



# Benefit Summary

Virginia - Choice Plus  
Traditional with Deductible - 20/500/90% Plan V3M

We want to help you take control and make the most of your health care benefits. That's why we provide convenient services to get your health care questions answered quickly and accurately:

- Check personalized data: Find individualized information on your benefit coverage, check the status of claims, and search for physicians and hospitals using [www.myuhc.com](http://www.myuhc.com)®.
- Researching health information: Find resources by calling Care24<sup>sm</sup> or NurseLine<sup>®</sup> or by logging on to [www.myuhc.com](http://www.myuhc.com).
- Get help: Contact Customer Care at the telephone number on the back of your ID card when you need assistance locating physicians and other health care professionals in your network or when you have coverage or benefit questions.

## PLAN HIGHLIGHTS

| Types of Coverage        | Network Benefits | Non-Network Benefits |
|--------------------------|------------------|----------------------|
| <b>Annual Deductible</b> |                  |                      |
| Individual Deductible    | \$500 per year   | \$1,000 per year     |
| Family Deductible        | \$1,500 per year | \$3,000 per year     |

> Member Copayments do not accumulate towards the Deductible.

| <b>Out-of-Pocket Maximum</b>     |                  |                   |
|----------------------------------|------------------|-------------------|
| Individual Out-of-Pocket Maximum | \$2,500 per year | \$6,000 per year  |
| Family Out-of-Pocket Maximum     | \$7,500 per year | \$12,000 per year |

> The Out-of-Pocket Maximum includes the Annual Deductible.

> Member Copayments do not accumulate towards the Out-of-Pocket Maximum.

| <b>Benefit Plan Coinsurance - The Amount We Pay</b> |                                    |                                    |
|---|------------------------------------|------------------------------------|
|   | 90% after Deductible has been met. | 70% after Deductible has been met. |

| <b>Maximum Policy Benefit</b>  |   |
|--|---|
| The maximum amount we will pay during the entire period of time you are enrolled under the Policy. | Combined Network and Non-Network Maximum of \$5,000,000 per Covered Person. |

| <b>Prescription Drug Benefits</b>                          |
|--|
| Prescription drug benefits are shown under separate cover. |

This Benefit Summary is intended only to highlight your Benefits and should not be relied upon to fully determine your coverage. If this Benefit Summary conflicts in any way with the Certificate of Coverage (COC), the COC shall prevail. It is recommended that you review your COC for an exact description of the services and supplies that are covered, those which are excluded or limited, and other terms and conditions of coverage.

### VAWGLV3M07

| Item#    | Rev. Date  | Benefit Accumulator |
|----------|------------|---------------------|
| 445-4316 | 1107_rev01 | Policy Year         |

UnitedHealthcare Insurance Company

## Information on Benefit Limits

- > The Annual Deductible, Out-of-Pocket Maximum and Benefit limits are calculated on a Policy year basis.
- > All Benefits are reimbursed based on Eligible Expenses. For a definition of Eligible Expenses, please refer to your Certificate of Coverage.
- > When Benefit limits apply, the limit refers to any combination of Network and Non-Network Benefits unless specifically stated in the Benefit category.

