

TriCore Reference Laboratories

Summary Plan Description  
and Guide to Your  
Preferred Provider Organization (PPO) Plan

GROUP  
PPO BENEFIT PLANS

HWP20033

Offered by TriCore Reference Laboratories

Administered by Presbyterian Health Plan

# Important Phone Numbers and Addresses

## Presbyterian Customer Service Center

**Address:**

Presbyterian Health Plan  
Attn: Presbyterian Customer Service Center  
P.O. Box 26267  
Albuquerque, NM 87125-6267

**Phone:**

(505) 923-5258 or  
1-866-979-6778  
TTY 711

## Prior Authorization

**Address:**

Presbyterian Health Plan  
Attn: Health Services Department  
P.O. Box 26267  
Albuquerque, NM 87125-6267

**Phone:**

(505) 923-5258 or  
1-866-979-6778

## Claims

**Address:**

Presbyterian Health Plan  
Attn: Claims Department  
P.O. Box 26267  
Albuquerque, NM 87125-6267

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(505) 923-5258 or  
1-866-979-6778

## Appeals and Grievances

**Address:**

Presbyterian Health Plan  
Attn: Grievance Department  
P.O. Box 26267  
Albuquerque, NM 87125-6267

**Phone:**

(505) 923-5258 or  
1-866-979-6778

## Website

[www.phs.org](http://www.phs.org)

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## Summary of Benefits

The following are the Highlights of the TriCore PPO Health Plan administered by Presbyterian Health Plan, Inc., (PHP) for TriCore employees. These benefits are effective 1/1/26 through 12/31/26. The specific terms of coverage, limitations and exclusions are detailed in Sections 2, 4, and 5 of the Summary Plan Description.

<b>TRICORE PPO PLAN (HWP20033)</b>		
<b>Benefit Highlights</b>	<b>In-Network Care</b>	<b>Out-of-Network</b>
Member deductible (Calendar Year) Single Family	Single \$1,250 Family \$2,500	Single \$3,000 Family \$6,000
Out-of-Pocket Maximum (Contract Year) Includes medical and Rx cost-sharing  Single Family	Single \$3,000 Family \$6,000	Single \$6,000 Family \$12,000
<b>Lifetime maximum</b> Unlimited (Certain services are subject to Contract Year and/or lifetime maximums or are limited per condition).		
Copayments/Coinsurance vary depending on service; see below		
<b>BENEFITS AND COVERAGE</b>	<b>In-network Copayment/Coinsurance</b>	<b>Out-of-network Coinsurance</b>
<b>PROVIDER SERVICES</b> <ul style="list-style-type: none"> <li>• Primary Care Provider</li> <li>• Specialist</li> <li>• Video Visits</li> <li>• Allergy Injections</li> </ul>	\$25 Copayment per visit \$35 Copayment per visit No charge No charge	40% after Deductible <sup>(3)</sup> 40% after Deductible <sup>(3)</sup> 40% after Deductible <sup>(3)</sup> 40% after Deductible <sup>(3)</sup>
<b>OTHER PROVIDER SERVICES</b> Including: <ul style="list-style-type: none"> <li>• Outpatient surgery (in Provider's office)</li> <li>• Medical Drugs<sup>(1)</sup> (injectable forms administered in Provider's office)</li> <li>• Allergy Services               <ul style="list-style-type: none"> <li>○ Testing</li> <li>○ Serum (extracts)</li> </ul> </li> <li>• Injections such as insulin,</li> <li>• heparin and injectable antibiotics</li> </ul>	20% after Deductible	40% after Deductible <sup>(3)</sup>

*Prior Authorization may be required<sup>(1)</sup> Not subject to Deductible<sup>(2)</sup> You are responsible for any balance due above Reasonable and Customary Charges<sup>(3)</sup> 20% penalty applies if Prior Authorization is not obtained<sup>(4)</sup> Refer to the Summary Plan Description for a more complete description of benefits.*

<b>TRICORE PPO (HWP20033) BENEFITS AND COVERAGE</b>	<b>In-network Copayment/Coinsurance</b>	<b>Out-of-network Coinsurance</b>
<p><b>PROVIDER SERVICES</b> <i>(continued from previous page)</i></p> <p><b>Preventive Services</b></p> <ul style="list-style-type: none"> <li>• Routine physicals</li> <li>• Well-child Care including vision and hearing screening (through age 26)</li> <li>• Immunizations</li> <li>• Adult Wellness</li> <li>• Health education programs</li> </ul> <p><b>Women’s Preventive Services</b></p> <ul style="list-style-type: none"> <li>• Contraceptive Methods <ul style="list-style-type: none"> <li>○ Intrauterine Devices (IUD)</li> <li>○ Hormone Contraceptive Injections</li> <li>○ Inserted Contraceptive Devices</li> <li>○ Implanted Contraceptive Devices</li> </ul> </li> </ul> <p><b>Breastfeeding support, supplies and counseling (for one year after delivery)</b></p>	<p>No charge</p> <p>No charge</p> <p>No charge</p>	<p>40% after Deductible<sup>(3)</sup></p> <p>40% after Deductible<sup>(3)</sup></p> <p>40% after Deductible<sup>(3)</sup></p>
<p><b>HOSPITAL SERVICES – Inpatient</b> <sup>(1)</sup></p> <p>Coverage includes:</p> <ul style="list-style-type: none"> <li>• Room and Board</li> <li>• Newborn delivery and other Hospital Obstetrical (OB) services</li> <li>• In-Hospital Provider visits, Surgeons, Anesthesiologist and other Inpatient services</li> <li>• Detoxification</li> <li>• Newborn care if discharged and re-admitted</li> </ul>	<p>20% after Deductible</p>	<p>40% after Deductible<sup>(3)</sup></p>

***Prior Authorization may be required<sup>(1)</sup> Not subject to Deductible<sup>(2)</sup> You are responsible for any balance due above Reasonable and Customary Charges<sup>(3)</sup> 20% penalty applies if Prior Authorization is not obtained<sup>(4)</sup> Refer to the Summary Plan Description for a more complete description of benefits.***

<b>TRICORE PPO (HWP20033) BENEFITS AND COVERAGE</b>	<b>In-network Copayment/Coinsurance</b>	<b>Out-of-network Coinsurance</b>
<b>MEDICAL SERVICES – Outpatient</b> <ul style="list-style-type: none"> <li>• Surgeries <sup>(1)</sup> (at facility)</li> <li>• Bariatric surgery <sup>(1)</sup>, when Medically Necessary</li> <li>• PET <sup>(1)</sup>/CAT <sup>(1)</sup>/MRI <sup>(1)</sup> scans</li> <li>• Cardiac cath/ GI lab</li> <li>• Radiation therapy (non-surgical)</li> <li>• Chemotherapy</li> <li>• Medical Drugs <sup>(1)</sup> Oral or inhalation forms/self-administered</li> <li>• Medical Drugs <sup>(1)</sup></li> <li>• Intravenous (IV)</li> <li>• Sleep Studies <ul style="list-style-type: none"> <li>○ Home</li> <li>○ Outpatient</li> </ul> </li> <li>• Administration of blood/blood components</li> </ul>	20% after Deductible	40% after Deductible <sup>(3)</sup>
<b>MEDICAL SERVICES – Outpatient</b> <ul style="list-style-type: none"> <li>• X-ray and laboratory tests</li> </ul>	No charge	40% after Deductible <sup>(3)</sup>
<b>RECONSTRUCTIVE SURGERY <sup>(1)</sup></b>	20% after Deductible	40% after Deductible <sup>(3)</sup>
<b>EMERGENCY ROOM CARE</b> Including trauma services	\$250 Copayment per visit	\$250 Copayment per visit
<b>URGENT CARE</b>	\$40 Copayment per visit	\$40 Copayment per visit
<b>AMBULANCE SERVICES- Including:</b> Emergency or high-risk <ul style="list-style-type: none"> <li>• Ground ambulance</li> <li>• Air ambulance</li> </ul> Inter-facility transfer services <ul style="list-style-type: none"> <li>• Ground ambulance</li> <li>• Air ambulance</li> </ul>	20% after Deductible	20% after Deductible
	No Charge	No Charge

*Prior Authorization may be required<sup>(1)</sup> Not subject to Deductible<sup>(2)</sup> You are responsible for any balance due above Reasonable and Customary Charges<sup>(3)</sup> 20% penalty applies if Prior Authorization is not obtained<sup>(4)</sup> Refer to the Summary Plan Description for a more complete description of benefits.*

<b>TRICORE PPO (HWP20033) BENEFITS AND COVERAGE</b>	<b>In-network Copayment/Coinsurance</b>	<b>Out-of-network Coinsurance</b>
<b>WOMEN'S HEALTHCARE</b> <ul style="list-style-type: none"> <li>Gynecological care</li> <li>In-office Obstetrical/Maternity Care/</li> <li>Prenatal and Postnatal care</li> <li>Specialist (i.e., Perinatologist)</li> <li>Newborn Delivery and other Hospital Obstetrical (OB) services</li> </ul>	No Charge	40% after Deductible <sup>(3)</sup>
<b>DIABETES SERVICES</b> <ul style="list-style-type: none"> <li>Office visit and diabetes education</li> <li>Diabetic supplies or External Prosthetic Appliances <sup>(1)</sup> (Purchased through a Durable Medical Equipment supplier)</li> </ul>	No Charge	40% after Deductible <sup>(3)</sup>
<b>COVERED MEDICATIONS</b> <ul style="list-style-type: none"> <li>Medical Drugs (1) Oral or inhalation forms/self-administered</li> <li>Medical Drugs (1) Intravenous (IV)</li> </ul>	20% after Deductible	40% after Deductible <sup>(3)</sup>
<b>PRESCRIPTION DRUGS</b> Generic	Retail: \$7 Copayment Mail Order: \$14 Copayment	Retail: \$7 Copayment Mail Order: Not Covered
Preferred Brand	Retail: \$50 Copayment Mail Order: \$100 Copayment	Retail: \$50 Copayment Mail Order: Not Covered
Non-Preferred	Retail: \$75 Copayment Mail Order: \$150 Copayment	Retail: \$75 Copayment Mail Order: Not Covered
Specialty (Not available for mail order)	Retail: 20% after Deductible Up to \$400 per prescription	<b>Not Covered</b>
<b>MENTAL HEALTH SERVICES <sup>(1)</sup></b> <ul style="list-style-type: none"> <li>Outpatient</li> <li>Inpatient</li> <li>Partial Hospitalization</li> </ul>	\$25 Copayment 20% after Deductible 20% after Deductible	40% after Deductible <sup>(3)</sup> 40% after Deductible <sup>(3)</sup> 40% after Deductible <sup>(3)</sup>

*Prior Authorization may be required<sup>(1)</sup> Not subject to Deductible<sup>(2)</sup> You are responsible for any balance due above Reasonable and Customary Charges<sup>(3)</sup> 20% penalty applies if Prior Authorization is not obtained<sup>(4)</sup> Refer to the Summary Plan Description for a more complete description of benefits.*

