers:

1. Participating Providers and CMEs,
2. Other Health Care Providers,
3. Non-Participating Provider Physicians whose specialty is not represented in the Blue Cross and/or Blue Shield Plan, and
4. Non-Participating Provider Physicians/Hospitals for Emergency Care or Accidental Injury.

A family must initially meet a deductible amount of $900.00 each calendar Year. Once that amount has been reached, there is no further deductible required for that family for the remainder of that Year when covered services are received from the providers listed above.

Non-Participating Provider Deductible. Charges for covered services incurred rendered by a Non-Participating Provider Hospital or Non-Participating Provider Physician (except as stated above) are subject to an additional $300.00 deductible for each Member and to an additional $900.00 deductible for each family. **In no event will the deductible exceed $600.00 for each Member or $1,800.00 for each family during a Year.**

Deductible Carryover. Covered charges incurred during October, November or December of any Year and applied toward the deductible for that Year will also apply toward the deductible for the next Year.

YOUR MEDICAL BENEFITS

CO-PAYMENTS

After you have satisfied any applicable deductible, we will subtract your Co-Payment from the amount of the Maximum Allowed Amount remaining.

If your Co-Payment is a percentage, we will apply the applicable percentage to the amount of the Maximum Allowed Amount remaining after any deductible has been met. This will determine the dollar amount of your Co-Payment.

If you receive services from an Other Health Care Provider of a type participating in a Blue Cross and/or Blue Shield Plan, your Co-Payment if you go to a provider participating in the Blue Cross and/or Blue Shield Plan will be the same as for a Participating Provider shown in the section SUMMARY OF BENEFITS CO-PAYMENTS.

OUT-OF-POCKET EXPENSE AMOUNT

Satisfaction of the Out-of-Pocket Expense Amount. If, after you have met your Calendar Year Deductible, you pay Co-Payments equal to the Out-of-Pocket Expense Amount per Member during a Calendar Year, you will no longer be required to make Co-Payments for any additional covered services or supplies you incur during the remainder of that Year. If two or more Members in a family pay Co-Payments during a Year equal to the Out-of-Pocket Expense Amount shown for two or more Members of the same family, no further Co-Payments will be required from any Member of that family for the remainder of that Year.

Charges Which Do Not Apply Toward the Out-of-Pocket Expense Amount. Only charges that are considered covered will apply toward satisfaction of any Out-of-Pocket Amount. Charges for services or supplies not covered under this plan and charges which exceed the Maximum Allowed Amount will not be applied toward satisfaction of an Out-of-Pocket Amount.

MEDICAL BENEFIT MAXIMUMS

We do not make benefit payments for any Member in excess of any of the Medical Benefit Maximums.

YOUR MEDICAL BENEFITS

CONDITIONS OF COVERAGE

The following conditions of coverage must be met for expense incurred for services or supplies to be covered under this plan.

1. You must incur this expense while you are covered under this plan. Expense is incurred on the date you receive the service or supply for which the charge is made.
2. The expense must be for a medical service or supply furnished to you as a result of illness or injury or pregnancy, unless a specific exception is made.
3. The expense must be for a medical service or supply included in MEDICAL CARE THAT IS COVERED. Additional limits on covered charges are included under specific benefits and in the SUMMARY OF BENEFITS.
4. The expense must not be for a medical service or supply listed in MEDICAL CARE THAT IS NOT COVERED. If the service or supply is partially excluded, then only that portion which is not excluded will be covered under this plan.
5. The expense must not exceed any of the maximum benefits or limitations of this plan.
6. Any services received must be those which are regularly provided and billed by the provider. In addition, those services must be consistent with the illness, injury, degree of disability and your medical needs. Benefits are provided only for the number of days required to treat your illness or injury.
7. All services and supplies must be ordered by a Physician.

YOUR MEDICAL BENEFITS

MEDICAL CARE THAT IS COVERED

The benefits provided in this Evidence of Coverage are subject to applicable federal and California laws. There are some states that require more generous benefits be provided to their residents even if the master policy was not issued in their state. If your state has such requirements, we will adjust your benefits to meet the minimum requirements.

Subject to the Medical Benefit Maximums in the SUMMARY OF BENEFITS, the requirements set forth under CONDITIONS OF COVERAGE and the exclusions or limitations listed under MEDICAL CARE THAT IS NOT COVERED, we will provide benefits for the following services and supplies:

Acupuncture

The services of a Physician for acupuncture treatment to treat a disease, illness or injury, including a patient history visit, physical examination, treatment planning and treatment evaluation, electro-acupuncture, cupping and moxibustion.

Advanced Imaging Procedures

Imaging procedures, including, but not limited to, Magnetic Resonance Imaging (MRI), Computerized Tomography (CT scans), Positron Emission Tomography (PET scan), Magnetic Resonance Spectroscopy (MRS scan), Magnetic Resonance Angiogram (MRA scan), Echocardiography and nuclear cardiac imaging are subject to pre-service review to determine medical necessity. You may call the toll-free customer service telephone number on your identification card to find out if an imaging procedure requires pre-service review. See the UTILIZATION REVIEW PROGRAMS section beginning on page 48 for details.

Allergy

Allergy testing and Physician services for allergy injections.

Ambulance

Ambulance services are covered when you are transported by a state licensed vehicle that is designed, equipped, and used to transport the sick and injured and is staffed by Emergency Medical Technicians (EMTs), paramedics, or other licensed or certified medical professionals. Ambulance services are covered when one or more of the following criteria are met:

- For ground ambulance, you are transported:
  - From your home, or from the scene of an accident or medical Emergency, to a Hospital,
  - Between Hospitals, including when you are required to move from a Hospital that does not contract with Anthem Blue Cross Life and Health to one that does, or
  - Between a Hospital and a Skilled Nursing Facility or other approved facility.
- For air or water ambulance, you are transported:
  - From the scene of an accident or medical Emergency to a Hospital,
  - Between hospitals, including when you are required to move from a hospital that does not contract with Anthem Blue Cross Life and Health to one that does, or
  - Between a hospital and another approved facility.

Ambulance services are subject to medical necessity reviews. Pre-service review is required for air ambulance in a non-medical Emergency. When using an air ambulance in a non-emergency situation, Anthem Blue Cross Life and Health reserve the right to select the air ambulance provider. If you do not use the air ambulance Anthem Blue Cross Life and Health selects in a non-emergency situation, no coverage will be provided.

You must be taken to the nearest facility that can provide care for your condition. In certain cases, coverage may be approved for transportation to a facility that is not the nearest facility.

Coverage includes Medically Necessary treatment of an illness or injury by medical professionals from an ambulance service, even if you are not transported to a Hospital. If provided through the 911 emergency response system*, ambulance services are covered if you reasonably believed that a medical Emergency existed even if you are not transported to a Hospital. Ambulance services are not covered when another type of transportation can be used without endangering your health. Ambulance services for your convenience or the convenience of your Family Members or Physician are not a covered service.

Other non-covered ambulance services include, but are not limited to, trips to:

- A Physician's office or clinic;
- A morgue or funeral home.

Important information about air ambulance coverage. Coverage is only provided for air ambulance services when it is not appropriate to use a ground or water ambulance. For example, if using a ground ambulance would endanger your health and your medical condition requires a more rapid transport to a Hospital than the ground ambulance can provide, this plan will cover the air ambulance. Air ambulance will also be covered if you are in a location that a ground or water ambulance cannot reach.

Air ambulance will not be covered if you are taken to a Hospital that is not an acute care Hospital (such a skilled nursing facility), or if you are taken to a Physician's office or to your home.

Hospital to hospital transport: If you are being transported from one Hospital to another, air ambulance will only be covered if using a ground ambulance would endanger your health and if the Hospital that first treats you cannot give you the medical services you need. Certain specialized services are not available at all Hospitals. For example, burn care, cardiac care, trauma care, and critical care are only available at certain Hospitals. For services to be covered, you must be taken to the closest Hospital that can treat you. Coverage is not provided for air ambulance transfers because you, your family, or your Physician prefers a specific Hospital or Physician.

With respect to a newborn child, the plan will pay up to a maximum of **$1,000** for transportation to and from the nearest facility qualified to treat a newborn child's condition when certified by the Physician (M.D.) as Medically Necessary.

∗ If you have an Emergency medical condition that requires an emergency response, please call the "911" emergency response system if you are in an area where the system is established and operating.

Biofeedback Procedures

Blood

Blood transfusions, including blood processing and the cost of unreplaced blood and blood products.

YOUR MEDICAL BENEFITS

Breast Cancer

Services and supplies provided in connection with the screening for, diagnosis of, and treatment for breast cancer whether due to illness or injury, including:

1. Diagnostic mammogram examinations in connection with the treatment of a diagnosed illness or injury. Routine mammograms will be covered initially with Preventive Care Services benefit.
2. Breast cancer (BRCA) testing, if appropriate, in conjunction with genetic counseling and evaluation. When done as a Preventive Care Service, BRCA testing will be covered under the Preventive Care Services benefit.
3. Mastectomy and lymph node dissection; complications from a mastectomy including lymphedema.
4. Reconstructive Surgery of both breasts performed to restore and achieve symmetry following a Medically Necessary mastectomy.
5. Breast prostheses following a mastectomy (see the Prosthetic Devices provision on page 34).

This coverage is provided according to the terms and conditions of this plan that apply to all other medical conditions.

Body Scan

Anthem Blue Cross Life and Health will pay for services and supplies provided in connection to body scan for screening purposes, for the Subscriber only, up to **$1,000** per scan, limited to one scan every 36 months.

Clinical Trials

Coverage is provided for routine patient costs you receive as a participant in an approved clinical trial. The services must be those that are listed as covered by this plan for Members who are not enrolled in a clinical trial.

Routine patient care costs include items, services, and drugs provided to you in connection with an approved clinical trial that would otherwise be covered by the Plan.

An "approved clinical trial" is a phase I, phase II, phase III, or phase IV clinical trial that studies the prevention, detection, or treatment of cancer or another life-threatening disease or condition, from which death is likely unless the disease or condition is treated. Coverage is limited to the following clinical trials:

1. Federally funded trials approved or funded by one or more of the following:
   a. The National Institutes of Health,
   b. The Centers for Disease Control and Prevention,
   c. The Agency for Health Care Research and Quality,
   d. The Centers for Medicare and Medicaid Services,
   e. A cooperative group or center of any of the four entities listed above or the Department of Defense or the Department of Veterans Affairs,
   f. A qualified non-governmental research entity identified in the guidelines issued by the National Institutes of Health for center support grants, or

g. Any of the following departments if the study or investigation has been reviewed and approved through a system of peer review that the Secretary of Health and Human Services determines (1) to be comparable to the system of peer review of investigations and studies used by the National Institutes of Health, and (2) assures unbiased review of the highest scientific standards by qualified individuals who have no interest in the outcome of the review:

   i. The Department of Veterans Affairs,

   ii. The Department of Defense, or

   iii. The Department of Energy.

2. Studies or investigations done as part of an investigational new drug application reviewed by the Food and Drug Administration.

3. Studies or investigations done for drug trials that are exempt from the investigational new drug application.

Participation in the clinical trial must be recommended by your Physician after determining participation has a meaningful potential to benefit you. All requests for clinical trials services, including requests that are not part of approved clinical trials, will be reviewed according to our Clinical Coverage Guidelines, related policies and procedures.

Routine patient costs do not include the costs associated with any of the following:

1. The investigational item, device, or service.

2. Any item or service provided solely to satisfy data collection and analysis needs and that is not used in the clinical management of the patient.

3. Any service that is clearly inconsistent with widely accepted and established standards of care for a particular diagnosis.

4. Any item, device, or service that is paid for by the sponsor of the trial or is customarily provided by the sponsor free of change for any enrollee in the trial.

Note: You will be financially responsible for the costs associated with non-covered services.

Disagreements regarding the coverage or medical necessity of possible clinical trial services may be subject to Special Independent Medical Reviews as described in CLAIMS REVIEW / GRIEVANCE PROCEDURES.

Contraceptives

Services and supplies provided in connection with the following methods of contraception:

1. Injectable drugs and implants for birth control, administered in a Physician's office, if Medically Necessary.

2. Intrauterine contraceptive devices (IUDs) and diaphragms, dispensed by a Physician if Medically Necessary.

3. Professional services of a Physician in connection with the prescribing, fitting, and insertion of intrauterine contraceptive devices or diaphragms.

Contraceptive supplies prescribed by a Physician for reasons other than contraceptive purposes for Medically Necessary treatment such as decreasing the risk of ovarian cancer, eliminating symptoms of menopause or for contraception that is necessary to preserve life or health may also be covered.

If your Physician determines that none of these contraceptive methods are appropriate for you based on your medical or personal history, coverage will be provided for another prescription contraceptive method that is approved by the FDA and prescribed by your Physician.

Certain contraceptives are covered under the "Preventive Care Services" benefit. Please see that provision for further details.

Dental Care

1. **Admissions for Dental Care.** Listed Inpatient Hospital services during a Hospital Stay or Ambulatory Surgical Center services when required for dental treatment and ordered by a Physician (M.D.) and a Dentist (D.D.S. or D.M.D.). Anthem Blue Cross Life and Health will make the final determination as to whether the dental treatment could have been safely rendered in another setting due to the nature of the procedure or your medical condition. Hospital Stays for the purpose of administering general anesthesia are not considered Medically Necessary and are not covered except as specified below.

2. **General Anesthesia.** General anesthesia and associated facility charges when your clinical status or underlying medical condition requires that dental procedures be rendered in a Hospital or Ambulatory Surgical Center. This applies only if (a) the Member is less than eight years old, (b) the Member is developmentally disabled, (c) the Member's health is compromised and general anesthesia is Medically Necessary, or (d) the Member has suffered extensive facial or dental trauma. Charges for the dental procedure itself, including professional fees of a dentist, are not covered.

3. **Dental Injury.** Services of a Physician (M.D.) or Dentist (D.D.S. or D.M.D.) solely to treat an Accidental Injury to natural teeth. Coverage shall be limited to only such services that are Medically Necessary to repair the damage done by the Accidental Injury and/or restore function lost as a direct result of the Accidental Injury. Damage to natural teeth due to chewing or biting is not Accidental Injury unless chewing or biting results from a medical or mental condition.

4. **Cleft Palate.** Medically Necessary dental or orthodontic services that are an integral part of Reconstructive Surgery for cleft palate procedures. "Cleft palate" means a condition that may include cleft palate, cleft lip, or other craniofacial anomalies associated with cleft palate.

5. **Orthognathic surgery.** Orthognathic surgery for a physical abnormality that prevents normal function of the upper or lower jaw and is Medically Necessary to attain functional capacity of the affected part.

Important: If you decide to receive dental services that are not covered under this plan, a Participating Provider who is a dentist may charge you his or her usual and customary rate for those services. Prior to providing you with dental services that are not a covered benefit, the dentist should provide a treatment plan that includes each anticipated service to be provided and the estimated cost of each service. If you would like more information about the dental services that are covered under this plan, please call the customer service telephone number listed on your ID card. To fully understand your coverage under this plan, please carefully review this Evidence of Coverage document.

Diabetes Education Program

A diabetes education program which: (1) is designed to teach a Member who is a patient and covered Members of the patient's family about the disease process and the daily management of diabetic therapy; (2) includes self-management training, education, and medical nutrition therapy to enable the Member to properly use the equipment, supplies, and medications necessary to manage the disease; and (3) is supervised by a Physician. Diabetes education services are covered under plan benefits for office visits to Physicians.

Screenings for gestational diabetes are covered under your Preventive Care Services benefit. Please see that provision for further details.

Diagnostic Services

Outpatient diagnostic radiology and laboratory services, including Infertility testing. This does not include services covered under the Advanced Imaging Procedures benefit.

Durable Medical Equipment

Rental or purchase of dialysis equipment. Dialysis supplies. Nebulizers, including face masks and tubing, when required for the Medically Necessary treatment of pediatric asthma. Rental or purchase of other Durable Medical Equipment and supplies which are:

a. Ordered by a Physician, and

b. Of no further use when medical need ends (but not disposable), and

c. Usable only by the patient, and

d. Not primarily for the Member's comfort or hygiene, and

e. Not for environmental control, and

f. Not for exercise, and

g. Manufactured specifically for medical use.

Rental charges that exceed the reasonable purchase price of the equipment are not covered. We will determine whether the item meets the above conditions.

Specific Durable Medical Equipment is subject to pre-service review to determine medical necessity. See the UTILIZATION REVIEW PROGRAMS section beginning on page 48 for details.

Hearing Aid Services

The following hearing aid services:

1. Hearing aids, including replacements, only when purchased as a result of a written recommendation by a Physician certified as either an otologist, an otolaryngologist or a state certified audiologist. Benefits are limited to one hearing aid per ear during any **36** month period.

2. Evaluation and audio-metric examinations to measure the extent of hearing loss and determine the most appropriate make and model of hearing aid.

YOUR MEDICAL BENEFITS

Home Health Care

The following services and supplies when provided by a Home Health Care Agency:

1. Services of a registered nurse or licensed vocational nurse under the supervision of a registered nurse or a Physician.
2. Services of a licensed therapist for physical therapy, occupational therapy, respiratory therapy or speech therapy.
3. Services of a medical social service worker.
4. Services of a health aide who is employed by (or under arrangement with) a Home Health Agency. Services must be ordered and supervised by a registered nurse employed by the Home Health Agency as professional coordinator. These services are only covered if the Member is also receiving the services listed in 1. or 2. above.
5. Necessary medical supplies provided by the Home Health Agency.

Benefits are limited to a combined number of **100 visits** for all providers of service listed above during a Calendar Year. A home health visit is defined as a skilled nursing visit (RN or LVN) or other professional visit (physical therapist, speech therapist, social worker or respiratory therapist). Four hours of service by the certified home health aide is defined as one home health visit.

The Member must be confined at home under the active medical supervision of the Physician ordering home health care and treating the illness or injury for which that care is needed. Services must not be provided for Custodial Care.

Home Infusion Therapy

The following services and supplies when provided by a Home Infusion Therapy Provider in the Member's home for the intravenous administration of a Member's total daily nutritional intake or fluid requirements, including but not limited to Parenteral Therapy and Total Parenteral Nutrition (TPN), medication related to illness or injury, chemotherapy, antibiotic therapy, aerosol therapy, tocolytic therapy, special therapy, intravenous hydration, or pain management:

1. Medication, ancillary medical supplies and supply delivery, (not to exceed a 14-day supply); however, medication which is delivered but not administered is not covered;
2. Pharmacy compounding and dispensing services (including pharmacy support) for intravenous solutions and medications;
3. Hospital and home clinical visits related to the administration of infusion therapy, including skilled nursing services including those provided for: (a) patient or alternative caregiver training; and (b) visits to monitor the therapy;
4. Rental and purchase charges for Durable Medical Equipment (as shown below); maintenance and repair charges for such equipment;
5. Laboratory services to monitor the patient's response to therapy regimen.
6. Total Parenteral Nutrition (TPN), Enteral Nutrition Therapy, antibiotic therapy, pain management, chemotherapy, and may also include injections (intra-muscular, subcutaneous, or continuous subcutaneous).

Hospice Care

The following services and supplies are covered when provided by an approved Hospice for the palliative treatment of pain and other symptoms associated with a terminal disease. Palliative care is care that controls pain and relieves symptoms but is not intended to cure the illness. The Member must be suffering from a terminal illness for which the prognosis of life expectancy is one year or less, as certified by a Physician and submitted to Anthem Blue Cross Life and Health. Covered services are available on a 24-hour basis for the management of the condition.

1. Interdisciplinary team care with the development and maintenance of an appropriate plan of care.
2. Short-term Inpatient Hospital care, including services and supplies, when required in periods of crisis or as respite care. Coverage of Inpatient respite care is provided on an occasional basis and is limited to a maximum of five consecutive days per admission.
3. Skilled nursing services provided by or under the supervision of a registered nurse.
4. Services of a licensed therapist for physical therapy, occupational therapy, respiratory therapy and speech therapy.
5. Social services and counseling services provided by a qualified social worker.
6. Certified home health aide services and homemaker services provided under the supervision of a registered nurse.
7. Nutritional support such as intravenous feeding or hyperalimentation.
8. Dietary and nutritional guidance.
9. Bereavement services, including assessment of the needs of the bereaved family and development of a care plan to meet those needs, both prior to and following the Member's death. Bereavement services are available to surviving members of the immediate family for a period of one year after the Member's death. Immediate family means spouse, children, step-children, parents and siblings.
10. Pharmaceuticals, medical equipment and supplies necessary for the management of your condition. Oxygen and related respiratory therapy supplies.
11. Volunteer service provided by trained Hospice volunteers under the direction of a Hospice staff member.
12. Palliative care (care which controls pain and relieves symptoms but does not cure) which is appropriate for the Member's illness.

The Member's Physician must consent to care by the Hospice and must be consulted in the development of the treatment plan. The Hospice must submit a written patient treatment plan to Anthem Blue Cross Life and Health every 30 days.

Special Hospice Care Exclusions. In addition to the MEDICAL CARE THAT IS NOT COVERED listed elsewhere in this Evidence of Coverage, the following exclusions apply:

1. Food, home-delivered meals or housing charges.
2. Transportation charges.
3. Any services which would normally be provided free of charge.

4. Services provided in the areas of both legal and/or financial advice (preparation and execution of wills; estate planning and liquidation; financial investment, etc.).
5. Counseling by clergy or any volunteer group.
6. Personal comfort items.
7. Private duty nursing (a continuous bedside nursing service rendered by one nurse to one patient, either in a Hospital, Hospice facility or patient's home, as opposed to a general-duty nurse, who renders services to a number of Hospital or Hospice facility patients), except during periods of crisis to provide management of acute medical symptoms.

Hospital - Inpatient

The following services and supplies are covered when provided by a Hospital:

1. Accommodations in a room of two or more beds, or the prevailing charge for two-bed room accommodations in that Hospital if a private room is used, unless your Physician orders, and we authorize, a private room as Medically Necessary.
2. Services in Special Care Units.
3. Operating, delivery and special treatment rooms.
4. Supplies and ancillary services including laboratory, cardiology, pathology and radiology. Professional component fees for these services will be covered only if a separate charge for professional interpretation is determined by Anthem Blue Cross Life and Health to be Medically Necessary.
5. Physical therapy, radiation therapy, chemotherapy and hemodialysis treatment.
6. Drugs and medicines approved for general use by the FDA which are supplied by the Hospital for use during the Member's Stay.
7. Blood transfusions, including blood processing and the cost of unreplaced blood and blood products.

Inpatient Hospital services are subject to utilization review to determine medical necessity. Please refer to the UTILIZATION REVIEW PROGRAMS section beginning on page 48 for information on how to obtain the proper reviews.

Hospital - Outpatient

The following services and supplies, when provided by a Hospital.

1. Emergency room use, supplies, ancillary services, professional services, drugs and medicines as listed above.
2. Care received when outpatient surgery is performed. Covered services are operating room use, supplies, ancillary services, drugs and medicines as listed above. These services are also payable when outpatient surgery is performed at an Ambulatory Surgical Center.
3. Radiation therapy, chemotherapy and dialysis treatment.
4. Routine radiology and laboratory exams received within seven days prior to a covered Stay for Inpatient or outpatient surgery. The exams must be needed for the illness, injury or condition necessitating the Stay, and must be provided and billed by the Hospital or Ambulatory Surgical Center where the surgery is to take place.

Specific outpatient services, including diagnostic and other services are subject to pre-service review to determine medical necessity, and outpatient surgeries performed in an outpatient facility or a doctor's office. See the UTILIZATION REVIEW PROGRAMS section beginning on page 48 for details.

Infertility Treatment

Services and supplies provided in connection with diagnosis and treatment of Infertility, provided that:

1. The Infertility procedure is non-Experimental. Such procedures include, but are not limited to: (a) artificial insemination; (b) in vitro fertilization and embryo placement; and (c) sperm, egg and/or inseminated egg procurement, processing and banking, to the extent such charges are not covered by the donor's own coverage.
2. You are presumably otherwise healthy but are unable to conceive or produce conception during a period of at least one year prior to the beginning of treatment.
3. The procedures are performed at a medical facility that meets (a) the American College of Obstetric and Gynecology guidelines for Infertility clinics; or (b) the American Fertility Society's minimal standards for Infertility programs.

The Maximum Allowed Amount will not include charges if: (1) the Infertility resulted from voluntary sterilization; (2) the embryo is implanted for any period of time in a woman other than the Member; or (3) the procedure is Experimental.

Jaw Joint Disorders

We will pay for splint therapy or surgical treatment for disorders or conditions of the joints linking the jawbones and the skull (the temporomandibular joints), including the complex of muscles, nerves and other tissues related to those joints, including the complex of muscles, nerves and other tissues related to those joints.

Mental or Nervous Disorders or Substance Abuse

Covered services shown below for the Medically Necessary treatment of Mental or Nervous Disorders or substance abuse or to prevent the deterioration of chronic conditions.

1. Inpatient Hospital and services from a Residential Treatment Center as stated in the "Hospital" provision of this section for inpatient services and supplies.
2. Partial hospitalization, including intensive outpatient programs and visits to a Day Treatment Center. Partial hospitalization is covered as stated in the "Hospital" provision of this section, for outpatient services and supplies.
3. Physician's visits during a covered Inpatient Stay.
4. Physician's visits for outpatient psychotherapy or psychological testing for the treatment of Mental or Nervous Disorders or substance abuse. This includes nutritional counseling for the treatment of eating disorders such as anorexia nervosa and bulimia nervosa.
5. Behavioral health treatment for pervasive developmental disorder or autism. See the section BENEFITS FOR PERVASIVE DEVELOPMENTAL DISORDER OR AUTISM for a description of the services that are covered. **Note:** You must obtain pre-service review for all behavioral health treatment services for the treatment of pervasive developmental disorder or autism in order for these services to be covered by this plan (see UTILIZATION REVIEW PROGRAM for details).

6. Diagnosis and all Medically Necessary treatment of severe mental illness or a person of any age and serious emotional disturbances of a child.

Treatment for substance abuse does not include smoking cessation programs, nor treatment for nicotine dependency or tobacco use. Certain services are covered under the "Preventive Care Services" benefit or as specified in the "Preventive Prescription Drugs and Other Items" covered under PRESCRIPTION DRUG BENEFITS. Please see those provisions for further details.

Nicotine Patches

After successfully completing one of the approved Smoking Cessation Programs specified on page 35 and submitting a Certificate of Completion, benefits are provided for one 90-day supply of nicotine patches per lifetime.

To qualify for reimbursement of the Nicotine Patch, the Member must pay the full cost of the drug, submit the receipt, Certification of Completion of one of the approved programs specified above, and a completed Reimbursement Form to the PORAC- Claims Unit.

Nonprescription Medical Formulas

Non-prescription medical formulas upon written order of a Physician for:

1. Treatment of impaired absorption of nutrients caused by disorders of the gastrointestinal tract.
2. Treatment of a Member with an inborn error of metabolism that involve amino acid, carbohydrate and fat metabolism. This includes medical foods to be consumed or given enterally under supervision of a Physician that are:
   a. Specifically formulated to be distinct in one or more nutrients present in natural foods; and
   b. Intended for the medical and nutritional management of patients with limited capacity to metabolize ordinary foods or certain nutrients contained in ordinary foods.

Online Visits

When available in your area, covered services will include medical consultations using the internet via webcam, chat, or voice. Online visits are covered under plan benefits for office visits to Physicians.

Non-covered services include, but are not limited to, the following:

- Reporting normal lab or other test results.
- Office visit appointment requests or changes.
- Billing, insurance coverage, or payment questions.
- Requests for referrals to other Physicians or healthcare practitioners.
- Benefit precertification.
- Consultations between Physicians.
- Consultations provided by telephone, electronic mail, or facsimile machines.

Note: You will be financially responsible for the costs associated with non-covered services.

Osteoporosis. Coverage for services related to diagnosis, treatment, and appropriate management of osteoporosis including, but not limited to, all Food and Drug Administration approved technologies, including bone mass measurement technologies as deemed Medically Necessary.