## MOST COMMONLY USED BENEFITS

| Types of Coverage   | Network Benefits  | Non-Network Benefits  |
|---|---|---|
| <b>Physician's Office Services - Sickness and Injury</b>  |   |   |
| Primary Physician Office Visit  | 100% after you pay a \$20 Copayment per visit.  | 70% after Deductible has been met.  |
| Specialist Physician Office Visit   | 100% after you pay a \$40 Copayment per visit.  | 70% after Deductible has been met.  |
| > In addition to the visit Copayment, the applicable Copayment or Deductible/Coinsurance applies when these services are done: CT, PET, MRI, Nuclear Medicine; Pharmaceutical Products; Scopic Procedures; Surgery; Therapeutic Treatments. |   |   |
| <b>Preventive Care Services</b>   |   |   |
| Covered Health Services include but are not limited to:   |   |   |
| Primary Physician Office Visit  | 100% Deductible does not apply.   | 70% after Deductible has been met.  |
| Specialist Physician Office Visit   | 100% Deductible does not apply.   |   |
| Lab, X-Ray or other preventive tests  | 100% Deductible does not apply.   |   |
| <b>Urgent Care Center Services</b>  |   |   |
|   | 100% after you pay a \$75 Copayment per visit.  | 70% after Deductible has been met.  |
| > In addition to the visit Copayment, the applicable Copayment or Deductible/Coinsurance applies when these services are done: CT, PET, MRI, Nuclear Medicine; Pharmaceutical Products; Scopic Procedures; Surgery; Therapeutic Treatments. |   |   |
| <b>Emergency Health Services - Outpatient</b>   |   |   |
|   | 100% after you pay a \$150 Copayment per visit.<br><i>Pre-service Notification is required if results in an Inpatient Stay.</i> | 100% after you pay a \$150 Copayment per visit.<br><i>Pre-service Notification is required if results in an Inpatient Stay.</i> |
| <b>Hospital - Inpatient Stay</b>  |   |   |
|   | 90% after Deductible has been met.  | 70% after Deductible has been met.<br><br><i>Pre-service Notification is required.</i>  |

## ADDITIONAL CORE BENEFITS

| Types of Coverage  | Network Benefits   | Non-Network Benefits  |
|--|--|---|
| <b>Ambulance Service - Emergency and Non-Emergency</b>   |  |   |
| Ground Ambulance   | 90% after Deductible has been met.   | 90% after Network Deductible has been met.  |
| Air Ambulance  | 90% after Deductible has been met.   | 90% after Network Deductible has been met.  |
|  | <i>Pre-service Notification is required for Non-Emergency Ambulance.</i>   | <i>Pre-service Notification is required for Non-Emergency Ambulance.</i>  |
| <b>Congenital Heart Disease (CHD) Surgeries</b>  |  |   |
|  | 90% after Deductible has been met.   | 70% after Deductible has been met.  |
|  |  | Benefits are limited to \$30,000 per surgery.   |
|  |  | <i>Pre-service Notification is required.</i>  |
| <b>Dental Services - Accident Only</b>   |  |   |
| Benefits are limited as follows:<br>\$3,000 maximum per year<br>\$900 maximum per tooth  | 90% after Deductible has been met.   | 90% after Network Deductible has been met.  |
|  | <i>Pre-service Notification is required.</i>   | <i>Pre-service Notification is required.</i>  |
| <b>Diabetes Services</b>   |  |   |
| Diabetes Self Management and Training<br>Diabetic Eye Examinations/Foot Care   | Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under each Covered Health Service category in this Benefit Summary.           |   |
| Diabetes Self Management Items   | Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under Durable Medical Equipment and in the Outpatient Prescription Drug Rider |   |
|  |  | <i>Pre-service Notification is required for Durable Medical Equipment and Diabetes Equipment in excess of \$1,000.</i>                |
| <b>Durable Medical Equipment</b>   |  |   |
| Benefits are limited as follows:<br>\$5,000 per year and are limited to a single purchase of a type of Durable Medical Equipment (including repair and replacement) every three years.   | 90% after Deductible has been met.   | 70% after Deductible has been met.<br><i>Pre-service Notification is required for Durable Medical Equipment in excess of \$1,000.</i> |
| <b>Home Health Care</b>  |  |   |
| Benefits are limited as follows:<br>In accordance with Virginia law, coverage is provided for one home visit for a newborn, and an additional visit as prescribed by a Physician and are not subject to the visit maximum.<br>60 visits per year | 90% after Deductible has been met.   | 70% after Deductible has been met.<br><i>Pre-service Notification is required.</i>  |
| <b>Hospice Care</b>  |  |   |
|  | 90% after Deductible has been met.   | 70% after Deductible has been met.<br><i>Pre-service Notification is required for Inpatient stays.</i>                                |