<b>TRICORE PPO (HWP20033) BENEFITS AND COVERAGE</b>	<b>In-network Coinsurance</b>	<b>Out-of-network Coinsurance</b>
<b>ALCOHOL AND SUBSTANCE USE DISORDER SERVICES <sup>(1)</sup></b> Detoxification <ul style="list-style-type: none"> <li>• Outpatient</li> <li>• Inpatient</li> </ul> Rehabilitation <ul style="list-style-type: none"> <li>• Outpatient</li> <li>• Inpatient/Partial Hospitalization</li> </ul>	\$25 Copayment 20% after Deductible	40% after Deductible <sup>(3)</sup> 40% after Deductible <sup>(3)</sup>
<b>REHABILITATION AND THERAPY SERVICES</b> <ul style="list-style-type: none"> <li>• Cardiac Rehabilitation</li> <li>• Dialysis/Plasmapheresis/Photopheresis</li> <li>• Pulmonary Rehabilitation</li> </ul>	20% after Deductible	40% after Deductible <sup>(3)</sup>
<b>SHORT-TERM REHABILITATION <sup>(1)</sup></b> Physical Therapy <ul style="list-style-type: none"> <li>• Inpatient</li> <li>• Outpatient</li> </ul> Occupational Therapy <ul style="list-style-type: none"> <li>• Inpatient</li> <li>• Outpatient<sup>1)</sup></li> <li>• Speech and Hearing therapy</li> </ul>	20% after Deductible	40% after Deductible <sup>(3)</sup>
<b>TRANSPLANTS <sup>(1)</sup></b>	20% after Deductible	40% after Deductible <sup>(3)</sup>
<b>COMPLEMENTARY THERAPIES<sup>(5)</sup> (Limited)</b> <ul style="list-style-type: none"> <li>• Acupuncture services (up to 20 visits per Calendar Year if Medically Necessary)</li> <li>• Chiropractic services (up to 20 visits per Calendar Year if Medically Necessary)</li> <li>• Biofeedback for specific conditions</li> </ul>	20% after Deductible	40% after Deductible <sup>(3)</sup>
<b>SKILLED NURSING FACILITY<sup>(1)</sup> (Up to 60 days per Calendar Year)<sup>(5)</sup></b>	20% after Deductible	40% after Deductible <sup>(3)</sup>

***Prior Authorization may be required<sup>(1)</sup> Not subject to Deductible<sup>(2)</sup> You are responsible for any balance due above Reasonable and Customary Charges<sup>(3)</sup> 20% penalty applies if Prior Authorization is not obtained<sup>(4)</sup> Refer to the Summary Plan Description for a more complete description of benefits.***

<b>TRICORE PPO (HWP20033) BENEFITS AND COVERAGE</b>	<b>In-network Coinsurance</b>	<b>Out-of-network Coinsurance</b>
<b>HOME HEALTHCARE SERVICES<sup>(1)</sup></b> <b>HOME INTRAVENOUS SERVICES<sup>(1)</sup></b> <ul style="list-style-type: none"> <li>• Services provided by an RN, LPN and other specified specialist</li> <li>• Home intravenous services and supplies</li> <li>• Medical Drugs<sup>(1)</sup> Oral or inhalation forms/self-Administered</li> <li>• Medical Drugs<sup>(1)</sup> Intravenous (IV)</li> </ul>	20% after Deductible	40% after Deductible <sup>(3)</sup>
<b>HOSPICE CARE<sup>(1)</sup></b> <ul style="list-style-type: none"> <li>• Inpatient</li> <li>• In home</li> </ul>	20% after Deductible	40% after Deductible <sup>(3)</sup>
<b>DURABLE MEDICAL EQUIPMENT, PROSTHETICS, AND APPLIANCES<sup>(1)</sup></b> Hearing Aids (for school-aged children under age 18 or 21 years of age if still attending high school).	20% after Deductible  Plan pays \$2,200 Every 36 months per hearing-impaired ear.	40% after Deductible <sup>(3)</sup>  Plan pays \$2,200 Every 36 months per hearing-impaired ear.
<b>EYEGASSES AND CONTACT LENSES<sup>(1)</sup></b> Limited to the following: <ul style="list-style-type: none"> <li>• Eyeglasses and contact lenses within 12 months following cataract surgery or for the correction of keratoconus, or when related to Genetic Inborn Errors of Metabolism</li> <li>• Refraction eye exam associated with post-cataract surgery or Keratoconus correction</li> </ul>	20% after Deductible	40% after Deductible
<b>DENTAL SERVICES/ (CMJ/TMJ)</b> (Limited)	20% after Deductible	40% after Deductible
<b>FAMILY, INFANT AND TODDLER PROGRAM</b> Family, Infant and Toddler Program (FIT): Medically Necessary early intervention services provided as part of an individualized family service plan and delivered by certified and licensed personnel as defined in NMAC Title 7, Chapter 30, Part 8 Health Family & Children Healthcare Services	No Copayment \$3,500 per Participant per Plan Year Maximum annual benefit  Not applicable to any lifetime maximums or annual limits.	Not Covered

*Prior Authorization may be required<sup>(1)</sup> Not subject to Deductible<sup>(2)</sup> You are responsible for any balance due above Reasonable and Customary Charges<sup>(3)</sup> 20% penalty applies if Prior Authorization is not obtained<sup>(4)</sup> Refer to the Summary Plan Description for a more complete description of benefits.*

# Welcome

## Welcome to Presbyterian Health Plan

Welcome and thank you for enrolling in a Presbyterian Health Plan Preferred Provider Organization (PPO) Plan. We are a Healthcare Insurer operated as a division of Presbyterian Healthcare Services, a locally owned New Mexico healthcare system. When we use the words "Presbyterian Health Plan", "PHP Plan", "we", "us", and "our" in this document, we are referring to Presbyterian Health Plan. When we use the words "you" and "your" we are referring to each Member.

We are pleased to provide you with access to a comprehensive network of physicians, Hospitals, and outpatient medical providers, who provide services for Covered Benefits received both In-network and Out-of-network. We also provide utilization management and quality improvement oversight programs. We work closely with you, your Covered Dependents and your healthcare Practitioners and Providers to provide choice and flexibility in a quality, affordable healthcare plan.

### Your Summary Plan Description

This is your Summary Plan Description (SPD.) This Summary Plan Description, along with the *Summary of Benefits and Coverage*, describes the Covered Healthcare Benefits and plan features that you and your eligible Dependents may receive when you enroll.

Information you will find in this Summary Plan Description includes:

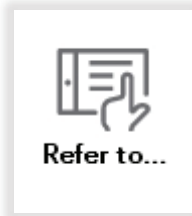
- Your rights and responsibilities as a Member
- Covered Benefits available through this Plan
- How to access services from physicians, Practitioners, Providers, and Pharmacies
- Services that require Prior Authorization
- Limitations and Exclusions for certain Covered Benefits
- A Glossary of Terms used in this SPD
- What to do when you need assistance

Throughout this Summary Plan Description, we ask you to refer to your *Summary of Benefits and Coverage*. The *Summary of Benefits and Coverage* is a chart that shows some specific Covered Benefits this Plan provides, the amount you may have to pay (Cost Sharing) and the Coverage **Limitations** and **Exclusions**.

Please take time to read this Summary Plan Description and *Summary of Benefits and Coverage*, including Benefits, **Limitations**, and **Exclusions**. Understanding how this Plan works can help you make the best use of your Covered Benefits. You should keep this Summary Plan Description, your *Summary of Benefits and Coverage*, and any other attachments or Endorsements you may receive for future reference.

## Understanding This Summary Plan Description

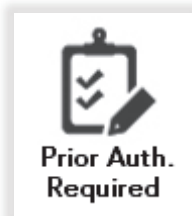
We use visual symbols throughout this Summary Plan Description (SPD) to alert you to important requirements, restrictions and information. When one or more of the symbols is used, we will use bold print in the paragraph or section to point out the exact requirement, restriction, and information. These symbols are listed below:



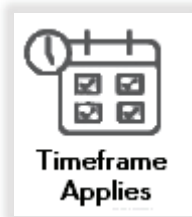
**Refer To** – This “Refer To” symbol will direct you to read related information in other sections of the Agreement or *Summary of Benefits and Coverage* when necessary. The Section being referenced will be bolded.



**Exclusion** – This “Exclusion” symbol will appear next to the description of certain Covered Benefits. The Exclusion symbol will alert you that there are some services that are excluded from the Covered Benefits and will not be paid. You should refer to the Exclusion Section when you see this symbol.



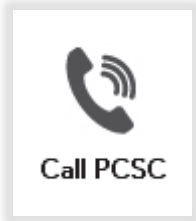
**Prior Authorization Required** – This “Prior Authorization” symbol will appear next to those Covered Benefits that require our Authorization (approval) in advance of those services. To receive full benefits, your In-network Practitioner/Provider must call us and obtain Authorization before you receive treatment. You must call us if you are seeking services Out-of-network. In the case of a Hospital in-patient admission following an Emergency Room visit, you or your physician should call as soon as possible.



**Timeframe Requirement** – This “Timeframe” symbol appears to remind you when you must take action within a certain timeframe to comply with your Plan. An example of a Timeframe Requirement is when you must enroll your newborn within 31 days of birth.



**Important Information** – This “Important Information” symbol appears when there are special instructions or important information about your Covered Benefits or your Plan that requires special attention. An example of Important Information would be if there are no Covered Benefits when you receive care Out-of-network.



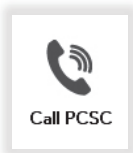
**Call Presbyterian Customer Service Center** – This “Call PCSC” symbol appears whenever we refer to our Presbyterian Customer Service Center or to remind you to call us for information.

In addition, some important terms used throughout this SPD and the *Summary of Benefits and Coverage* will be capitalized. These terms are defined in the Glossary of Terms Section.

## **Customer Assistance**

### ***Presbyterian Customer Service Center (PCSC)***

If you have any questions about your Health Benefit Plan, please call our Presbyterian Customer Service Center. We have Spanish and Navajo speaking representatives, and we offer translation services for more than 140 languages.



Our Presbyterian Customer Service Center representatives are available Monday through Friday from 7 a.m. to 6 p.m. at **(505) 923-5258** or **1-866-979-6778**. Hearing impaired users may call the **TTY 711** or **1-800-659-8331**. You may visit our website for useful health information and services at [www.phs.org](http://www.phs.org).

### ***Consumer Assistance Coordinator***

If you need assistance completing any of our forms, if you have special needs, or if you need assistance in protecting your rights as a member, please call our Consumer Assistance Coordinator at **(505) 923-5258** or **1-866-979-6778**. Hearing impaired users may call the **TTY 711** or **1-800-659-8331** or visit our website at [www.phs.org](http://www.phs.org).

### ***Written Correspondence***

You may write to us about any question or concern at the following address:

Presbyterian Health Plan  
Attn: Presbyterian Customer Service Center  
P.O. Box 26267  
Albuquerque, NM 87125-6267

## **Member Rights and Responsibilities**

**This Section explains your rights and responsibilities under this Agreement and how you can participate on our Consumer Advisory Board.**

As a Member of Presbyterian Health Plan (PHP) you have specific rights and certain responsibilities.

In accordance with New Mexico Administrative Code, we implement written policies and procedures regarding the rights and responsibilities of Covered Persons and implementation of such rights and responsibilities. Your rights and responsibilities are important and are explained in this Section and on our website at <https://www.phs.org/member-rights>.