Outpatient Drugs and Medicines

Benefits are provided for outpatient drugs and medicines approved for general use by the FDA, including intravenous drugs, that are available only if prescribed by a Physician. The drug or medicine must be:

a. dispensed by a Physician, or

b. administered by a Physician or an individual licensed to administer drugs and medicines under the supervision of a Physician.

Exceptions: The following are not included:

- Drugs which are sold by a retail pharmacy and prescribed for the Member to self-administer. (See pages 56 through 68 for your PRESCRIPTION DRUG BENEFITS.)
- Intravenous drugs in a setting other than a Physician's office or the outpatient department of a Hospital.

Physical Therapy – Physical Medicine

The following services provided by a Physician under a treatment plan:

1. Physical therapy and physical medicine provided on an outpatient basis for the treatment of illness or injury, including therapeutic use of heat, cold, exercise, electricity, ultra violet radiation, manipulation of the spine or massage for the purpose of improving circulation, strengthening muscles, or encouraging the return of motion. (This includes many types of care which are customarily provided by chiropractors, physical therapists and osteopaths. It does not include massage therapy services at spas or health clubs.)
2. Occupational therapy provided on an outpatient basis when the ability to perform daily life tasks has been lost or reduced by, or has not been developed due to illness or injury, including programs which are designed to rehabilitate mentally, physically or emotionally handicapped persons. Occupational therapy programs which are designed to maximize or improve a patient's upper extremity function, perceptual motor skills and ability to function in daily living activities.

Benefits are **not** payable for care provided to relieve general soreness or for conditions that are expected to improve without treatment. The Member must not be receiving benefits listed in **Home Health Care** or **Hospice.**

Up to a combined maximum of **20** visits in a Year for all covered services provided by a Participating Provider are payable if Medically Necessary. If additional visits are needed after receiving 20 visits in a Year, pre-service review must be obtained prior to receiving the services. If it is determined an additional period of physical therapy, physical medicine or occupational therapy is Medically Necessary, Anthem Blue Cross Life and Health will specify a specific number of additional visits. For the purposes of this benefit, the term "visit" shall include any visit by a Physician in that Physician's office, or in any other outpatient setting, during which one or more of the services covered under this limited benefit are rendered, even if other services are provided during the same visit.

For physical therapy, physical medicine or occupational therapy, covered services are payable if Medically Necessary. After your initial visit to a Physician for physical therapy, physical medicine or occupational therapy, pre-service review must be obtained prior to receiving additional services.

Such additional visits are not payable if pre-service review is not obtained. (See UTILIZATION REVIEW PROGRAMS beginning on page 48.)

There is no limit on the number of covered visits for Medically Necessary physical therapy, physical medicine, and occupational therapy. But additional visits in excess of the number of visits stated above must be authorized in advance.

Pregnancy, Maternity Care and Family Planning

1. All medical benefits for an enrolled Member when provided for pregnancy, maternity care and abortion. The following services are included:

   a. Prenatal, postnatal and postpartum care;

   b. Ambulatory care services (including ultrasounds, fetal non-stress tests, Physician office visits, and other Medically Necessary maternity services performed outside of a Hospital);

   c. Involuntary complications of pregnancy.

   d. Diagnosis of genetic disorders in cases of high-risk pregnancy; and

   e. Inpatient Hospital care including labor and deliver.

   Inpatient Hospital benefits in connection with childbirth will be provided for at least 48 hours following a normal delivery or 96 hours following a cesarean section, unless the mother and her Physician decide on an earlier discharge. Please see the section entitled FOR YOUR INFORMATION for a statement of your rights under federal law regarding these services.

2. Services listed under **Hospital** for routine nursery care of a newborn child if the child's natural mother is an enrolled Member. Routine nursery care of a newborn child includes screening of a newborn for genetic diseases, congenital conditions, and other health conditions provided through a program established by law or regulation.

3. Services provided by an approved Alternative Birth Center and a certified nurse midwife are included.

4. All plan benefits when provided for sterilizations, Infertility studies and treatment of Infertility. In no event will benefits of this Evidence of Coverage be provided for or in connection with sterilization reversal or contraceptive devices (other than Prescription oral contraceptives as stated under PRESCRIPTION DRUG BENEFITS or as specifically stated in **Contraceptives** under MEDICAL CARE THAT IS COVERED).

5. Certain services are covered under the “Preventive Care Services” benefit. Please see that provision for further details.

Preventive Care Services

Screening services and supplies provided in connection with Preventive Care Services as shown below. The Calendar Year deductible will not apply to these services or supplies when they are provided by a Participating Provider. No Co-Payment will apply to these services or supplies when they are provided by a Participating Provider.

1. A Physician's services for routine physical examinations.

2. Immunizations prescribed by the examining Physician.

3. Radiology and laboratory services and tests ordered by the examining Physician in connection with a routine physical examination, excluding any such tests related to an illness or injury. Those radiology and laboratory services and tests related to an illness or injury will be covered as any other medical service available under the terms and conditions of the provision "Diagnostic Services".

4. Health screenings as ordered by the examining Physician for the following: breast cancer, including BRCA testing if appropriate (in conjunction with genetic counseling and evaluation), cervical cancer, including human papillomavirus (HPV), prostate cancer, colorectal cancer, and other medically accepted cancer screening tests, blood lead levels, high blood pressure, type 2 diabetes mellitus, cholesterol, obesity, and screening for iron deficiency anemia in pregnant women.

5. Human immunodeficiency virus (HIV) testing, regardless of whether the testing is related to a primary diagnosis.

6. Counseling and risk factor reduction intervention services for sexually transmitted infections, human immunodeficiency virus (HIV), contraception, tobacco use, and tobacco use-related diseases.

7. Additional preventive care and screening for women provided for in the guidelines supported by the Health Resources and Services Administration, including the following:

   a. All FDA-approved contraceptive drugs, devices, and other products for women, including over-the-counter items, if prescribed by a physician. This includes contraceptive drugs, injectable contraceptives, patches and devices such as diaphragms, intra uterine devices (IUDs) and implants, as well as voluntary sterilization procedures, contraceptive education and counseling. It also includes follow-up services related to the drugs, devices, products and procedures, including but not limited to management of side effects, counseling for continued adherence, and device insertion and removal.

      At least one form of contraception in each of the methods identified in the FDA's Birth Control Guide will be covered as preventive care under this section. If there is only one form of contraception in a given method, or if a form of contraception is deemed not medically advisable by a physician, the prescribed FDA-approved form of contraception will be covered as preventive care under this section.

      In order to be covered as preventive care, contraceptive prescription drugs must be either a Generic or Single-Source Brand Name Drug (those without a Generic equivalent). Multi-Source Brand Name Drugs (those with a Generic equivalent) will be covered as Preventive Care Services when Medically Necessary, otherwise they will be covered under your plan's prescription drug benefits (see your PRESCRIPTION DRUG BENEFITS).

   b. Breast feeding support, supplies, and counseling. One breast pump will be covered per pregnancy under this benefit.

   c. Gestational diabetes screening.

   d. Preventive prenatal care.

8. Preventive services for certain high-risk populations as determined by your Physician, based on clinical expertise.

This list of Preventive Care Services is not exhaustive. Preventive tests and screenings with a rating of A or B in the current recommendations of the United States Preventive Services Task Force (USPSTF), or those supported by the Health Resources and Services Administration (HRSA) will be covered with no copayment and will not apply to the Calendar Year deductible.

YOUR MEDICAL BENEFITS

See the definition of "Preventive Care Services" in the DEFINITIONS section for more information about services that are covered by this plan as Preventive Care Services.

Professional Services

1. Services of a Physician, including, but not limited to, acupuncture.
2. Services of an anesthetist (M.D. or C.R.N.A.).
3. Services of a registered nurse for special duty nursing care.
4. Education for pediatric asthma, including education to enable the child to properly use nebulizers (covered under Durable Medical Equipment benefits), inhaler spacers and peak flow meters (See PRESCRIPTION DRUG BENEFITS). This education will be covered under the plan's benefit for office visits to a Physician.

Prosthetic Devices

1. Surgical implants including breast prosthesis following a mastectomy.
2. Artificial limbs or eyes, including services of an orthotist and prosthetist in connection with evaluation or fitting of an orthotic or prosthetic device when services are billed as part of the charge for the artificial limbs or eyes.
3. The first pair of contact lenses or the first pair of eyeglasses when required as a result of a covered and Medically Necessary eye surgery.
4. Scalp hair prostheses when required as a result of hair loss due to alopecia areata or alopecia totalis, or permanent hair loss due to injury.
5. Corrective lenses for conditions related to an inborn error of metabolism.
6. Therapeutic shoes and inserts for the prevention and treatment of feet complications in Members with diabetes.

Radiation, Chemotherapy, and Hemodialysis

Radiation Therapy. This includes treatment of disease using x-ray, radium or radioactive isotopes, other treatment methods (such as teletherapy, brachytherapy, intra operative radiation, photon or high energy particle sources), material and supplies used in the therapy process and treatment planning. These services can be provided in a facility or professional setting.

Chemotherapy. This includes the treatment of disease using chemical or antineoplastic agents and the cost of such agents in a professional or facility setting.

Hemodialysis Treatment. This includes services related to renal failure and chronic (end-stage) renal disease, including hemodialysis, home intermittent peritoneal dialysis home continuous cycling peritoneal dialysis and home continuous ambulatory peritoneal dialysis.

The following renal dialysis services are covered:

- Outpatient maintenance dialysis treatments in an outpatient dialysis facility;
- Home dialysis; and
- Training for self-dialysis at home including the instructions for a person who will assist with self-dialysis done at a home setting.

For radiation therapy, chemotherapy and hemodialysis treatment. See Hospital – Outpatient on page 28 for benefit information.

Reconstructive Surgery

Reconstructive Surgery performed to correct or repair abnormal structures of the body caused by congenital defects, developmental abnormalities, trauma, infection, tumors, or disease to do either of the following: (a) improve function; or (b) create a normal appearance, to the extent possible. This includes surgery performed to restore and achieve symmetry following a Medically Necessary mastectomy. This also includes Medically Necessary dental or orthodontic services that are an integral part of Reconstructive Surgery for cleft palate procedures. "Cleft palate" means a condition that may include cleft palate, cleft lip, or other craniofacial anomalies associated with cleft palate.

This does not apply to orthognathic surgery. Please see the "Dental Care" provision below for a description of this service.

Retail Health Clinic

Services and supplies provided by medical professionals who provide basic medical services in a retail health clinic including, but not limited to:

1. Exams for minor illnesses and injuries.
2. Preventive services and vaccinations.
3. Health condition monitoring and testing.

Skilled Nursing Facility

The following services and supplies, when provided by a Skilled Nursing Facility, for up to **100** days during each Year.

1. Accommodations in a room of two or more beds, or the prevailing charge for two-bed room accommodations in that facility if a private room is used.
2. Special treatment rooms.
3. Laboratory exams.
4. Physical, occupational and speech therapy. Oxygen and other gas therapy.
5. Drugs and medicines approved for general use by the FDA which are used in the facility.
6. Blood transfusions, including blood processing and the cost of unreplaced blood and blood products.

Skilled Nursing Facility services and supplies are subject to pre-service review to determine medical necessity. (See UTILIZATION REVIEW PROGRAMS beginning on page 48.)

Smoking Cessation Programs

Benefits are provided for approved behavior modifying smoking cessation programs. Behavior modification does not consist of hypnosis, shock therapy, acupressure, acupuncture or other similar methods to alter behavior. Benefits are provided when verification of completion of one of the following approved programs is submitted to Anthem Blue Cross Life and Health:

Class Supported Programs:

1. American Lung Association - "Freedom From Smoking". Call 1-800-586-4872 or your local lung association office or visit the Web site at www.lungusa.org for information.
2. Medical clinic or Hospital-based programs. Consult your Physician or local community Hospital for information.

Self-Help Program: The Smokenders program is a 7-week audio cassette self-help program that is available only to Members who live beyond 25 miles from approved class-supported program locations or who work shifts that are not compatible with class-supported programs. We have negotiated a significant discount for Smokenders kits, which must be obtained by requesting a special coupon. To determine your eligibility for the Smokenders program and to obtain a Smokenders coupon, call the PORAC - customer service unit. Note: Smokenders programs purchased from any other source will not be reimbursed.

Benefits will be provided subject to the following:

1. The Member must enroll in an approved Smoking Cessation Program and retain the payment receipt.
2. The Member must request a Health Promotion Program Reimbursement Form and a certificate of Completion from the PORAC - customer service unit.
3. The Member must obtain the instructor's signature on the Certificate of Completion, verifying that he or she has completed the program, attended every session and that the Member is smoke free at the time of the program's completion.
4. The Member must mail a copy of the signed Certificate of Completion and Reimbursement Form with the receipt to Anthem Blue Cross Life and Health for reimbursement.

Speech Therapy

Covered charges include Medically Necessary outpatient speech therapy, including speech-language pathology (SLP) services to identify, assess, and treat speech, language, and swallowing disorders in children and adults. Therapy that will develop or treat communication or swallowing skills to correct a speech impairment.

Transgender Services

Services and supplies provided in connection with gender transition when you have been diagnosed with gender identity disorder or gender dysphoria by a Physician. This coverage is provided according to the terms and conditions of the plan that apply to all other covered medical conditions, including medical necessity requirements, utilization management, and exclusions for Cosmetic Services. Coverage includes, but is not limited to, Medically Necessary services related to gender transition such as transgender surgery, hormone therapy, psychotherapy, and vocal training.

Coverage is provided for specific services according to plan benefits that apply to that type of service generally, if the plan includes coverage for the service in question. If a specific coverage is not included, the service will not be covered. For example, transgender surgery would be covered on the same basis as any other covered, Medically Necessary surgery; hormone therapy would be covered under the plan’s Prescription Drug benefits (if such benefits are included).

Transgender services are subject to prior authorization in order for coverage to be provided. Please refer to UTILIZATION REVIEW PROGRAM for information on how to obtain the proper reviews.

Transgender Travel Expense

Certain travel expenses incurred in connection with an approved transgender surgery, when the Hospital at which the surgery is performed is 75 miles or more from your place of residence, provided the expenses are authorized in advance by Anthem Blue Cross Life and Health. The plan's maximum payment will not exceed **$10,000** per transgender surgery, or series of surgeries (if multiple surgical procedures are performed), for the following travel expenses incurred by you and one companion:

- Ground transportation to and from the Hospital when it is 75 miles or more from your place of residence.
- Coach airfare to and from the Hospital when it is 300 miles or more from your residence.
- Lodging, limited to one room, double occupancy.
- Other reasonable expenses. Tobacco, alcohol, drug, and meal expenses are excluded.

The Calendar Year Deductible will not apply and no Co-Payments will be required for transgender travel expenses authorized in advance by Anthem Blue Cross Life and Health. Anthem Blue Cross Life and Health will provide benefits for lodging, transportation, and other reasonable expenses up to the current limits set forth in the Internal Revenue Code, not to exceed the maximum amount specified above. This travel expense benefit is not available for non-surgical transgender services.

Details regarding reimbursement can be obtained by calling the customer service number on your identification card. A travel reimbursement form will be provided for submission of legible copies of all applicable receipts in order to obtain reimbursement.

Transplant Services

Services provided in connection with non-Investigational human organ or tissue transplants, such as skin or cornea transplants, if for:

1. a Member who is the recipient, or
2. a Member who is the donor.

Benefits for an organ donor are as follows:

- When both the person donating the organ and the person getting the organ are Members, each will get benefits under their plans.
- When the person getting the organ is a Member, but the person donating the organ is not, benefits under this plan are limited to benefits not available to the donor from any other source. This includes, but is not limited to, other insurance, grants, foundations, and government programs.
- If this plan's covered Member is donating the organ to someone who is **not** a Member, benefits are not available under this plan.

The Maximum Allowed Amount for a donor, including donor testing and donor search, is limited to expense incurred for Medically Necessary medical services only. The Maximum Allowed Amount for services incident to obtaining the transplanted material from a living donor or a human organ transplant bank will be covered. Such charges, including complications from the donor procedure for up to six weeks from the date of procurement, are covered. Services for treatment of a condition that is not directly related to, or a direct result of, the transplant are NOT covered. An

unrelated donor search may be required when the patient has a disease for which a transplant is needed and a suitable donor within the family is not available. Payment for unrelated donor searches from an authorized, licensed registry for bone marrow/stem cell transplants will not exceed **$30,000** per transplant.

Covered services are subject to any applicable deductibles, Co-Payments and medical benefit maximums. The Maximum Allowed Amount does not include charges for services received without first obtaining pre-service review, or which are provided at a facility other than an approved transplant center. See the UTILIZATION REVIEW PROGRAMS section beginning on page 48 for additional information.

To maximize your benefits, you should call the Transplant Department as soon as you think you may need a transplant to talk about your benefit options. You must do this before you have an evaluation or work-up for a transplant. Anthem Blue Cross Life and Health will help you maximize your benefits by giving you coverage information, including details on what is covered and if any clinical coverage guidelines, medical policies, Centers of Medical Excellence (CME) or Blue Distinction Centers for Specialty Care (BDCSC) rules, or exclusions apply. Call the customer service phone number on the back of your ID card and ask for the transplant coordinator.

You or your Physician must call the Transplant Department for pre-service review prior to the transplant, whether it is performed in an Inpatient or outpatient setting. Prior authorization is required before benefits will be provided for a transplant. Your Physician must certify, and Anthem Blue Cross Life and Health must agree, that the transplant is Medically Necessary. Your Physician should send a written request for prior authorization to Anthem Blue Cross Life and Health as soon as possible to start this process. Not getting prior authorization will result in a denial of benefits.

Please note that your Physician may ask for approval for HLA (human leukocyte antigen) testing, donor searches, or collection and storage of stem cells prior to the final decision as to what transplant procedure will be needed. In these cases, the HLA testing and donor search charges will be covered as routine diagnostic tests. The collection and storage request will be reviewed for medical necessity and may be approved. However, such an approval for HLA testing, donor search, or collection and storage is NOT an approval for the later transplant. A separate medical necessity decision will be needed for the transplant itself.

Specified Transplants

You must obtain pre-service review for all services including, but not limited to, preoperative tests and postoperative care related to the following specified transplants: heart, liver, lung, combination heart-lung, kidney, pancreas, simultaneous pancreas-kidney, or bone marrow/stem cell and similar procedures. Specified transplants must be performed at Centers of Medical Excellence (CME) or Blue Distinction Centers for Specialty Care (BDCSC). **Charges for services provided for or in connection with a specified transplant performed at a facility other than a CME or BDCSC will not be considered covered.** Call the toll-free telephone number for pre-service review on your identification card if your Physician recommends a specified transplant for your medical care. A case manager transplant coordinator will assist in facilitating your access to a CME or BDCSC. See the UTILIZATION REVIEW PROGRAMS section beginning on page 48 for additional information.

Transplant Travel Expense

Certain travel expenses incurred in connection with an approved, specified transplant (heart, liver, lung, combination heart-lung, kidney, pancreas, simultaneous pancreas-kidney, or bone marrow/stem cell and similar procedures) performed at a designated CME or BDCSC that is 75 miles or more from the recipient's or donor's place of residence are covered, provided pre-service review is obtained. The plan maximum payment will not exceed **$10,000** per transplant for the following travel expenses incurred by the recipient and one companion* or the donor:

- Ground transportation to and from the CME or BDCSC when the designated CME or BDCSC is 75 miles or more

from the recipient's or donor's place of residence.

- Coach airfare to and from the CME or BDCSC when the designated CME or BDCSC is 300 miles or more from the recipient's or donor's residence.
- Lodging, limited to one room, double occupancy.
- Other reasonable expenses. Tobacco, alcohol, drug and meal expenses, and other non-food items are excluded.

*Note: When the Member recipient is under 18 years of age, this benefit will apply to the recipient and two companions or caregivers.

The Calendar Year deductible will not apply and no Co-Payments will be required for transplant travel expenses authorized in advance. The plan will provide benefits for lodging and ground transportation, up to the limits set forth in the Internal Revenue Code at the time expenses are incurred.

Expense incurred for the following is not covered: interim visits to a medical care facility while waiting for the actual transplant procedure; travel expenses for a companion and/or caregiver for a transplant donor; return visits for a transplant donor for treatment of a condition found during the evaluation; rental cars, buses, taxis or shuttle services; and mileage within the city in which the medical transplant facility is located.

Details regarding reimbursement can be obtained by calling customer service at 1-800-288-6928. A travel reimbursement form will be provided for submission of legible copies of all applicable receipts in order to obtain reimbursement.

Urgent Care

Services and supplies received to prevent serious deterioration of your health or, in the case of pregnancy, the health of the unborn child, resulting from an unforeseen illness, medical condition, or complication of an existing condition, including pregnancy, for which treatment cannot be delayed. Urgent care services are not Emergency Services. Services for urgent care are typically provided by an Urgent Care Center or other facility such as a physician's office. Urgent care can be obtained from Participating Providers or Non-Participating Providers.

YOUR MEDICAL BENEFITS

BENEFITS FOR PERVASIVE DEVELOPMENTAL DISORDER OR AUTISM

This plan provides coverage for behavioral health treatment for Pervasive Developmental Disorder or autism. This coverage is provided according to the terms and conditions of this plan that apply to all other medical conditions, except as specifically stated in this section.

Behavioral health treatment services covered under this plan are subject to the same deductibles, coinsurance, and copayments that apply to services provided for other covered medical conditions. Services provided by Qualified Autism Service Providers, Qualified Autism Service Professionals, and Qualified Autism Service Paraprofessionals (see the "Definitions" below) will be covered under plan benefits for office visits to Physicians, whether services are provided in the provider's office or in the patient's home. Services provided in a facility, such as the outpatient department of a Hospital, will be covered under plan benefits that apply to such facilities.

You must obtain pre-service review for all behavioral health treatment services for the treatment of Pervasive Developmental Disorder or autism in order for these services to be covered by this plan (see UTILIZATION REVIEW PROGRAM for details).

The meanings of key terms used in this section are shown below. Whenever any of the key terms shown below appear in this section, the first letter of each word will be capitalized. When you see these capitalized words, you should refer to this "Definitions" provision.

DEFINITIONS

Pervasive Developmental Disorder, as defined in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders, includes Autistic Disorder, Rett's Disorder, Childhood Disintegrative Disorder, Asperger's Disorder, and Pervasive Developmental Disorder Not Otherwise Specified.

Applied Behavior Analysis (ABA) means the design, implementation, and evaluation of systematic instructional and environmental modifications to promote positive social behaviors and reduce or ameliorate behaviors which interfere with learning and social interaction.

Intensive Behavioral Intervention means any form of Applied Behavioral Analysis that is comprehensive, designed to address all domains of functioning, and provided in multiple settings, depending on the individual's needs and progress. Interventions can be delivered in a one-to-one ratio or small group format, as appropriate.

Qualified Autism Service Provider is either of the following:

- A person, entity, or group that is certified by a national entity, such as the Behavior Analyst Certification Board, that is accredited by the National Commission for Certifying Agencies, and who designs, supervises, or provides treatment for Pervasive Developmental Disorder or autism, provided the services are within the experience and competence of the person, entity, or group that is nationally certified; or
- A person licensed as a physician and surgeon (M.D. or D.O.), physical therapist, occupational therapist, psychologist, marriage and family therapist, educational psychologist, clinical social worker, professional clinical counselor, speech-language pathologist, or audiologist pursuant to state law, who designs, supervises, or provides treatment for Pervasive Developmental Disorder or autism, provided the services are within the experience and competence of the licensee.

The network of Participating Providers may be limited to licensed Qualified Autism Service Providers who contract with a Blue Cross and/or Blue Shield Plan and who may supervise and employ Qualified Autism Service Professionals or Qualified Autism Service Paraprofessionals who provide and administer Behavioral Health Treatment.

Qualified Autism Service Professional is a provider who meets all of the following requirements:

- Provides behavioral health treatment,
- Is employed and supervised by a Qualified Autism Service Provider,
- Provides treatment according to a treatment plan developed and approved by the Qualified Autism Service Provider,
- Is a behavioral service provider approved as a vendor by a California regional center to provide services as an associate behavior analyst, behavior analyst, behavior management assistant, behavior management consultant, or behavior management program as defined in state regulation or who meets equivalent criteria in the state in which he or she practices if not providing services in California, and
- Has training and experience in providing services for Pervasive Developmental Disorder or autism pursuant to applicable state law.

Qualified Autism Service Paraprofessional is an unlicensed and uncertified individual who meets all of the following requirements:

- Is employed and supervised by a Qualified Autism Service Provider,
- Provides treatment and implements services pursuant to a treatment plan developed and approved by the Qualified Autism Service Provider,
- Meets the criteria set forth in any applicable state regulations adopted pursuant to state law concerning the use of paraprofessionals in group practice provider behavioral intervention services, and
- Has adequate education, training, and experience, as certified by a Qualified Autism Service Provider.

BEHAVIORAL HEALTH TREATMENT SERVICES COVERED

The behavioral health treatment services covered by this plan for the treatment of Pervasive Developmental Disorder or autism are limited to those professional services and treatment programs, including Applied Behavior Analysis and evidence-based behavior intervention programs, that develop or restore, to the maximum extent practicable, the functioning of an individual with Pervasive Developmental Disorder or autism and that meet all of the following requirements:

- The treatment must be prescribed by a licensed physician and surgeon (an M.D. or D.O.) or developed by a licensed clinical psychologist,
- The treatment must be provided under a treatment plan prescribed by a Qualified Autism Service Provider and administered by one of the following: (a) Qualified Autism Service Provider, (b) Qualified Autism Service Professional supervised and employed by the Qualified Autism Service Provider, or (c) Qualified Autism Service Paraprofessional supervised and employed by a Qualified Autism Service provider, and

- The treatment plan must have measurable goals over a specific timeline and be developed and approved by the Qualified Autism Service Provider for the specific patient being treated. The treatment plan must be reviewed no less than once every six months by the Qualified Autism Service Provider and modified whenever appropriate, and must be consistent with applicable state law that imposes requirements on the provision of Applied Behavioral Analysis services and Intensive Behavioral Intervention services to certain persons pursuant to which the Qualified Autism Service Provider does all of the following:
  - Describes the patient's behavioral health impairments to be treated,
  - Designs an intervention plan that includes the service type, number of hours, and parent participation needed to achieve the intervention plan's goal and objectives, and the frequency at which the patient's progress is evaluated and reported,
  - Provides intervention plans that utilize evidence-based practices, with demonstrated clinical efficacy in treating Pervasive Developmental Disorder or autism,
  - Discontinues Intensive Behavioral Intervention services when the treatment goals and objectives are achieved or no longer appropriate, and
  - The treatment plan is not used for purposes of providing or for the reimbursement of respite care, day care, or educational services, and is not used to reimburse a parent for participating in the treatment program. No coverage will be provided for any of these services or costs. The treatment plan must be made available to us upon request.

YOUR MEDICAL BENEFITS

MEDICAL CARE THAT IS NOT COVERED

No payment will be made under this plan for expenses incurred for or in connection with any of the items below. (The titles given to these exclusions and limitations are for ease of reference only; they are not meant to be an integral part of the exclusions and limitations and do not modify their meaning.)

The following exclusions, if subject to ambiguity or uncertainty, will be interpreted in a manner most favorable to the Member.

1. **Acupuncture.** Acupuncture treatment except as specifically stated in the "Acupuncture" provision of MEDICAL CARE THAT IS COVERED. Acupressure, or massage to control pain, treat illness or promote health by applying pressure to one or more specific areas of the body based on dermatomes or acupuncture points.

2. **After Coverage Ends.** Services received after the Member's coverage ends, except as specifically stated under TERMINAL BENEFITS**.**

3. **Before Coverage Begins.** Services received before the Member's Effective Date, or during a continuous period of hospitalization which began before the Member's Effective Date. However, in the case of a person covered under this plan by reason of transfer from another CalPERS plan, the exclusion for hospitalization beginning prior to the Member's Effective Date shall apply only during the first 90 days of enrollment under this plan unless the prior carrier provides coverage for the condition causing the Hospital confinement beyond the 90th day following the Member's Effective Date under this plan.