## ADDITIONAL CORE BENEFITS

| Types of Coverage  | Network Benefits  | Non-Network Benefits  |
|--|---|---|
| <b>Lab, X-Ray and Diagnostics - Outpatient</b>   |   |   |
| For Preventive Lab, X-Ray and Diagnostics, refer to the Preventive Care Services category.   | 100% Deductible does not apply.   | 70% after Deductible has been met.  |
| <b>Lab, X-Ray and Major Diagnostics - CT, PET, MRI, MRA and Nuclear Medicine - Outpatient</b>  |   |   |
|  | 90% after Deductible has been met.  | 70% after Deductible has been met.  |
| <b>Ostomy Supplies</b>   |   |   |
| Benefits are limited as follows:<br>\$2,500 per year   | 90% after Deductible has been met.  | 70% after Deductible has been met.  |
| <b>Pharmaceutical Products - Outpatient</b>  |   |   |
| This includes medications administered in an outpatient setting, in the Physician's Office and by a Home Health Agency.  | 90% after Deductible has been met.  | 70% after Deductible has been met.  |
| <b>Physician Fees for Surgical and Medical Services</b>  |   |   |
|  | 90% after Deductible has been met.  | 70% after Deductible has been met.  |
| <b>Pregnancy - Maternity Services</b>  |   |   |
|  | Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under each Covered Health Service category in this Benefit Summary.<br><br>For services provided in the Physician's Office, a Copayment will only apply to the initial office visit. | <i>Pre-service Notification is required if the Inpatient Stay exceeds 48 hours following a normal vaginal delivery or 96 hours following a cesarean section delivery.</i> |
| <b>Prosthetic Devices</b>  |   |   |
| Benefits are limited as follows:<br>\$5,000 per year and are limited to a single purchase of each type of prosthetic device every three years.   | 90% after Deductible has been met.  | 70% after Deductible has been met.  |
| <b>Reconstructive Procedures</b>   |   |   |
|  | Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under each Covered Health Service category in this Benefit Summary.  | <i>Pre-service Notification is required.</i>  |
| <b>Rehabilitation Services - Outpatient Therapy and Chiropractic Treatment</b>   |   |   |
| Benefits are limited as follows:<br><br>20 visits of chiropractic treatment<br>20 visits of physical therapy<br>20 visits of occupational therapy<br>20 visits of speech therapy<br>20 visits of pulmonary rehabilitation<br>36 visits of cardiac rehabilitation<br>30 visits of post-cochlear implant aural therapy | 100% after you pay a \$20 Copayment per visit.  | 70% after Deductible has been met.<br><br><i>Pre-service Notification is required for certain services.</i>   |
| Note: Rehabilitation Services - Outpatient Therapy in connection with the Early Intervention Services Benefit are not subject to the limits stated above.  |   |   |

## ADDITIONAL CORE BENEFITS

| Types of Coverage   | Network Benefits  | Non-Network Benefits   |
|---|---|--|
| <b>Scopic Procedures - Outpatient Diagnostic and Therapeutic</b>  |   |  |
| Diagnostic scopic procedures include, but are not limited to:<br>Colonoscopy<br>Sigmoidoscopy<br>Endoscopy<br><br>For Preventive Scopic Procedures, refer to the Preventive Care Services category. | 90% after Deductible has been met.  | 70% after Deductible has been met.   |
| <b>Skilled Nursing Facility / Inpatient Rehabilitation Facility Services</b>  |   |  |
| Benefits are limited as follows:<br>60 days per year  | 90% after Deductible has been met.  | 70% after Deductible has been met.<br><br><i>Pre-service Notification is required.</i>   |
| <b>Surgery - Outpatient</b>   |   |  |
|   | 90% after Deductible has been met.  | 70% after Deductible has been met.   |
| <b>Therapeutic Treatments - Outpatient</b>  |   |  |
| Therapeutic treatments include, but are not limited to:<br>Dialysis<br>Intravenous chemotherapy or other intravenous infusion therapy<br>Radiation oncology   | 90% after Deductible has been met.  | 70% after Deductible has been met.<br><i>Pre-service Notification is required for certain services.</i>                                    |
| <b>Transplantation Services</b>   |   |  |
|   | 90% after Deductible has been met.  | 70% after Deductible has been met.<br><br>Benefits are limited to \$30,000 per Transplant.<br><i>Pre-service Notification is required.</i> |
|   | For Network Benefits, services must be received at a Designated Facility.<br><br><i>Pre-service Notification is required.</i> |  |
| <b>Vision Examinations</b>  |   |  |
| Benefits are limited as follows:<br>1 exam every 2 years  | 100% after you pay a \$20 Copayment per visit.  | Non-Network Benefits are not available.  |