### **Member Rights**

The Summary Plan Description (SPD) shall include a complete statement that a Member shall have the right to:

- Available and accessible services when medically necessary, 24 hours per day, seven days per week for Urgent or Emergency Healthcare Services, and for other Healthcare Services as defined by the SPD;
- A right to be treated with respect and recognition of their dignity and their right to privacy;
- Be provided with information concerning our policies and procedures regarding products, services, Providers, Appeals procedures and other information about Presbyterian Health Plan, Inc., and the benefits provided;
- To choose a Primary Care Practitioner within the limits of the Covered Benefits, plan network, and as provided by this rule, including the right to refuse care of specific Healthcare Professionals;
- Receive from the Covered Person's Physician(s) or Provider, in terms that the Covered Person understands, an explanation of their complete medical condition, recommended treatment, risk(s) of the treatment, expected results and reasonable medical alternatives, irrespective of our position on treatment options; if the Covered Person is not capable of understanding the information, the explanation shall be provided to their next of kin, guardian, agent or surrogate, if available, and documented in the Covered Person's medical record;
- All the rights afforded by law, rule, or regulation as a patient in a licensed Healthcare Facility, including the right to refuse medication and treatment after possible consequences of this decision have been explained in language the Covered Person understands;
- Prompt notification, as required in this rule, of termination or changes in benefits, services or Provider network;
- File a Complaint or Appeal with us or the Superintendent and receive an answer to those Complaints in accordance with existing law;

- Privacy of medical and financial records maintained by us and our Healthcare Providers, in accordance with existing law;
- Know upon request of any financial arrangements or provisions between Health Plan, Inc. and our Providers which may restrict referral or treatment options or limit the services offered to Covered Persons;
- Adequate access to qualified Health Professionals for the treatment of Covered Benefits near where the Covered Person lives or works within our Service Area;
- To the extent available and applicable to us, to affordable healthcare, with limits on Out-of-pocket expenses, including the right to seek care from a non-participating (Out-of-network) Provider, and an explanation of a Covered Person's financial responsibility when services are provided by a non-participating (Out-of-network) Provider, or provided without required Prior Authorization;
- An approved example of the financial responsibility incurred by a Covered Person when going Out-of-network; inclusion of the entire billing examples provided by the Superintendent available on the Division's website at the time of the filing of the plan will be deemed satisfaction of this requirement; any substitution for, or changes to, the Division's billing examples requires written approval by the Superintendent, in our Healthcare Benefit Plan that provides benefits for Out-of-network Coverage;
- Detailed information about Coverage, Maximum Benefits, and Exclusions of specific conditions, ailments or disorders, including restricted Prescription benefits, and all requirements that a Covered Person must follow for Prior Authorization and Utilization Review;
- A complete explanation of why care is denied, an opportunity to Appeal the decision to our internal review, the right to a secondary Appeal, and the right to request the Superintendent's assistance.

## **Additional Member Rights and Responsibilities**

In addition to the rights and responsibilities afforded you by the state, we provide our Members with the following additional rights to:

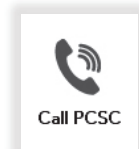
- Receive information about our organization, our services and benefits, how to access Healthcare Services, our Practitioners and Providers, and your rights and responsibilities;
- Have a clear, private and candid discussion about appropriate or Medically Necessary treatment options for your medical condition regardless of cost or benefit Coverage;
- Participate with your Practitioner/Provider in making decisions about your healthcare;
- Refuse care, treatment, medication or a specific Practitioner/Provider, after the consequences of your decision have been explained in a language that you understand;
- Seek a second opinion for surgery from another In-network Practitioner/Provider when you need additional information regarding recommended treatment or requested care;
- Receive Healthcare Services in a non-discriminatory fashion. This means that you may not be denied Covered Services on the basis of race, color, sex, sexual preference, age, handicap, cultural or educational background, religion or national origin, economic or health status or source of payment for care. If you have a disability, you have the right to

receive any information in an alternative format in compliance with the Americans with Disabilities Act;

- Make recommendations regarding our Members' rights and responsibilities policies;
- Make your wishes known through an Advance Directive regarding healthcare decisions, such as living wills or right-to-die directives, consistent with federal and state laws and regulations;
- Choose a surrogate decision maker to assist with care decisions. If you are unable to understand your medical care, to have the healthcare explanation provided to the next of kin, guardian, agent or surrogate if available, and recorded in your medical record including, where appropriate, a medical release that you signed authorizing release of medical information;

You and or your legal guardian/representative have the responsibility to:

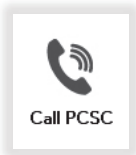
- Provide, whenever possible, the information that we and your Practitioners/Providers need in order to provide services or care and to oversee the quality of those services or care;
- Follow the plans and instructions for care that you have agreed upon with your treating Practitioner/Provider. You may, for personal reasons, refuse to accept treatment recommended by Practitioners/Providers. Practitioners/Providers may regard such refusal as incompatible with continuing the Practitioner/Provider-patient relationship and as obstructing the provision of proper medical care;
- Understand your health problems and participate in developing mutually agreed upon treatment plans and goals;
- Review your Summary Plan Description (SPD) and if you have questions, contact our Presbyterian Customer Service Center Monday through Friday from 7 a.m. to 6 p.m. at **(505) 923-5258** or **1-866-979-6778**. Hearing impaired users may call our **TTY 711** or **1-800-659-8331**. You may visit our website at [www.phs.org](http://www.phs.org) for clarification of Benefits, Limitations, and Exclusions outlined in this Summary Plan Description. Translation/Interpretation services to understand your benefits are available, please call the Presbyterian Customer Service Center at the phone numbers listed above;
- Notify us within 31 days of any changes of name, address, telephone number, marital status, eligible Dependents or newborns;
- Immediately notify us of any loss or theft of your PHP Identification Card;
- Refuse to allow any other person to use your PHP Identification Card;
- Advise a Practitioner/Provider of your Coverage with us at the time of service. You may be required to pay for services if you do not inform your Practitioner/Provider of our Coverage;
- Pay all required, pre-determined Cost Sharing (Deductible, Coinsurance, Copayments) at the time services are rendered when amounts due are made clear at that time;
- Pay for all services obtained prior to the effective date of this Agreement and subsequent to its termination or cancellation;
- Ensure that all information you give to us in Applications for enrollment, questionnaires, forms or correspondence is true and complete;



- Be informed of the potential consequences of providing us with incorrect or incomplete information as described in this Agreement;
- Obtain Prior Authorization as described in the Prior Authorization Section;
- Pay any charges over Medicare Allowable.
- Pay any charges over Usual, Customary and Reasonable.

## Consumer Advisory Board

We have established a Consumer Advisory Board, and we want your participation. This Board meets quarterly and provides Members' perspectives, as healthcare consumers, on the products and services that we offer. In addition, we share information with the Consumer Advisory Board on how well the health plan is performing. The information we receive is very valuable and helps us improve the health of individuals, families and communities. If you are interested in serving on our Consumer Advisory Board, please call our Presbyterian Customer Service Center, Monday through Friday 7 a.m. to 6 p.m., at **(505) 923-5258** or **1-866-979-6778**. Hearing impaired users may call our **TTY 711** or **1-800-659-8331**. You may also visit our website at [www.phs.org](http://www.phs.org).



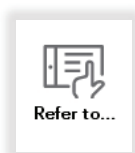
## How the Plan Works

**This Section explains how to find Practitioners/Providers who are in our network (In-network), get Healthcare Services both In-network and Out-of-network, requirements you must follow when getting care and how to receive Covered Benefits under this Agreement.**

This plan is a Preferred Provider Organization (PPO) Healthcare Plan. Each time you need Healthcare Services, you can choose your Practitioners and Providers and the level of Covered Benefits that will apply to their charges. You will receive the highest level of Covered Benefits and the lowest cost to you when you obtain services from our In-network Practitioners/Providers. You still have the flexibility provided by the Out-of-network benefits to see any Practitioner/Provider you choose for many of your Healthcare Services.

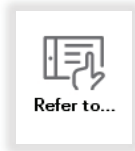
Some preventive benefits are not subject to the Deductible. This means you can access this benefit, and the plan will pay even if you have not met the individual or family Deductible. Please see the “Clinical Preventive Services” benefit on your *Summary of Benefits and Coverage* for further information. Prescription Drugs are not part of the Clinical Preventive Services benefit and thus, are subject to the Deductible and Coinsurance listed in the *Summary of Benefits and Coverage*.

### In-network Benefits

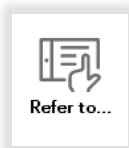


In order to be eligible to enroll and participate in this Plan you must work for an employer Group that is headquartered in the State of New Mexico (our Service Area). Your Dependents may be eligible to enroll if they meet all of the terms and conditions for such Coverage as described in the **Eligibility, Enrollment and Effective Dates, Termination and Continuation of Coverage Section**.

When you or your Covered Dependents receive care from Practitioners and Providers in our network (In-network Practitioners/Providers), the In-network benefit level will apply to the cost of the Healthcare Services. You will be responsible for your Cost-Sharing amounts (Copayments, Deductibles or Coinsurance) at the time of service. As shown in your *Summary of Benefits and Coverage*, your benefit levels are highest and your Out-of-pocket Cost Sharing amounts are lowest when you use our In-network Practitioners/Providers.



Your In-network Practitioner/Provider will bill us directly for the cost of services. You will generally not have claims to file or papers to fill out in order to be reimbursed for medical services obtained from In-network Practitioners and Providers. In-network Practitioners and Providers cannot bill you for any additional costs over and above your Cost-Sharing amounts.

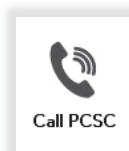


Hospital Inpatient Admission and some other Healthcare Services require our review and Prior Authorization before the services are provided. If you seek care from an In-network Practitioner/Provider, your In-network Practitioner/Provider will notify us and handle all aspects of your care. Please refer to the **Prior Authorization Section** for complete details on Prior Authorization.

We do not require our In-network Practitioners/Providers to comply with any specified numbers, targeted averages, or maximum duration of patient visits.

## Provider Directory

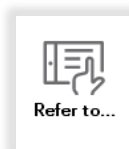
You will find our In-network Practitioners/Providers close to where you live and work across the State. Our Provider Directory lists the In-network Practitioners, as well as In-network Hospitals, pharmacies, outpatient facilities and other healthcare Providers. The Provider Directory is



available on our website at <https://www.phs.org/find-a-doctor>. If you need additional information about a Provider, you may call our Presbyterian Customer Service Center Monday through Friday from 7 a.m. to 6 p.m. at **(505)923-5258** or **1-866-979-6778**. Hearing impaired users may call the TTY 711 or **1-800-659-8331**.

The Provider Directory is subject to change, and you should always verify the Practitioner's/Provider's network status by visiting our website at <https://www.phs.org/find-a-doctor>.

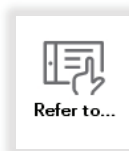
## Out-of-Network Benefits



When you obtain care from a Practitioner/Provider who is not in our network (Out-of-network Practitioner/Provider), the Out-of-network Covered Benefits will apply. As shown in the *Summary of Benefits and Coverage*, the benefit levels are lower and your Cost Sharing (Copayments, Deductibles and Coinsurance) amounts are higher.

Additionally, when you receive care from Out-of-network Practitioners/Providers, our payments to them for Covered Services will be limited to Medicare Allowable. You will be responsible for any amount due above the Medicare Allowable Charges, in addition to any applicable Cost Sharing amount. Medicare Allowable is defined in the **Glossary of Terms Section**.

Out-of-network Practitioners/Providers may require you to pay them in full at the time of service. You may have to pay them and then file your claim for reimbursement with us.



Please refer to your *Summary of Benefits and Coverage*, the **Benefit Section** and the **Exclusions Section** for a complete listing of Covered and Excluded services.