4. **Caffeine Addiction.** Caffeine addiction.

5. **Clinical Trials.** Services and supplies in connection with clinical trials, except as specifically stated in the Clinical Trials provision of MEDICAL CARE THAT IS COVERED.

6. **Commercial Weight Loss Programs.** Weight loss programs, whether or not they are pursued under medical or physician supervision, unless specifically listed as covered in this plan. This exclusion includes, but is not limited to, commercial weight loss programs (Weight Watchers, Jenny Craig, LA Weight Loss) and fasting programs. This exclusion does not apply to Medically Necessary treatments for morbid obesity or dietary evaluations and counseling, and behavioral modification programs for the treatment of anorexia nervosa or bulimia nervosa. Surgical treatment for morbid obesity will be covered only when criteria is met as recommended by our Medical Policy.

7. **Contraceptive Devices.** Contraceptive devices, except for Prescription oral contraceptives as specifically stated under PRESCRIPTION DRUG BENEFITS or as specifically stated in the Contraceptives provision of MEDICAL CARE THAT IS COVERED.

8. **Cosmetic Services.** Cosmetic Surgery or other services performed to alter or reshape normal (including aged) structures or tissues of the body to improve appearance.

9. **Custodial Care or Rest Cures.** Inpatient room and board charges in connection with a Hospital Stay primarily for environmental change, physical therapy or treatment of chronic pain. Custodial Care or rest cures. Services provided by a rest home, a home for the aged, a nursing home or any similar facility. Services provided by a Skilled Nursing Facility, except as specifically stated in THE Skilled Nursing Facility provision under MEDICAL CARE THAT IS COVERED.

10. **Dental Care.** For dental treatment, regardless of origin or cause, except as specified below. "Dental treatment" includes but is not limited to preventative care and fluoride treatments; dental x rays, supplies, appliances, dental implants and all associated expenses; diagnosis and treatment related to the teeth, jawbones or gums, including but not limited to:

    - Extraction, restoration, and replacement of teeth;
    - Services to improve dental clinical outcomes.

    This exclusion does not apply to the following:

    - Services which we are required by law to cover;
    - Services specified as covered in this Evidence of Coverage;
    - Dental services to prepare the mouth for radiation therapy to treat head and/or neck cancer.

11. **Diagnostic Hospital Stays.** Inpatient room and board charges in connection with a Hospital Stay primarily for diagnostic tests which could have been performed safely on an outpatient basis.

12. **Educational or Academic Services.** This plan does not cover:

    - Educational or academic counseling, remediation, or other services that are designed to increase academic knowledge or skills.
    - Educational or academic counseling, remediation, or other services that are designed to increase socialization, adaptive, or communication skills.
    - Academic or educational testing.
    - Teaching skills for employment or vocational purposes.
    - Teaching art, dance, horseback riding, music, play, swimming, or any similar activities.
    - Teaching manners and etiquette or any other social skills.
    - Teaching and support services to develop planning and organizational skills such as daily activity planning and project or task planning.

    This exclusion does not apply to the Medically Necessary treatment of pervasive developmental disorder or autism, to the extent stated in the section BENEFITS FOR PERVASIVE DEVELOPMENTAL DISORDER OR AUTISM.

13. **Excess Amounts.** Any amounts in excess of the Maximum Allowed Amount .

14. **Experimental or Investigational**. Experimental or Investigational procedures or medications. But, if you are denied benefits because it is determined that the requested treatment is Experimental or Investigational, you may request an independent medical review as described in CLAIMS REVIEW / GRIEVANCE PROCEDURES.

15. **Free Services.** Services for which the Member is not legally obligated to pay. Services for which no charge is made to the Member. Services for which no charge is made to the Member in the absence of insurance coverage, except services received at a non-governmental charitable research Hospital. Such a Hospital must meet the following guidelines:

    a. It must be internationally known as being devoted mainly to medical research, and

b. At least ten percent of its yearly budget must be spent on research not directly related to patient care, and

c. At least one-third of its gross income must come from donations or grants other than gifts or payments for patient care, and

d. It must accept patients who are unable to pay, and

e. Two-thirds of its patients must have conditions directly related to the Hospital's research.

16. **Government Treatment.** Any services actually given to you by a local, state or federal government agency, or by a public school system or school district, except when payment under this plan is expressly required by federal law or state law. Services provided by VA Hospitals and military treatment facilities will be considered for payment according to current legislation. We will not cover payment for these services if you are not required to pay for them or they are given to you for free. You are not required to seek any such services prior to receiving Medically Necessary health care services that are covered by this plan.

17. **Hearing Aids or Tests.** Hearing aids, except as specifically stated under the Hearing Aid Benefits provision of MEDICAL CARE THAT IS COVERED. Routine hearing tests except as specifically provided under the Preventive Care Services provision of MEDICAL CARE THAT IS COVERED.

18. **Infertility Treatment.** Services or supplies furnished in connection with the diagnosis and treatment of infertility, except as specifically stated in the "Infertility Treatment" provision of MEDICAL CARE THAT IS COVERED.

19. **Natural childbirth classes**. Charges incurred for registration and classes that prepare new and expectant parents for a natural birthing experience.

20. **Non-Licensed Providers.** Treatment or services rendered by non-licensed health care providers and treatment or services for which the provider of services is not required to be licensed. This includes treatment or services from a non-licensed provider under the supervision of a licensed Physician, except as specifically provided or arranged by Anthem Blue Cross Life and Health. This exclusion does not apply to the Medically Necessary treatment of pervasive developmental disorder or autism, to the extent stated in the section BENEFITS FOR PERVASIVE DEVELOPMENTAL DISORDER OR AUTISM.

21. **Not Medically Necessary.** Services or supplies that are not Medically Necessary as defined.

22. **Orthodontic Care.** Braces, other orthodontic appliances or orthodontic services, except as specifically stated in the Reconstructive Surgery or Dental Care provisions of MEDICAL CARE THAT IS COVERED.

23. **Orthopedics.** Orthopedic shoes and shoe inserts. This exclusion does not apply to orthopedic footwear used as an integral part of a brace, shoe inserts that are custom molded to the patient, or therapeutic shoes and inserts designed to treat foot complications due to diabetes, as specifically stated under the Prosthetic Devices provision of MEDICAL CARE THAT IS COVERED.

24. **Outpatient Drugs.** Outpatient drugs prescribed for self-administration by the Member, except as specifically stated under PRESCRIPTION DRUG BENEFITS.

25. **Outpatient Speech Therapy.** Outpatient speech therapy except as specifically stated in Speech Therapy under MEDICAL CARE THAT IS COVERED. This exclusion also does not apply to the Medically Necessary treatment of Severe Mental Disorders, or to the Medically Necessary treatment of pervasive developmental disorder or autism, to the extent stated in the section BENEFITS FOR PERVASIVE DEVELOPMENTAL DISORDER OR AUTISM.

26. **Personal Items and Services.** Air purifiers, air conditioners, humidifiers, exercise equipment and supplies for comfort, hygiene or beautification, health club memberships, health spas, charges from a physical fitness instructor or personal trainer, or other charges for activities, equipment or facilities used for developing or maintaining physical fitness, even if ordered by a Physician. Nutritional and /or dietary supplements and counseling (other than for the treatment of phenylketonuria), except as provided in this plan or as required by law. This exclusion includes, but is not limited to, those nutritional formulas and dietary supplements that can be purchased over the counter, which by law do not require either a written prescription or dispensing by a licensed pharmacist. Formulas and food products approved by the FDA and prescribed by a Physician for the treatment of phenylketonuria are covered under this plan.

27. **Private Contracts.** Services or supplies provided pursuant to a private contract between the Member and a provider, for which reimbursement under the Medicare program is prohibited, as specified in Section 1802 (42 U.S.C. 1395a) of Title XVIII of the Social Security Act.

28. **Refractive Eye Surgery.** Any eye surgery solely for the purpose of correcting refractive defects of the eye such as nearsightedness (myopia) or astigmatism.

29. **Relatives.** Professional services received from a person who lives in the Member's home or who is related to the Member by blood or marriage, except as specifically stated in Home Infusion Therapy under MEDICAL CARE THAT IS COVERED**.**

30. **Routine Exams or Tests.** Routine physical exams or tests which do not directly treat an actual illness, injury or condition, including those required by employment or government authority, except as specifically stated under MEDICAL CARE THAT IS COVERED.

31. **Speech Disorders.** Services primarily for correction of speech disorders, including but not limited to stuttering or stammering.

32. **Sterilization Reversal.** Sterilization reversal.

33. **Surrogate Mother Services.** For any services or supplies provided to a person not covered under the plan in connection with a surrogate pregnancy (including, but not limited to, the bearing of a child by another woman for an infertile couple).

34. **Telephone, Facsimile Machine and Electronic Mail Consultations.** Consultations provided using telephone, facsimile machine or electronic mail.

35. **Transportation and Travel Expense.** Expense incurred for transportation, except as specifically stated in the Ambulance and Transplant Travel Expense provisions of MEDICAL CARE THAT IS COVERED. Mileage reimbursement except as specifically stated in the Transplant Travel Expense provision of MEDICAL CARE THAT IS COVERED and approved by Anthem Blue Cross Life and Health. Charges incurred in the purchase or modification of a motor vehicle. Charges incurred for child care, telephone calls, laundry, postage, or entertainment. Frequent flyer miles; coupons, vouchers or travel tickets; prepayments of deposits.

36. **Varicose Vein Treatment.** Treatment of varicose veins or telangiectatic dermal veins (spider veins) by any method (including sclerotherapy or other surgeries) when services are rendered for cosmetic purposes.

37. **Vision Services or Supplies.** Optometric services, eye exercises including orthoptics, routine eye exams and routine eye refractions, except when provided under the Preventive Care Services provision of MEDICAL CARE THAT IS COVERED. Eyeglasses or contact lenses, except as specifically stated in Additional Services and Supplies under MEDICAL CARE THAT IS COVERED.

38. **Waived Cost-Shares Non-Prudent Buyer Plan Provider.** For any service for which you are responsible under the terms of this plan to pay a co-payment or deductible, and the co-payment or deductible is waived by a Non-Prudent Buyer Plan Provider.

39. **Work-Related.** Work-related conditions if benefits are recovered or can be recovered, either by adjudication, settlement or otherwise, under any Workers' Compensation, employer's liability law or occupational disease law, even if the Member does not claim those benefits.

    If there is a dispute or substantial uncertainty as to whether benefits may be recovered for those conditions pursuant to workers' compensation, benefits will be provided subject to our right or recovery and reimbursement under California Labor Code Section 4903, and as described in the THIRD PARTY LIABILITY provision.

UTILIZATION REVIEW PROGRAMS

Benefits are provided only for Medically Necessary and appropriate services. Utilization Review is designed to work together with you and your provider to ensure you receive appropriate medical care and avoid unexpected out-of-pocket expense.

IMPORTANT: The Utilization Review Program requirements described in this section do not apply when coverage under this plan is secondary to another plan providing benefits for an Insured Employee or Family Member.

The utilization review program evaluates the medical necessity and appropriateness of care and the setting in which care is provided. Members and Physicians are advised if Anthem Blue Cross Life and Health has determined that services can be safely provided in an outpatient setting, or if an Inpatient Stay is recommended. Services that are Medically Necessary and appropriate are certified by Anthem Blue Cross Life and Health and monitored so that Members know when it is no longer Medically Necessary and appropriate to continue those services.

This plan includes the processes of pre-service, care coordination, and retrospective reviews to determine when services should be covered. Their purpose is to promote the delivery of cost-effective medical care by reviewing the use of procedures and, where appropriate, the setting or place of service where care is provided. This plan requires that covered services be Medically Necessary for benefits to be provided.

Certain services require pre-service review of benefits in order for benefits to be provided. Participating Providers will initiate the review on your behalf. A Non-Participating Provider may or may not initiate the review for you. In both cases, it is your responsibility to initiate the process and ask your Physician to request pre-service review. You may also call Anthem Blue Cross Life and Health directly. Pre-service review criteria are based on multiple sources including medical policy, clinical guidelines, and pharmacy and therapeutics guidelines. Anthem Blue Cross Life and Health may determine that a service that was initially prescribed or requested is not Medically Necessary if you have not previously tried alternative treatments that are more cost effective.

It is the Member's responsibility to determine whether a particular service requires pre-service authorization. Read the following information that follows to assist in this determination and visit www.anthem.com or call the toll-free number for pre-service printed on the Member's identification card for any questions about making this determination.

It is also the Member's responsibility to see that his or her Physician starts the utilization review process before scheduling the Member for any service subject to the Utilization Review Program. If the Member receives any such service and does not follow the procedures set forth in this section, benefits will be reduced as shown under UTILIZATION REVIEW REQUIREMENTS AND HOW BENEFITS ARE AFFECTED BY UTILIZATION REVIEWS.

Utilization Review Requirements and How Benefits are Affected by Utilization Reviews

The stages of utilization review are pre-service review, care coordination review, and retrospective review.

Pre-service review determines in advance the medical necessity and appropriateness of certain procedures or admissions and the appropriate length of stay, if applicable. Pre-service review is required for the services listed below.

UTILIZATION REVIEW PROGRAMS

The appropriate utilization reviews must be performed in accordance with this plan. Services that are not reviewed prior to or during service delivery will be reviewed retrospectively when the bill is submitted for benefit payment. If review results in the determination that part or all of the services were not Medically Necessary and appropriate, benefits will not be paid for those services. If the Member proceeds with any services that have been determined to be not Medically Necessary and appropriate at any stage of the utilization review process, benefits will not be provided for those services. When pre-service review is performed and the admission, procedure or service is determined to be Medically Necessary and appropriate, benefits will be provided for the following:

— All scheduled, non-Emergency Inpatient Hospital Stays and Residential Treatment Center admissions.

  Exceptions: Pre-service review is not required for Inpatient Hospital Stays for the following services:

  - Maternity care of 48 hours or less following a normal delivery or 96 hours or less following a cesarean section, and
  - Mastectomy and lymph node dissection.

— Specific non-Emergency outpatient services, including diagnostic treatment and other services.

— Specific outpatient surgeries performed in an outpatient facility or a doctor's office.

— Transplant Services as follows:

  a. For bone, skin or cornea transplants, if the Physicians on the surgical team and the facility in which the transplant is to take place are approved by Anthem Blue Cross Life and Health for the transplant requested.

  b. For transplantation of heart, liver, lung, combination heart-lung, kidney, pancreas, simultaneous pancreas-kidney or bone marrow/stem cell and similar procedures if the providers of the related preoperative and postoperative services are approved and the transplant will be performed at a Centers of Medical Excellence (CME) or Blue Distinction Centers for Specialty Care (BDCSC) facility.

— Air ambulance in a non-medical Emergency.

— Visits for physical therapy, physical medicine and occupational therapy beyond those described under the "Physical Therapy – Physical Medicine" provision of YOUR MEDICAL BENEFITS – MEDICAL CARE THAT IS COVERED. A specified number of additional visits may be authorized after your initial visit. While there is no limit on the number of covered visits for Medically Necessary physical therapy, physical medicine, and occupational therapy, additional visits in excess of the stated number of visits must be authorized in advance.

— Specific Durable Medical Equipment.

— Admissions to a Skilled Nursing Facility if you require daily skilled nursing or rehabilitation, as certified by your attending Physician.

— Advanced imaging procedures, including, but not limited to: Magnetic Resonance Imaging (MRI), Computer Axial Tomography (CAT scans), Positron Emission Tomography (PET scan), Magnetic Resonance Spectroscopy (MRS scan), Magnetic Resonance Angiogram (MRA scan), Echocardiography and Nuclear Cardiac Imaging. The Member may call customer service toll-free at 1-800-288-6928 to find out if an imaging procedure requires pre-service review.

— Behavioral health treatment for pervasive developmental disorder or autism, as specified in the section BENEFITS FOR PERVASIVE DEVELOPMENTAL DISORDER OR AUTISM.

— Transgender services, including transgender travel expense, as specified under the "Transgender Services" provision of YOUR MEDICAL BENEFITS – MEDICAL CARE THAT IS COVERED. You must be diagnosed with gender identity disorder or gender dysphoria by a Physician.

Care coordination review determines whether services are Medically Necessary and appropriate when Anthem Blue Cross Life and Health is notified while service is ongoing, for example, an Emergency admission to the Hospital.

Retrospective review for medical necessity is performed to review services that have already been provided. This applies in cases when pre-service or care coordination review was not completed, or in order to evaluate and audit medical documentation subsequent to services being provided. Retrospective review may also be performed for services that continued longer than originally certified.

Services that are not reviewed prior to or during service delivery will be reviewed retrospectively when the bill is submitted for benefit payment. If that review results in the determination that part or all of the services were not Medically Necessary and appropriate, benefits will not be paid for those services.

If the Member proceeds with any services that have been determined to be not Medically Necessary and appropriate at any stage of the utilization review process, benefits will not be provided for those services.

No benefits are payable unless the Member's coverage is in force at the time services are rendered, and the payment of benefits is subject to all terms and requirements of this Evidence of Coverage.

How To Obtain Utilization Reviews

It is always the Member's responsibility to confirm that the review has been performed. If the review is not performed, benefits will be reduced as shown under UTILIZATION REVIEW REQUIREMENTS AND HOW BENEFITS ARE AFFECTED BY UTILIZATION REVIEWS.

1. **Pre-service Reviews**

   Obtain required pre-service review before receiving scheduled services as follows:

   For all scheduled services that are subject to utilization review, the Member or the Member's Physician must initiate the pre-service review at least five (5) working days prior to when the Member is scheduled to receive services.

   The Member must tell his or her Physician that this plan requires pre-service review. The Member or the Member's Physician may initiate a pre-service review by calling toll-free 1-800-274-7767.

   If the Member does not receive the certified service within 60 days of the certification, or if the nature of the service changes, a new pre-service review must be obtained.

   Anthem Blue Cross Life and Health will certify services that are Medically Necessary and appropriate. For Inpatient Hospital or Residential Treatment Center Stays, Anthem Blue Cross Life and Health will, if appropriate, specify a specific length of Stay for services. The Member, the Member's Physician and the provider of services will receive a written confirmation showing this information.

UTILIZATION REVIEW PROGRAMS

2. **Care Coordination Reviews**

If pre-service review was not performed, the Member, the Member's Physician, or the provider of service must contact Anthem Blue Cross Life and Health for care coordination review. For an Emergency Hospital admission or procedure, Anthem Blue Cross Life and Health must be notified within one working day of the admission or procedure, unless extraordinary circumstances* prevent such notification within that time period. The toll-free telephone number is 800-274-7767.

When a Participating Provider has been informed of the Member's need for utilization review, they may initiate the review on the Member's behalf. The Member may ask other providers to call the toll free number, or the Member may call Anthem Blue Cross Life and Health directly.

When Anthem Blue Cross Life and Health determines that the service is Medically Necessary and appropriate, Anthem Blue Cross Life and Health will, depending upon the type of treatment or procedure, specify the period of time for which the service is medically appropriate. Also, Anthem Blue Cross Life and Health will determine the medically appropriate setting.

If Anthem Blue Cross Life and Health determines that the service is not Medically Necessary and appropriate, the Member's Physician will be notified by telephone no later than 24 hours following Anthem Blue Cross Life and Health's decision. Written notice will be sent to the Member and the Member's Physician within two (2) business days following Anthem Blue Cross Life and Health's decision. However, care will not be discontinued until the Member's Physician has been notified and a plan of care that is appropriate for the Member's needs has been agreed upon.

3. **Retrospective Reviews**

If a pre-service review or a care coordination review was not performed, a retrospective review will be done to review services that have already been provided to determine if they are Medically Necessary.

Retrospective review is performed when Anthem Blue Cross Life and Health has not been notified of the services the Member received and therefore is unable to perform the appropriate review. It is also performed when pre-service or care coordination review has been done, but services continue longer than originally certified. Retrospective review may also be performed for the evaluation and audit of medical documentation after services have been provided, whether or not pre-service or care coordination review was performed.

Such services which have been retrospectively determined to not be Medically Necessary and appropriate will be retrospectively denied certification.

UTILIZATION REVIEW PROGRAMS

DECISION AND NOTICE REQUIREMENTS

Anthem Blue Cross Life and Health will review requests for medical necessity according to the timeframes listed below. The timeframes and requirements listed are based on state and federal laws. Where state laws are stricter than federal laws, we will follow state laws. If you live in and/or get services in a state other than the state where your Agreement was issued other state-specific requirements may apply. You may call the phone number on the back of your identification card for more details.

Request Category	Timeframe Requirement for Decision
Pre-service urgent	72 hours from the receipt of the request
Pre-service non-urgent	5 business days from the receipt of the request
Care coordination review when hospitalized at the time of the request and no previous authorization exists	72 hours from the receipt of the request
Care coordination review urgent when request is received at least 24 hours before the end of the previous authorization	24 hours from the receipt of the request
Care coordination review urgent when request is received less than 24 hours before the end of the previous authorization	72 hours from the receipt of the request
Care coordination review non-urgent	5 business days from the receipt of the request
Retrospective	30 calendar days from the receipt of the request

If more information is needed to make our decision, we will follow state and federal law and tell the requesting Physician and send written notice to you or your authorized representative of the specific information needed to finish the review. If we do not get the specific information we need or if the information is not complete by the timeframe identified in the written notice, we will make a decision based upon the information we have.

We will give notice of our decision as required by state and federal law. Notice may be given by the following methods:

- **Verbal:** Oral notice given to the requesting Physician by phone or by electronic means if agreed to by the Physician.
- **Written:** Mailed letter or electronic means including email and fax given to, at a minimum, the requesting Physician and you or your authorized representative.

UTILIZATION REVIEW PROGRAMS

A determination of medical necessity does not guarantee payment or coverage. The determination that services are Medically Necessary is based on the clinical information provided. Payment is based on the terms of the Member's coverage at the time of service. These terms include certain exclusions, limitations, and other conditions. Payment of benefits could be limited for a number of reasons, including:

- The information submitted with the claim differs from that given by phone;
- The service is excluded from coverage;
- The Member must not have exceeded any applicable limits under this plan; or
- The Member is not eligible for coverage when the service is actually provided.

Revoking or modifying an authorization. An authorization for services or care may be revoked or modified prior to the services being rendered for reasons including but not limited to the following:

- The Member's coverage under this plan ends;
- The Agreement with the PORAC and Anthem Blue Cross Life and Health terminates;
- You reach a benefit maximum that applies to the services in question; or
- Your benefits under the plan change so that the services in question are no longer covered or are covered in a different way.

For a copy of the medical necessity review process, please contact customer service at the telephone number on the back of your Member ID card.

QUESTIONS ABOUT OR DISAGREEMENTS WITH UTILIZATION REVIEW DETERMINATIONS

A. If the Member or the Member's Physician disagrees with a decision or questions how it was reached, the Member or the Member's Physician may request reconsideration. Requests for reconsideration (either by telephone or in writing) must be directed to the reviewer making the determination. The address and the telephone number of the reviewer are included on the Member's written notice of determination. Written requests must include medical information that supports the medical necessity of the services.

B. If the Member, the Member's representative or the Member's Physician acting on the Member's behalf find the reconsidered decision still unsatisfactory, a request for an appeal of the reconsidered decision may be submitted in writing to Anthem Blue Cross Life and Health.

C. In the event that the appeal decision still is unsatisfactory, the Member's remedy may be binding arbitration as stated elsewhere in this Evidence of Coverage.

EXCEPTIONS TO THE UTILIZATION REVIEW PROGRAM

From time to time, Anthem Blue Cross Life and Health may waive, enhance, modify, or discontinue certain medical management processes (including utilization management, case management, and disease management) if, in Anthem Blue Cross Life and Health's discretion, such a change furthers the provision of cost effective, value based and quality services. In addition, Anthem Blue Cross Life and Health may select certain qualifying health care providers to participate in a program that exempts them from certain procedural or medical management processes that would otherwise apply. Anthem Blue Cross Life and Health may also exempt claims from medical review if certain conditions apply.

UTILIZATION REVIEW PROGRAMS

If Anthem Blue Cross Life and Health exempts a process, health care provider, or claim from the standards that would otherwise apply, Anthem Blue Cross Life and Health is in no way obligated to do so in the future, or to do so for any other health care provider, claim, or Member. Anthem Blue Cross Life and Health may stop or modify any such exemption with or without advance notice.

Anthem Blue Cross Life and Health also may identify certain providers to review for potential fraud, waste, abuse or other inappropriate activity if the claims data suggests there may be inappropriate billing practices. If a provider is selected under this program, then Anthem Blue Cross Life and Health may use one or more clinical utilization management guidelines in the review of claims submitted by this provider, even if those guidelines are not used for all providers delivering services to this plan's Members.

You may determine whether a health care provider participates in certain programs by checking Anthem Blue Cross Life and Health's online provider directory on the website at www.anthemcom/ca or by calling the customer service telephone number listed on your ID card.

QUALITY ASSURANCE

Utilization review programs are monitored, evaluated, and improved on an ongoing basis to ensure consistency of application of screening criteria and medical policy, consistency and reliability of decisions by reviewers, and compliance with policy and procedure including but not limited to timeframes for decision making, notification and written confirmation. Our Board of Directors is responsible for medical necessity review processes through its oversight committees, including the Strategic Planning Committee, Quality Management Committee, and Physician Relations Committee. Oversight includes approval of policies and procedures, review and approval of self-audit tools, procedures, and results. Monthly process audits measure the performance of reviewers and Peer Clinical Reviewers against approved written policies, procedures, and timeframes. Quarterly reports of audit results and, when needed, corrective action plans are reviewed and approved through the committee structure.

CASE MANAGEMENT

The health plan individual case management program enables Anthem Blue Cross Life and Health to authorize the Member to obtain medically appropriate care in a more economical, cost effective and coordinated manner during prolonged periods of intensive medical care. Anthem Blue Cross Life and Health has the right, through a case manager, to recommend an alternative plan of treatment which may include services not covered under this plan. It is not the Member's right to receive individual case management, nor does Anthem Blue Cross Life and Health have an obligation to provide it; Anthem Blue Cross Life and Health provides these services at its sole and absolute discretion.

How Case Management Works

Anthem Blue Cross Life and Health's personal case management program (Case Management) helps coordinate services for Members with health care needs due to serious, complex, and/or chronic health conditions. Anthem Blue Cross Life and Health's programs coordinate benefits and educate Members who agree to take part in the Case Management program to help meet their health-related needs.

Anthem Blue Cross Life and Health's Case Management programs are confidential and voluntary, and are made available at no extra cost to the Member. These programs are provided by, or on behalf of and at the request of, the Member's health plan case management staff. These Case Management programs are separate from any covered services the Member is receiving.

If you meet program criteria and agree to take part, we will help you meet your identified health care needs. This is reached through contact and team work with you and/or your chosen authorized representative, treating Physicians, and other providers.

In addition, we may assist in coordinating care with existing community-based programs and services to meet your needs. This may include giving you information about external agencies and community-based programs and services.

Alternative Treatment Plan. In certain cases of severe or chronic illness or injury, Anthem Blue Cross Life and Health may provide benefits for alternate case that is not listed as a covered service. We may also extend services beyond the benefit maximums of this Plan. Anthem Blue Cross Life and Health will make our decision case-by-case, if in our discretion the alternate or extended benefit is in the best interest of the member and us. A decision to provide extended benefits or approve alternate care in one case does not obligate Anthem Blue Cross Life and Health to provide the same benefits again to you or to any other member. We reserve the right, at any time, to alter or stop providing extended benefits or approving alternate care. In such case, Anthem Blue Cross Life and Health will notify the Member or the Member's authorized representative in writing.