**STATE MANDATED BENEFITS**

| <b>Types of Coverage</b>  | <b>Network Benefits</b>  | <b>Non-Network Benefits</b>  |
|---|--|--|
| <b>Biologically Based Mental Illness</b>  | Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under each Covered Health Service category in this Benefit Summary.<br><i>Pre-service Notification is required.</i> | Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under each Covered Health Service category in this Benefit Summary.<br><i>Pre-service Notification is required.</i> |
| <b>Cleft Lip and Cleft Palate Treatment</b>   | Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under each Covered Health Service category in this Benefit Summary.<br><i>Pre-service Notification is required.</i> | Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under each Covered Health Service category in this Benefit Summary.<br><i>Pre-service Notification is required.</i> |
| <b>Clinical Trials</b>  |  |  |
| Participation in a qualifying clinical trial for the treatment of:<br>Cancer<br>Cardiovascular (cardiac/stroke)<br>Surgical musculoskeletal disorders of the spine, hip and knees   | Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under each Covered Health Service category in this Benefit Summary.<br><i>Pre-service Notification is required.</i> | Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under each Covered Health Service category in this Benefit Summary.<br><i>Pre-service Notification is required.</i> |
| <b>Congenital Defects and Birth Abnormalities</b>   | Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under each Covered Health Service category in this Benefit Summary.<br><i>Pre-service Notification is required.</i> | Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under each Covered Health Service category in this Benefit Summary.<br><i>Pre-service Notification is required.</i> |
| <b>Dental Services - Hospital and Alternate Facility Health Services Related to Dental Care</b>   | Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under each Covered Health Service category in this Benefit Summary.<br><i>Pre-service Notification is required.</i> | Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under each Covered Health Service category in this Benefit Summary.<br><i>Pre-service Notification is required.</i> |
| <b>Early Intervention Services</b>  |  |  |
| Benefits are limited as follows:<br>\$5,000 per year, Early Intervention Services do not apply to the Maximum Policy Benefit.   | Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under each Covered Health Service category in this Benefit Summary.   | Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under each Covered Health Service category in this Benefit Summary.   |
| <b>Home Treatment of Hemophilia and Congenital Bleeding Disorders</b>   | Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under each Covered Health Service category in this Benefit Summary.<br><i>Pre-service Notification is required.</i> | Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under each Covered Health Service category in this Benefit Summary.<br><i>Pre-service Notification is required.</i> |
| <b>Mental Health and Substance Abuse (MH/SA) Services - Inpatient and Intermediate</b>  |  |  |
| Benefits are limited as follows:<br>This limit does not include services for the treatment of Biologically Based Mental Illness for which benefits are described under Biologically Based Mental Illness.<br>30 days per year | 90% after Deductible has been met.<br><br><i>Prior Authorization is required from the MH/SA Designee.</i>  | 70% after Deductible has been met.<br><br><i>Prior Authorization is required from the MH/SA Designee.</i>  |

| Types of Coverage  | Network Benefits  | Non-Network Benefits   |
|--|---|--|
| <b>Mental Health and Substance Abuse (MH/SA) Services - Outpatient</b>   |   |  |
| <p>Benefits are limited as follows:<br/>                     Visits for the purposes of medication management do not apply to this limit.<br/>                     This limit does not include services for the treatment of Biologically Based Mental Illness for which benefits are described under Biologically Based Mental Illness.<br/>                     20 visits per year</p> | <p>100% after you pay a \$40 Copayment per visit not to exceed 50% of Eligible Expenses.</p> <p><i>Prior Authorization is required from the MH/SA Designee.</i></p> | <p>70% after Deductible has been met.</p> <p><i>Prior Authorization is required from the MH/SA Designee.</i></p> |
| <b>Temporomandibular Joint Services</b>  |   |  |
| <p>Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under each Covered Health Service category in this Benefit Summary.</p> <p><i>Pre-service Notification is required.</i></p>  |   |  |

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## MEDICAL EXCLUSIONS

It is recommended that you review your COC for an exact description of the services and supplies that are covered, those which are excluded or limited, and other terms and conditions of coverage.