For Hospital admissions and other services from Out-of-network Practitioners/Providers that require Prior Authorization, you are responsible for ensuring that proper Prior Authorization has been obtained before being admitted to the Hospital or before receiving those services that require Prior Authorization from Out-of-network Practitioners/Providers.

If you are referred to an Out-of-network Practitioner/Provider, services from that Out-of-network Practitioner/Provider are subject to the Out-of-network benefit levels shown in the *Summary of Benefits and Coverage*.

## National PPO Providers

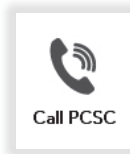
As an additional benefit, we have contracted with Practitioners/Providers who are outside the Service Area who may be considered National PPO Providers. When you are outside the Service Area this network gives you access to Practitioners, facilities and other Healthcare Professionals when you seek care outside of New Mexico.

When you obtain Healthcare Services provided by these National PPO Providers, you will pay the In-network Cost Sharing amounts (Copayments, Coinsurance) and we will pay the claim at the In-network benefit levels shown in your *Summary of Benefits and Coverage*.

The In-network Cost Sharing amounts you pay will apply toward the In-network Annual Out-of-pocket Maximum after which In-network claims will be paid at 100%.



These Practitioners/Providers **are not responsible** for obtaining Prior Authorization (if required). You must obtain Prior Authorization (if required) for services provided by a National PPO Provider and follow all other rules regarding Out-of-network Practitioners/Providers.



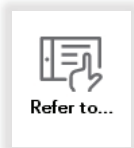
For additional information regarding National PPO Providers or to see if you need a Prior Authorization for Out-of-network Services, please call our Presbyterian Customer Service Center prior to obtaining services Monday through Friday from 7 a.m. to 6 p.m. at **(505) 923-5258** or **1-866-979-6778**. Hearing impaired users may call the **TTY 711** or **1-800-659-8331**.

## Cost-sharing – Your Out-of-Pocket Costs

Many Healthcare Services you receive from In-network and Out-of-network Practitioners and Providers require some payment from you. We refer to these payments as Cost Sharing. These are your Out-of-pocket costs and may be Deductibles, Coinsurance and/or Copayment amounts.

## Annual Contract Year Deductible

Certain services are subject to an Annual Contract Year Deductible. The Annual Contract Year Deductible is the amount you and your Covered Dependents must pay for Covered Healthcare Services each Contract Year before we begin to pay Covered Benefits for that Member. The Annual Contract Year Deductible may not apply to all Healthcare Services. You will pay a lower Annual Contract Year Deductible amount when you visit In-network Practitioners/Providers. Refer to your *Summary of Benefits and Coverage* for the amount of your Annual Contract Year Deductible.



Covered charges for In-network Practitioner and Provider services only apply to the In-network Annual Contract Year Deductible limits and do not apply to the Out-of-network Annual Contract Year Deductible limits shown in the *Summary of Benefits and Coverage*.

Covered charges for Out-of-network Practitioner and Provider services only apply to the Out-of-network Annual Contract Year Deductible limits and do not apply to the In-network Annual Contract Year Deductible limits shown in the *Summary of Benefits and Coverage*.

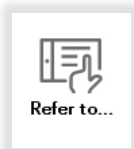
For Single coverage, the annual Contract Year Deductible requirement is fulfilled when one Member meets the individual Deductible listed in the *Summary of Benefits and Coverage*.

For double or family coverage, with two or more enrolled Members, the **entire** Family the annual Contract Year Deductible must be met before benefits will be paid for the family. However, if one (family) Member reaches the Individual Deductible amount before the Family has met the annual Contract Year Family Deductible, the Plan will begin paying benefits for that Member who has met the Individual Deductible. The annual Contract Year Family and Individual Deductible amounts are listed in the *Summary of Benefits and Coverage*.

Preventive services are the only services that are NOT subject to the Individual or Family Deductible. This is true for services from Participating Providers only. Please see the Clinical Preventive Services Section of the *Summary of Benefits and Coverage* and this *Summary Plan Description* for additional information.

## Coinsurance

Certain services are subject to a Coinsurance amount. Coinsurance is the percentage of Covered charges that you and your Covered Dependents must pay directly to the Practitioner/Provider for Covered Services after the Annual Contract Year Deductible has been met. After you pay your Coinsurance amount, we will pay our percentage of the charges. Coinsurance is included in your Annual Out-of-pocket Maximum. The amount of your Coinsurance for each service can be found in your *Summary of Benefits and Coverage*.



You will pay a lower percentage (Coinsurance) of Covered charges when you visit our In-network Practitioners/Providers. When you receive services from Out-of-network

Practitioners/Providers, the Coinsurance you pay is higher and the Coinsurance will be applied to Medicare Allowable or billed charges, whichever is less, that we allow or the particular procedure. The Out-of-network Practitioner/Provider may bill you for any amounts over the billed charges we allow, and this amount does not apply to your Annual Contract Year Deductible or your Coinsurance.

Covered charges for In-network Practitioner and Provider services only apply to the In-network Coinsurance limits and do not apply to the Out-of-network Coinsurance limits shown in the *Summary of Benefits and Coverage*.

Covered charges for Out-of-network Practitioner and Provider services only apply to the Out-of-network Coinsurance limits and do not apply to the In-network Coinsurance limits shown in the *Summary of Benefits and Coverage*.

Refer to your *Summary of Benefits and Coverage* for the Coinsurance Amounts. Coinsurance Amounts vary by type of service and by In-network and Out-of-network Practitioners/Providers.

## Annual Out-of-pocket Maximum



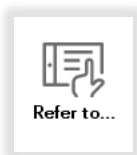
This Plan includes an Annual Out-of-pocket Maximum amount to help protect you and your Covered Dependents from high-cost catastrophic healthcare expenses. The Annual Out-of-pocket Maximum is the most you will pay in Cost Sharing in a Contract Year for certain Covered Services. After you have met your Annual Out-of-pocket Maximum in a Contract Year, we pay 100% of the cost for Covered Services, for the remainder of that Contract Year, up to the maximum benefit amount, if any. Refer to your *Summary of Benefits and Coverage* for the Plan Annual Out-of-pocket Maximum.

For single coverage, the Out-of-pocket Maximum requirement is fulfilled when one Member meets the Individual Out-of-pocket Maximum listed in the *Summary of Benefits and Coverage*.

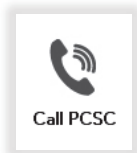
For double or family coverage, with two or more enrolled Members, the **entire** Family Out-of-pocket Maximum must be met before benefits will be paid at 100%. However, if one (family) Member reaches the Individual Out-of-pocket maximum amount before the Family has met the Family Out-of-pocket maximum benefits will be paid at 100% for that Member who has met the Individual Out-of-pocket maximum. The Family and Individual Out-of-pocket maximums amounts are listed in the *Summary of Benefits and Coverage*.

You will pay less out of your pocket (Cost Sharing) to meet your Annual Out-of-pocket Maximum when you visit an In-network Practitioner/Provider.

Covered charges for In-network Practitioner and Provider services **only** apply to the In-network Coinsurance and Annual Out-of-pocket Maximum limits and do not apply to the Out-of-network Coinsurance and Annual Out-of-pocket Maximum shown on the *Summary of Benefits and Coverage*.

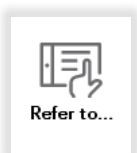


Covered charges for Out-of-network Practitioner and Provider services **only** apply to the Out-of-network Coinsurance and Annual Out-of-pocket Maximum limits and do not apply to the In-network Limits shown on the *Summary of Benefits and Coverage*. Refer to your *Summary of Benefits and Coverage* for the Plan Annual Out-of-pocket Maximum.



To inquire about the status of your specific Annual Out-of-pocket Maximum, you may call our Presbyterian Customer Service Center Monday through Friday from 7 a.m. to 6 p.m. at **(505) 923-5258** or **1-866-979-6778**. Hearing impaired users may call the TTY line at **711** or **1-800-659-8331**.

## Office Visit Copayment



If your Plan has an Office Visit Copayment, this is the amount of Cost Sharing you must pay each time you have an office visit with an In-network Practitioner/Provider. This Copayment is for the office visit only. All other services provided during the visit are subject to other Cost Sharing (Deductible and Coinsurance). Refer to your *Summary of Benefits and Coverage* for all Cost Sharing Copayment, Deductible and Coinsurance amounts.

## Utilization Management and Quality

We may review medical records, claims, and requests for Covered Services to establish that the services are/were Medically Necessary, delivered in the appropriate setting, consistent with the condition reported and with generally accepted standards of medical and surgical practice in the area where performed and according to the findings and opinions of our professional medical consultants. Utilization management decisions are based only on appropriateness of care and service. We do not reward Practitioners or other Healthcare Professionals conducting Utilization Review for denying coverage or services and we do not offer incentives to encourage underutilization.

## Technology Assessment Committee

We have a process to continuously evaluate evolving medical technologies, which include medical procedures, drugs and devices. In-network Practitioners from our PPO Network and the community along with other clinical staff are responsible for this process and are known as the Technology Assessment Committee.

The Technology Assessment Committee evaluates new technologies and/or new applications of existing technologies, determines the value of the new technology, and recommends whether the technology should be a specified Covered Benefit of your Plan. Factors to be considered include safety, comparison to existing drugs, procedures and technology, cost and effectiveness of the new technology, and clinical skills and training of those proposing to provide the new technology.

## **Transition of Care**

If we terminate or suspend any contract with an In-network Practitioner/Provider from which you are currently receiving care, we will make our best effort to notify you, in writing, within 30 days. We will assist you in locating and transferring to another similarly qualified In-network Practitioner/Provider, if available, for continued In-network benefits. You may elect to continue to receive care from this Out-of-network Practitioner/Provider; however, we will only reimburse for such services in accordance with applicable Out-of-network benefit level, if any, and then subject to Medicare Allowable Charges except when you wish to continue an ongoing course of treatment with the provider for a transitional period. This period shall continue for a time that is sufficient to permit coordinated transition planning consistent with your condition and needs relating to the continuity of the case and will not be less than 30 days. If you are in your third trimester of pregnancy at the time of the provider's disaffiliation, your transitional period will last through the delivery and will allow for post-partum care. These transitional periods with your provider will not be allowed if the provider's disaffiliation was for reasons related to medical competence or professional behavior. For transitional periods exceeding 30 days, continued care will be provided only if the provider agrees to accept reimbursement from Presbyterian at the rates applicable prior to the start of the transitional period as payment in full. Additionally, the provider must also agree to adhere to Presbyterian's quality assurance requirements, to provide necessary medical information related to such care, and to follow Presbyterian's policies and procedures, including but not limited to procedures regarding referrals, pre-authorization and treatment planning approved by Presbyterian.

## **Advance Directives**

Advance Directives are the legal documents in which you give written instructions about your healthcare if in the future you cannot speak for yourself. You have the right to make choices about your own healthcare and the right to choose someone else to make healthcare decisions for you. Advance Directives help healthcare workers care for people.

## **Health Improvement Related Activities**

We may offer incentives to Covered Persons to promote the delivery of preventive care or other health improvement activities. Health improvement activities may include participation in disease management programs, educational health programs or surveys regarding your understanding of your Covered Benefits. Your participation is strictly voluntary. The level and type of incentives will be determined based upon the nature of the preventive care or health improvement activity.

## Prior Authorization

**This Section explains what Covered Healthcare Services require Prior Authorization before you receive these services and how to obtain Prior Authorization. This is not an exhaustive list. Further information can be obtained through your PCP or at our website at [www.phs.org](http://www.phs.org).**

Before you are admitted as an Inpatient to a Hospital, Skilled Nursing Facility or other facility or before you receive certain Covered Healthcare Services and supplies, you must request and obtain approval, known as Authorization. All diabetes related services are provided in accordance with state law. For diabetes related services, please refer to the Diabetes Services Section.