PRESCRIPTION DRUG BENEFITS

PRESCRIPTION DRUG BENEFITS

Benefits for Prescription Drugs are determined by the type of pharmaceutical provider the Member chooses and the type of Drug provided. A Member can choose to have his or her Prescriptions filled by Participating Pharmacies, Non-Participating Pharmacies, or through the home delivery program. The Member can also choose between Generic Drugs, Brand Name Drugs on the Prescription Drug Formulary list, or non-Formulary Brand Name Drugs. However, the amount the Member will pay for his or her Prescription is affected by these choices.

PARTICIPATING PHARMACIES

When the Member presents his or her plastic Identification Card to a Participating Pharmacy to have a Prescription filled, the Member will only pay the applicable copayment amount for each covered Prescription and each refill. The Member may call **1-800-700-2541** (or TTY/TDD 1-800-905-9821) for assistance in locating a Participating Pharmacy.

Generic Drugs will be dispensed by Participating Pharmacies when the Prescription indicates a Generic Drug. When a Brand Name Drug is specified, but a Generic Drug equivalent exists, the Generic Drug will be substituted. Brand Name Drugs will be dispensed by Participating Pharmacies when the Prescription specifies a Brand Name Drug and states “dispense as written” or no Generic Drug equivalent exists.

Please note that presentation of a Prescription to a Pharmacy or pharmacist does not constitute a claim for benefit coverage. If you present a Prescription to a Participating Pharmacy, and the Participating Pharmacy indicates your Prescription cannot be filled or requires an additional copayment, this is not considered an adverse claim decision. If you want the Prescription filled, you will have to pay either the full cost or the additional copayment for the Prescription Drug. If you believe you are entitled to some plan benefits in connection with the Prescription Drug, submit a claim for reimbursement to the Pharmacy Benefits Manager at the address shown below:

Prescription Drug Program
Attn: Commercial Claims
P.O. Box 2872
Clinton, IA 52733-2872

Participating Pharmacies usually have claims forms, but, if the Participating Pharmacy does not have claim forms, claim forms and customer service are available by calling 1-800-700-2541 (or TTY/TDD 1-800-905-9821). Mail your claim, with the appropriate portion completed by the pharmacist, to the Pharmacy Benefits Manager within 90 days of the date of purchase. If it is not reasonably possible to submit the claim within that time frame, an extension of up to 12 months will be allowed.

Important Note: If we determine that you may be using Prescription Drugs in a harmful or abusive manner, or with harmful frequency, your selection of Participating Pharmacies may be limited. If this happens, we may require you to select a single Participating Pharmacy that will provide and coordinate all future pharmacy services. Benefits will only be paid if you use the single Participating Pharmacy. We will contact you if we determine that use of a single Participating Pharmacy is needed and give you options as to which Participating Pharmacy you may use. If you do not select one of the Participating Pharmacies we offer within 31 days, we will select a single Participating Pharmacy for you. If you disagree with our decision, you may ask Anthem Blue Cross Life and Health to reconsider it as described in CLAIMS REVIEW / GRIEVANCE PROCEDURES.

PRESCRIPTION DRUG BENEFITS

NON-PARTICIPATING PHARMACIES

When the Member goes to a Non-Participating Pharmacy to purchase a Prescription Drug, the Member must pay the full cost of the Drug and submit a claim to the Pharmacy Benefits Manager at the address below:

Prescription Drug Program
Attn: Commercial Claims
P.O. Box 2872
Clinton, IA 52733-2872

Non-Participating Pharmacies do not have the Prescription Drug claim forms. The Member must bring a claim form to the Non-Participating Pharmacy and have the pharmacist complete the pharmacy portion of the form and sign it.

Claim forms and customer service are available by calling **1-800-700-2541** (or TTY/TDD 1-800-905-9821). The Member must mail the claim form with the appropriate portion completed by the pharmacist to the Pharmacy Benefits Manager within 90 days of the date of purchase. If it is not reasonably possible to submit the claim within that timeframe, an extension of up to 12 months will be allowed. The Member will be reimbursed according to the procedures described under the REIMBURSEMENT provision of this section.

HOME DELIVERY PROGRAM

You can order your Prescription through the Home Delivery Prescription Drug program, however, not all medications are available through the home delivery pharmacy. For any available Prescription Drugs ordered through the home delivery program, the Member will only pay the applicable copayment amount. Prescriptions can be filled through the home delivery program for up to a 90-day supply, whichever is greater.

The Prescription must state the Drug name, dosage, directions for use, quantity, Physician's name and phone number, patient's name and address, and be signed by a Physician. The Member must submit the Prescription with the appropriate payment for the amount of copayment (**$20**, **$40** or **$75**) and a properly completed order form. (If you are not sure what your copayment amount is, you may call the toll-free phone number listed below for assistance.) Additional cost, if any, resulting from the purchase of a Brand Name Drug will be billed to the Member.

The Member's first home delivery program Prescription must also include a completed patient profile questionnaire. The patient profile questionnaire can be obtained by calling the toll-free number below. The Member need only enclose the Prescription or refill notice and the appropriate payment for any subsequent home delivery program Prescriptions, or call the toll-free number. Copayments can be paid by check, money order or credit card.

To obtain order forms or verify whether the Drug is available through the home delivery program, contact Anthem Blue Cross Life and Health at **1-800-700-2541** (or TTY/TDD 1-800-905-9821). The form is also available on-line at www.anthem.com/ca.

Generic Drugs will be dispensed through the home delivery program when the Prescription indicates a Generic Drug. When a Brand Name Drug is specified, but a Generic Drug equivalent exists, the Generic Drug will be substituted. Brand Name Drugs will be dispensed through the home delivery program when the Prescription specifies a Brand Name and states "dispense as written" or when no Generic Drug equivalent exists.

SPECIALTY DRUG PROGRAM

Certain specified Specialty Drugs must be obtained through the specialty drug program unless the Member is given an exception from the specialty drug program (see PRESCRIPTION DRUG CONDITIONS OF SERVICE on pages 61-63 of this section). These specified Specialty Drugs that must be obtained through the Specialty Drug Program

are limited to up to a 30-day supply. The Specialty Drug Program will deliver the Member's medication by mail or common carrier (You cannot pick up your medication at Anthem Blue Cross Life and Health).

The Prescription for the Specialty Drug must state the Drug name, dosage, directions for use, quantity, Physician's name and phone number, patient's name and address, and be signed by a Physician.

The Member or Member's Physician may order the Member's Specialty Drug by calling 1-800-700-2541. When the Member calls the Specialty Drug Program, a dedicated care coordinator will guide the Member through the process up to and including actual delivery of the Member's Specialty Drug to the Member. (If you order your Specialty Drug by telephone, you will need to use a credit card or debit card to pay for it.) The Member may also submit a Prescription for a Specialty Drug with the appropriate payment for the amount of the purchase (You can pay by check, money order, credit card or debit card), and a properly completed order form to the Specialty Drug Program. The Member will only have to pay the cost of the applicable copayment as shown under COPAYMENTS AT A RETAIL PHARMACY or COPAYMENTS THOUGHT THE HOME DELIVERY PROGRAM of this section.

With few exceptions, most orally administered anti-cancer medications are considered Specialty Drugs. For orally administered anti-cancer medications, the Prescription Drug deductible, if any, will not apply and the copayment will not exceed the lesser of the applicable copayment shown in the SUMMARY OF BENEFITS or $200 for a 30-day supply for medications obtained at a retail Pharmacy or $600 for a 90-day supply for medications obtained through home delivery.

The first time the Member gets a Prescription for a Specialty Drug the Member must also include a completed intake referral form. The intake referral form is to be completed by calling the toll-free number below. The Member need only enclose the Prescription or refill notice and the appropriate payment for any subsequent Specialty Drug Prescriptions, or call the toll-free number. Copayments can be made by check, money order, credit card or debit card.

The Member or Member's Physician may obtain order forms or a list of Specialty Drugs that must be obtained through the specialty drug program by contacting Member Services at the number listed on their ID care or accessing the Web site at www.anthem.com/ca.

Specified Specialty Drugs must be obtained through the Specialty Drug Program. If the Member does not get Specialty Drugs through the specialty drug program, and the Member does not have an exception, the Member will not receive any benefits under this plan for such Drugs.

PREVENTIVE PRESCRIPTION DRUGS AND OTHER ITEMS

The Member's prescription drug benefits include certain preventive drugs, medications, and other items as listed below that may be covered under this plan as Preventive Care Services. In order to be covered as a Preventive Care Service, these items must be prescribed by a Physician and obtained from a Participating Pharmacy or through the home delivery program. This includes items that can be obtained over the counter for which a Physician's prescription is not required by law.

When these items are covered as Preventive Care Services, the Calendar Year Deductible, if any, will not apply and no Co-Payment will apply. In addition, any separate deductible that applies to Prescription Drugs will not apply.

- All FDA-approved contraceptives for women, including oral contraceptives, diaphragms, patches, and over-the-counter contraceptives. In order to be covered as a Preventive Care Service, in addition to the requirements stated above, contraceptive Prescription Drugs must be Generic Drugs or Single Source Brand Name Drugs.
- Vaccinations prescribed by a Physician and obtained from a Participating Pharmacy.

- Tobacco cessation Drugs, medications, and other items for Members age 18 and older as recommended by the United States Preventive Services Task Force including:
  - Prescription Drugs to eliminate or reduce dependency on, or addiction to, tobacco and tobacco products.
  - FDA-approved smoking cessation products including over-the-counter (OTC) nicotine gum, lozenges and patches when obtained with a Physician's prescription.

  Prescription Drugs and OTC items are limited to a no more than 180 day supply per Year.
- Aspirin to reduce the risk of heart attack or stroke, for men ages 45-79 and women ages 55-79.
- Aspirin after 12 weeks of gestation in pregnant women who are at high risk for preeclampsia.
- Folic acid supplementation for women age 55 years and younger (folic acid supplement or a multivitamin).
- Vitamin D for women over age 65.
- Medications for risk reduction of primary breast cancer in women (such as tamoxifen or raloxifene) for women who are at increased risk for breast cancer and at low risk for adverse medication effects.
- Bowel preparations when prescribed for a preventive colon screening.
- Iron supplements for children from birth through 12 months old.
- Fluoride supplements for children from birth through 6 years old (drops or tablets).
- Dental fluoride varnish to prevent tooth decay of primary teeth for children from birth to 5 years old.

COPAYMENTS AT A RETAIL PHARMACY

A. The Member is responsible for a **$25.00** copayment for each Brand Name Prescription Drug or refill listed on the Prescription Drug Formulary, plus the difference in Prescription Drug Covered Expense between the cost of the Brand Name Drug and its Generic Drug equivalent, unless a Generic Drug equivalent is not available or a Brand Name Drug is Medically Necessary. When no Generic Drug equivalent is available, or when a Physician prescribes a Brand Name Drug and indicates that it is Medically Necessary on the Prescription form, the Member will only be responsible for the $25.00 copayment.

B. The Member is responsible for a **$45.00** copayment for each Brand Name Prescription Drug or refill **not** listed on the Prescription Drug Formulary, plus the difference in Prescription Drug Covered Expense between the cost of the Brand Name Drug and its Generic Drug equivalent, unless a Generic Drug equivalent is not available or a Brand Name Drug is Medically Necessary. When no Generic Drug equivalent is available, or when a Physician prescribes a Brand Name Drug and indicates that it is Medically Necessary on the Prescription form, the Member will only be responsible for the $45.00 copayment.

C. The Member is responsible for a **$45.00** copayment for each Compound Medication dispensed by a Participating Pharmacy. (You are responsible for the full cost of Compound Medications filled by Non-Participating Pharmacies.)

D. The Member is responsible for a **$10.00** copayment for each Generic Prescription Drug or refill.

E. The copayments specified in A., B., C. and D. above will apply to each 34-day supply. See page 62 for more information.

PRESCRIPTION DRUG BENEFITS

COPAYMENTS THROUGH THE HOME DELIVERY PROGRAM

A. The Member is responsible for a **$40.00** copayment for each Brand Name Prescription Drug or refill listed on the Prescription Drug Formulary, plus the difference in Prescription Drug Covered Expense between the cost of the Brand Name Drug and its Generic Drug equivalent, unless a Generic Drug equivalent is not available or a Brand Name Drug is Medically Necessary. When no Generic Drug equivalent is available, or when a Physician prescribes a Brand Name Drug and indicates that it is Medically Necessary on the Prescription form, the Member will only be responsible for the $40.00 copayment.

B. The Member is responsible for a **$75.00** copayment for each Brand Name Prescription Drug or refill **not** listed on the Prescription Drug Formulary, plus the difference in Prescription Drug Covered Expense between the cost of the Brand Name Drug and its Generic Drug equivalent, unless a Generic Drug equivalent is not available or a Brand Name Drug is Medically Necessary. When no Generic Drug equivalent is available, or when a Physician prescribes a Brand Name Drug and indicates that it is Medically Necessary on the Prescription form, the Member will only be responsible for the $75.00 copayment.

C. The Member is responsible for a **$20.00** copayment for each Generic Prescription Drug or refill.

D. The copayments specified in A., B. and C. above will apply to each 90-day supply. See page 62 for more information.

REIMBURSEMENT

A. When the Member has a Prescription filled at a Participating Pharmacy or through the Specialty Drug Program, the Member pays only the applicable copayment amount.

B. When the Member has a Prescription filled at a Non-Participating Pharmacy, the Member will be reimbursed for covered expense incurred according to the following:

   1. The Pharmacy Benefits Manager determines the amount of Prescription Drug Covered Expense; then,

   2. The Pharmacy Benefits Manager subtracts the Member's applicable copayment from the Prescription Drug Covered Expense.

   The result is the amount for which the Member will be reimbursed. The Member is responsible for any copayment, plus any amount exceeding Prescription Drug Covered Expense as well as the cost of any non-covered items.

PRESCRIPTION DRUG OUT-OF-POCKET AMOUNTS

If a Member pays Prescription Drug copayments equal to the Prescription Drug out-of-pocket amount per Member during a Calendar Year, the Member will no longer be required to make copayments for any Prescription Drug Covered Expense the Member incurs during the remainder of that Calendar Year.

PRESCRIPTION DRUG BENEFITS

DETERMINATION OF COVERED EXPENSE

Prescription Drug Covered Expense will always be the lesser of the billed charge or the Prescription Drug Maximum Allowed Amount. Expense is incurred on the date the Member receives the Drug for which the charge is made.

PRESCRIPTION DRUG CONDITIONS OF SERVICE

To be covered, the Drug or medication must satisfy **all** of the following requirements:

A. It must be prescribed by a licensed prescriber and be dispensed within one year of being prescribed, subject to federal and state laws.

B. It must be approved for general use by the federal Food and Drug Administration (FDA).

C. It must be for the direct care and treatment of the Member's illness, injury or condition. Dietary supplements, health aids or Drugs for cosmetic purposes are not included. However the following items are covered:

   a. Formulas prescribed by a Physician for the treatment of phenylketonuria.

   b. Vaccinations provided at a Participating Pharmacy as specified under PREVENTIVE PRESCRIPTION DRUGS AND OTHER ITEMS, subject to all terms of this plan that apply to those benefits.

   c. Vitamins, supplements, and health aids as specified under PREVENTIVE PRESCRIPTION DRUGS AND OTHER ITEMS, subject to all terms of this plan that apply to those benefits.

D. It must be dispensed from a licensed retail Pharmacy, a Home Health Agency, through the home delivery program, or through the specialty drug program.

E. **An approved Compound Medication must be dispensed by a Participating Pharmacy.** Call 1-800-700-2541 (or TTY/TDD 1-800-905-9821) to find out where to take the Member's Prescription for an approved Compound Medication to be filled. (You can also find a listing of Participating Pharmacies online at www.anthem.com/ca.) **Some Compound Medications must be approved before the Member can get them** (See PRESCRIPTION DRUG FORMULARY on pages 66 to 68 of this section). **The Member will have to pay the full cost of any Compound Medication the Member gets from a Non-Participating Pharmacy.**

F. **A specified Specialty Drug must be obtained by using the specialty drug program.** See SPECIALTY DRUG PROGRAM on pages 57 & 58 of this section for information on how to get the Member's Drugs by using the specialty drug program. **The Member will have to pay the full cost of any Specialty Drug the Member gets from a retail Pharmacy that should have been obtained from the specialty drug program. If a Member orders a Specialty Drug that must be obtained using the specialty drug program through the home delivery program, it will be forwarded to the specialty drug program for processing and will be processed according to specialty drug program rules.**

   Exceptions to specialty drug program. This requirement does not apply to:

   a. The first two month's supply of a specified Specialty Drug which is available through a retail Participating Pharmacy;

   b. Drugs which, due to medical necessity, must be obtained immediately;

   c. A Member who is unable to pay for delivery of their medication (i.e., no credit card); or

   d. A Member for whom, according to the Coordination of Benefit rules, this plan is not the primary plan.

How to obtain an exception to the specialty drug program. If the Member believes that he or she should not be required to get his or her medication through the specialty drug program, for any of the reasons listed above, except item d, the Member must complete an Exception to Specialty Drug Program form to request an exception and send this form to the Pharmacy Benefits Manager. If the Member needs a copy of the form, he or she may call 1-800-700-2541 (or TTY/TDD 1-800-905-9821) to request one. The Member can also get the form on-line at www.anthem.com/ca. If Anthem Blue Cross Life and Health have given the Member an exception, it will be good for a limited period of time based on the reason for the exception. When the exception period ends, if the Member believes that he or she should still not be required to get his or her medication through the specialty drug program, the Member must again request an exception. If Anthem Blue Cross Life and Health denies the Member's request for an exception, it will be in writing and will tell the Member why the exception was not approved.

Urgent or emergency need of a Specialty Drug subject to the specialty drug program. If the Member is out of a Specialty Drug which must be obtained through the specialty drug program, Anthem Blue Cross Life and Health will authorize an override of the specialty drug program requirement for 72 hours, or until the next business day following a holiday or weekend, to allow the Member to get an emergency supply of medication if his or her Physician decides that it is appropriate and Medically Necessary. The Member may have to pay the applicable copayment, shown under COPAYMENTS AT A RETAIL PHARMACY or COPAYMENTS THOUGHT THE HOME DELIVERY PROGRAM of this section, for the 72-hour supply of his or her Drug.

If the Member orders his or her Specialty Pharmacy through the specialty drug program and it does not arrive, if the Member's Physician decides that it is Medically Necessary for the Member to have the Drug immediately, Anthem Blue Cross Life and Health will authorize an override of the specialty drug program requirement for a 30-day supply or less, to allow the Member to get an emergency supply of medication from a Participating Pharmacy. A dedicated care coordinator from the specialty drug program will coordinate the exception, and the Member will not be required to make an additional copayment.

G. It must not be used while the Member is confined in a Hospital, Skilled Nursing Facility, rest home, sanitorium, convalescent hospital or similar facility. Also, it must not be dispensed in or administered by a Hospital, Skilled Nursing Facility, rest home, sanitorium, convalescent hospital, or similar facility. Other drugs that may be prescribed by the Member's Physician while the Member is confined in a rest home, sanitorium, convalescent hospital or similar facility, may be purchased at a Pharmacy by the Member, or a friend, relative or care giver on your behalf, and are covered under this Prescription Drug benefit.

H. For a retail Pharmacy, the Prescription must not exceed the greater of a 34-day supply.

Drugs federally-classified as Schedule II which are FDA-approved for treatment of attention deficit disorder and that require a triplicate prescription form must not exceed a 60-day supply. If the Physician prescribes a 60-day supply for Drugs classified as Schedule II for the treatment of attention deficit disorders, the Member has to pay double the amount of copayment for retail Pharmacies. If the Drugs are obtained through the home delivery program, the copayment will remain the same as for any other Prescription Drug.

FDA-approved smoking cessation products and over-the-counter nicotine replacement products are limited as specified under PREVENTIVE PRESCRIPTION DRUGS AND OTHER ITEMS.

I. For specialty drug program, the Prescription must not exceed a 30-day supply.

J. For the home delivery program, the Prescription must not exceed the greater of a 90-day supply.

K. Drugs for the treatment of impotence and/or sexual dysfunction are limited to six tablets/units for a 30-day period and are available at retail Pharmacies only. Documented evidence of contributing medical condition must be submitted to Anthem Blue Cross Life and Health for review.

L. Certain Drugs have specific quantity supply limits based on our analysis of Prescription dispensing trends and the FDA dosing recommendations.

M. The drug will be covered under PRESCRIPTION DRUG BENEFITS only if it is not covered under another benefit of your plan.

PRESCRIPTION DRUG SERVICES AND SUPPLIES THAT ARE COVERED

A. Outpatient Drugs and medications which the law restricts to sale by Prescription, except as specifically stated in this section. Formulas prescribed by a Physician for the treatment of phenylketonuria. These formulas are subject to the copayment for Brand Name Drugs.

B. Insulin and diabetic supplies (i.e. test strips and lancets); niacin for lowering cholesterol.

C. Syringes and/or needles when dispensed for use with insulin, antibiotics and other self-injectable Drugs or medications.

D. Drugs with FDA labeling for self-administration.

E. AIDS vaccine (when approved by the federal Food and Drug Administration and that is recommended by the US Public Health Service).

F. Prescription Drugs prescribed for the treatment of male or female Infertility including, but not limited to, Clomid, Pergonal and Metrodin. Drugs used primarily for the purpose of treating Infertility that are Medically Necessary for treatment of another covered condition.

G. All compound Prescription Drugs when a commercially available dosage form of a Medically Necessary medication is not available, all the ingredients of the compound Drug are FDA approved, a prescription to dispense is required, and the compound Drug is not essentially the same as an FDA approved product from a Drug manufacturer. Non-FDA approved non-proprietary, multisource ingredients that are vehicles essential for compound administration may be covered.

H. Prescription Drugs for treatment of impotence and/or sexual dysfunction are limited to organic (non-psychological) causes.

I. Inhaler spacers and peak flow meters for the treatment of pediatric asthma. These items are subject to the copayment for Brand Name Drugs.

J. Prescription Drugs, vaccinations, vitamins, supplements, and certain over-the-counter items as specified under PREVENTIVE PRESCRIPTION DRUGS AND OTHER ITEMS, subject to all terms of this plan that apply to those benefits.

PRESCRIPTION DRUG SERVICES AND SUPPLIES THAT ARE NOT COVERED

In addition to the items listed in this Evidence of Coverage under MEDICAL CARE THAT IS NOT COVERED, Prescription Drug benefits are not provided for or in connection with the following:

A. Immunizing agents, biological sera, blood, blood products or blood plasma. While not covered under PRESCRIPTION DRUG BENEFITS, these items are covered under the Blood and Preventive Care Services

provisions of MEDICAL CARE THAT IS COVERED, subject to all terms of this plan that apply to those benefits.

B. Hypodermic syringes and/or needles, except when dispensed for use with insulin, antibiotics or other self-injectable Drugs or medications. While not covered under PRESCRIPTION DRUG BENEFITS, these items are covered under the Home Health Care, Home Infusion Therapy and Hospice Care provisions of MEDICAL CARE THAT IS COVERED, subject to all terms of this plan that apply to those benefits.

C. Drugs and medications used to induce spontaneous and non-spontaneous abortions. While not covered under PRESCRIPTION DRUG BENEFITS, FDA approved medications that may only be dispensed by or under direct supervision of a Physician, such as Drugs and medications used to induce non-spontaneous abortions, are covered as specifically stated in the Pregnancy, Maternity Care and Family Planning provision of MEDICAL CARE THAT IS COVERED, subject to all terms of this plan that apply to the benefit.

D. Drugs and medications dispensed or administered in an outpatient setting, including, but not limited to, outpatient Hospital facilities and Physicians' offices. While not covered under PRESCRIPTION DRUG BENEFITS, these items are covered as specified under the Home Health Care, Home Infusion Therapy, Hospice Care and Hospital - Outpatient provisions of MEDICAL CARE THAT IS COVERED, subject to all terms of this plan that apply to those benefits.

E. Professional charges in connection with administering, injecting or dispensing of Drugs. While not covered under PRESCRIPTION DRUG BENEFITS, these items are covered as specified under the Home Infusion Therapy and Professional Services provisions of MEDICAL CARE THAT IS COVERED, subject to all terms of this plan that apply to those benefits.

F. A non-Prescription patent or proprietary medicine. Drugs and medications which may be obtained without a Physician's written Prescription, except insulin or niacin, for cholesterol reduction.

Note: Vitamins, supplements, and certain over-the-counter items as specified under PREVENTIVE PRESCRIPTION DRUGS AND OTHER ITEMS are covered under this plan only when obtained with a Physician's Prescription, subject to all terms of this plan that apply to those benefits.

G. Drugs and medications dispensed by or while the Member is confined in a Hospital, Skilled Nursing Facility, rest home, sanitarium, convalescent hospital or similar facility. While not covered under PRESCRIPTION DRUG BENEFITS, these items are covered as specified under the Hospice Care, Hospital – Inpatient, and Skilled Nursing Facility provisions of MEDICAL CARE THAT IS COVERED, subject to all terms of this plan that apply to those benefits. While the Member is confined in a rest home, sanatorium, convalescent hospital or similar facility, Drugs and medications supplied and administered by the Member's Physician are covered as specified under the Professional Services provision of MEDICAL CARE THAT IS COVERED, subject to all terms of this plan that apply to the benefit. Other Drugs that may be prescribed by the Member's Physician while the Member is confined in a rest home, sanatorium, convalescent hospital or similar facility, may be purchased at a Pharmacy by the Member, or a friend, relative or care giver on the Member's behalf, and are covered under these PRESCRIPTION DRUG BENEFITS.

H. Durable Medical Equipment, devices, appliances and supplies, even if prescribed by a Physician, except Prescription contraceptives as specified under PREVENTIVE PRESCRIPTION DRUGS AND OTHER ITEMS. While not covered under PRESCRIPTION DRUG BENEFITS, these items are covered as specified under the Additional Services and Supplies and Hearing Aid Benefits provisions of MEDICAL CARE THAT IS COVERED, subject to all terms of this plan that apply to those benefits.

PRESCRIPTION DRUG BENEFITS

I. Services or supplies for which the Member is not charged.

J. Oxygen. While not covered under PRESCRIPTION DRUG BENEFITS, this item is covered as specified under the Home Health Care, Hospice Care, Hospital and Skilled Nursing Facility provisions of MEDICAL CARE THAT IS COVERED, subject to all terms of this plan that apply to those benefits.

K. Cosmetics and health or beauty aids. However, health aids that are Medically Necessary and meet the requirements for Durable Medical Equipment as specified under the Additional Services and Supplies provision of MEDICAL CARE THAT IS COVERED are covered, subject to all terms of this plan that apply to that benefit.

L. Any Drug labeled "Caution, Limited By Federal Law to Investigational Use" or non-FDA approved Investigational Drugs. Any Drug or medication prescribed for Experimental indications. If you are denied a Drug because we determine that the Drug is Experimental or Investigational, you may ask that the denial be reviewed by an external independent medical review organization. See the CLAIMS REVIEW / GRIEVANCE PROCEDURES section for information on how to ask for a review of your Drug denial.

M. Any expense incurred for a Drug or medication in excess of the Prescription Drug Maximum Allowed Amount.

N. Any Drug which has not been approved for general use by the FDA. This does not apply to Drugs that are Medically Necessary for a covered condition.

O. Drugs used primarily for cosmetic purposes (e.g., Retin-A for wrinkles). However, this exclusion will not apply to the use of this type of Drug for Medically Necessary treatment of a medical condition other than one that is cosmetic.

P. Anorexiants and Drugs used for weight loss except when used to treat morbid obesity (i.e., diet pills and appetite suppressants).

Q. Drugs obtained outside the United States, unless such drugs are furnished in connection with urgent care or an Emergency.

R. Allergy desensitization products or allergy serum. While not covered under PRESCRIPTION DRUG BENEFITS, such Drugs are covered as specified under the Hospital, Skilled Nursing Facility, and Professional Services provisions of MEDICAL CARE THAT IS COVERED, subject to all terms of this plan that apply to those benefits.

S. Infusion Drugs, except Drugs that are self-administered subcutaneously. While not covered under PRESCRIPTION DRUG BENEFITS, these Drugs are covered as specified under the Home Infusion Therapy and Professional Services provisions of MEDICAL CARE THAT IS COVERED, subject to all terms of this plan that apply to those benefits.