### Alternative Treatments

Acupressure; acupuncture; aromatherapy; hypnosis; massage therapy; rolfing; art, music, dance, horseback therapy; and other forms of alternative treatment, as defined by the National Center for Complementary and Alternative Medicine (NCCAM) of the National Institutes of Health. This exclusion does not apply to Chiropractic Treatment and osteopathic care for which Benefits are provided as described in Section 1 of the COC.

### Dental

Dental care (which includes dental X-rays, supplies and appliances and all associated expenses, including hospitalizations and anesthesia). This exclusion does not apply to accident-related dental services for which Benefits are provided as described under Dental Services - Accident Only in Section 1 of the COC. This exclusion does not apply to dental care (oral examination, X-rays, extractions and non-surgical elimination of oral infection) required for the direct treatment of a medical condition for which Benefits are available under the Policy, limited to: Transplant preparation; prior to initiation of immunosuppressive drugs; the direct treatment of cancer, cleft lip/palate and ectodermal dysplasia. Dental care that is required to treat the effects of a medical condition, but that is not necessary to directly treat the medical condition, is excluded. Examples include treatment of dental caries resulting from dry mouth after radiation treatment or as a result of medication. Endodontics, periodontal surgery and restorative treatment are excluded. Preventive care, diagnosis, treatment of or related to the teeth or gums. Examples include: extraction, restoration, and replacement of teeth; medical or surgical treatment of dental conditions; and services to improve dental clinical outcomes. This exclusion does not apply to accident-related dental services for which Benefits are provided as described under Dental Services - Accidental Only in Section 1 of the COC. Dental implants, bone grafts and other implant-related procedures. This exclusion does not apply to accident-related dental services for which Benefits are provided as described under Dental Services - Accident Only in Section 1 of the COC. Dental braces (orthodontics). This exclusion does not apply to cleft lip/palate or ectodermal dysplasia - related dental services for which Benefits are provided as described under Cleft Lip and Cleft Palate Treatment in Section 1 of the COC. Treatment of congenitally missing, malpositioned, or supernumerary teeth, even if part of a Congenital Anomaly.

### Devices, Appliances and Prosthetics

Devices used specifically as safety items or to affect performance in sports-related activities. Orthotic appliances that straighten or re-shape a body part. Examples include foot orthotics, cranial banding and some types of braces, including over-the-counter orthotic braces. The following items are excluded, even if prescribed by a Physician: blood pressure cuff/monitor; enuresis alarm; home coagulation testing equipment; non-wearable external defibrillator; trusses; ultrasonic nebulizers; and ventricular assist devices. Devices and computers to assist in communication and speech except for speech aid prosthetics and tracheo-esophageal voice prosthetics. Oral appliances for snoring. Repairs to prosthetic devices due to misuse, malicious damage or gross neglect.

Replacement of prosthetic devices due to misuse, malicious damage or gross neglect or to replace lost or stolen items.

### Drugs

Prescription drug products for outpatient use that are filled by a prescription order or refill. Self-injectable medications except insulin for which Benefits are provided as described under Diabetes Services in Section 1 of the COC. This exclusion does not apply to medications which, due to their characteristics (as determined by us), must typically be administered or directly supervised by a qualified provider or licensed/certified health professional in an outpatient setting. Non-injectable medications given in a Physician's office. This exclusion does not apply to non-injectable medications that are required in an Emergency and consumed in the Physician's office. Over-the-counter drugs and treatments. Growth hormone therapy.

### Experimental, Investigational or Unproven Services

Experimental or Investigational and Unproven Services and all services related to Experimental or Investigational and Unproven Services are excluded. The fact that an Experimental or Investigational or Unproven Service, treatment, device or pharmacological regimen is the only available treatment for a particular condition will not result in Benefits if the procedure is considered to be Experimental or Investigational or Unproven in the treatment of that particular condition. There are three exceptions to this exclusion: Covered Health Services provided during a clinical trial for which Benefits are provided as described under Clinical Trials in Section 1 of the COC. No prescribed drug shall be excluded as Experimental or Investigational or Unproven on the basis that the drug has not been approved by the Food and Drug Administration (FDA) for the treatment of the specific condition for which the drug has been prescribed provided that (1) the drug has been approved by the FDA for at least one indication and (2) the drug has been recognized as safe and effective for the treatment of the specific condition in one of the standard reference compendia or in substantially accepted peer-reviewed medical literature; and Benefits for any drug approved by the FDA for use in the treatment of cancer pain are covered even if the dosage is in excess of the recommended dosage of the pain relieving agent, if the prescription in excess of the recommended dosage has been prescribed for a patient with intractable cancer pain.