### What is Prior Authorization?

Prior Authorization is a clinical evaluation process to determine if the requested Healthcare Service is Medically Necessary, a Covered Benefit, and if it is being delivered in the most appropriate healthcare setting. Our Medical Director or other clinical professional will review the requested Healthcare Service and, if it meets our requirements for Coverage and Medical Necessity, it is Authorized or Certified (approved) before those services are provided.

The Prior Authorization process and requirements are regularly reviewed and updated based on various factors including evidence-based practice guidelines, medical trends, Practitioner/Provider participation, state and federal regulations, and our policies and procedures.

A Prior Authorization will specify the length of time for which the Authorization is valid, which in no event shall be for more than 24 months. You may revoke an Authorization at any time.

A consumer or customer who is the subject of nonpublic personal information may revoke an authorization provided pursuant to this rule at any time, subject to the rights of an individual who acted in reliance on the authorization prior to notice of the revocation.

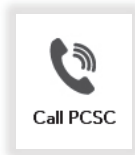
### Prior Authorization when In-network

When you seek specific Covered Services from In-network Practitioners/Providers, our In-network Practitioner/Provider is responsible for obtaining Prior Authorization from us before providing the Covered Services, except for Emergency Care. You will not be liable for charges resulting from the In-network Practitioner's/Provider's failure to obtain the required Prior Authorization.

### Prior Authorization when Out-of-network

When you seek specific Covered Services from an Out-of-network Practitioner/Provider (including National PPO Providers), **you** are responsible for obtaining Prior Authorization from us before receiving the Out-of-network Services. **If Prior Authorization (Certification) is not**

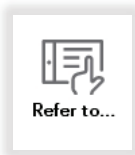
**obtained when required, then we may not Cover the services, and you may be responsible for the resulting charge.** You may have your Out-of-network Practitioner/Provider contact us on your behalf in order to provide necessary clinical information, but it is not the Out-of-network Practitioner's/Provider's responsibility to obtain Prior Authorization.



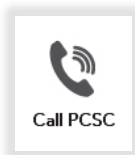
If you need to obtain Prior Authorization for Out-of-network Services, please call our Presbyterian Customer Service Center, as soon as possible before services are provided, Monday through Friday from 7 a.m. to 6 p.m. at **(505) 923-5258** or **1-866-979-6778**. Hearing impaired users may call the **TTY 711** or **1-800-659-8331**.

## Services That Require Prior Authorization In- or Out-of-Network

Prior Authorization is required for Inpatient admissions, and all services related to the inpatient admission before you receive these services In-network or Out-of-network from any Practitioner/Provider, Healthcare Facility or other Healthcare Professional. Our network of Practitioners/Providers will obtain Prior Authorization for you when you receive care In-network. You are responsible for obtaining Prior Authorization before you receive care Out-of-network, except for Emergency Care. Presbyterian will provide material that contains in a clear, conspicuous and readily understandable form, a full and fair disclosure of the plan's benefits, limitations, exclusions, conditions of eligibility and prior authorization requirements, within a reasonable time after enrollment and at subsequent periodic times as appropriate.



The following services and supplies require Prior Authorization In-network and Out-of-network. Refer to the **Benefits Section** for detailed information about these services.



Please Note: Due to the ever-changing nature of healthcare services, updates are made to the list from time-to-time throughout the year. For access to the most current list, you may contact the Presbyterian Customer Service Center Monday through Friday from 7 a.m. to 6 p.m. at **(505) 923-5258** or **1-866-979-6778**. Hearing impaired users may call the **TTY line at 711** or **1-800-659-8331**. You may also visit our website at [www.phs.org](http://www.phs.org).

- Acute Medical Detoxification (listed under Mental Health Services and Alcohol and Substance Use Disorder Services in the Covered Benefits Section)
- All Hospital admissions, Inpatient non-emergent (listed under Hospital Services-Inpatient in the Covered Benefits Section)
- Autism Spectrum Disorder
- Bariatric Surgery and Surgery for the treatment of obesity
- Bone growth stimulator
- Cancer Clinical Trials ( Investigational/Experimental)
- Clinical Trials (Investigational/Experimental) (listed under Clinical Trials in the Covered Benefits Section)

- Certified Hospice Care
- Computed Axial Tomography (CAT) scans in an outpatient setting (listed under Diagnostic and Imaging Services in the Cover Benefits Section)
- Durable Medical Equipment (listed under Durable Medical Equipment, Orthotic Appliances, Prosthetic Devices, Repair and Replacement of Durable Medical Equipment, Prosthetics and Orthotic Devices, Surgical Dressing Benefit, Eyeglasses/Contact Lenses and Hearing Aids in the Covered Benefits Section)
- Electroconvulsive Therapy (ECT)
- Epidural injections for back pain
- Foot Orthotics (listed under Orthotic Appliances in the Covered Benefits Section)
- Genetic Testing
- Home Health Care Services/Home Health Intravenous Drugs (listed under Home Health Care Services/Home Intravenous Services and Supplies in the Covered Benefits Section)
- Hyperbaric oxygen (listed under Hyperbaric Oxygen Therapy in the Covered Benefits Section)
- Injectable drugs, (includes Specialty Medications and Medical Drugs) (listed under Preventive Health Services for Women and also Practitioner/Provider Services in the Covered Benefits Section)
- Magnetic Resonance Imaging (MRI) in an outpatient setting (listed under Diagnostic and Imaging Services in the Covered Benefits Section)
- Mental health services – Inpatient, Partial Hospitalization and select outpatient services (listed under Mental Health Services and Alcohol and Substance Use Disorder Services in the Covered Benefits Section)
- Mobile cardiac outpatient telemetry and real time continuous attended cardiac monitoring systems
- Newborn delivery and Hospital obstetrical services (listed under Maternity Care in the Covered Benefits Section)
- Non-emergency care when traveling outside the U.S.
- Nutritional supplements (listed under Nutritional Support and Supplements in the Covered Benefits Section)
- Observation Services greater than 24 hours
- Organ transplants (listed under Transplants in the Covered Benefits Section)
- Orthotics
- Positron Emission Tomography (PET) scans in an outpatient setting
- Prescription Drugs/Medications
- Prosthetic Devices (listed under Durable Medical Equipment, Orthotic Appliances, Prosthetic Devices, Repair and Replacement of Durable Medical Equipment, Prosthetics and Orthotic Devices, Surgical Dressing Benefit, Eyeglasses/Contact Lenses and Hearing Aids and also Women’s Healthcare in the Covered Benefits Section)
- Proton beam irradiation
- Reconstructive and potentially cosmetic procedures (listed under Reconstructive Surgery and also Women’s Healthcare Services in the Covered Benefits Section)
- Selected Surgical/Diagnostic procedures
  - Ankle subtalar arthroereisis

- Blepharoplasty/Brow Ptosis Surgery
- Breast reconstruction following mastectomy
- Breast reduction for gynecomastia
- Cholecystectomy by laparoscopy
- Endoscopy nasal/sinus balloon dilation
- Hysterectomy
- Lumbar/cervical spine Surgery
- Meniscus implant and allograft/meniscus Transplant
- Panniculectomy
- Rhinoplasty
- Tonsillectomy
- Total ankle replacement
- Total hip replacement
- Total knee replacement
- Skilled Nursing Facility care
- Sleep disorder studies in an outpatient setting
- Special Inpatient services (including but not limited to private room and board and/or special duty nursing)
- Special Medical Foods (listed under Genetic Inborn Errors of Metabolism Disorders (IEM) and also Prescription Drugs/Medications)
- Substance Use Disorder services, Inpatient (listed under Mental Health Services and Alcohol and Substance Use Disorder Services in the Covered Benefits Section)
- Surgical Procedures
- Temporo/Craniomandibular Joint Disorders (TMJ/CMJ) (listed under Dental Services (Limited) in the Covered Benefits Section)
- Transplant Services (listed under Transplants in the Covered Benefits Section)
- Virtual colonoscopy (listed under Clinical Preventive Health Services in the Covered Benefits Section)
- Wireless capsule endoscopy

## **Authorizing Inpatient Hospital Admission following an Emergency**



You do not need to get Prior Authorization when you receive Emergency Healthcare Services. If you are admitted as an Inpatient to the Hospital following your Emergency Healthcare Services, your Practitioner/Provider or you should contact us as soon as possible.

**Obtaining Prior Authorization does not guarantee your eligibility for coverage, that benefits will be paid or that you will receive the highest level of benefits.**

- Eligibility and benefits are based on the date you received the services, not the date you received Prior Authorization
- If you lose Coverage under this plan, services received after Coverage ends will not be Covered, even if we provided Prior Authorization

## **Prior Authorization Decisions – Non-Emergency**

We will evaluate non-emergent Prior Authorization requests and advise you and your Practitioner/Provider of our decision within five working days.

## **Prior Authorization Decision – Expedited (Accelerated)**

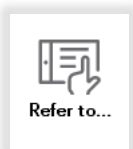
If your medical condition requires that we make a Prior Authorization decision quickly, we will notify you and your Practitioner/Provider of an expedited decision, within 24 hours of our receipt of the written or verbal request for an expedited decision.

## **Prior Authorization Review – Initial Adverse Determination**

If we do not approve the Prior Authorization request (Adverse Determination) we will notify you and your Practitioner/Provider by telephone (or as required by your medical situation) within 24 hours of making our decision.

We will also notify you and your Practitioner/Provider of the Adverse Determination by written or electronic communication sent within one working day of a telephone notice. Our notice will include:

- Reasons for a Medical Necessity denial including why the requested healthcare service is not Medically Necessary
- The reason for a denial based on lack of coverage and a reference to all healthcare plan provisions on which the denial is based and a clear and complete explanation of why the Healthcare Service is not Covered
- An explanation of how you may request our internal review of our Adverse Determination including any forms that must be used and completed



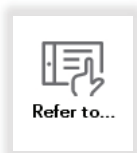
Please see the **Complaints, Grievances and Appeals Section** for information regarding how to request an internal review of any Adverse Determinations that we make.

## Benefits

**This Healthcare Benefit Plan offers Coverage for a wide range of Healthcare Services. This Section gives you the details about your benefits, Prior Authorization and other requirements, Limitations and Exclusions.**

### Specifically Covered

This Healthcare Benefit Plan helps pay for healthcare expenses that are Medically Necessary and Specifically Covered in this Agreement. Specifically Covered means only those Healthcare Benefits that are expressly listed and described in the **Benefits Section** of the Agreement. In



addition, you should refer to the **Exclusions Section** that lists services that are not Covered under your Healthcare Benefit Plan. All other benefits and services not specifically listed as Covered in the Benefits Section shall be **excluded, except for Clinical Preventive Health Services and except as required by state or federal law.**

We determine whether a Healthcare Service or supply is a specifically Covered Benefit. The fact that a Practitioner/Provider has prescribed, ordered, recommended, or approved a Healthcare Service or supply does not guarantee that it is a Covered Benefit even if it is not listed as an **Exclusion.**

Specifically Covered Benefits are subject to the **Limitations, Exclusions, Prior Authorization** and other provisions of this Agreement.

### Medical Necessity

This Healthcare Benefit Plan helps pay for healthcare expenses that are Medically Necessary and specifically Covered in this Agreement.