T. Herbal, nutritional and dietary supplements. However, formulas prescribed by a Physician for the treatment of phenylketonuria that are obtained from a Pharmacy are covered as specified under PRESCRIPTION DRUG SERVICES AND SUPPLIES THAT ARE COVERED. Special food products that are not available from a Pharmacy are covered as specified under the Nonprescription Medical Formulas provision of MEDICAL CARE THAT IS COVERED, subject to all terms of this plan that apply to that benefit. Also, vitamins, supplements, and certain over-the-counter items as specified under PREVENTIVE PRESCRIPTION DRUGS AND OTHER ITEMS are covered under this plan only when obtained with a Physician's Prescription, subject to all terms of this plan that apply to those benefits.

U. Prescription Drugs with a non-Prescription (over-the-counter) chemical and dose equivalent except insulin. This exclusion does not apply if an over-the-counter equivalent was tried and was ineffective.

V. Onychomycosis (toenail fungus) Drugs except to treat patients who are immuno-compromised or diabetic.

W. Compound Medication unless all the ingredients are FDA-approved and require a prescription to dispense, and the compound medication is not essentially the same as an FDA-approved product from a Drug manufacturer. Exceptions to non-FDA approved compound ingredients may include multi-source, non-proprietary vehicles and/or pharmaceutical adjuvants. Compound Medications must be obtained from a Participating Pharmacy. **The Member will have to pay the full cost of the Compound Medications the Member gets from a Non-Participating Pharmacy**. If the Member is denied a Compound Medication because he/she obtained it from a Non-Participating Pharmacy, the Member may file a grievance with Anthem Blue Cross Life and Health by following the procedures described in the section entitled CLAIMS REVIEW / GRIEVANCE PROCEDURES.

X. Specialty Drugs that must be obtained from the specialty drug program but which are obtained from a retail Pharmacy or through the home delivery program are not covered by this plan. Unless the Member qualifies for an exception, these Drugs are not covered by this plan (see PRESCRIPTION DRUG CONDITIONS OF SERVICE). **The Member will have to pay the full cost of the Specialty Drugs the Member gets from a retail Pharmacy that the Member should have gotten through the specialty drug program**.

If the Member orders a Specialty Drug though the home delivery program, it will be forwarded to the specialty drug program for processing and will be processed according to the specialty drug program rules.

PRESCRIPTION DRUG PROGRAM UTILIZATION REVIEW

These Prescription Drug benefits include utilization review of Prescription Drug usage for the Member's health and safety. If there are patterns of over-utilization or misuse of Drugs, our medical consultant will notify the Member's personal Physician and pharmacist. We reserve the right to limit benefits as a result of over-utilization of Drugs.

PRESCRIPTION DRUG FORMULARY

We use a Prescription Drug Formulary to help your Physician make prescribing decisions. The presence of a Drug on the plan's Prescription Drug Formulary list does not guarantee that you will be prescribed that Drug by your Physician. This list of outpatient Prescription Drugs is developed by a committee of Physicians and pharmacists to determine which medications are sound, therapeutic and cost effective choices. These medications, which include both Generic and Brand Name Drugs, are listed in the Prescription Drug Formulary. The Formulary is updated quarterly to ensure that the list includes Drugs that are safe and effective. Note: The Formulary Drugs may change from time to time.

Some Drugs may require prior authorization. If you have a question regarding whether a particular Drug is on our Formulary Drug list or requires prior authorization, please call Anthem Blue Cross Life and Health at 1-800-700-2541 (or TTY/TDD 1-800-905-9821). Information about the Drugs on Anthem Blue Cross Life and Health's Formulary Drug list is also available on their website at www.anthem.com/ca.

Exception request for a drug not on the prescription drug formulary (non-formulary exceptions).

Your Prescription Drug benefit covers those Drugs listed on our Prescription Drug Formulary. This Prescription Drug Formulary contains a limited number of Prescription Drugs, and may be different than the Prescription Drug Formulary for other Anthem products. **In cases where your Physician prescribes a medication that is not on the Prescription Drug Formulary, it may be necessary to obtain a non-formulary exception in order for the**

PRESCRIPTION DRUG BENEFITS

Prescription Drug to be a covered benefit. Your Physician must complete a non-formulary exception form and return it to us. You or your Physician can get the form online at www.anthem.com or by calling the number listed on the back of your ID card.

When we receive a non-formulary exception request, we will make a coverage decision within a certain period of time, depending on whether exigent circumstances exist.

Exigent circumstances exist if you are suffering from a health condition that may seriously jeopardize your life, health, or ability to regain maximum function, or if you are undergoing a current course of treatment using a drug not covered by the Plan. In this case, we will make a coverage decision within 24 hours of receiving your request. If we approve the coverage of the Drug, coverage of the Drug will be provided for the duration of the exigency. If we deny coverage of the Drug, you have the right to request an external review by an IRO. The IRO will make a coverage decision within 24 hours of receiving your request. If the IRO approves the coverage of the Drug, coverage of the Drug will be provided for the duration of the exigency.

When exigent circumstances do not exist, we will make a coverage decision within 72 hours of receiving your request. If we approve the coverage of the Drug, coverage of the Drug will be provided for the duration of the Prescription, including refills. If we deny coverage of the Drug, you have the right to request an external review by an Independent Review Organization (IRO). The IRO will make a coverage decision within 72 hours of receiving your request. If the IRO approves the coverage of the Drug, coverage of the Drug will be provided for the duration of the Prescription.

Requesting a non-formulary exception or having an IRO review your request for a non-formulary exception does not affect your right to submit a grievance or request an Independent Medical Review. Please see the section entitled "CLAIMS REVIEW / GRIEVANCE PROCEDURES" for details.

Coverage of a Drug approved as a result of your request or your Physician's request for an exception will only be provided if you are a Member enrolled under the Plan.

Prior Authorization. Certain Drugs require written prior authorization of benefits in order for Members to receive plan benefits. Prior authorization criteria will be based on medical policy and the Pharmacy and Therapeutics Process established guidelines. The Member may need to try a Drug other than the one originally prescribed if it is determined through prior authorization that it should be clinically effective for the Member. However, if it is determined through prior authorization that the Drug originally prescribed is Medically Necessary, the Member will be provided the Drug originally requested at the applicable Co-Payment. (If, when you first become a Member, you are already being treated for a medical condition by a Drug that has been appropriately prescribed and is considered safe and effective for your medical condition, we will not require you to try a Drug other than the one you are currently taking.) If approved, Drugs requiring prior authorization for benefits will be provided to the Member after the Member makes the required Co-Payment.

In order for the Member to get a Drug that requires prior authorization, the Member's Physician must send a written request to Anthem Blue Cross Life and Health for the Drug using the required uniform prior authorization request form. The request can be sent to Anthem Blue Cross Life and Health by mail, facsimile, or it may be submitted electronically. The Physician may call Anthem Blue Cross Life and Health toll-free at 1-800-700-2541 (or TTY/TDD 1-800-905-9821) to request a copy of the form. This form is also available on-line at www.anthem.com/ca.

Upon receiving the completed uniform prior authorization request form. Anthem Blue Cross Life and Health will review the request and respond within the following time periods:

- 72 hours for non-urgent requests, and

- 24 hours if exigent circumstances exist. Exigent circumstances exist if you are suffering from a health condition that may seriously jeopardize your life, health, or ability to regain maximum function, or if you are undergoing a current course of treatment using a Drug not covered by the Plan.

While Anthem Blue Cross Life and Health is reviewing the request, a 72-hour Emergency supply of medication may be dispensed to the Member if the Member's Physician or pharmacist determines that it is appropriate and Medically Necessary. The Member may have to pay the applicable copayment, shown in SUMMARY OF BENEFITS section on page 12 and under COPAYMENTS AT A RETAIL PHARMACY on page 59 of this section, for the 72-hour supply of the Drug. If the request for the Specialty Pharmacy Drug is approved after the Member has received a 72-hour supply, the Member will receive the remainder of the 30-day supply of the Drug with no additional copayment.

If you have any questions regarding whether a Drug is on the Prescription Drug Formulary or requires prior authorization, please call 1-800-700-2541 (or TTY/TDD 1-800-905-9821). Information about the Drugs on Anthem Blue Cross Life and Health's Formulary Drug list is also available on their website at www.anthem.com/ca.

If we deny a request for prior authorization of a Drug that is not part of our Formulary Drug list, you or your prescribing Physician may appeal our decision by calling Anthem Blue Cross Life and Health at 1-800-700-2541 (or TTY/TDD 1-800-905-9821). If you are not satisfied with the resolution of your inquiry, you may file a grievance with Anthem Blue Cross Life and Health by following the procedures described in the section entitled CLAIMS REVIEW / GRIEVANCE PROCEDURES.

Revoking or modifying a prior authorization. A prior authorization of benefits for Prescription Drugs may be revoked or modified prior to your receiving the Drugs for reasons including but not limited to the following:

- The Member's coverage under this plan ends;
- The Agreement with the PORAC and Anthem Blue Cross Life and Health terminates;
- The Member reaches a benefit maximum that applies to Prescription Drugs, if the plan includes such a maximum;
- Prescription Drug benefits under the plan change so that Prescription Drugs are no longer covered or are covered in a different way.

A revocation or modification of a prior authorization of benefits for Prescription Drugs applies only to unfilled portions or remaining refills of the Prescription, if any, and not to Drugs you have already received.

The outpatient Prescription Drugs included on the list of Formulary Drugs covered by the plan is decided by the Pharmacy and Therapeutics Process which is comprised of independent nurses, Physicians and pharmacists. The Pharmacy and Therapeutics Process meets quarterly and decides on changes to make in the Formulary Drug list based on recommendations from Anthem Blue Cross Life and Health and a review of relevant information, including current medical literature.

SERVICES COVERED BY OTHER BENEFITS

When expense incurred for a service or supply is covered under another benefit section of this Evidence of Coverage, that expense is not included as covered expense under this PRESCRIPTION DRUG BENEFITS section.

COORDINATION OF BENEFITS

Benefits payable hereunder are subject to reduction, as set forth in the Policy, if the Member has other group coverage providing hospital, surgical or medical benefits. Such reduction will preclude the Member's receiving an aggregate of more than 100 percent of the Maximum Allowed Amount from all group coverages.

THIRD PARTY LIABILITY

Under some circumstances a Member may need services under the benefits of this Evidence of Coverage for which a third party may be liable or legally responsible by reason of negligence, an intentional act or breach of any legal obligation. In that event, Anthem Blue Cross Life and Health will advance the benefits of this Evidence of Coverage to the Member subject to the following:

A. Anthem Blue Cross Life and Health will automatically have a lien, to the extent of benefits provided, upon any recovery, whether by settlement, judgment or otherwise, that the Member receives from the third party, the third party's insurer, or the third party's guarantor. The lien will be in the amount of benefits paid by Anthem Blue Cross Life and Health under the Policy for the treatment of the illness, disease, injury or condition for which the third party is liable.

- If Anthem Blue Cross Life and Health paid the provider other than on a capitated basis, its lien will not be more than amount Anthem Blue Cross Life and Health paid for those services.
- If Anthem Blue Cross Life and Health paid the provider on a capitated basis, its lien will not be more than 80% of the usual and customary charges for those services in the geographic area in which they were given.
- If you hired an attorney to gain your recovery from the third party, Anthem Blue Cross Life and Health's lien will not be for more than one-third of the money due you under any final judgment, compromise, or settlement agreement.
- If you did not hire an attorney, Anthem Blue Cross Life and Health's lien will not be for more than one-half of the money due you under any final judgment, compromise or settlement agreement.
- If a final judgment includes a special finding by a judge, jury, or arbitrator that you were partially at fault, Anthem Blue Cross Life and Health's lien will be reduced by the same comparative fault percentage by which your recovery was reduced.
- Anthem Blue Cross Life and Health's lien is subject to a pro rata reduction equal to your reasonable attorney's fees and costs in line with the common fund doctrine.

B. The Member agrees to advise Anthem Blue Cross Life and Health, in writing, within 60 days of filing his or her claim against the third party and to take such action, furnish such information and assistance, and execute such papers as Anthem Blue Cross Life and Health may require to facilitate enforcement of its rights. The Member also agrees to take no action which may prejudice the rights or interests of Anthem Blue Cross Life and Health under the Policy. Failure of the Member to give such notice to Anthem Blue Cross Life and Health or cooperate with Anthem Blue Cross Life and Health, or actions of the Member that prejudice the rights or interests of Anthem Blue Cross Life and Health, will be a material breach of the Policy and will result in the Member being personally responsible for reimbursing Anthem Blue Cross Life and Health.

C. Anthem Blue Cross Life and Health will be entitled to collect on its lien even if the amount the Member or anyone recovered for the Member (or the Member's estate, parent or legal guardian) from or for the account of such third party as compensation for the injury, illness or condition is less than the actual loss the Member suffered.

WORKERS' COMPENSATION INSURANCE

If, pursuant to any Workers' Compensation or Employer's Liability Law or other legislation of similar purpose or import, a third party is responsible for all or part of the cost of health services provided by Anthem Blue Cross Life and Health, and such third party disputes that responsibility, then we shall provide the benefits of the Policy and we shall automatically acquire thereby, by operation of law, a lien to the extent of benefits paid by Anthem Blue Cross Life and Health. The Member agrees to take no action that may prejudice our rights under such lien. The lien may be filed with the responsible third party, his or her agent, or the court, and we may exercise all rights available to it as a lien holder.

For purposes of this subsection, reasonable value shall be determined to be the usual, customary or reasonable charge for services in the geographic area where the services are rendered.

BENEFITS FOR MEDICARE ELIGIBLE MEMBERS

If a Member is eligible for Medicare Parts A and B, the Member shall **not** be enrolled in a basic health benefits plan (including the PORAC BC PPO [non-California resident] Plan) in accordance with Section 22844 of the Act. CalPERS will provide the Member with information regarding his or her eligibility for a supplement to original Medicare plan.

Exception: For treatment of end-stage renal disease after the first 30 months, a Member who is enrolled in Medicare will remain enrolled in the Basic Plan, but the benefits of this plan will be reduced. When the Member incurs covered charges under this plan, we will determine payment according to the section entitled COORDINATION OF BENEFITS and the provision "Coordinating Benefits with Medicare" below.

When Medicare is the primary payer for a Member, covered charges for covered services is determined as stated under Exception in the section YOUR MEDICAL BENEFITS - MAXIMUM ALLOWED AMOUNT.

If you have questions about your eligibility for a Basic or Supplement Plan, please contact CalPERS at **888 CalPERS** (or **888**-225-7377).

COORDINATING BENEFITS WITH MEDICARE

We will not provide benefits under this plan that duplicate any benefits to which a Member would be entitled under Medicare. This exclusion applies to all parts of Medicare in which the Member can enroll without paying additional premium. If the Member is required to pay additional premium for any part of Medicare, this exclusion will apply to that part of Medicare only if the Member is enrolled in that part.

If a Member is entitled to Medicare, his or her Medicare coverage will not affect the services covered under this plan except as follows:

1. Medicare must provide benefits first to any services covered both by Medicare and this plan.

2. For services the Member receives that are covered both by Medicare Part A or B and this plan, coverage under this plan will apply only to Medicare Part A or B deductibles, coinsurance, and other charges for covered services over and above what Medicare pays.

3. If the Member elects to enroll in Medicare voluntary outpatient Prescription Drug benefits (Part D), the Member will **not** receive any benefits under the PRESCRIPTION DRUG BENEFITS section of this plan.

4. For any given claim, the combination of benefits provided by Medicare and the benefits provided under this plan will not exceed the Maximum Allowed Amount for the covered services.

Any charges paid by Medicare Part A or B benefits for services covered under this plan will be applied toward this plan's deductible, if any.

ENROLLMENT PROVISIONS

ELIGIBILITY FOR ENROLLMENT

A. All Members whose usual residence is not in the State of California are eligible in accordance with the Act and may enroll hereunder. Enrollment is restricted to members of the Peace Officers Research Association of California (PORAC) and their eligible Family Members.

Family Member means the spouse or Domestic Partner and children of an Employee or Annuitant who qualify under Articles 1 and 5 of the Act and Sections 599.500, 599.501 and 599.502 of the Regulations. Such children include: (1) the Employee's or Annuitant's adopted, step or recognized natural child up to age 26, and (2) any other child up to age 26 for whom the Employee or Annuitant has intentionally assumed a parent-child relationship or assumed parental duties, except for a foster child, as certified by the Employee or Annuitant at the time of the child's enrollment, and annually thereafter.

A child who meets either of the preceding requirements may be eligible for coverage beyond age 26 if the child at the time of attaining age 26, is already enrolled in the plan and is incapable of self-support because of a physical or mental disability which existed continuously from a date prior to the child's attainment of age 26. Such a child will be eligible for continued coverage beyond age 26 until the termination of his or her incapacity, subject to all other termination provisions or other limits of the plan. Satisfactory evidence of the child's disability must be filed with the plan during the period 60 days before the child's 26th birthday or the 60-day period after the child's 26th birthday.

A Domestic Partner must meet the criteria provided in Section 22770 of the Act to be eligible for coverage. Generally, this means that the individual must be either an Employee's or Annuitant's domestic partner pursuant to: (1) a registered domestic partnership as provided in California Family Code Section 297; or (2) a union of two persons of the same sex, other than a marriage, that was validly formed in another jurisdiction, and that is substantially equivalent to a domestic partnership as defined in California Family Code Section 297, regardless of whether it bears the name "domestic partnership" (see California Family Code Section 299.2).

Under the Public Employees' Medical and Hospital Care Act (PEMHCA), if you are Medicare-eligible and **do not** enroll in Medicare Parts A and B and a CalPERS Medicare health plan, you and your enrolled Dependents will be excluded from coverage under the CalPERS program.

B. An Employee, Annuitant or a Family Member shall not be eligible for enrollment with Anthem Blue Cross Life and Health while enrolled under any of the Board's alternative medical and hospital benefit programs.

ENROLLMENT PROVISIONS

CONDITIONS OF ENROLLMENT

A. Each Employee eligible to become an Insured Employee according to the provisions stated under ENROLLMENT PROVISIONS, and who files an application for membership for himself or herself and his or her eligible Family Members on forms provided by the Employer with the Employer during an Open Enrollment Period or period of initial eligibility, as specified in the Act, shall have fulfilled the Conditions of Enrollment.

B. If an Employee fails to enroll himself or herself or his or her eligible Family Members during an Open Enrollment Period or the period of initial eligibility as specified in the Act, the Employee may apply for enrollment for himself or herself and any eligible Family Members in accordance with the Act. Contact your Employer or CalPERS by calling **888 CalPERS** (or **888**-225-7377) for further information.

Important Note: It is the Insured Employee's responsibility to request additions, deletions or changes in enrollment in a timely manner and to stay informed about the eligibility requirements stated in the Act and Regulations. The Insured Employee may be held liable retroactively for any services provided to ineligible Dependents.

COMMENCEMENT OF COVERAGE

After fulfilling the Conditions of Enrollment as stated in ENROLLMENT PROVISIONS, coverage shall commence for an Insured Employee and his or her Family Members at 12:01 a.m. on the date set forth in the Act.

TERMINATION AND RELATED PROVISIONS

TERMINATION OF THE POLICY

This plan may be terminated by the Board, the Insurance and Benefits Trust of PORAC, or Anthem Blue Cross Life and Health according to the provisions set forth in the Policy.

TERMINATION OF COVERAGE

Coverage may be terminated for individual Members by any of the following conditions, subject, however, to the provisions for extensions of coverage required by Section 599.508 (a) (5) of the Regulations, the continuation benefits provided under CONTINUATION OF GROUP COVERAGE and TERMINAL BENEFITS:

1. By the Board's termination of the Memorandum of Agreement.
2. By Anthem Blue Cross Life and Health's termination of the Policy.
3. By voluntary cancellation by the Insured Employee or Family Member in accordance with Section 599.505 of the Act. In the event of such voluntary cancellation, the Member shall cease to be covered hereunder without notice from the Employer or Anthem Blue Cross Life and Health at midnight of the day on which such cancellation becomes effective in accordance with Section 599.505 of the Regulations.
4. If an Insured Employee or Family Member ceases to be eligible for coverage in accordance with Section 599.506 of the Act.

IMPORTANT NOTE: The Insured Employee may be held liable retroactively for any services provided to ineligible Dependents. It is the Insured Employee's responsibility to report any changes in a Family Member's status to his or her Employer in a timely manner. Insured Employee or Family Members who lose eligibility according to the above criteria may be entitled to continue coverage under the terms of the CONTINUATION OF GROUP COVERAGE section which follows.

OPEN ENROLLMENT

Members who have voluntarily cancelled enrollment with Anthem Blue Cross Life and Health may apply for reenrollment during the Open Enrollment Period.

UNFAIR TERMINATION OF COVERAGE

If a Member believes that his or her coverage has been or will be improperly terminated, a Member may request a review of the matter by the California Department of Insurance (CDI). A Member may contact the CDI at:

California Department of Insurance
Claims Service Bureau, 11th Floor
300 South Spring Street
Los Angeles, California 90013

1-800-927-HELP (4357) – In California

1-213-897-8921 – Out of California

1-800-482-4833 – Telecommunication Device for the Deaf

E-mail Inquiry: "Consumer Services" link at www.insurance.ca.gov

UNFAIR TERMINATION OF COVERAGE continued

The Member must make his or her request for review with the CDI within 180 days from the date he or she receives notice that his or her coverage will end, or the date his or her coverage is actually cancelled, whichever is later, but the Member should make his or her request as soon as possible after he or she receives notice that his or her coverage will end. This 180 day timeframe will not apply if, due to substantial health reasons or other incapacity, the Member is unable to understand the significance of the cancellation notice and act upon it. If a Member makes his or her request for review within 30 days after he or she receives notice that his or her coverage will end, or his or her coverage is still in effect when he or she makes the request, Anthem Blue Cross Life and Health will continue to provide coverage to the Member under the terms of this plan until a final determination of the Member's request for review has been made by the CDI (this does not apply if the Member's coverage is cancelled for non-payment of premium). If the Member's coverage is maintained in force pending outcome of the review, premium must still be paid to Anthem Blue Cross Life and Health on his or her behalf.

CONTINUATION OF GROUP COVERAGE

CONSOLIDATED OMNIBUS BUDGET RECONCILIATION ACT (COBRA)

A. Eligibility for Continuation - Qualifying Events

Under the Act and Regulations, all CalPERS Employers are subject to the Consolidated Omnibus Reconciliation Budget Act of 1985 (COBRA). Under COBRA, Insured Employees or Family Members may choose to continue coverage under the Policy if it would otherwise end for any of the reasons shown below. These are called qualifying events, and they are:

For Insured Employee and Family Members . . .

1. The Insured Employee's termination of employment, for any reason other than gross misconduct;
2. Loss of coverage under an employer's health plan due to a reduction in the Insured Employee's work hours;
3. For Members who may be covered as retirees, cancellation of that retiree coverage due to the Employer's filing for protection under the bankruptcy law (Chapter 11), provided the Member was covered prior to the filing of bankruptcy.

For Family Members . . .

4. The death of the Insured Employee;
5. The spouse's divorce or legal separation from the Insured Employee, or if the spouse vacates the residence shared with the Insured Employee;
6. The end of a child's status as a Family Member, in accordance with the Act and Regulations.
7. The Insured Employee's entitlement to Medicare.

B. Requirements for Continuation

1. Notice

For qualifying events 1, 2 or 3 above, the Insured Employee's Employer will notify the Insured Employee of the right to continue coverage. For qualifying events 4 and 7, a Family Member will be notified of the continuation right. Anyone choosing to continue coverage must so notify the Board within 60 days of the date they receive notice of their continuation right.

In the event of an annuitant's death, it is the Family Member's responsibility to notify the Board within 30 days of the date of such qualifying event.

The member must inform the Board of qualifying events 5 or 6 above within 60 days of such event if the Family Member wishes to continue coverage. If the Insured Employee or Family Member fails to provide such timely notice to the Board, then such person shall not be entitled to elect continuation coverage.

Within 14 days of receipt of timely notice of a qualifying event, the Board shall provide written notice to eligible Insured Employees and Family Members of their continuation right at the address of such persons on the records of the Board. Such notice to an Employee or Annuitant shall be deemed notice to all other eligible Family Members residing with such Employee, Annuitant or spouse at the time such notification is made.

CONTINUATION OF GROUP COVERAGE

The continuation coverage may be chosen for all Members within a family, or only for selected Members. However, if a Member fails to elect the continuation when first eligible, that person may not elect the continuation at a later date.

Once the continuation of coverage under the Policy is elected, written notice of his/her rights to continuation of coverage shall be sent to each covered Insured Employee. In addition to the notice, an Evidence of Coverage booklet shall be sent to each enrolled Insured Employee at the address on enrollment document(s) and shall be deemed notice to such Insured Employee and his/her spouse.

2. Family Members Acquired During Continuation

A spouse or child newly acquired during the continuation period is eligible to be enrolled as a Family Member. The standard enrollment provisions of the Act and Regulations apply to enrollees during the continuation period. A Family Member acquired and enrolled during the period of continuation coverage which resulted from the original qualifying event is not eligible for a separate continuation if a subsequent qualifying event results in the person's loss of coverage*.

*Exception: A child who is born to, or placed for adoption with the Insured Employee during the COBRA continuation period will be eligible for a separate continuation if a subsequent qualifying event results in the person's loss of coverage.

3. Cost of Coverage

The benefits of continuation coverage are identical to the benefits in this Evidence of Coverage. The cost for this continuation coverage, called the "premium", must be paid each month during the COBRA continuation period to keep the continuation in force. The premium for continuation coverage may not exceed 102 percent of the prepayment fees specified for coverage under the Policy or any amendment, renewal or replacement of this plan. An eligible Insured Employee or his/her eligible Family Member(s) electing continuation coverage shall pay to Anthem Blue Cross Life and Health the premium for continuation coverage not later than the following dates:

a. If such election is made before the qualifying event, the premium may be paid with the written election, in the amount required for the first month of continuation coverage.

b. If such election is made after coverage is terminated due to a qualifying event, the premium for the period of continuation of coverage preceding the election shall be made within 45 days of the election together with the premium for the period beginning with the date of election and ending on the last day of the month in which the premium is paid for the period preceding the election. It is the intention of this provision to require that the initial premium payment include premiums due for continuation coverage from the date coverage terminates under the group plan to the end of the month in which the initial premium is paid.

Thereafter, the required premium shall be paid on or before the first day of each month for which continuation coverage is to be provided. If any premium for continuation coverage is not paid when due, Anthem Blue Cross Life and Health may issue a notice of cancellation of continuation of coverage. If payment is not received within 15 days of issuance of such notice of cancellation, we may cancel the continuation coverage on the sixteenth day following issuance of notice of cancellation. Termination of coverage shall be retroactive to the first day of the month for which the required premium has not been received.

For an Insured Employee who is eligible for an extension of continuation coverage due to having been determined by the Social Security Administration to be totally and permanently disabled, we shall charge 150 percent of the Insured Employee's premium prior to the disability. We must receive timely payment of the premium charge each month in order to maintain the coverage in force.

If a second Qualifying Event (as shown below) occurs during this extended continuation, the total COBRA continuation may continue up to 36 months from the date of the first Qualifying Event. The premium charge shall then be 150 percent of the applicable rate for the 19th through 36th month.

For purposes of determining premium charges payable for continued coverage, a person originally covered as a spouse will be treated as the Insured Employee if coverage is continued for him/herself alone. If such spouse and his or her child(ren) enroll, the premium charge payable will depend upon the number of persons covered. Each child continuing coverage other than as a Dependent of an Insured Employee will pay the premium rate applicable to an Insured Employee (if more than one child is so enrolled, the premium will be the two-party or three-party rate depending upon the number of children enrolled).