### Foot Care

Routine foot care. Examples include the cutting or removal of corns and calluses. This exclusion does not apply to preventive foot care for Covered Persons with diabetes for which Benefits are provided as described under Diabetes Services in Section 1 of the COC. Nail trimming, cutting, or debriding. Hygienic and preventive maintenance foot care. Examples include: cleaning and soaking the feet; applying skin creams in order to maintain skin tone. This exclusion does not apply to preventive foot care for Covered Persons who are at risk of neurological or vascular disease arising from diseases such as diabetes. Treatment of flat feet or subluxation of the foot. Shoes; shoe orthotics; shoe inserts and arch supports.

### Medical Supplies

Prescribed or non-prescribed medical supplies and disposable supplies. Examples include: elastic stockings, ace bandages, gauze and dressings, urinary catheters. This exclusion does not apply to:

- Disposable supplies necessary for the effective use of Durable Medical Equipment for which Benefits are

## MEDICAL EXCLUSIONS CONTINUED

provided as described under Durable Medical Equipment in Section 1 of the COC.

- Diabetic supplies for which Benefits are provided as described under Diabetes Services in Section 1 of COC.
- Blood infusion equipment for which Benefits are provided as described under Home Treatment of Hemophilia and Congenital Blood Disorders in Section 1 of the COC.
- Ostomy supplies for which Benefits are provided as described under Ostomy Supplies in Section 1 of the COC.

Tubing and masks, except when used with Durable Medical Equipment as described under Durable Medical Equipment in Section 1 of the COC.

### Mental Health / Substance Abuse

Services performed in connection with conditions not classified as Mental Illnesses in the most commonly recognized professional psychiatric guidelines and reference materials. Mental Health Services and Substance Abuse Services that extend beyond the period necessary for short-term evaluation, diagnosis, treatment, or crisis intervention. Mental Health Services as treatment for insomnia and other sleep disorders, neurological disorders and other disorders with a known physical basis. Treatment for conduct and impulse control disorders, personality disorders, paraphilias and other Mental Illnesses that will not substantially improve beyond the current level of functioning, or that are not subject to favorable modification or management according to prevailing national standards of clinical practice, as reasonably determined by the Mental Health/Substance Abuse Designee. Services utilizing methadone treatment as maintenance, L.A.A.M. (1-Alpha-Acetyl-Methadol, Cyclazocine, or their equivalents). Treatment provided in connection with or to comply with involuntary commitments, police detentions and other similar arrangements, unless authorized by the Mental Health/Substance Abuse Designee. Residential treatment services. Services or supplies for the diagnosis or treatment of Mental Illness, alcoholism or substance abuse disorders that, in the reasonable judgment of the Mental Health/Substance Abuse Designee, are any of the following:

- Not consistent with prevailing national standards of clinical practice for the treatment of such conditions.
- Not consistent with prevailing professional research demonstrating that the services or supplies will have a measurable and beneficial health outcome.
- Typically do not result in outcomes demonstrably better than other available treatment alternatives that are less intensive or more cost effective.
- Not consistent with the Mental Health/Substance Abuse Designee's level of care guidelines or best practices as modified from time to time.

The Mental Health/Substance Abuse Designee may consult with professional clinical consultants, peer review committees or other appropriate sources for recommendations and information regarding whether a service or supply meets any of these criteria.

### Nutrition

Individual and group nutritional counseling. This exclusion does not apply to medical nutritional education services that are

provided by appropriately licensed or registered health care professionals when both of the following are true:

- Nutritional education is required for a disease in which patient self-management is an important component of treatment.
- There exists a knowledge deficit regarding the disease which requires the intervention of a trained health professional.