Medical Necessity or Medically Necessary means Healthcare Services determined by a Practitioner/Provider, in consultation with Presbyterian Health Plan, Inc. (PHP), to be appropriate or necessary, according to any applicable generally accepted principles and practices of good medical care or practice guidelines developed by the federal government, national or professional medical societies, boards and associations, or any applicable clinical protocols or practice guidelines we developed consistent with such federal, national, and professional practice guidelines, for the diagnosis or direct care and treatment of a physical, behavioral or mental health condition, illness, injury, or disease.



**Experimental or Investigational drugs, medicines, treatments, procedures, or devices are not Covered.** This does not include Clinical Trials. Please refer to Clinical Trials in the Benefit Section of this Agreement.

## Care Coordination and Case Management

Care Coordination and Case Management are provided by our Care Coordination Department, which is staffed with registered nurses, social workers, health educators, behavioral health specialists and non-licensed care coordinators that coordinate Covered and non-Covered Healthcare Services for you when you have ongoing or complex diagnoses.

The role of the care coordinator/case manager is to support and educate you and other Members, so that you are able to make informed healthcare decisions. Our ongoing communication and visits to you and to other Members who may have a chronic illness can trigger prompt intervention and help in the prevention of avoidable episodes of illness. We are committed to the personal service that care management provides to you when you are in need.

When you are in the Hospital, our care coordinators/case managers work with the Hospital, their discharge planners and your Practitioners to make sure you get the appropriate level of care and to coordinate your care after you leave the Hospital.

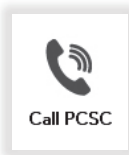
Disease management lifestyle coaches work with you to help you better manage your chronic disease, such as diabetes, coronary artery disease or congestive heart failure. Care is focused on helping you identify goals and desires for improving management of your chronic disease.

## PresRN

Presbyterian Health Plan members have access to PresRN, a nurse advice line available 24 hours a day, seven days a week, including holidays. PresRN is a no-cost service for Presbyterian Health Plan Members. Please call at **(505) 923-5570** or **1-866-221-9679**.

## Health Management Programs

Our clinically trained Healthcare Professionals work with your Practitioners/Providers to help enhance your quality of life in three areas: Staying healthy, Living with illness, and Getting Better. We help you reach optimum health through Clinical Preventive Health Services (such as Screening Mammography and childhood immunizations) as well as with disease management for conditions such as asthma, depression, diabetes, smoking cessation, and high-risk pregnancies.



If you would like more information about these services, please call our Presbyterian Customer Service Center at **(505) 923-5258** or **1-866-979-6778** Monday through Friday from 7 a.m. to 6 p.m. Hearing impaired users may call our **TTY 711** or **1-800-659-8331**. Also, visit our website at <https://www.phs.org/community/committed-to-community-health>.

## Covered Benefits

### Accidental Injury (Trauma), Urgent Care, Emergency Healthcare Services, and Observation Services



This benefit has one or more exclusions as specified in the Exclusions Section.

#### *Urgent Care*

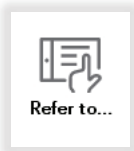
Urgent Care is Medically Necessary medical or surgical procedures, treatments, or Healthcare Services you receive in an Urgent Care Center or in a Practitioner's/Provider's office for an unforeseen condition due to illness or injury. Urgent conditions are not life-threatening but require prompt medical attention to prevent a serious deterioration in your health.

If you believe the condition to be treated is life-threatening, you should seek Emergency Healthcare Services as outlined below.

#### *Emergency Healthcare Services*

This Agreement covers acute Emergency Healthcare Services 24 hours per day, seven days per week, when those services are needed immediately to prevent jeopardy to your health. If Emergency Healthcare Services are administered by either an In-network or Out-of-network Practitioner/Provider, benefits for the initial treatment are paid at the In-network benefit level.

If you, as a result of Emergency Healthcare Services, are admitted to an Out-of-network Hospital you may choose to be transferred to a Hospital that is in our Practitioner/Provider PPO network (In-network). You must be medically stable and able to be safely transferred.



Refer to **Ambulance Services** in the *Summary of Benefits and Coverage* for the required Cost Sharing for inter-facility transportation costs. If you choose to remain at an Out-of-network Hospital after you are medically stable and able to be safely transferred, Out-of-network benefits will apply.

We will provide reimbursement when you, acting in good faith, obtain Emergency Healthcare Services for what reasonably appears to you, acting as a Reasonable/Prudent Layperson, to be an acute condition that requires immediate medical attention, even if your condition is later determined to not be an emergency.

In determining whether you acted as a Reasonable/Prudent Layperson we will consider the following factors:

- A reasonable person's belief that the circumstances required immediate medical care that could not wait until the next working day or the next available appointment

- The presenting symptoms
- Any circumstance that prevented you from using our established procedures for obtaining Emergency Healthcare Services



Prior Authorization is not required for Emergency Healthcare Services. If you are admitted as an Inpatient to the Hospital, you or your Practitioner needs to notify us within **48 hours** so we can review your Hospital stay.

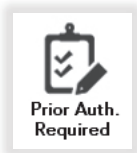
For Emergency Healthcare Services outside of our Service Area, you may seek Emergency Healthcare Services from the nearest appropriate facility where Emergency Healthcare Services can be rendered. These services will be Covered as In-network services. Non-emergent follow-up care received from an Out-of-network Practitioner/Provider is Covered at the Out-of-network level of benefits.

### ***Observation Services***

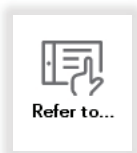
Observation services are defined as Outpatient services furnished by a Hospital and Practitioner/Provider on the Hospital’s premises. These services may include the use of a bed and periodic monitoring by a Hospital’s nursing staff which are reasonable and necessary to:

- Evaluate an outpatient’s condition
- Determine the need for a possible admission to the Hospital
- When rapid improvement of the patient’s condition is anticipated or occurs

When a Hospital places a patient under Outpatient Observation, it is based upon the Practitioner’s/Provider’s written order. To transition from Observation to an Inpatient admission,



our level of care criteria must be met. The length of time spent in the Hospital is not the sole factor determining Observation versus Inpatient stays. Medical criteria will also be considered. **Observation Services for greater than 24 hours will require Prior Authorization.** It is the responsibility of the facility to notify us.



All Accidental Injury (trauma), Urgent Care, Emergency Healthcare Services, and Observation Services whether provided within or outside of our Service Area are subject to the **Limitations** listed in the **Limitations Section** and the **Exclusions listed in the Exclusions Section.**

### **Ambulance Services**

The following types of Ambulance Services are Covered:

- Emergency Ambulance Services
- High-Risk Ambulance Services
- Inter-facility Transfer Services

**Emergency Ambulance Services** are defined as ground or air Ambulance Services delivered to a Member who requires Emergency Healthcare Services under circumstances that would lead a Reasonable/Prudent Layperson acting in good faith to believe that transportation in any other vehicle would endanger your health. **Emergency Ambulance Services are Covered only under the following circumstances:**

- For transportation to the nearest appropriate facility where Emergency medical Healthcare Services and treatment can be rendered. Such services must be provided by a licensed Ambulance Service, in a vehicle that is equipped and staffed with life-sustaining equipment and personnel.
- We will not pay more for air Ambulance Services than we would have paid for ground Ambulance Services over the same distance unless your condition renders the utilization of such ground transportation services medically inappropriate.
- In determining whether you acted in good faith as a Reasonable/Prudent Layperson when obtaining Emergency Ambulance Services, we will take the following factors into consideration:
  - Whether you required Emergency Healthcare Services, as defined above.
  - The presenting symptoms.
  - Whether a Reasonable/Prudent Layperson who possesses average knowledge of health and medicine would have believed that transportation in any other vehicle would have endangered your health.
  - Whether you were advised to seek an Ambulance Service by your Practitioner/Provider or by our staff. Any such advice will result in reimbursement for all Medically Necessary services rendered, unless otherwise limited or excluded under this Agreement.
  - Ground or air Ambulance Services to any Level I or II or other appropriately designated trauma/burn center according to established emergency medical services triage and treatment protocols.

Ambulance Service (ground or air) to the coroner's office or to a mortuary is not Covered, unless the Ambulance had been dispatched prior to the pronouncement of death by an individual authorized under state law to make such pronouncements.

**High-Risk Ambulance Services** are defined as Ambulance Services that are:

- Non-emergency
- Medically Necessary for transporting a high-risk patient
- Prescribed by your Practitioner/Provider

Coverage for High-Risk Ambulance Services is limited to:

- Air Ambulance Service when Medically Necessary. However, we will not pay more for air Ambulance Service than we would have paid for transportation over the same distance by ground Ambulance Services, unless your condition renders the utilization of such ground Ambulance Services medically inappropriate.

- Maternity/Neonatal Ambulance Services, including ground or air Ambulance Service to the nearest Tertiary Care Facility is limited to:
  - The medically high-risk pregnant woman with an impending delivery of a potentially viable infant.
  - When necessary to protect the life of a newborn.
- Ground or air Ambulance Services to any Level I or II or other appropriately designated trauma/burn center according to established emergency medical services triage and treatment protocols.

**Inter-facility Transfer Ambulance Services** are defined as ground or air Ambulance Service between Hospitals, Skilled Nursing Facilities or diagnostic facilities. Inter-facility transfer services are Covered only if they are:

- Medically Necessary
- Prescribed by your Practitioner/Provider
- Provided by a licensed Ambulance Service in a vehicle which is equipped and staffed with life-sustaining equipment and personnel

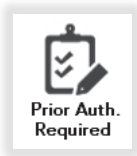
### Bariatric Surgery



This benefit has one or more exclusions as specified in the Exclusions Section.

Surgical treatment of morbid obesity (bariatric surgery) is Covered only if it is Medically Necessary as defined in this Agreement.

Bariatric surgery is Covered for patients with a Body Mass Index (BMI) of 35 kg/m<sup>2</sup> or greater who are at high risk for increased morbidity due to specific obesity related co-morbid medical conditions; and **Prior Authorization** is required for both In-network and Out-of-network facilities and services must be performed at a facility that is designated by Presbyterian Health Plan, Inc., and as a bariatric surgery Center of Excellence by Centers for Medicare and Medicaid Services (CMS). Out-of-network Benefits may apply depending upon the bariatric surgical Center of Excellence chosen.



### Cancer Clinical Trials



This benefit has one or more exclusions as specified in the Exclusions Section.

Routine patient care costs that are incurred as a result of participation in a Cancer Clinical Trial in New Mexico are Covered.