4. Subsequent Qualifying Events

Once covered under the continuation plan, it's possible for a second qualifying event to occur. If that happens, a Family Member may be entitled to a second continuation period. This period will in no event continue beyond 36 months from the date the Member's coverage terminated due to the first qualifying event. Except for newborn or newly adopted children as described above, only a Member covered prior to the original qualifying event is eligible to continue coverage again as the result of a later qualifying event. A Family Member acquired during the continuation coverage is not eligible to continue coverage as the result of a later qualifying event, with the exception of newborns and adoptees as described above.

(For example: Continuation may begin due to termination of employment. During the continuation, if a child reaches the proper age limit of the plan, the child is eligible for a second continuation period. This second continuation would end no later than 36 months from the date coverage was terminated due to the first qualifying event - the termination of employment.)

5. When Continuation Coverage Begins

When continuation coverage is elected and the premium charge paid, coverage is reinstated back to the date the Member's coverage was terminated due to the qualifying event, so that no break in coverage occurs. Coverage for Family Members acquired and properly enrolled during the continuation begins in accordance with the enrollment provisions of the Act and Regulations.

C. When The Continuation Ends

This continuation will end on the earliest of:

1. The end of 18 months from the date the Member's coverage terminates, if the qualifying event was termination of employment or reduction in work hours. For a Member whose continuation coverage began under a prior plan, this term will be dated from the time the Member's coverage terminates under that prior plan due to the qualifying event.

Exceptions: A qualified beneficiary whose coverage is continued may extend that continuation coverage, provided that:

a. the Member whose COBRA continuation under this plan began on or after January 1, 2003, and ends in accordance with item 1, elects to continue coverage for medical benefits only under CalCOBRA for the balance of 36 months (COBRA and CalCOBRA combined). All COBRA eligibility must be exhausted before the Member is eligible to further continue coverage under CalCOBRA. See CALCOBRA CONTINUATION OF COVERAGE beginning on the next page for more information.

b. the disabled Member has been determined by the Social Security Administration to be totally and permanently disabled according to the statutory requirements of either Title II or Title XVI of the Social Security Act. The extension applies to all covered Members as well as the disabled Member. The disabled Member must furnish proof of the Social Security Administration's determination to his/her Employer during the first 18 months of COBRA continuation, but no later than 60 days after the later of the following events:

   i. the date of the Social Security Administration's determination of the Member's disability;
   ii. the date on which the original Qualifying Event occurs;
   iii. the date on which the qualified beneficiary loses coverage; or
   iv. the date on which the qualified beneficiary is informed of the obligation to provide the disability notice.

   The period of continuation will in no event continue beyond (1) the period of disability, or (2) a maximum of 29 months after the date the Insured Employee's coverage terminated due to the loss of employment, whichever occurs first. A Member whose COBRA continuation under this plan began on or after January 1, 2003, and ends in accordance with item 1, may elect to continue coverage for medical benefits only under CalCOBRA for the balance of 36 months (COBRA and CalCOBRA combined). All COBRA eligibility must be exhausted before the Member is eligible to further continue coverage under CalCOBRA. See CALCOBRA CONTINUATION OF COVERAGE beginning on the next page for more information.

2. The end of 36 months from the date the Member's coverage terminates, if the qualifying event was the death of the Insured Employee; divorce, legal separation, or the spouse vacates the residence shared with the Insured Employee; or the end of Dependent child status. For a Member whose continuation coverage began under a prior plan, this term will be dated from the time the Member's coverage terminated under that prior plan due to the qualifying event.

3. The end of 36 months from the date the Insured Employee became entitled to Medicare, if the qualifying event was the Insured Employee's entitlement to Medicare.

4. The date the Policy terminates.

5. The end of the last period for which the final premium charge was paid.

6. The date after the date of election of COBRA, the Member first becomes eligible for Medicare.

7. The date after the date of election of COBRA, the Member first becomes covered under any other group health plan.

CONTINUATION OF GROUP COVERAGE

In the event that the Member is eligible for both continuation coverage and coverage under any other group health plan, the continuation benefits may be reduced so that the benefits and services the Member receives from all group coverages do not exceed 100 percent of the Maximum Allowed Amount incurred.

Subject to the Policy remaining in effect, a retired Insured Employee whose coverage began due to a Chapter 11 bankruptcy may continue coverage for the remainder of his life; that Insured Employee's covered Family Members may continue coverage for 36 months after their coverage terminates due to the Insured Employee's death. However, coverage could terminate prior to such time for either the Insured Employee or Family Member in accordance with items 4, 5, 6, or 7 above.

Other Coverage Options Besides COBRA Continuation Coverage. Instead of enrolling in COBRA continuation coverage, there may be other coverage options for you and your family through the Health Insurance Marketplace, Medicaid, or other group health plan coverage options (such as a spouse's plan). Some of these options may cost less than COBRA continuation coverage. You can learn more about many of these options at www.healthcare.gov.

CALCOBRA CONTINUATION OF COVERAGE

If your continuation coverage under federal COBRA began on or after January 1, 2003, you have the option to further continue coverage under CalCOBRA for medical benefits only if your federal COBRA ended following:

1. 18 months after the qualifying event, if the qualifying event was termination of employment or reduction in work hours; or
2. 29 months after the qualifying event, if you qualified for the extension of COBRA continuation during total disability.

All federal COBRA eligibility must be exhausted before you are eligible to further continue coverage under CalCOBRA. You are not eligible to further continue coverage under CalCOBRA if you (a) are entitled to Medicare; (b) have other coverage or become covered under another group plan; or (c) are eligible for or covered under federal COBRA. Coverage under CalCOBRA is available for medical benefits only.

TERMS OF CALCOBRA CONTINUATION

Notice. Within 180 days prior to the date federal COBRA ends, we will notify you of your right to further elect coverage under CalCOBRA. If you choose to elect CalCOBRA coverage, you must notify Anthem Blue Cross Life and Health in writing within 60 days of the date your coverage under federal COBRA ends or when you are notified of your right to continue coverage under CalCOBRA, whichever is later. If you do not give Anthem Blue Cross Life and Health written notification within this time period, you will not be able to continue your coverage.

Please examine your options carefully before declining this coverage. You should be aware that companies selling individual health insurance typically require a review of your medical history that could result in higher cost or you could be denied coverage entirely.

Additional Family Members. A Dependent acquired during the CalCOBRA continuation period is eligible to be enrolled as a Family Member. The standard enrollment provisions of the Policy apply to enrollees during the CalCOBRA continuation period.

Cost of Coverage. You will be required to pay the entire cost of your CalCOBRA continuation coverage (this is the "premium"). This cost will be:

1. 110% of the applicable group rate if your coverage under federal COBRA ended after 18 months; or

2. 150% of the applicable group rate if your coverage under federal COBRA ended after 29 months.

You must make payment to Anthem Blue Cross Life and Health within the timeframes specified below. We must receive payment of your premium each month to maintain your coverage in force.

Payment Dates. The first payment is due along with your enrollment form within 45 days after you elect continuation coverage. You must make this payment by first-class mail or other reliable means of delivery, in an amount sufficient to pay any required premium and premium due. Failure to submit the correct amount within this 45-day period will disqualify you from receiving continuation coverage under CalCOBRA. Succeeding premium payments are due on the first day of each following month.

If premium is not received when due, your coverage will be cancelled. Anthem Blue Cross Life and Health will cancel your coverage only upon sending you written notice of cancellation at least 30 days prior to cancelling your coverage (or any longer period of time required by applicable federal law, rule or regulation). If you make payment in full within this time period, your coverage will not be cancelled. If you do not make the required payment in full within this time period, your coverage will be cancelled as of 12:00 midnight on the thirtieth day after the date on which the notice of cancellation is sent (or any longer period of time required by applicable federal law, rule or regulation) and will not be reinstated. Any payment Anthem Blue Cross Life and Health receives after this time period runs out will be refunded to you within 20 business days. Note: You are still responsible for any unpaid premium payments that you owe to us, including premium payments that apply during any grace period.

Change of Premium. The amounts of the premium may be changed by Anthem Blue Cross Life and Health as of any premium due date. We will provide you with written notice at least 60 days prior to the date any premium increase goes into effect.

Accuracy of Information. You are responsible for supplying up-to-date eligibility information. We shall rely upon the latest information received as correct without verification but maintain the right to verify any eligibility information you provide.

CalCOBRA Continuation Coverage Under the Prior Plan. If you were covered through CalCOBRA continuation under the prior plan, your coverage may continue under this plan for the balance of the continuation period. However your coverage shall terminate if you do not comply with the enrollment requirements and premium payment requirements of this plan within 30 days of receiving notice that your continuation coverage under the prior plan will end.

When CalCOBRA Continuation Coverage Begins. When you elect CalCOBRA continuation coverage and pay the premium, coverage is reinstated back to the date federal COBRA ended, so that no break in coverage occurs.

For Family Members properly enrolled during the CalCOBRA continuation, coverage begins according to the enrollment provisions of the Policy.

When the CalCOBRA Continuation Ends. This CalCOBRA continuation will end on the earliest of:

1. The date that is 36 months after the date of your qualifying event under federal COBRA*;
2. The date the Policy terminates;
3. The end of the period for which premium is last paid (your coverage will be cancelled upon written notification, as explained under “Payment Dates” above);
4. The date you become covered under any other health plan;

5. The date you become entitled to Medicare; or

6. The date you become covered under a federal COBRA continuation.

CalCOBRA continuation will also end if you move out of our service area or if you commit fraud.

*If your CalCOBRA continuation coverage began under a prior plan, this term will be dated from the time of the qualifying event under that prior plan.

STATE CONTINUATION FOR QUALIFYING MEMBERS

Subject to payment of premium as stated in the Policy, coverage under this plan may be continued for you in accordance with the following provisions. You may elect this continuation instead of, or following, the CONSOLIDATED OMNIBUS BUDGET RECONCILIATION ACT (COBRA) described previously (The Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA), or Title X of P. L. 99-272). However, this continuation may not be elected if the CALCOBRA CONTINUATION OF COVERAGE described previously was elected.

Qualifying Events for Continuation Coverage. You may continue your coverage if any of the following circumstances would otherwise terminate your coverage under this plan:

1. **For Insured Employees and Family Members:** the Insured Employee's termination of employment.

2. **For Family Members:** (a) the death of the Insured Employee; or (b) the spouse's divorce or legal separation from the Insured Employee.

Notice and Election. We will notify the Insured Employee or Family Member of the right to continue coverage within ten days after the Member becomes ineligible to continue coverage under this plan.

To elect this continuation, the Member (or guardian for a child under age 18) must properly file an application within 31 days from the qualifying event. An application is considered properly filed only if all requested information is supplied and the application is personally signed, dated, and given to the Board within 31 days of the qualifying event. We must receive this application from the Board within 90 days.

This continuation coverage may be chosen for all eligible Members, or only for selected Members. But if you fail to elect the continuation when first eligible, you may not elect it at a later date.

Cost of Coverage. You will be required to pay the entire cost of your continuation coverage. You are responsible to Anthem Blue Cross Life and Health for the timely payment of the premiums due for the continuation of any Member's coverage under this Policy. For purposes of determining premiums payable, the surviving spouse, divorced or legally separated spouse will be considered to be an Insured Employee.

If termination of employment is due to the Employer's cessation or reduction of business, such Employer must pay that part of the premium, if any, normally paid by the Employer, for the first three months of continuation. Thereafter, you may be required to pay the entire cost of your continuation coverage.

With respect to a surviving spouse, divorced or legally separated spouse, who is age 55 or over on the date coverage under this plan terminates, the cost of coverage after the first three years of continuation will be 102 percent of the Insured Employee's premium rates.

CONTINUATION OF GROUP COVERAGE

When Continuation Ends. This continuation will end on the earliest of:

1. The end of the period for which premiums were last paid;
2. The date the Policy terminates;
3. The end of 39 weeks from the date of termination of employment for an Insured Employee;
4. The end of 39 weeks from the date the continuation coverage began for the surviving or divorced spouse;
5. The date the surviving or divorced spouse remarries; or
6. The date the Member becomes eligible for coverage under an employer group health plan.

Exceptions:

1. Continuation coverage for a surviving spouse, divorced or legally separated spouse, who is age 55 years or over, will not end at the end of 39 weeks, but will end on the earlier of:
   a. The date the surviving spouse, divorced or legally separated spouse remarries;
   b. The date the surviving spouse, divorced or legally separated spouse becomes eligible for Medicare; or
   c. The date the surviving spouse, divorced or legally separated spouse becomes eligible for coverage under another employer group health plan.
2. Continuation coverage for a spouse due to divorce or legal separation, except as specified in 1 above, will end on the later of: (a) any of the dates listed above; or (b) such time as is provided by the divorce or legal separation judgment.

TERMINAL BENEFITS

In the event the Policy is terminated by Anthem Blue Cross Life and Health, we shall provide extension of benefits for a Member who is totally disabled at the time of such termination, subject to the following provisions:

A. If a Member is totally disabled when coverage ends and is under the treatment of a Physician, the benefits of the Policy shall continue to be provided under this section for services treating the totally disabling illness or injury, and for no other condition related to the condition causing the total disability, illness or injury or arising out of such totally disabling illness or injury. This extension of benefits is not available if the Member becomes covered under another group health plan that provides coverage without limitation for the disabling condition.

B. A Member confined as an Inpatient in a Hospital or Skilled Nursing Facility is considered Totally Disabled as long as the Inpatient Stay is Medically Necessary, and no written certification of the total disability is required.

C. A Member not confined as an Inpatient who wishes to apply for total disability benefits must submit written certification by the Physician of the total disability. We must receive this certification within 30 days of the date coverage ends under the Policy. At least once every 60 days while benefits are extended, We must receive proof that the Member's total disability is continuing.

D. Benefits are provided until one of the following occurs:

1. The Member is no longer Totally Disabled, or
2. The maximum benefits of the Policy are paid, or
3. The Member becomes covered under another group health plan that provides coverage without limitation for disabling illness or injury, or
4. A period of 12 consecutive months has passed since the date coverage ended.

Exception: If you are pregnant on the date of discontinuance of the Policy, your pregnancy and maternity care benefits under this plan will be continued subject to the following:

1. Your pregnancy began while the Policy was in effect.
2. You do not have to be totally disabled.
3. Your extension of benefits will end when any one of the following circumstances occurs:
   a. You are no longer pregnant.
   b. The maximum benefits available to you under this plan are paid.

MONTHLY RATES

Type of Enrollment	Enrollment Code	Gross Rate
Self Only	2071	$699.00
Self and One Dependent	2072	$1,467.00
Self and Two or More Dependents	2073	$1,876.00

State Employees and Annuitants

The gross rate shown above will be reduced by the amount the State of California contributes toward the cost of your health benefits plan. These contribution amounts are subject to change by legislative action. Any such change resulting in a change in the amount of your contribution will be accomplished automatically by the State Controller or affected Retirement System without action on your part. For current contribution information, contact your Agency or Retirement System Health Benefits Officer.

Public Agency Employees and Annuitants

The gross rate amount shown above will be reduced by the amount your Public Agency contributes toward your health benefits plan premium. This amount varies among Public Agencies. Therefore, for assistance in calculating your net rate cost, contact your Agency or Retirement System Health Benefits Officer.

Rate Change

The plan rates may be changed as of January 1, 2018, following at least sixty (60) days' written notice to the Board prior to such change.

GENERAL PROVISIONS

Evidence of Coverage

Anthem Blue Cross Life and Health shall issue to the Insured Employee an Evidence of Coverage booklet. This Evidence of Coverage booklet is not the Policy. It does not change coverage under the Policy in any way. This Evidence of Coverage booklet, which is evidence of coverage under the Policy, is subject to all of the terms and conditions of that Policy.

Identification Cards

Anthem Blue Cross Life and Health shall issue to the Insured Employee an identification card to which the Insured Employee and Family Members are entitled. Possession of an identification card confers no right to services or other benefits of the Policy. To be entitled to services or benefits, the holder of the card must, in fact, be a Member on whose behalf applicable prepayment fees under the Policy have actually been paid. Any person receiving services or other benefits to which he or she is not then entitled pursuant to the provisions of the Policy is chargeable therefore at prevailing rates.

Medical Necessity

The benefits of this Evidence of Coverage are provided only for services that are Medically Necessary. The services must be ordered by the attending Physician for the direct care and treatment of a covered illness, injury or condition, except for routine care, dental care and lenses following surgery as specifically stated. They must be standard medical practice where received for the illness, injury or condition being treated and must be legal in the United States. When an Inpatient Hospital Stay is necessary, services are limited to those which could not have been performed before admission. The process used to authorize or deny health care services under this plan is available to you upon request.

Expense in Excess of Benefits

Anthem Blue Cross Life and Health is not liable for any expense the Member incurs in excess of the benefits of this Evidence of Coverage.

Inter-Plan Programs

- **Blue Cross and/or Blue Shield Providers**

  Anthem Blue Cross has a variety of relationships with other Blue Cross and/or Blue Shield licensees referred to generally as "Inter-Plan Programs". Whenever you obtain healthcare services outside of Anthem Blue Cross' service area, the claims for these services may be processed through one of these Inter-Plan Programs, which include the BlueCard Program and may include negotiated National Account arrangements available between Anthem Blue Cross and other Blue Cross and Blue Shield Licensees.

  Typically, when accessing care outside Anthem Blue Cross' service area, you may obtain care from healthcare providers that have a contractual agreement (i.e., are “participating providers”) with the local Blue Cross and/or Blue Shield Licensee in that other geographic area (“Host Blue”). In some instances, you may obtain care from non-participating healthcare providers. Anthem Blue Cross' payment practices in both instances are described below.

GENERAL PROVISIONS

- **BlueCard® Program.** Under the BlueCard® Program, when you access covered healthcare services within the geographic area served by a Host Blue, Anthem Blue Cross will remain responsible for fulfilling its contractual obligations. However, the Host Blue is responsible for contracting with and generally handling all interactions with its participating healthcare providers.

  Whenever you access covered healthcare services outside Anthem Blue Cross' service area and the claims is processed through the BlueCard® Program, the amount you pay for covered healthcare services, is usually calculated based on the lower of the:

  - The billed covered charges for your covered services, or
  - The negotiated price that the Host Blue makes available to Anthem Blue Cross Life and Health.

  Often, the "negotiated price," will consist of a simple discount which reflects the actual price paid by the Host Blue to your healthcare provider. But 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 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, going forward, also take into account adjustments to correct for over- or underestimation of modifications of past pricing for the types of transaction modifications noted above. However such adjustments will not affect the price Anthem Blue Cross uses for your claim because they will not be applied retroactively to claims already paid.

  Federal law or the law in a small number of states may require the Host Blue to add a surcharge to the calculation. If any federal law or any state law mandates other liability calculation methods, including a surcharge, Anthem would then calculate your liability for any covered healthcare services according to applicable law.

- **Non-Participating Health Care Providers**

  Member Liability Calculation. When covered health care services are provided by non-participating health care providers, the amount you pay for such services will generally be based on either the Host Blue's non-participating health care provider local payment or the pricing arrangements required by applicable state law. In these situations, you may be liable for the difference between the amount that the non-participating health care provider bills and the payment Anthem Blue Cross Life and Health will make for the covered services as set forth in this paragraph.

  Exceptions. In certain situations, Anthem Blue Cross Life and Health may use other payment bases, such as billed covered charges, the payment Anthem Blue Cross Life and Health would make if the health care services had been obtained within California, or a special negotiated payment, as permitted under Inter-Plan Programs Policies, to determine the amount Anthem Blue Cross Life and Health will pay for services rendered by non-participating health care providers. In these situations, you may be liable for the difference between the amount that the non-participating health care provider bills and the payment Anthem Blue Cross Life and Health will make for the covered services as set forth in this paragraph.

  If you obtain services in a state with more than one Blue Plan network, an exclusive network arrangement may be in place. If you see a provider who is not part of an exclusive network arrangement, that provider's services will be considered non-network care, and you may be billed the difference between the charge and the maximum

allowable amount. You may call the customer service number on your ID card or go to www.anthem.com/ca for more information about such arrangements.

Providers available to you through the BlueCard Program have not entered into contracts with Anthem Blue Cross. If you have any questions or complaints about the BlueCard Program, please call Anthem Blue Cross at the customer service telephone number listed on your ID card.

Payment to Providers

The benefits of this plan will be paid directly to Participating Providers, Centers of Medical Excellence and medical transportation providers. Also, we will pay other providers of service directly when you assign benefits in writing. If another party pays for your medical care and you assign benefits in writing, we will pay the benefits of this plan to that party. These payments will fulfill our obligation to you for those covered services.

Exception: Under certain circumstances we will pay the benefits of this plan directly to a provider or third party even without your assignment of benefits in writing. To receive direct payment, the provider or third party must provide Anthem Blue Cross Life and Health the following:

1. Proof of payment of medical services and the provider's itemized bill for such services;
2. If the Insured Employee does not reside with the patient, either a copy of the judicial order requiring the Insured Employee to provide coverage for the patient or a state approved form verifying the existence of such judicial order which would be filed with Anthem Blue Cross Life and Health on an annual basis;
3. If the Insured Employee does not reside with the patient, and if the provider is seeking direct reimbursement, an itemized bill with the signature of the custodian or guardian certifying that the services have been provided and supplying on an annual basis, either a copy of the judicial order requiring the Insured Employee to provide coverage for the patient or a state approved form verifying the existence of such judicial order;
4. The name and address of the person to be reimbursed, the name and policy number of the Insured Employee, the name of the patient, and other necessary information related to the coverage.

Claims Procedures

Properly completed claim forms itemizing the services received and clearly and accurately describing the services or supplies received and the charges must be sent to Anthem Blue Cross Life and Health by the Member or the provider of service. These claim forms must be received by Anthem Blue Cross Life and Health within 90 days of the date services are received. If it is not reasonably possible to submit the claim within that timeframe, an extension of up to 12 months will be allowed. We are not liable for the benefits of the Policy if claims are not filed within this time period. Claim forms must be used; cancelled checks or receipts are not acceptable. To obtain a claim form you or someone on your behalf may call the customer service phone number shown on your ID Card or go to Anthem Blue Cross Life and Health website at www.anthem.com/ca and download and print one.

GENERAL PROVISIONS

Members using Non-Participating Providers must submit bills attached to a claim form to:

Anthem Blue Cross Life and Health Insurance Company
Attn: BC PPO (non-California resident) Plan
State of California (PORAC)
P.O. Box 60007
Los Angeles, CA 90060-0007

If you have any questions regarding your claim, please call the statewide service telephone number:

1-800-288-6928.

Right of Recovery

Whenever payment has been made in error, Anthem Blue Cross Life and Health will have the right to recover such payment from you or, if applicable, the provider, in accordance with applicable laws and regulations. In the event Anthem Blue Cross Life and Health recovers a payment made in error from the provider, except in cases of fraud or misrepresentation on the part of the provider, Anthem Blue Cross Life and Health will only recover such payment from the provider within 365 days of the date Anthem Blue Cross Life and Health made the payment on a claim submitted by the provider. Anthem Blue Cross Life and Health reserves the right to deduct or offset any amounts paid in error from any pending or future claim.

Under certain circumstances, if Anthem Blue Cross Life and Health pays your healthcare provider amounts that are your responsibility, such as deductibles, Co-Payments or co-insurance, Anthem Blue Cross Life and Health may collect such amounts directly from you. You agree that Anthem Blue Cross Life and Health has the right to recover such amounts from you.

Anthem Blue Cross Life and Health has oversight responsibility for compliance with provider and vendor and subcontractor contracts. Anthem Blue Cross Life and Health may enter into a settlement or compromise regarding enforcement of these contracts and may retain any recoveries made from a provider, vendor, or subcontractor resulting from these audits if the return of the overpayment is not feasible.

Anthem Blue Cross Life and Health has established recovery policies to determine which recoveries are to be pursued, when to incur costs and expenses, and whether to settle or compromise recovery amounts. Anthem Blue Cross Life and Health will not pursue recoveries for overpayments if the cost of collection exceeds the overpayment amount. Anthem Blue Cross Life and Health may not provide you with notice of overpayments made by Anthem Blue Cross Life and Health or you if the recovery method makes providing such notice administratively burdensome.

Free Choice of Hospital and Physician

This Evidence of Coverage in no way interferes with the right of any Member entitled to Hospital benefits to select a Hospital of his or her choice. That Member may choose any Physician who holds a valid physician and surgeon's certificate and who is a member of, or acceptable to, the attending staff and board of directors of the Hospital where services are received. The Member may also choose any other health care professional or facility which provides care covered under this plan, and is properly licensed according to appropriate state and local laws. However, that Member's choice may affect the benefits payable according to the terms of the Policy.

Workers' Compensation Insurance

This Evidence of Coverage is not in lieu of and does not affect any requirement of coverage by Workers' Compensation Insurance.

GENERAL PROVISIONS

Non-Regulation of Providers

Benefits provided under this Evidence of Coverage do not regulate the amounts charged by providers of medical care.

Area of Service

The benefits of this Evidence of Coverage are provided for covered services received anywhere in the world.

Benefits Non-Transferable

Only eligible Members are entitled to receive benefits under this Evidence of Coverage. The right to benefits cannot be transferred.

Independent Contractors

All providers are independent contractors. Anthem Blue Cross Life and Health is not liable for any claim or demand of damages connected with any injury resulting from any treatment.

Clerical Error

No clerical error on the part of the Employer or Anthem Blue Cross Life and Health shall operate to defeat any of the rights, privileges or benefits of any Member.

Grievance Procedure

Anthem Blue Cross Life and Health has established and will maintain a grievance procedure comprised of at least two levels.

Right to Receive and Release Information

For the purpose of enforcing or interpreting the Policy, or participating in resolving any matter in dispute in regard to the Policy, Anthem Blue Cross Life and Health, the Board, or any person covered under this plan agrees, subject to statutory requirements, to share all relevant information with any other party. Such information may only be used in determining the disputed matter, and shall not be further disclosed without the consent of the person(s) to whom the information pertains. Any exchange of information pursuant to this section, for the limited purposes of the section, shall not be deemed a breach of any person's right of privacy.

Member Cooperation

By virtue of the agreement with CalPERS, Members agree to: (a) take action, furnish help and information, and execute instruments required to enforce our rights as set forth in the Policy; (b) take no action to harm our rights or interests; and (c) tell Anthem Blue Cross Life and Health of circumstances that may give rise to our rights.

GENERAL PROVISIONS

Nondiscrimination. No person who is eligible to enroll will be refused enrollment based on health status, health care needs, genetic information, previous medical information, disability, sexual orientation or identity, gender, or age.

Protection of Coverage

Anthem Blue Cross Life and Health does not have the right to cancel the coverage of any Member under the Policy while:

A. The Policy is still in effect, and

B. The Member is still eligible, and

C. The Member's premium charges are paid according to the terms of the Policy.

Providing of Care

Anthem Blue Cross Life and Health is not responsible for providing any type of hospital, medical or similar care.

Terms of Coverage

A. In order for a Member to be entitled to benefits under the Policy, both the Policy and the Member's coverage under the Policy must be in effect on the date the expense giving rise to a claim for benefits is incurred.

B. The benefits to which a Member may be entitled will depend on the terms of coverage in effect on the date the expense is incurred. An expense is incurred on the date the Member receives the service or supply for which the charge is made.

C. The Policy is subject to amendment, modification or termination according to the provisions of the Policy without the consent or concurrence of Members.

Right to Receive Benefit

There is no vested right to receive any particular benefit set forth in the plan. Plan benefits may be modified. Any modified benefit (such as the elimination of a particular benefit or an increase in the Member's Co-Payment) applies to services or supplies furnished on or after the effective date of the modification.

Entire Contract

This Evidence of Coverage, including any amendments and endorsements to it, is a summary of your benefits. It replaces any older Evidence of Coverages issued to you for the coverages described in the Summary of Benefits. All benefits are subject in every way to the entire Policy which includes this Evidence of Coverage. The terms of the Policy may be changed only by a written endorsement signed by one of our authorized officers. No agent or employee has any authority to change any of the terms, or waive the provisions of, the Policy.