Enteral feedings, even if the sole source of nutrition. Infant formula and donor breast milk. Nutritional or cosmetic therapy using high dose or mega quantities of vitamins, minerals or elements and other nutrition-based therapy. Examples include supplements, electrolytes, and foods of any kind (including high protein foods and low carbohydrate foods).

### Personal Care, Comfort or Convenience

Television; telephone; beauty/barber service; guest service. Supplies, equipment and similar incidental services and supplies for personal comfort. Examples include: air conditioners, air purifiers and filters, dehumidifiers; batteries and battery chargers; breast pumps; car seats; chairs, bath chairs, feeding chairs, toddler chairs, chair lifts, recliners; electric scooters; exercise equipment; home modifications such as elevators, handrails and ramps; hot tubs; humidifiers; Jacuzzis; mattresses; medical alert systems; motorized beds; music devices; personal computers, pillows; power-operated vehicles; radios; saunas; stair lifts and stair glides; strollers; safety equipment; speech generating devices; treadmills; vehicle modifications such as van lifts; video players, whirlpools.

### Physical Appearance

Cosmetic Procedures. See the definition in Section 9 of the COC. Examples include: pharmacological regimens, nutritional procedures or treatments. Scar or tattoo removal or revision procedures (such as salabrasion, chemosurgery and other such skin abrasion procedures). Skin abrasion procedures performed as a treatment for acne. Liposuction or removal of fat deposits considered undesirable, including fat accumulation under the male breast and nipple. Treatment for skin wrinkles or any treatment to improve the appearance of the skin. Treatment for spider veins. Hair removal or replacement by any means. Replacement of an existing breast implant if the earlier breast implant was performed as a Cosmetic Procedure. Note: Replacement of an existing breast implant is considered reconstructive if the initial breast implant followed mastectomy. See Reconstructive Procedures in Section 1 of the COC. Treatment of benign gynecomastia (abnormal breast enlargement in males). Breast reduction except as coverage is required by the Women's Health and Cancer Right's Act of 1998 for which Benefits are described under Reconstructive Procedures in Section 1 of the COC. Physical conditioning programs such as athletic training, body-building, exercise, fitness, flexibility, and diversion or general motivation. Weight loss programs whether or not they are under medical supervision. Weight loss programs for medical reasons are also excluded. Wigs regardless of the reason for the hair loss.

### Procedures and Treatments

Excision or elimination of hanging skin on any part of the body. Examples include plastic surgery procedures called abdominoplasty or abdominal panniculectomy, and brachioplasty. Medical and surgical treatment of excessive sweating (hyperhidrosis). Medical and surgical treatment for snoring, except when provided as a part of treatment for

## MEDICAL EXCLUSIONS CONTINUED

documented obstructive sleep apnea. Speech therapy except as required for treatment of a speech impediment or speech dysfunction that results from Injury, stroke, cancer, Congenital Anomaly, or autism spectrum disorders or qualifies as an Early Intervention Service as defined below under Additional Benefits required by Virginia Law - Early Intervention Services. Psychosurgery. Sex transformation operations. Physiological modalities and procedures that result in similar or redundant therapeutic effects when performed on the same body region during the same visit or office encounter. Biofeedback. Services for the evaluation and treatment of temporomandibular joint syndrome (TMJ) when the services are considered to be dental in nature. The following services for the treatment of TMJ: craniosacral therapy; orthodontics; occlusal adjustment; dental restorations. Surgical and non-surgical treatment of obesity. Stand-alone multi-disciplinary smoking cessation programs.

### Providers

Services performed by a provider who is a family member by birth or marriage. Examples include a spouse, brother, sister, parent or child. This includes any service the provider may perform on himself or herself. Services performed by a provider with your same legal residence. Services provided at a free-standing or Hospital-based diagnostic facility without an order written by a Physician or other provider. Services which are self-directed to a free-standing or Hospital-based diagnostic facility. Services ordered by a Physician or other provider who is an employee or representative of a free-standing or Hospital-based diagnostic facility, when that Physician or other provider has not been actively involved in your medical care prior to ordering the service, or is not actively involved in your medical care after the service is received. This exclusion does not apply to mammography. Foreign language and sign language interpreters.