- Routine patient care costs mean:
  - Medical services or treatment that is a benefit under this Health Benefits Plan that would be Covered if the patient were receiving standard cancer treatment; or.
  - A drug provided during a Cancer Clinical Trial if the drug has been approved by the United States Food and Drug Administration (FDA), whether or not that organization has approved the drug for use in treating the patient's particular condition, but only to the extent that the drug is not paid for by the manufacturer, distributor or provider of the drug.
- Routine patient care costs are Covered for Members in a Cancer Clinical Trial if:
  - The Cancer Clinical Trial is undertaken for the purposes of the prevention of or the prevention of reoccurrence, early detection, or treatment of cancer for which no equally or more effective standard cancer treatment exists.
  - The Cancer Clinical Trial is not designed exclusively to test toxicity or disease pathophysiology and it has a therapeutic intent.
  - The Cancer Clinical Trial is being provided in New Mexico as part of a scientific study of a new therapy or intervention.
  - There is no non-Investigational treatment equivalent to the Cancer Clinical Trial.
  - There is a reasonable expectation shown in clinical or pre-clinical data that the Cancer Clinical Trial will be at least as efficacious as any non-Investigational alternative.
  - There is a reasonable expectation based on clinical data that the medical treatment provided in the Cancer Clinical Trial will be at least as effective as any other medical treatment.
  - Pursuant to the patient informed consent, Presbyterian is not liable for damages associated with the treatment provided during any phase of a Cancer Clinical Trial.
- The Cancer Clinical Trial is being conducted with the approval of at least one of the following:
  - One of the federal National Institutes of Health
  - A federal National Institutes of Health cooperative group or center
  - The federal Department of Defense
  - The United States FDA in the form of an investigational new drug application
  - The federal Department of Veteran Affairs
  - A qualified research entity that meets the criteria established by the federal National Institutes of Health for grant eligibility
- The personnel providing the Cancer Clinical Trial or conducting the study:
  - Are providing the Cancer Clinical Trial or conducting the study within their scope of practice, experience and training and volume of patients treated to maintain their expertise.
  - Agree to accept reimbursement as payment in full from the health plan at the rates that are established by that plan and are not more than the level of reimbursement applicable to other similar services provided by healthcare Practitioners/Providers within the plan's provider network.
  - Agree to provide written notification to the health plan when a patient enters or leaves a Cancer Clinical Trial.

- If services are not available from an In-network Practitioner/Provider, we will cover services of an Out-of-network Practitioner/Provider only if the Practitioner/Provider agrees to accept our normal reimbursement for similar services and services are provided in New Mexico.
- Any care related to the Cancer Clinical Trial that is Investigational requires **Prior Authorization**. Other medical services that are not Investigational may require **Prior Authorization** as described in the **Prior Authorization Section**.

## Certified Hospice Care



This benefit has one or more exclusions as specified in the Exclusions Section.

Benefits for Inpatient and in-home Hospice services are Covered if you are terminally ill. Services must be provided by an approved Hospice program during a Hospice benefit period and will not be Covered to the extent that they duplicate other Covered Services available to you. Benefits that are provided for by a Hospice or other facility require **Prior Authorization**. The Hospice benefit period is defined as follows:

- Beginning on the date your Practitioner/Provider certifies that you are terminally ill with a life expectancy of six months or less.
- Ending six months after it began, unless you require an extension of the Hospice benefit period below, or upon your death.
- If you require an extension of the Hospice benefit period, the Hospice must provide a new treatment plan and your Practitioner/Provider must **re-authorize** your medical condition to us. We will not Authorize more than one additional Hospice benefit period.
- You must be a Covered Member throughout your Hospice benefit period.

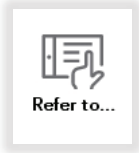
The following services are Covered:

- Inpatient Hospice care.
- Practitioner/Provider visits by Certified Hospice Practitioners/Providers.
- Home Health Care Services by approved Home Health Care personnel.
- Physical therapy.
- Medical supplies.
- Prescription Drugs and Medication for the pain and discomfort specifically related to the terminal illness.
- Medical transportation.
- Respite care (care that provides a relief for the caregiver) for a period not to exceed five continuous days for every 60 days of Hospice care. No more than two respite care stays will be available during a Hospice benefit period.

## Clinical Preventive Health Services



This benefit has one or more exclusions as specified in the Exclusions Section.



We will provide Coverage for Clinical Preventive Health Services without any Cost Sharing if you receive these services from our In-network Practitioners/Providers. If you receive these services from Out-of-network Practitioners/Providers, you are responsible for the Out-of-network level Cost-Sharing amounts. Refer to your *Summary of Benefits and Coverage* for Out-of-network Cost-Sharing amounts.

We will provide Coverage for preventive benefits, as defined by the Affordable Care Act (ACA), if you receive these services from our In-network Practitioners/Providers, without cost sharing regardless of sex assigned at birth, gender identity, or gender of the individual.

Clinical Preventive Health Services Coverage is provided for services under four broad categories:

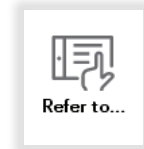
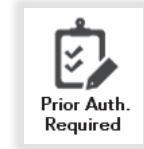
- Screening and Counseling Services
- Routine Immunizations
- Adult Preventive Services
- Childhood Preventive Services
- Preventive Services for Women

### ***Screening and Counseling Services***

Screenings and counseling services will provide coverage for evidence-based services that have a rating of A or B in the current recommendations of the U.S. Preventive Services Task Force for individuals in certain age groups or based on risk factors. Key screenings include:

- Preventive Physical Examinations.
- Health appraisal exams, laboratory and radiological tests, and early detection procedures for the purpose of a routine physical exam.
- Periodic tests to determine metabolic, blood hemoglobin, blood pressure, blood glucose level, and blood cholesterol level, or alternatively, a fractionated cholesterol level including a Low-Density Lipoprotein (LDL) level and a High-Density Lipoprotein (HDL) level.
- Periodic stool examination for the presence of blood for all persons 40 years of age or older.

- Colorectal cancer screening in accordance with the evidence-based recommendations established by the United States Preventive Services Task Force for determining the presence of pre-cancerous or cancerous conditions and other health problems including:
  - Fecal occult blood testing (FOBT).
  - Flexible Sigmoidoscopy.
  - Colonoscopy, including anesthesia services.
  - Virtual Colonoscopy - Requires **Prior Authorization**.
  - Double contrast barium enema.
- Smoking Cessation Program - Refer to **Smoking Cessation Counseling/Program in this Section**.
- Screening to determine the need for vision and hearing correction.
- Periodic glaucoma eye test.
- Preventive screening services including screening for depression, diabetes, cholesterol, obesity, various cancers, HIV and sexually transmitted infections, as well as counseling for drug and Tobacco use, healthy eating and other common health concerns.
- Health education and consultation from Practitioners/Providers to discuss lifestyle behaviors that promote health and well-being including, but not limited to, the consequences of Tobacco use, and/or smoking control, nutrition and diet recommendations, and exercise plans. For Members 19 years of age or older, health education also includes information related to lower back protection, immunization practices, breast self-examination, testicular self-examination, use of seat belts in motor vehicles and other preventive healthcare practices.



### ***Routine Immunizations***

Routine Immunization includes Coverage for Adult and Child Immunizations (shots or vaccines), in accordance with the recommendations of:

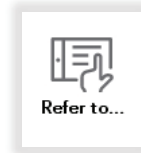
- The American Academy of Pediatrics
- The Advisory Committee on Immunization Practices
- The U.S. Preventive Services Task Force
  - Immunizations for routine use in children, adolescents, and adults that have, in effect, a recommendation from the Advisory Committee on Immunizations Practices of the Centers for Disease Control and Prevention (Advisory Committee) with respect to the individual involved
  - HPV Vaccine coverage for the Human Papillomavirus as approved by the United States FDA and in accordance with all applicable federal and state requirements and the guidelines established by the Advisory Committee on Immunization Practices (ACIP)

### ***Childhood Preventive Health Services***

Childhood Preventive Health Services includes Coverage for Well-child Care in accordance with the recommendations of the American Academy of Pediatrics.

With respect to infants, children and adolescents, evidence-informed preventive care and screenings provided for the comprehensive guidelines supported by the Health Resources and Services Administration (HRSA). Key preventive care includes:

- Health appraisal exams, laboratory and radiological tests, and early detection procedures for the purpose of a routine physical exam or as required for participation in sports, school, or camp activities.
- Hearing and Vision screening for correction. This does not include routine eye exams or Eye Vision and Hearing screening to determine Refractions performed by eye care specialists. One Eye Refraction per Contract Year is Covered for children under age six when Medically Necessary to aid in the diagnosis of certain eye diseases.
- Pediatric Vision – Please refer to the Rider at the end of this Agreement for benefit coverage and details.
- Behavioral Assessments.
- Screening for Alcohol and drug use, anemia, blood pressure, congenital hypothyroidism, depression, developmental development and surveillance, dyslipidemia, hematocrit/hemoglobin or sickle cell, lead, obesity, oral health, sexuality transmitted diseases, Phenylketonuria (PKU) and Tuberculin testing.
- Counseling from Practitioners/Providers to discuss lifestyle behaviors that promote health and well-being including, but not limited to, the consequences of Tobacco use, and/or smoking control, nutrition and diet recommendations, and exercise plans. For Members under 19 years of age, this includes (as deemed appropriate by the Member's Practitioner/Provider or as requested by the parents or legal guardian) education information on Alcohol and Substance Use Disorder, sexually transmitted diseases, and contraception.
- Preventive benefits, as defined by the Affordable Care Act (ACA) for all recommended preventive services, including services related to pregnancy, preconception and prenatal care.

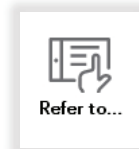


### ***Preventive Health Services for Women***

Preventive Services for Women include all Clinical Preventive Health Services discussed in this Benefits Section and those specific to Women:

- Well-woman visits to include adult and female-specific screenings and preventive benefits.
- Breastfeeding comprehensive support, supplies and counseling from trained providers, as well as access to breastfeeding supplies, for pregnant and nursing women are covered for one year after delivery.
- Contraception: FDA-approved contraceptive methods, sterilization procedures, and patient education and counseling, not including abortifacient drugs.
  - Methods of preferred generic oral contraceptives, injectable contraceptives or contraceptive devices. For a complete list of these preferred products, please see the Presbyterian Pharmacy website at

- Counseling for HIV, sexually transmitted diseases and domestic violence and abuse.
- Cytological Screening (PAP Smear) and Human Papillomavirus (HPV) screening to determine the presence of precancerous or cancerous conditions and other health problems. Coverage includes persons 18 years of age or older and for women who are at risk of cancer or other health conditions that can be identified through Cytological Screening.
- Domestic and interpersonal violence screening and counseling for all women.
- Gestational diabetes screening for women 24 to 28 weeks pregnant and those at high risk of developing gestational diabetes.
- Human Immunodeficiency Virus (HIV) screening and counseling for sexually active women.
- Human Papillomavirus (HPV) DNA Test: High-risk HPV DNA testing every three years for women with normal cytology results who are 30 or older.
- HPV Vaccine coverage for the Human Papillomavirus as approved by the United States FDA and in accordance with all applicable federal and state requirements and the guidelines established by the Advisory Committee on Immunization Practices (ACIP).
- Mammography Coverage for low-dose screening mammograms to determine the presence of breast cancer. Coverage includes, but is not limited to, one baseline mammogram to persons ages 35 through 39, one mammogram biennially to persons ages 40 to 49 and one mammogram annually to persons age 50 and over.
- Screenings and Counseling for pregnant women including screenings for anemia, bacteriuria, Hepatitis B, and Rh incompatibility and breast-feeding counseling.
- Sexually Transmitted Infections (STI) counseling for sexually active women.
- Sterilization services for women only. Other services, performed during the procedure, are subject to deductible and coinsurance as outlined in your *Summary of Benefits and Coverage*.
- Well-woman visits to obtain recommended preventive services for women.



You can obtain additional information about Women's Preventive Services recommendations and guidelines on the HealthCare.gov website at <https://www.healthcare.gov/preventive-care-women/>.

### Complementary Therapies



This benefit has one or more exclusions as specified in the Exclusions Section.

## *Acupuncture*

Acupuncture is treatment by means of inserting needles into the body to reduce pain or to induce anesthesia. It may also be used for other diagnoses as determined appropriate by your Practitioner/Provider.