GENERAL PROVISIONS

Liability For Statements

No statements made by you, unless they appear on a written form signed by you or are fraudulent, will be used to deny a claim under the Policy. Statements made by you will not be deemed warranties. With regard to each statement, no statement will be used by Anthem Blue Cross Life and Health in defense to a claim unless it appears in a written form signed by you and then only if a copy has been furnished to you. After two years following the filing of such claim, if the coverage under which such claim is filed has been in force during that time, no such statement will be used to deny such a claim, unless the statement is fraudulent.

Conformity with Laws

Any provision of the Policy which, on its effective date, is in conflict with the laws of the governing jurisdiction, is hereby amended to conform to the minimum requirements of such laws.

Continuity of Care after Termination of Provider

Subject to the terms and conditions set forth below, we will provide benefits to a Member at the Participating Provider level for covered services (subject to applicable Co-Payments, coinsurance, deductibles and other terms) received from a provider at the time the provider's contract is terminated by a Blue Cross or Blue Shield Plan (unless the provider's contract is terminated for reasons of medical disciplinary cause or reason, fraud, or other criminal activity). This does not apply to a provider who voluntarily terminates his or her contract.

The Member must be under the care of the Participating Provider at the time the provider's contract terminates. The terminated provider must agree in writing to provide services to the Member in accordance with the terms and conditions of his or her agreement with the Blue Cross or Blue Shield plan prior to termination. The provider must also agree in writing to accept the terms and reimbursement rates under his or her agreement with the Blue Cross or Blue Shield plan prior to termination. . If the provider does not agree with these contractual terms and conditions, we are not required to continue the provider's services beyond the contract termination date.

We will provide such benefits for the completion of covered services by a terminated provider only for the following conditions:

1. An acute condition. An acute condition is a medical condition that involves a sudden onset of symptoms due to an illness, injury, or other medical problem that requires prompt medical attention and that has a limited duration. Completion of covered services shall be provided for the duration of the acute condition.

2. A serious chronic condition. A serious chronic condition is a medical condition caused by a disease, illness, or other medical problem or medical disorder that is serious in nature and that persists without full cure or worsens over an extended period of time or requires ongoing treatment to maintain remission or prevent deterioration. Completion of covered services shall be provided for a period of time necessary to complete a course of treatment and to arrange for a safe transfer to another provider, as determined by Anthem Blue Cross Life and Health in consultation with you and the terminated provider and consistent with good professional practice. Completion of covered services shall not exceed twelve (12) months from the time you enroll in this plan.

3. A pregnancy. A pregnancy is the three trimesters of pregnancy and the immediate postpartum period. Completion of covered services shall be provided for the duration of the pregnancy.

4. A terminal illness. A terminal illness is an incurable or irreversible condition that has a high probability of causing death within one (1) year or less. Completion of covered services shall be provided for the duration of the terminal illness.
5. The care of a newborn child between birth and age thirty-six (36) months. Completion of covered services shall not exceed twelve (12) months from the time the child enrolls in this plan.
6. Performance of a surgery or other procedure that we have authorized as part of a documented course of treatment and that has been recommended and documented by the provider to occur within 180 days of the time you enroll in this plan.

Please contact customer service at the telephone number listed on your ID card to request continuity of care or to obtain a copy of the written policy. Eligibility is based on the Member's clinical condition and is not determined by diagnostic classifications. Continuity of care does not provide coverage for services not otherwise covered under the plan.

We will notify you by telephone, and the provider by telephone and facsimile, as to whether or not your request for continuity of care is approved. If approved, you will be financially responsible only for applicable deductibles, coinsurance, and Co-Payments under the plan. Financial arrangements with terminated providers are negotiated on a case-by-case basis. We will request that the terminated provider agree to accept reimbursement and contractual requirements that apply to Participating Providers, including payment terms. If the terminated provider does not agree to accept the same reimbursement and contractual requirements, we are not required to continue that provider's services. If you disagree with our determination regarding continuity of care, you may file a complaint with Anthem Blue Cross Life and Health as described in the COMPLAINT NOTICE.

Financial Arrangements with Providers

Anthem Blue Cross Life and Health or an affiliate has contracts with certain health care providers and suppliers (hereafter referred to together as "Providers") for the provision of and payment for health care services rendered to its Insured Employees and Members entitled to health care benefits under individual certificates and group policies or contracts to which Anthem Blue Cross Life and Health or an affiliate is a party, including all persons covered under the Policy.

Under the above-referenced contracts between Providers and Anthem Blue Cross Life and Health or an affiliate, the negotiated rates paid for certain medical services provided to persons covered under the Policy may differ from the rates paid for persons covered by other types of products or programs offered by Anthem Blue Cross Life and Health or an affiliate for the same medical services. In negotiating the terms of the Policy, PORAC was aware that Anthem Blue Cross Life and Health or its affiliates offer several types of products and programs. The Insured Employees, Family Members and PORAC are entitled to receive the benefits of only those discounts, payments, settlements, incentives, adjustments and/or allowances specifically set forth in the Policy.

Also, under arrangements with some Providers certain discounts, payments, rebates, settlements, incentives, adjustments and/or allowances, including, but not limited to, pharmacy rebates, may be based on aggregate payments made by Anthem Blue Cross Life and Health or an affiliate in respect to all health care services rendered to all persons who have coverage through a program provided or administered by Anthem Blue Cross Life and Health or an affiliate. They are not attributed to specific claims or plans and do not inure to the benefit of any covered individual or group, but may be considered by Anthem Blue Cross Life and Health or an affiliate in determining its fees or subscription charges or premiums.

GENERAL PROVISIONS

Voluntary Clinical Quality Programs. Anthem Blue Cross Life and Health may offer additional opportunities to assist you in obtaining certain covered preventive or other care (e.g., well child check-ups or certain laboratory screening tests) that you have not received in the recommended timeframe. These opportunities are called voluntary clinical quality programs. They are designed to encourage you to get certain care when you need it and are separate from covered services under your plan. These programs are not guaranteed and could be discontinued at any time. Anthem Blue Cross Life and Health will give you the choice and if you choose to participate in one of these programs, and obtain the recommended care within the program's timeframe, you may receive incentives such as gift cards or retailer coupons, which we encourage you to use for health and wellness related activities or items. Under other clinical quality programs, you may receive a home test kit that allows you to collect the specimen for certain covered laboratory tests at home and mail it to the laboratory for processing. You may also be offered a home visit appointment to collect such specimens and complete biometric screenings. You may need to pay any cost shares that normally apply to such covered laboratory tests (e.g., those applicable to the laboratory processing fee) but will not need to pay for the home test kit or the home visit. If you have any questions about whether receipt of a gift card or retailer coupon results in taxable income to you, we recommend that you consult your tax advisor.

Voluntary Wellness Incentive Programs. Anthem Blue Cross Life and Health may offer health or fitness related program options for purchase by PORAC to help you achieve your best health. These programs are not covered services under your plan, but are separate components, which are not guaranteed under this plan and could be discontinued at any time. If PORAC has selected one of these options to make available to all employees, you may receive incentives such as gift cards by participating in or completing such voluntary wellness promotion programs as health assessments, weight management or tobacco cessation coaching. Under other options PORAC may select, you may receive such incentives by achieving specified standards based on health factors under wellness programs that comply with applicable law. If you think you might be unable to meet the standard, you might qualify for an opportunity to earn the same reward by different means. You may contact customer service number on your ID card and Anthem Blue Cross Life and Health will work with you (and, if you wish, your Physician) to find a wellness program with the same reward that is right for you in light of your health status. If you receive a gift card as a wellness reward and use it for purposes other than for qualified medical expenses, this may result in taxable income to you. For additional guidance, please consult your tax advisor.

GENERAL INFORMATION

Information pertaining to eligibility, enrollment, cancellation or termination of insurance, Individual Continuation of Benefits, etc., is found in the informational pamphlet entitled *CalPERS Health Program Guide*. This pamphlet is prepared by CalPERS in Sacramento, California. To receive a copy of this pamphlet, contact your employing office, or you may request a copy online by visiting the CalPERS Web site at www.calpers.ca.gov or by calling CalPERS at **888 CalPERS** (or **888**-225-7377).

Remember, it is your responsibility to stay informed about your health plan coverage. If you have any questions, consult your Health Benefits Officer in your agency or the retirement system from which you receive your allowance, or write to CalPERS Member Account Management Division at P.O. Box 942715, Sacramento, CA 94229-2715, or telephone the appropriate number shown below:

CalPERS Customer Service

Toll free number ---	**888 CalPERS** (or **888**-225-7377)
Fax number ---	(800) 959-6545
TTY ---	(877) 249-7442

Direct Payment of Dues

If you arrange for direct payment of dues, send your payment, together with Form HBD 21 to Anthem Blue Cross Life and Health Insurance Company, Attn: CalPERS BC PPO (non-California resident) Membership & Billing, P.O. Box 629, Woodland Hills, CA 91365. Be sure to include your identification number with your payment. For further details, see the CalPERS Health Program Guide.

CLAIMS REVIEW / GRIEVANCE PROCEDURES

Anthem Blue Cross Life and Health wants your experience with them to be as positive as possible. There may be times, however, when you have a complaint, problem or question about your plan or a service you have received. If you have a question or complaint, you may telephone Anthem Blue Cross Life and Health at 800-288-6928 or send a written request to Anthem Blue Cross Life and Health at P.O. Box 60007, Los Angeles, CA 90060-0007, Attn: PORAC Unit. Anthem Blue Cross Life and Health's customer service staff will answer your questions or assist you in resolving your issue.

The plan provides that treatment or service must be Medically Necessary and be covered by this plan. The fact that your attending Physician may prescribe, order, recommend or approve a service or treatment does not, of itself, make it Medically Necessary or make the service or treatment an allowable expense, even if it is not specifically listed in the Evidence of Coverage as an exclusion. Anthem Blue Cross Life and Health has the responsibility for determining whether claims are payable. A practicing physician-consultant retained by Anthem Blue Cross Life and Health must agree if the denial is based on the lack of medical necessity. The practicing physician-consultant shall have the background appropriate to the clinical issues in questions.

Action on your claim, including any denial, will be given in writing, including the reason for any denial.

NOTE: You should use the following Anthem Blue Cross Life and Health grievance procedures for disputes over coverage and/or benefits, or if you are dissatisfied with the quality of care or your access to care. For matters of eligibility, you should contact CalPERS Member Account Management Division, P.O. Box 942715, Sacramento, CA, 94229-2715.

The following procedures shall be used to resolve a dispute:

1. Objection to Claims Processing or Denial

If you do not agree with the action Anthem Blue Cross Life and Health has taken on your claim, either you or your attending physician, acting as your authorized representative, may request reconsideration. To request reconsideration you may telephone Anthem Blue Cross Life and Health at 800-288-6928 or send a written request to Anthem Blue Cross Life and Health Insurance Company at P.O. Box 60007, Los Angeles, CA 90060-0007, Attn: PORAC Unit. Anthem Blue Cross Life and Health's customer service staff will answer your questions or assist you in resolving your issue.

If you are not satisfied with the resolution based on your initial inquiry, you may request a copy of the Plan Grievance Form from the customer service representative. You may complete and return the form to Anthem Blue Cross Life and Health, or ask the customer service representative to complete the form for you over the telephone. You may also submit a grievance online or print the Plan Grievance Form by accessing the Web site at www.anthem.com/ca. You must submit your grievance to Anthem Blue Cross Life and Health no later than 180 days following the date you receive a denial notice from Anthem Blue Cross Life and Health or any other incident or action with which you are dissatisfied. Your issue will then become part of Anthem Blue Cross Life and Health's formal grievance process and will be resolved accordingly.

All grievances received by Anthem Blue Cross Life and Health will be acknowledged in writing, together with a description of how Anthem Blue Cross Life and Health proposes to resolve the grievance. After Anthem Blue Cross Life and Health has reviewed your grievance, you will be sent a written statement on its resolution within 30 days. If your case involves an imminent threat to your health, including, but not limited to, the potential loss of life, limb, or major bodily function, review of your grievance will be expedited and resolved within three days.

CLAIMS REVIEW / GRIEVANCE PROCEDURES

If you have questions or concerns about your outpatient Prescription Drug coverage, you may call the Pharmacy Customer Service number listed on your ID card. If you are dissatisfied with the resolution of your inquiry and want to file a grievance, you may write to Anthem Blue Cross Life and Health at the address listed above and follow the formal grievance process.

2. Special Independent Medical Reviews

A. Objection to Denial of Experimental or Investigational Treatment. If coverage for a proposed treatment is denied because Anthem Blue Cross Life and Health determines that the treatment is Experimental or Investigational, you may ask that the denial be reviewed by an external independent medical review organization contracting with the California Department of Insurance ("CDI"). Your request for this review may be submitted to the CDI. You pay no application or processing fees of any kind for this review. You have the right to provide information in support of your request for review. A decision not to participate in this review process may cause you to forfeit any statutory right to pursue legal action against Anthem Blue Cross Life and Health regarding the disputed health care service. Anthem Blue Cross Life and Health will send you an application form and an addressed envelope for you to use to request this review with any grievance disposition letter denying coverage for this reason. To request this review, please call or write to Anthem Blue Cross Life and Health at the location shown above under item 1. To qualify for this review, all of the following conditions must be met:

1. You have a life-threatening or seriously debilitating condition, described as follows:
   - A life-threatening condition is a condition or disease where the likelihood of death is high unless the course of the disease is interrupted or a condition or disease with a potentially fatal outcome where the end point of clinical intervention is the patient's survival.
   - A seriously debilitating condition is a disease or condition that causes major, irreversible morbidity.
2. Your physician must certify that either (a) standard treatment has not been effective in improving your condition, (b) standard treatment is not medically appropriate, or (c) there is no more beneficial standard treatment covered by this plan than the proposed treatment.
3. The proposed treatment must be recommended by either (a) a Participating Provider or (b) a board certified or board eligible Physician qualified to treat you who certifies in writing that the proposed treatment is more likely to be beneficial than standard treatment. This certification must include a statement of the evidence relied upon.
4. If this review is requested either by you or by a qualified Non-Participating Provider (as described above), the requestor must supply two items of acceptable medical and scientific evidence. This evidence consists of the following sources:
   a) Peer-reviewed scientific studies published in or accepted for publication by medical journals that meet nationally recognized standards;
   b) Medical literature meeting the criteria of the National Institutes of Health's National Library of Medicine for indexing in Index Medicus, Excerpta Medicus (EMBASE), Medline, and MEDLARS database of Health Services Technology Assessment Research (HSTAR);
   c) Medical journals recognized by the Secretary of Health and Human Services, under Section 1861(t)(2) of the Social Security Act;

d) Either of the following: (i) The American Hospital Formulary Services Drug Information, or (ii) the American Dental Association Accepted Dental Therapeutics;

e) Any of the following references, if recognized by the federal Centers for Medicare and Medicaid Services as part of an anticancer chemotherapeutic regimen: (i) the Elsevier Gold Standard's Clinical Pharmacology, (ii) the National Comprehensive Cancer Network Drug and Biologics Compendium, or (iii) the Thomson Micromedex DrugDex;

f) Findings, studies or research conducted by or under the auspices of federal governmental agencies and nationally recognized federal research institutes, including the Federal Agency for Health Care Policy and Research, National Institutes of Health, National Cancer Institute, National Academy of Sciences, Centers for Medicare and Medicaid Services, Congressional Office of Technology Assessment, and any national board recognized by the National Institutes of Health for the purpose of evaluating the medical value of health services; and

g) Peer reviewed abstracts accepted for presentation at major medical association meetings.

In all cases, the certification must include a statement of the evidence relied upon.

You are not required to go through Anthem Blue Cross Life and Health's grievance process for more than 30 days. If your grievance needs expedited review, you are not required to go through Anthem Blue Cross Life and Health's grievance process for more than three days.

You must request this review within six months of the date you receive a denial notice from Anthem Blue Cross Life and Health in response to your grievance, or from the end of the 30 day or three day grievance period if your case involves an imminent threat to your health, whichever applies. This application deadline may be extended by the CDI for good cause.

Within three business days of receiving notice of your request for review Anthem Blue Cross Life and Health will send the reviewing panel all relevant medical records and documents in their possession, as well as any additional information submitted by you or your Physician. Any newly developed or discovered relevant medical records identified by Anthem Blue Cross Life and Health or by a Participating Provider after the initial documents are sent will be immediately forwarded to the reviewing panel. The external independent review organization will complete its review and render its opinion within 30 days of its receipt of request for review (or within seven days if your Physician determines that the proposed treatment would be significantly less effective if not provided promptly). This timeframe may be extended by up to three days for any delay in receiving necessary records.

B. Independent Medical Review of Grievances Involving a Disputed Health Care Service

You may request an independent medical review (IMR) of disputed health care services from the California Department of Insurance (CDI) if you believe that we have improperly denied, modified, or delayed health care services. A "disputed health care service" is any health care service eligible for coverage and payment under your plan that has been denied, modified, or delayed by Anthem Blue Cross Life and Health, in whole or in part because the service is not Medically Necessary.

The IMR process is in addition to any other procedures or remedies that may be available to you. You pay no application or processing fees of any kind for IMR. You have the right to provide information in support of the request for IMR. We must provide you with an IMR application form with any grievance disposition letter that denies, modifies, or delays health care services. A decision not to participate in the IMR process may cause you

to forfeit any statutory right to pursue legal action against Anthem Blue Cross Life and Health regarding the disputed health care service.

Eligibility: The CDI will review your application for IMR to confirm that:

1. (a) Your provider has recommended a health care service as Medically Necessary, or

   (b) You have received urgent care or Emergency Care that a provider determined was Medically Necessary, or

   (c) You have been seen by a Participating Provider for the diagnosis or treatment of the medical condition for which you seek independent review;

2. The disputed health care service has been denied, modified, or delayed by Anthem Blue Cross Life and Health, based in whole or in part on a decision that the health care service is not Medically Necessary; and

3. You have filed a grievance with Anthem Blue Cross Life and Health and the disputed decision is upheld or the grievance remains unresolved after 30 days. If your grievance requires expedited review, you may bring it immediately to the CDI's attention. The CDI may waive the requirement that you follow our grievance process in extraordinary and compelling cases.

You must apply for IMR within six months of the date you receive a denial notice from Anthem Blue Cross in response to your grievance or from the end of the 30 day or three day grievance period, whichever applies. This application deadline may be extended by the CDI for good cause.

If your case is eligible for IMR, the dispute will be submitted to a medical specialist who will make an independent determination of whether or not the care is Medically Necessary. You will receive a copy of the assessment made in your case. If the IMR determines the service is Medically Necessary, Anthem Blue Cross Life and Health will provide benefits for the health care service.

For non-urgent cases, the IMR organization designated by the CDI must provide its determination within 30 days of receipt of your application and supporting documents. For urgent cases involving an imminent and serious threat to your health, including, but not limited to, serious pain, the potential loss of life, limb, or major bodily function, or the immediate and serious deterioration of your health, the IMR organization must provide its determination within three business days.

For more information regarding the IMR process or to request an application form, please call Anthem Blue Cross Life and Health at 800-288-6928.

3. Time Limits for Filling an Objection

The reconsideration request must be made within 60 days of the denial of your claim and must give the reasons you believe the claim should be paid.

4. Time Limit for Anthem Blue Cross Life and Health Review of Objection

Anthem Blue Cross Life and Health will acknowledge receipt of a complaint by written notice to the complainant within 20 days. Anthem Blue Cross Life and Health will then either affirm or resolve the denial within 30 days. If your case involves an imminent threat to your health, including, but not limited to, the potential loss of life, limb, or major bodily function, review of your grievance will be expedited.

CLAIMS REVIEW / GRIEVANCE PROCEDURES

If Anthem Blue Cross Life and Health affirms the denial or fails to respond within 30 days after receiving your request for review and you still disagree, you may proceed to either item 6 or item 7 below.

5. Instructions for Grievances Regarding Coverage, Disputed Health Care Services, Eligibility, Malpractice and Bad Faith:

Coverage grievances: If you have followed the grievance procedures on the previous pages and are still dissatisfied you may proceed to item 6: Administrative Appeal Process or item 7: Binding Arbitration in the alternative. If your coverage dispute is within the jurisdictional limits of Small Claims Court, you may proceed through that court.

Note: CalPERS has no authority to rule over issues of medical malpractice or involving allegations of bad faith.

Disputed Health Care Service grievances: A disputed health care service grievance concerns any health care service eligible for coverage and payment under this Evidence of Coverage booklet that has been denied, modified, or delayed in whole or in part due to a finding that the service is not Medically Necessary. A decision regarding a disputed health care service relates to the practice of medicine and is not a coverage grievance, and includes decisions as to whether a particular service is experimental or investigational.

If you are still dissatisfied after you have followed the grievance procedures on pages 96 through 98 and received a response regarding the grievance filed with the California Department of Insurance (See Independent Medical Review of Grievances Involving a Disputed Health Care Service on pages 98 & 99), you may proceed to item 6. CalPERS Administrative Appeal Process, or item 7. Binding Arbitration is the alternative. If your coverage dispute is within the jurisdictional limits of Small Claims Court, you may proceed through that court.

Note: CalPERS has no authority to rule over issues of medical malpractice or involving allegations of bad faith.

Eligibility grievances: These issues should always be referred directly to CalPERS at the address noted on page 96.

Malpractice grievances: Claims of malpractice should be taken up directly with the provider(s) of medical care.

Bad faith grievances: You must proceed to item 7: Binding Arbitration for claims for benefits involving charges of bad faith.

6. CalPERS Administrative Appeal Process

If you remain dissatisfied after exhausting the Anthem Blue Cross Life and Health's denial of coverage grievance process for benefit decisions and the Independent Medical Review in cases, you may submit a request for CalPERS Administrative Review. The California Code of Regulations, Title 2, Section 599.518 requires that you exhaust Anthem Blue Cross Life and Health's internal grievance process, and the Independent Medical Review process, when applicable, prior to submitting a request for CalPERS Administrative Review. Only eligibility grievances and coverage grievances which concern the denial or approval of health care services substantially based on a finding that the provision of a particular service is included or excluded as a covered benefit under the Evidence of Coverage booklet may be appealed directly to CalPERS. CalPERS staff will conduct an administrative review upon your appeal of Anthem Blue Cross Life and Health's denial of coverage grievance. Your written appeal must be submitted to CalPERS within 30 days of the postmark date of Anthem Blue Cross Life and Health's letter of denial following your grievance.

CLAIMS REVIEW / GRIEVANCE PROCEDURES

If the dispute remains unresolved during the administrative review process, the matter may then proceed to an Administrative Hearing. During the Administrative Hearing, evidence and testimony will be presented to an Administrative Law Judge. As an alternative to this hearing, you may have recourse to Binding Arbitration. **Note: You must choose between the Administrative Hearing and Binding Arbitration. You may not take the same grievance through both procedures.** You may withdraw your appeal to CalPERS at any time, and proceed to item 7: Binding Arbitration.

To file for an Administrative Hearing, please contact CalPERS Health Plan Administration Division, Health Appeals Coordinator, P.O. Box 1953, Sacramento, CA, 95812-1953 or call CalPERS at **888 CalPERS** (or **888**-225-7377) for information.

7. Binding Arbitration (Small Claims Court)

If you do not use item 6, or if it does not apply, binding arbitration is the final step in resolving your grievance. Any dispute or claim, of whatever nature, arising out of, in connection with, or in relation to this plan or the Policy or breach or rescission thereof, or in relation to care or delivery of care, including any claim based on contract, tort or statute must be resolved by arbitration if the amount sought exceeds the jurisdictional limit of the small claims. Any dispute regarding a claim for damages within the jurisdictional limits of the small claims court will be resolved in such court. **Note: A small claims court judgment cannot be appealed.**

The Federal Arbitration Act shall govern the interpretation and enforcement of all proceedings under this Binding Arbitration provision. To the extent that the Federal Arbitration Act is inapplicable, or is held not to require arbitration of a particular claim, state law governing agreements to arbitrate will apply.

The Member and Anthem Blue Cross Life and Health agree to be bound by these arbitration provisions and acknowledge that they are giving up their right to trial by jury for bother medical malpractice claims and any other disputes.

The Member and Anthem Blue Cross Life and Health agree to give up the right to participate in class arbitrations against each other. Even if applicable law permits class actions or class arbitrations, the Member waives any right to pursue, on a class basis, any such controversy or claim against Anthem Blue Cross Life and Health and Anthem Blue Cross Life and Health waives any right to pursue on a class basis any such controversy or claim against the Member.

The arbitration findings will be final and binding except to the extent that state or federal law provides for the judicial review of arbitration proceedings.

The arbitration is initiated by the Member making written demand on Anthem Blue Cross Life and Health. The arbitration will be conducted by Judicial Arbitration and Mediation Services ("JAMS"), according to its applicable Rules and Procedures. If for any reason JAMS is unavailable to conduct the arbitration, the arbitration will be conducted by another neutral arbitration entity, by agreement of the Member and Anthem Blue Cross Life and Health, or by order of the court, if the Member and Anthem Blue Cross Life and Health cannot agree.

CLAIMS REVIEW / GRIEVANCE PROCEDURES

The costs of the arbitration will be allocated per the JAMS Policy on Consumer Arbitrations. If the arbitration is not conducted by JAMS, the costs will be shared equally by the parties, except in cases of extreme financial hardship, upon application to the neutral arbitration entity to which the parties have agreed, in which cases, Anthem Blue Cross Life and Health will assume all or a portion of the costs of the arbitration.

Questions about your right of appeal, all notices required of you to initiate these rights and any demand for arbitration not available through the local medical society should be directed to Anthem Blue Cross Life and Health Insurance Company, P.O. Box 60007, Los Angeles, CA 90060-0007, Attn: Claims Appeal Department.

GENERAL DEFINITIONS

When any of the following terms are capitalized in this Evidence of Coverage, they will have the meaning below. This section should be read carefully. Defined terms have the same meaning throughout this Evidence of Coverage.

Accidental Injury is physical harm or disability which is the result of a specific unexpected incident caused by an outside force. The physical harm or disability must have occurred at an identifiable time and place. Accidental Injury does not include illness or infection, except infection of a cut or wound.

Act means the Public Employees' Medical and Hospital Care Act (Part 5, Division 5, Title 2 of the Government Code of State of California).

An **Alternative Birth Center** is a birth facility designed to provide a homelike atmosphere without sacrificing the necessary safeguards to the mother and/or infant if an unexpected complication occurs. The facility must be approved by Anthem Blue Cross Life and Health and licensed according to state and local laws. A list of approved Alternative Birth Centers will be sent on request.

An **Ambulatory Surgical Center** is an outpatient surgical facility which may either be freestanding or located on the same grounds as a Hospital. It must be licensed separately as an outpatient clinic according to state and local laws and must meet all requirements of an outpatient clinic providing surgical services. It must also meet accreditation standards of the Joint Commission on Accreditation of Health Care Organizations or the Accreditation Association of Ambulatory Health Care.

Anniversary Date is the first day of each contract term.

Annuitant is defined in accordance with the definition currently in effect in the Act and Regulations.

Authorized referral occurs when you, because of your medical needs, require the services of a specialist who is a Non-Participating Provider, or require special services or facilities not available at a contracting hospital, but only when the referral has been authorized by Anthem Blue Cross Life and Health before services are rendered and when the following conditions are met:

- There is no Participating Provider who practices in the appropriate specialty, or there is no contracting hospital which provides the required services, or which has the necessary facilities;
- That meets the adequacy and accessibility requirements of state or federal law; and
- You are referred to a Hospital or Physician that does not have an agreement with Anthem Blue Cross Life and Health for a covered service by the Physician who is a Participating Provider.

You or your Physician must call the toll-free telephone number printed on your identification card prior to scheduling an admission to, or receiving the services of, a Non-Participating Provider.

Blue Distinction Centers for Specialty Care (BDCSC) are health care providers designated by us as a selected facility for specified medical services. A provider participating in a BDCSC network has an agreement in effect with us at the time services are rendered or is available through our affiliate companies or our relationship with the Blue Cross and Blue Shield Association. BDCSC agree to accept the Maximum allowed Amount as payment in full for covered services. A Participating Provider in the Blue Cross and/or Blue Shield Plan is not necessarily a BDCSC facility.