### Reproduction

Health services and associated expenses for infertility treatments, including assisted reproductive technology, regardless of the reason for the treatment. This exclusion does not apply to services required to treat or correct underlying causes of infertility. Surrogate parenting, donor eggs, donor sperm and host uterus. Storage and retrieval of all reproductive materials. Examples include eggs, sperm, testicular tissue and ovarian tissue. The reversal of voluntary sterilization.

### Services Provided under Another Plan

Health services for which other coverage is required by federal, state or local law to be paid or to be payable through other arrangements. Examples include coverage paid or payable required by workers' compensation or similar legislation. If coverage under workers' compensation or similar legislation is optional for you because you could elect it, or could have it elected for you, Benefits will not be paid for any Injury, Sickness, or Mental Illness that would have been covered under workers' compensation or similar legislation had that coverage been elected. Health services for treatment of military service-related disabilities, when you are legally entitled to other coverage and facilities are reasonably available to you. Health services while on active military duty.

### Transplants

Health services for organ and tissue transplants, except those described under Transplantation Services in Section 1 of the

COC. Health services connected with the removal of an organ or tissue from you for purposes of a transplant to another person. (Donor costs that are directly related to organ removal are payable for a transplant through the organ recipient's Benefits under the Policy.) Health services for transplants involving permanent mechanical or animal organs.

### Travel

Health services provided in a foreign country, unless required as Emergency Health Services. Travel or transportation expenses, even though prescribed by a Physician. Some travel expenses related to Covered Health Services received from a Designated Facility or Designated Physician may be reimbursed at our discretion.

### Types of Care

Multi-disciplinary pain management programs provided on an inpatient basis. Custodial care; domiciliary care. Private duty nursing. This means nursing care that is provided to a patient on a one-to-one basis by licensed nurses in an inpatient or home setting when any of the following are true: no skilled services are identified; skilled nursing resources are available in the facility; the skilled care can be provided by a Home Health Agency on a per visit basis for a specific purpose. Respite care; rest cures; services of personal care attendants. Work hardening (individualized treatment programs designed to return a person to work or to prepare a person for specific work).

### Vision and Hearing

Purchase cost and fitting charge for eye glasses and contact lenses. Implantable lenses used only to correct a refractive error (such as Intacs corneal implants). Purchase cost and associated fitting and testing charges for hearing aids, Bone Anchor Hearing Aids (BAHA) and all other hearing assistive devices. Eye exercise therapy. Surgery that is intended to allow you to see better without glasses or other vision correction. Examples include radial keratotomy, laser, and other refractive eye surgery.

### All Other Exclusions

Health services and supplies that do not meet the definition of a Covered Health Service - see the definition in Section 9 of the COC. Physical, psychiatric or psychological exams, testing, vaccinations, immunizations or treatments that are otherwise covered under the Policy when: required solely for purposes of career, school, sports or camp, travel, employment, insurance, marriage or adoption; related to judicial or administrative proceedings or orders; conducted for purposes of medical research; required to obtain or maintain a license of any type. Health services received as a result of war or any act of war, whether declared or undeclared or caused during service in the armed forces of any country. Health services received after the date your coverage under the Policy ends. This applies to all health services, even if the health service is required to treat a medical condition that arose before the date your coverage under the Policy ended. Health services for which you have no legal responsibility to pay, or for which a charge would not ordinarily be made in the absence of coverage under the Policy. Charges in excess of Eligible Expenses or in excess of any specified limitation. Long term (more than 30 days) storage. Examples include cryopreservation of tissue, blood and blood products. Autopsy.

## MEDICAL EXCLUSIONS CONTINUED

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### Preexisting Conditions (Applies only to groups of 50 or less employees)

Benefits for the treatment of a Preexisting Condition are excluded until the earlier of the following: The date you have had Continuous Creditable Coverage for 12 months; or the

date you have had Continuous Creditable Coverage for 12 months if you are a Late Enrollee. This exclusion does not apply to newborn children or newly adopted children. This exception for newborn and adopted children no longer applies after the end of the first 63-day period during which the child has not had Continuous Creditable Coverage.

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