GENERAL DEFINITIONS

Board means the Board of Administration of the Public Employees' Retirement System, State of California.

A **Brand Name Prescription Drug (Brand Name Drug)** is a Prescription Drug that has been patented and is only produced by one manufacturer.

Centers of Medical Excellence (CME) are health care providers designated by Anthem Blue Cross Life and Health as a selected facility for specified medical services. A provider participating in a CME network has an agreement in effect with Anthem Blue Cross Life and Health at the time services are rendered or is available through Anthem Blue Cross Life and Health's affiliate companies or Anthem Blue Cross Life and Health's relationship with the Blue Cross and Blue Shield Association. CME agree to accept the Maximum Allowed Amount as payment in full for covered services. A Participating Provider in the Blue Cross and/or Blue Shield Plan is not necessarily a CME.

Compound Medication is a mixture of Prescription Drugs and other ingredients wherein one or more ingredients are FDA-approved, a prescription is required to dispense, and the compound medication is not essentially the same as an FDA-approved product from a drug manufacturer.

A **Co-Payment (Co-Pay)** is the amount that a Member is required to pay for specific covered services.

Cosmetic Surgery is performed solely for beautification or to alter or reshape normal (including aged) structures or tissues of the body to improve the appearance of the individual.

Custodial Care means care that is provided primarily for the maintenance of the patient or that is designed essentially to assist the patient in meeting his or her activities of daily living and which is not primarily provided for its therapeutic value in the treatment of sickness or accidental bodily injury. Custodial Care includes, but is not limited to, help in walking, bathing, dressing, feeding by utensil, tube or gastrostomy, suctioning, preparation of special diets, and supervision over self-administration of medication not requiring the constant attention of trained medical personnel.

If Medically Necessary, benefits will be provided for feeding (by tube or gastrostomy) and suctioning.

Day Treatment Center is an outpatient psychiatric facility which is part of or affiliated with a Hospital. It must be licensed according to state and local laws to provide outpatient care and treatment of Mental or Nervous Disorders or substance abuse under the supervision of Physicians.

A **Dependent** is an Employee's spouse, domestic partner, as defined in California Government Code section 22770, or child, as defined in Title 2, California Code of Regulations, Section 599.500.

Drug means a Drug approved by the federal Food and Drug Administration (FDA) for general use by the public which requires a prescription before it can be obtained. For the purpose of this plan, insulin and niacin for lowering cholesterol will be considered a Prescription Drug.

Durable Medical Equipment and medical devices when the equipment meets the following criteria:

— is meant for repeated use and is not disposable;
— is used for a medical purpose and is of no further use when medical needs ends;
— is meant for use outside a medical facility;
— is only for the use of the patient;
— is made to serve a medical; and

— is ordered by a provider.

The term **Effective Date** means the date of the Policy or the date on which the Member's coverage starts, whichever occurs last.

Emergency means a sudden, serious and unexpected acute illness, injury or condition (including without limitation sudden and unexpected severe pain) or a Psychiatric Emergency Medical Condition, which the Member reasonably perceives, could permanently endanger health if medical treatment is not received immediately. Final determination as to whether services were rendered in connection with an Emergency will rest solely with Anthem Blue Cross Life and Health.

Emergency Care is the initial treatment of a medical or psychiatric Emergency.

Employee is defined in accordance with the definition currently in effect in the Act and Regulations.

Employer means the state, and any contracting agency or other entity which has elected to join the Public Employees' Medical and Hospital Care Act.

An **Experimental** procedure is any treatment, therapy, procedure, drug or drug usage, facility or facility usage, equipment or equipment usage, device or device usage, or supply which is mainly limited to laboratory and/or animal research.

Family Member means the spouse and children of an Employee or Annuitant who qualify under Articles 1 and 5 of the Act and Sections 599.500, 599.501 and 599.502 of the Regulations. In addition, a Family Member shall include a Domestic Partner as defined in Section 22770 of the Act.

Formulary Drug is a Drug listed on the Prescription Drug Formulary.

A **Generic Prescription Drug (Generic Drug)** is a pharmaceutical equivalent of one or more Brand Name Drugs and must be approved by the FDA as meeting the same standards of safety, purity, strength, and effectiveness as the Brand Name Drug.

Home Health Care is Physician-directed professional, technical and related medical and personal care service provided in the Member's home, on a visiting or part-time basis, by a Home Health Agency.

Home Health Agencies (Home Health Agencies) are Home Health Care providers which are licensed according to state and local laws to provide skilled nursing and other services on a visiting basis in the Member's home. They must be recognized as Home Health Care providers under Medicare.

Home Infusion Therapy Provider is a provider licensed according to state and local laws as a pharmacy, and must be either certified as a home health care provider by Medicare, or accredited as a home pharmacy by the Joint Commission on Accreditation of Health Care Organizations.

Hospice means a public agency or private organization that provides a specialized form of interdisciplinary health care that provides palliative care (pain control and symptom relief) and alleviates the physical, emotional, social and spiritual discomforts of a terminally ill person, as well as providing supportive care to the primary caregiver and the patient’s family. Care may be provided on a home-based or Inpatient basis, or both. The Hospice administering the Hospice Care Program must be approved by Anthem Blue Cross Life and Health. A list of approved Hospices will be sent on request.

GENERAL DEFINITIONS

A **Hospice Care Program** is a program administered by a Hospice for symptom management and supportive services to terminally ill people and their families.

A **Hospital** is a facility which provides diagnosis, treatment and care of persons who need acute Inpatient Hospital care under the supervision of Physicians. It must be licensed as a general acute care Hospital according to state and local laws. It must also be registered as a general Hospital by the American Hospital Association and meet accreditation standards of the Joint Commission on Accreditation of Health Care Organizations.

For the limited purpose of Inpatient care, the definition of hospital also includes: (1) Psychiatric Health Facilities (only for the acute phase of a Mental of Nervous Disorder or substance abuse), and (2) Residential Treatment Centers.

Infertility is (1) the presence of a condition recognized by a Physician as the cause of infertility, or (2) the inability to conceive a pregnancy or carry a pregnancy to a live birth after a year or more of regular sexual relations without contraception or after 3 cycles of artificial insemination.

Inpatient is a member who is treated as a registered bed patient in a Hospital and for whom a room and board charge is made.

Insured employee means the person enrolled hereunder who is responsible for payment to Anthem Blue Cross Life and Health, and whose employment or other status, except family dependency, is the basis for eligibility for enrollment under the Policy. Insured Employees must be members of the Peace Officers Research Association of California (PORAC).

An **Investigational** procedure is a treatment, therapy, procedure, drug or drug usage, facility or facility usage, equipment or equipment usage, device or device usage or supply which may have progressed to limited use on humans, but which is not widely accepted as a proven and effective procedure within the organized medical community.

Maximum allowed amount is the maximum amount of reimbursement we will allow for covered medical services and supplies under this plan. See YOUR MEDICAL BENEFITS: MAXIMUM ALLOWED AMOUNT.

Medically Necessary procedures, supplies, equipment or services are those considered to be:

1. Appropriate and necessary for the diagnosis or treatment of the medical condition;
2. Clinically appropriate in terms of type, frequency, extent, site and duration and considered effective for the patient's illness, injury or disease;
3. Provided for the diagnosis or direct care and treatment of the medical condition;
4. Within standards of good medical practice within the organized medical community;
5. Not primarily for your convenience, or for the convenience of your Physician or another provider;
6. Not more costly than an equivalent service or sequence of services that is medically appropriate and is likely to produce equivalent therapeutic or diagnostic results in regards to the diagnosis or treatment of that patient's illness, injury or condition; and
7. The most appropriate procedure, supply, equipment or service which can safely be provided. The most appropriate procedure, supply, equipment or service must satisfy the following requirements:

a. There must be valid scientific evidence demonstrating that the expected health benefits from the procedure, supply, equipment or service are clinically significant and produce a greater likelihood of benefit, without a disproportionately greater risk of harm or complications, for you with the particular medical condition being treated than other possible alternatives; and

b. Generally accepted forms of treatment that are less invasive have been tried and found to be ineffective or are otherwise unsuitable.

Medicare refers to the programs of medical care coverage set forth in Title XVIII of the Social Security Act as amended by Public Law 89-97 or as thereafter amended.

Member means any Employee, Annuitant or Family Member enrolled under the Policy.

Mental or Nervous Disorders including substance abuse, for the purposes of this plan, are conditions that are listed in the most current edition of the Diagnostic and Statistical Manual (DSM) of Mental Disorders. Mental or nervous disorders include Severe Mental Disorders as defined in this plan (see definition of "severe mental disorders").

Multi-source brand name drugs are drugs with at least one generic substitute.

A **Non-Participating Pharmacy** is a Pharmacy which does not have a contract in effect with the Pharmacy Benefits Manager at the time services are rendered. In most instances, the Member will be responsible for a larger portion of the pharmaceutical bill when using a Non-Participating Pharmacy.

Non-Participating Provider is one of the following providers which is NOT participating in a Blue Cross and/or Blue Shield Plan at the time services are rendered:

- A Hospital
- A Physician
- An Ambulatory Surgical Center
- A Home Health Agency
- A facility which provides diagnostic imaging services
- A Durable Medical Equipment outlet
- A Skilled Nursing Facility
- A clinical laboratory
- A Home Infusion Therapy Provider
- An urgent care center
- A retail health clinic
- A hospice
- A licensed ambulance company
- A licensed qualified autism service provider

They are not Participating Providers. Remember that the Maximum Allowed Amount may only represent a portion of the amount which a non-participating provider charges for services. See YOUR MEDICAL BENEFITS: MAXIMUM ALLOWED AMOUNT on pages 13-16.

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Open Enrollment Period means a period of time established by the Board during which eligible Employees and Annuitants may enroll in a health benefit plan, add Family Members, or change their enrollment from one health benefit plan to another.

Other health care provider is one of the following providers:

- A certified registered nurse anesthetist
- A blood bank

The provider must be licensed according to state and local laws to provide covered medical services.

Out-of-Pocket Expense is the difference between the Maximum Allowed Amount and Anthem Blue Cross Life and Health's payment. You are responsible to pay Out-of-Pocket Expense until your total out-of-pocket payments in a Year equal the Out-of-Pocket Expense Amount shown in the SUMMARY OF BENEFITS section. Out-of-Pocket Expense Amount does **not** include any amounts exceeding the Maximum Allowed Amount for Non-Participating Providers and Other Health Care Providers, and any other charges which are not considered covered. In addition, outpatient prescription drug copayments do **not** accrue towards the Out-of-Pocket Expense Amount. You will need to meet the separate Prescription Drug Out-of-Pocket Amount show in the SUMMARY OF BENEFITS section.

A **Participating Pharmac**y is a Pharmacy which has a Participating Pharmacy Agreement in effect with the Pharmacy Benefits Manager at the time services are rendered. Call your local Pharmacy to determine whether it is a Participating Pharmacy or call the toll-free customer service telephone number.

Participating provider is one of the following providers which is participating in a Blue Cross and/or Blue Shield Plan at the time services are rendered:

- A Hospital
- A Physician
- An Ambulatory Surgical Center
- A Home Health Agency
- A facility which provides diagnostic imaging services
- A Durable Medical Equipment outlet
- A Skilled Nursing Facility
- A clinical laboratory
- A Home Infusion Therapy Provider
- An urgent care center
- A retail health clinic
- A hospice
- A licensed ambulance company
- A licensed qualified autism service provider

Participating Providers agree to accept the Maximum Allowed Amount as payment for covered services. A directory of Participating Providers is available upon request.

A **Pharmacy** is a licensed retail pharmacy.

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Pharmacy and Therapeutics Process is a process in which health care professionals including nurses, pharmacists, and Physicians determine the clinical appropriateness of Drugs and promote access to quality medications. The process also reviews Drugs to determine the most cost effective use of benefits and advise on programs to help improve care. Our programs include, but are not limited to, Drug utilization programs, prior authorization criteria, therapeutic conversion programs, cross-branded initiatives, and Drug profiling initiatives.

A **Pharmacy Benefits Manager (PBM)** is the entity with which Anthem Blue Cross Life and Health has contracted to administer its prescription drug benefits. The Pharmacy Benefits Manager is an independent contractor and not affiliated with Anthem Blue Cross Life and Health.

Physician means:

1. A doctor of medicine (M.D.) or doctor of osteopathy (D.O.) who is licensed to practice medicine or osteopathy where the care is provided; or

2. One of the following providers, but only when the provider is licensed to practice where the care is provided, is rendering a service within the scope of that license and such license is required to render that service, and is providing a service for which benefits are specified in this booklet:

   - A dentist (D.D.S. or D.M.D.)
   - An optometrist (O.D.)
   - A dispensing optician
   - A podiatrist or chiropodist (D.P.M., D.S.P. or D.S.C.)
   - A licensed clinical psychologist
   - A licensed educational psychologist for the provision of behavioral health treatment services for the treatment of pervasive developmental disorder or autism only
   - A chiropractor (D.C.)
   - An acupuncturist (A.C.)
   - A nurse midwife
   - A nurse practitioner
   - A physician assistant
   - A licensed clinical social worker (L.C.S.W.)
   - A marriage and family therapist (M.F.T.)
   - A licensed professional clinical counselor (L.P.C.C.)*
   - A physical therapist (P.T. or R.P.T.)*
   - A speech pathologist*
   - An audiologist*
   - An occupational therapist (O.T.R.)*
   - A respiratory care practitioner (R.C.P.)*
   - A Psychiatric Mental Health Nurse (R.N.)*
   - Any agency licensed by the state to provide services for the treatment of Mental or Nervous Disorders or substance abuse, when we are required by law to cover those services.

- A registered dietitian (R.D.)* or another nutritional professional* with a master's or higher degree in a field covering clinical nutrition sciences, from a college or university accredited by a regional accreditation agency, who is deemed qualified to provide these services by the referring M.D. or D.O. A registered dietitian or other nutritional professional as described here are covered for the provision of diabetic medical nutrition therapy and nutritional counseling for the treatment of eating disorders such as anorexia nervosa and bulimia nervosa only.

***Note**: The providers indicated by asterisks (*) are covered only by referral of a physician as defined in 1 above.

The **Policy** is the Group Policy entered into by Anthem Blue Cross Life and Health and the Insurance and Benefits Trust of the Peace Officers Research Association of California (PORAC). The Policy is an attachment to the Memorandum of Agreement between PORAC and the Board of Administration of the California Public Employees' Retirement System (CalPERS). The Memorandum of Agreement is on file and available for review in the office of the Insurance and Benefits Trust of PORAC, 4010 Truxel Road, Sacramento, CA 95834, or you may request a copy by writing to PORAC. PORAC will provide a copy of the Memorandum of Agreement for a reasonable duplication charge.

A **Prescription** is a written order or refill notice issued by a licensed prescriber.

Prescription Drug Covered Expense is the expense the Member incurs for a covered Prescription Drug, but not more than the Prescription Drug Maximum Allowed Amount. Expense is incurred on the date the Member receives the service or supply.

The **Prescription Drug Formulary (Formulary)** is a list which we developed of outpatient Prescription Drugs which may be cost-effective, therapeutic choices. Any Participating Pharmacy can assist you in purchasing Drugs listed on the Formulary. The Member may also get information about covered formulary drugs by calling 1-800-700-2541 (or TTY/TDD 1-800-905-9821) or going to our internet website anthem.com/ca.

The **Prescription Drug Maximum Allowed Amount** is the maximum amount Anthem Blue Cross Life and Health will allow for any Drug. The amount is determined by Anthem Blue Cross Life and Health using prescription drug cost information provided to Anthem Blue Cross Life and Health by the Pharmacy Benefits Manager. The amount is subject to change. The Member may determine the Prescription Drug Maximum Allowed Amount of a particular drug by calling 1-800-700-2541 (or TTY/TDD 1-800-905-9821).

Preventive Care Services include routine examinations, screenings, tests, education, and immunizations administered with the intent of preventing future disease, illness, or injury. Services are considered preventive if the Member has no current symptoms or prior history of a medical condition associated with that screening or service. These services shall meet requirements as determined by federal and state law. Sources for determining which services are recommended include the following:

1. Services with an "A" or "B" rating from the United States Preventive Services Task Force (USPSTF);
2. Immunizations recommended by the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention;
3. Preventive care and screenings for infants, children, and adolescents as provided for in the comprehensive guidelines supported by the Health Resources and Services Administration; and
4. Additional preventive care and screening for women provided for in the guidelines supported by the Health Resources and Services Administration.

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The Member may call the customer service number listed on the Member ID card for additional information about services that are covered by this plan as preventive care services. The Member may also refer to the following websites that are maintained by the U.S. Department of Health & Human Services.

https://www.healthcare.gov/what-are-my-preventive-care-benefits

http://www.ahrq.gov

http://www.cdc.gov/vaccines/acip/index.html

Prosthetic Devices are appliances which replace all or part of a function of a permanently inoperative, absent or malfunctioning body part. The term "Prosthetic Devices" includes orthotic devices, rigid or semi-supportive devices which restrict or eliminate motion of a weak or diseased part of the body.

Psychiatric Emergency Medical Condition is a Mental or Nervous Disorder that manifests itself by acute symptoms of sufficient severity that the patient is either (1) an immediate danger to himself or herself or to others, or (2) immediately unable to provide for or utilize food, shelter, or clothing due to the Mental or Nervous Disorder.

Psychiatric Health Facility is an acute 24-hour facility operating within the scope of a state license, or in accordance with a license waiver issued by the State. It must be:

1. Qualified to provide short-term Inpatient treatment according to state law;
2. Accredited by the Joint Commission on Accreditation of Health Care Organizations; and
3. Staffed by an organized medical or professional staff which includes a Physician as medical director.

Psychiatric Mental Health Nurse is a registered nurse (R.N.) who has a master's degree in psychiatric mental health nursing, and is registered as a psychiatric mental health nurse with the state board of registered nurses.

Reconstructive surgery is surgery performed to correct or repair abnormal structures of the body caused by congenital defects, developmental abnormalities, trauma, infection, tumors, or disease to do either of the following: (a) improve function; or (b) create a normal appearance, to the extent possible.

Regulations means the Public Employees' Medical and Hospital Care Act Regulations as adopted by the Board and set forth in Subchapter 3, Chapter 2, Division 1, Title 2 of the California Code of Regulations.

A **Residential Treatment Center** is an Inpatient treatment facility where the patient resides in a modified community environment and follows a comprehensive medical treatment regimen for treatment and rehabilitation as the result of a Mental or Nervous Disorder or substance abuse. The facility must be licensed to provide psychiatric treatment of Mental or Nervous Disorders or rehabilitative treatment of substance abuse according to state and local laws.

A **Retail Health Clinic** is a facility that provides limited basic medical care services to Members on a “walk-in” basis. These clinics normally operate in major pharmacies or retail stores.

Severe Mental Disorders include the following psychiatric diagnoses specified in California Insurance Code Section 10144.5: schizophrenia, schizoaffective disorder, bipolar disorder, major depression, panic disorder, obsessive-compulsive disorder, pervasive developmental disorder or autism, anorexia, and bulimia.

Severe mental disorders also includes serious emotional disturbances of a child as indicated by the presence of one or more mental disorders as identified in the Diagnostic and Statistical Manual (DSM) of Mental Disorders, other than primary substance abuse or developmental disorder, resulting in behavior inappropriate to the child’s age according to expected developmental norms. The child must also meet one or more of the following criteria:

GENERAL DEFINITIONS

1. As a result of the mental disorder, the child has substantial impairment in at least two of the following areas: self-care, school functioning, family relationships, or ability to function in the community and is at risk of being removed from the home or has already been removed from the home or the mental disorder has been present for more than six months or is likely to continue for more than one year without treatment.
2. The child is psychotic, suicidal, or potentially violent.
3. The child meets special education eligibility requirements under California law (Government Code Section 7570).

Single source brand name drugs are drugs with no generic substitute.

A **Skilled Nursing Facility** is a facility which is licensed to operate in accordance with state and local laws pertaining to institutions identified as such and which is listed as such by the American Hospital Association and accredited by the Joint Commission on Accreditation of Health Care Organizations and related facilities, or which is recognized as a Skilled Nursing Facility by the Secretary of Health and Human Services of the United States government pursuant to the Medicare Act.

Special Care Units are special areas of a Hospital which have highly skilled personnel and special equipment for acute conditions that require constant treatment and observation.

Specialty Drugs are typically high-cost, injectable, infused, oral or inhaled medications that generally that generally require close supervision and monitoring of their effect on the patient by a medical professional. Certain specified Specialty Drugs may require special handling, such as temperature controlled packaging and overnight delivery, and therefore, certain specified Specialty Drugs will be required to be obtained through the specialty drug program, unless a Member qualifies for an exception.

A **Stay** is an Inpatient confinement of a Member which begins when the Member is admitted to the facility and ends when the Member is discharged from the facility.

A **Totally Disabled Insured Employee** is one who, because of illness or injury, is unable to work for income in any job for which he or she is qualified or for which he or she becomes qualified by training or experience, and who is in fact unemployed. A **Totally Disabled Annuitant or Family Member** is one who is unable to perform all activities usual for a person of that age.

An **Urgent care center** is a physician's office or a similar facility which meets established ambulatory care criteria and provides medical care outside of a hospital emergency department, usually on an unscheduled, walk-in basis. Urgent care centers are staffed by medical doctors, nurse practitioners and physician assistants primarily for the purpose of treating patients who have an injury or illness that requires immediate care but is not serious enough to warrant a visit to an emergency room.

To find an urgent care center, please call us at the customer service number listed on your ID card or you can also search online using the “Provider Finder” function on our website at www.anthem.com/ca. Please call the Urgent Care Center directly for hours of operation and to verify that the center can help with the specific care that is needed.

A **Year** or **Calendar Year** is a twelve month period starting each January 1 at 12:01 a.m. Pacific Standard Time.

FOR YOUR INFORMATION

YOUR RIGHTS AND RESPONSIBILITIES AS AN ANTHEM BLUE CROSS LIFE AND HEALTH INSURED PERSON

As a Member you have rights and responsibilities when receiving your health care. As your health care partner, Anthem Blue Cross Life and Health wants to make sure your rights are respected while providing your health benefits. That means giving you access to Anthem Blue Cross Life and Health's network health care providers and the information you need to make the best decisions for your health. As a Member, you should also take an active role in your care.

These are your rights and responsibilities:

You have the right to:

- Speak freely and privately with your health care providers about all health care options and treatment needed for your condition, no matter what the cost or whether it is covered under your plan.
- Work with your doctors to make choices about your health care.
- Be treated with respect and dignity.
- Expect Anthem Blue Cross Life and Health to keep your personal health information private by following Anthem's privacy policies, and state and Federal laws, and Anthem Blue Cross Life and Health's privacy policies.
- Get the information you need to help make sure you get the most from your health plan, and share your feedback. This includes information on:
  - Anthem Blue Cross Life and Health's company and services
  - Anthem Blue Cross Life and Health's network of d health care providers
  - Your rights and responsibilities
  - The rules of your health care plan
  - The way your health plan works
- Make a complaint or file an appeal about:
  - Your health plan and any care you receive
  - Any covered service or benefit decision that your health plan makes
- Say no to care, for any condition, sickness or disease, without having an effect on any care you may get in the future. This includes asking your doctor to tell you how that may affect your health now and in the future.
- Get the most up-to-date information from a health care provider about the cause of your illness, your treatment and what may result from it. You can ask for help if you do not understand this information.

You have the responsibility to:

- Read all information about your health benefits and ask for help if you have questions.
- Follow all health plan rules and policies.
- Choose any primary care physician, also called a PCP, who is in Anthem Blue Cross Life and Health's network if your health plan requires it.

FOR YOUR INFORMATION

- Treat all doctors, health care providers, and staff with respect.
- Keep all scheduled appointments. Call your health care provider's office if you may be late or need to cancel.
- Understand your health problems as well as you can and work with your doctors or other health care providers to make a treatment plan that you all agree on.
- Inform your health care providers if you don't understand any type of care you're getting or what they want you to do as part of your care plan.
- Follow the health care plan that you have agreed on with your health care providers.
- Give Anthem Blue Cross Life and Health, your doctors and other health care providers the information needed to help you get the best possible care and all the benefits you are eligible for under your health plan. This may include information about other health insurance benefits you have along with your coverage with us.
- Inform the Customer Service department if you have any changes to your name, address or family members covered under your plan.

If you need more information or would like to contact Anthem Blue Cross Life and Health, please go to www.anthem.com/ca and select "Customer Support>Contact Us", or you may call the customer service number on your ID card.

Anthem Blue Cross Life and Health wants to provide high quality benefits and customer service to our Members. Benefits and coverage for services given under the Plan benefit program are governed by the Evidence of Coverage and not by this Member Rights and Responsibilities statement.

WEB SITE

Information specific to your benefits and claims history are available by calling the 800 number on your identification card. Anthem Blue Cross Life and Health is an affiliate of Anthem Blue Cross. You may use Anthem Blue Cross' Web site to access benefit information, claims payment status, benefit maximum status, participating providers or to order an ID card. Simply log on to www.anthem.com/ca, select "Member", and click the "Register" button on your first visit to establish a User ID and Password to access the personalized and secure MemberAccess Web site. Once registered, simply click the "Login" button and enter your User ID and Password to access the MemberAccess Web site. Anthem Blue Cross Life and Health's privacy statement can also be viewed on the Web site.

SPECIAL NOTICE REGARDING REPRODUCTIVE HEALTH CARE SERVICES

Some hospitals and other providers do not provide one or more of the following services that may be covered under your health plan and that you or your family member might need: family planning; contraceptive services, including emergency contraception; sterilization, including tubal ligation at the time of labor or delivery; infertility treatments, or abortion. You should obtain more information before you select your coverage. Call your respective health care provider, or call Anthem Blue Cross Life and Health at 800-288-6928 to ensure that you can obtain the health care services that you need.

LANGUAGE ASSISTANCE PROGRAM

Anthem Blue Cross Life and Health introduced its Language Assistance Program to provide certain written translation and oral interpretation services to California Members with limited English proficiency.

The Language Assistance Program makes it possible for the Member to access oral interpretation services and certain written materials vital to understanding your health coverage at no additional cost to you.

FOR YOUR INFORMATION

Written materials available for translation include grievance and appeal letters, consent forms, claim denial letters, and explanations of benefits. These materials are available in the following languages:

- Spanish
- Chinese
- Vietnamese
- Korean
- Tagalog

Oral interpretation services are available in additional languages.

The Member may the call customer service number on his or her ID card to request a written or oral translation, to update his or her language preference, to receive future translated documents, or to request interpretation assistance. Anthem Blue Cross Life and Health also sends/receives TDD/TTY messages at **866-333-4823** or by using the National Relay Service through **711**.

For more information about the Language Assistance Program visit www.anthem.com/ca.

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 Physician (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). However, to use certain providers or facilities, or to reduce your out-of-pocket costs, you may be required to obtain pre-certification. For information on pre-certification, please call us at the customer service telephone number listed on your ID card.

STATEMENT OF RIGHTS UNDER THE WOMEN'S HEALTH AND CANCER RIGHTS ACT OF 1998

This plan, as required by the Women's Health and Cancer Rights Act of 1998, provides benefits for mastectomy-related services including all stages of reconstruction and surgery to achieve symmetry between the breasts, prostheses, and complications resulting from a mastectomy (including lymphedema). If you have any questions about this coverage, please call us at the customer service telephone number listed on your ID card.

For claims and customer service, contact:

Anthem Blue Cross Life and Health Insurance Company
P.O. Box 60007
Los Angeles, CA 90060-0007
Attention: PORAC Unit

1-800-288-6928

www.anthem.com/ca

Sponsored by:
Insurance and Benefits Trust of PORAC
4010 Truxel Road
Sacramento, CA 95834-3725

1-800-655-6397

www.porac.org/insurance-and-benefits/

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