It is recommended that Acupuncture be part of a coordinated plan of care approved by your Practitioner/Provider.

Acupuncture services are **limited** to a Contract Year maximum benefit. Refer to your *Summary of Benefits and Coverage* for this maximum.

## *Chiropractic Services*

Chiropractic services are available for specific medical conditions and are not available for maintenance therapy such as routine adjustments. Chiropractic services are subject to the following:

- The Practitioner/Provider determines in advance that Chiropractic treatment can be expected to result in Significant Improvement in your condition within a period of two months.
- Chiropractic treatment is specifically **limited** to treatment by means of manual manipulation (i.e., by use of hands, and other methods of treatment approved by us including, but not limited to, ultrasound therapy).
- Subluxation must be documented by Chiropractic examination and documented in the chiropractic record. We do not require Radiologic (X-ray) demonstration of Subluxation for Chiropractic treatment.
- Chiropractic X-rays are only Covered when performed by a Chiropractor, unless clinically relevant X-rays already exist.



Chiropractic services are **limited** to a Contract Year maximum benefit. Refer to your *Summary of Benefits and Coverage* for this maximum.

## *Biofeedback*



Biofeedback is **limited** to a Calendar Year maximum benefit. Refer to your *Summary of Benefits and Coverage* for this maximum.

## COVID-19

As a Presbyterian Health Plan Member, we provide coverage for COVID-19 testing, medical treatment, or vaccination, including boosters. Your coverage is subject to standard plan deductibles or coinsurance for services related to COVID-19, whether at a clinic, hospital or using remote care.

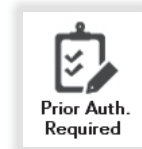
### Dental Services (Limited)



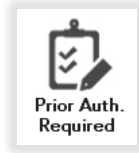
This benefit has one or more exclusions as specified in the Exclusions Section.

Dental benefits will be provided in connection with the following conditions when deemed Medically Necessary except in an emergency situation as described in the **Accidental Injury (trauma), Urgent Care, Emergency Healthcare Services and Observation Services Section**. Covered Services are as follows:

- Accidental Injury to sound natural teeth, jawbones or surrounding tissue. **Dental injury caused by chewing, biting, or Malocclusion is not considered an Accidental Injury and will not be Covered.**
- The correction of non-dental physiological conditions such as, but not limited to, cleft palate repair that has resulted in a severe functional impairment.
- The treatment for tumors and cysts requiring pathological examination of the jaws, cheeks, lips, tongue, roof and floor of the mouth.
- Hospitalization, day surgery, Outpatient and/or anesthesia for non-Covered dental services, are Covered, if provided in a Hospital or ambulatory surgical center for dental surgery, with our approval of a **Prior Authorization** request. Plan benefits for these services include coverage:
  - For Members who exhibit physical, intellectual or medically compromising conditions for which dental treatment under local anesthesia, with or without additional adjunctive techniques and modalities cannot be expected to provide a successful result and for which dental treatment under general anesthesia can be expected to produce superior results.
  - For Members for whom local anesthesia is ineffective because of acute infection, anatomic variation or allergy.
  - For Covered Dependent children or adolescents who are extremely uncooperative, fearful, anxious, or uncommunicative with dental needs of such magnitude that treatment should not be postponed or deferred and for whom lack of treatment can be expected to result in dental or oral pain or infection, loss of teeth or other increased oral or dental morbidity.
  - For Members with extensive oral-facial or dental trauma for which treatment under local anesthesia would be ineffective or compromised.
  - For other procedures for which Hospitalization or general anesthesia in a Hospital or ambulatory surgical center is Medically Necessary.



- Oral surgery that is Medically Necessary to treat infections or abscess of the teeth that involve the fascia or have spread beyond the dental space.
- Removal of infected teeth in preparation for an Organ transplant, joint replacement surgery or radiation therapy of the head and neck.
- **Temporo/Craniomandibular Joint Disorders (TMJ/CMJ)**
  - The surgical and non-surgical treatment of Temporo/Craniomandibular Joint disorders (TMJ/CMJ) such as arthroscopy, physical therapy, or the use of Orthotic Devices (TMJ splints) are subject to the same conditions, limitations, and require **Prior Authorization** as they apply to treatment of any other joint in the body.



## Diabetes Services



This benefit has one or more exclusions as specified in the Exclusions Section.

Covered Benefits are provided if you have insulin dependent (Type 1) diabetes, non-insulin dependent (Type 2) diabetes, and elevated blood glucose levels induced by pregnancy (gestational diabetes). We will guarantee Coverage for the equipment, appliances, Prescription Drug/Medications, insulin or supplies that meet the United States FDA approval, and are the medically accepted standards for diabetes treatment, supplies and education.

### *Diabetes Education (Limited)*

The following benefits are available when received from a Practitioner/Provider who is approved to provide diabetes education:

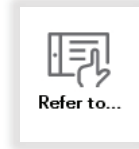
- Medically Necessary visits upon the diagnosis of diabetes
- Visits following a Practitioner/Provider diagnosis that represents a significant change in condition or symptoms requiring changes in the patient's self-management
- Visits when re-education or refresher training is prescribed by a healthcare Practitioner/Provider with prescribing authority
- Telephonic visits with a Certified Diabetes Educator (CDE)
- Medical nutrition therapy related to diabetes management

Practitioners/Providers who are approved diabetes educators must be a registered, certified or licensed Healthcare Professional with recent education in diabetes management.

### *Diabetes supplies and services*

The following equipment, supplies, appliances, and services are Covered when prescribed by your Practitioner/Provider and when obtained through the designated network Provider:

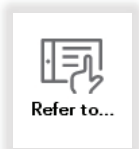
- Insulin pumps when Medically Necessary, prescribed by an In-network endocrinologist
- Specialized monitors/meters for the legally blind
- Medically Necessary Covered Podiatric appliances for prevention of feet complications associated with diabetes – Refer to the **Durable Medical Equipment Benefits Section**
- Preferred Prescriptive diabetic oral agents for controlling blood sugar levels – Refer to your *Formulary* for Preferred agents
- Glucagon emergency kits
- Preferred Insulin - Refer to your *Formulary* for Preferred Insulin
- Syringes
- Injection aids, including those adaptable to meet the needs of the legally blind
- Preferred Blood glucose monitors/meters – Refer to your *Formulary* for Preferred monitors
- Preferred Test strips for blood glucose monitors – Refer to your *Formulary* for Preferred Test strips
- Preferred Lancets and lancet devices
- Visual reading urine ketone strips



**Diagnostic and Imaging Services (tests performed to determine if you have a medical problem or to determine the status of any existing medical conditions)**



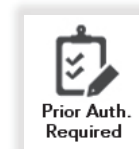
These benefits may have one or more exclusions as specified in the Exclusions section.



Coverage is provided for Diagnostic Services when provided under the direction of your Practitioner/Provider. Some services require Prior Authorization. Refer to the Prior Authorization Section for **Prior Authorization** requirements.

Examples of Covered procedures include, but are not limited to, the following:

- Computerized Axial Tomography (CAT) scans – requires **Prior Authorization**
- Magnetic Resonance Angiogram (MRA) tests, Magnetic Resonance Imaging (MRI) tests – require **Prior Authorization**
- Sleep disorder studies in-home or facility
- Bone density studies
- Clinical laboratory tests
- Gastrointestinal lab procedures
- Pulmonary function tests
- Radiology/X-ray services



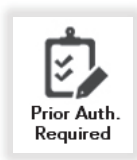
## **Durable Medical Equipment, Orthotic Appliances, Prosthetic Devices, Repair and Replacement of Durable Medical Equipment, Prosthetics and Orthotic Devices, Surgical Dressing Benefit, Eyeglasses/Contact Lenses and Hearing Aids.**



This benefit has one or more exclusions as specified in the Exclusions Section.

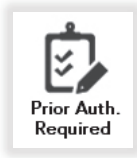
### ***Durable Medical Equipment***

Durable Medical Equipment is equipment that is Medically Necessary for treatment of an illness or Accidental Injury or to prevent further deterioration. This equipment is designed for repeated use, and includes items such as oxygen equipment, functional wheelchairs, and crutches. Some Durable Medical Equipment requires **Prior Authorization**. Only Durable Medical Equipment considered standard and/or basic as defined by nationally recognized guidelines are Covered.



### ***Orthotic Appliances***

Orthotic Appliances include braces and other external devices used to correct a body function including clubfoot deformity. Some Orthotic Appliances require **Prior Authorization**.

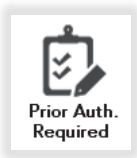


Orthotic Appliances are subject to the following **limitations**:

- Foot Orthotics or shoe appliances are not Covered, except for our Members with diabetic neuropathy or other significant neuropathy
- Custom fabricated knee-ankle-foot orthoses (KAFO) and ankle-foot orthoses (AFO) are Covered for our Members in accordance with nationally recognized guidelines

### ***Prosthetic Devices***

Prosthetic Devices are artificial devices, which replace or augment a missing or impaired part of the body. The purchase, fitting and necessary adjustments of Prosthetic Devices and supplies that replace all or part of the function of a permanently inoperative or malfunctioning body part are Covered when they replace a limb or other part of the body, after accidental or surgical removal and/or when the body's growth necessitates replacement. Some Prosthetic Devices require **Prior Authorization**.



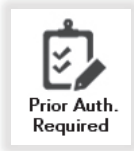
Examples of Prosthetic Devices include, but are not limited to:

- Breast prostheses when required because of mastectomy and prophylactic mastectomy
- Artificial limbs

- Prosthetic eye
- Prosthodontic appliances
- Penile prosthesis
- Joint replacements
- Heart pacemakers
- Tracheostomy tubes and cochlear implants

Prosthetic Devices are **limited** to a Calendar Year maximum. Refer to your *Summary of Benefits and Coverage* for this maximum.

### ***Repair and Replacement of Durable Medical Equipment, Prosthetics and Orthotic Devices***



Repair and replacement of Durable Medical Equipment, Prosthetics and Orthotic Devices requires **Prior Authorization**, except when provided for diabetes related services. All diabetes related services are provided in accordance with state law. Please refer to the Diabetes Services Section.

Repair and replacement are Covered when Medically Necessary due to change in your condition, wear or after the product's normal life expectancy has been reached.

One-month rental of a wheelchair is Covered if you owned the wheelchair that is being repaired.

### ***Surgical Dressing***

Surgical dressings that require a Practitioner's/Provider's prescription, and cannot be purchased over the counter, are Covered when Medically Necessary for the treatment of a wound caused by, or treated by, a surgical procedure.

**Gradient compression stockings** are Covered for:

- Severe and persistent swollen and painful varicosities, or lymphedema/edema or venous insufficiency not responsive to simple elevation
- Venous stasis ulcers that have been treated by a Practitioner/Provider or other Healthcare Professional requiring Medically Necessary debridement (wound cleaning)

**Lymphedema wraps** and garments prescribed under the direction of a lymphedema therapist are Covered.

### ***Eyeglasses and Contact Lenses (Limited)***

The following will only be Covered:

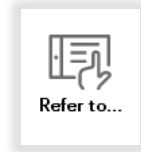
- Contact lenses are Covered for the correction of aphakia (those with no lens in the eye) or keratoconus. This includes the Eye Refraction examination.
- One pair of standard (non-tinted) eyeglasses (or contact lenses if Medically Necessary) is Covered within 12 months after cataract surgery or when related to Genetic Inborn Error

of Metabolism. This includes the Eye Refraction examination, lenses and standard frames.

### ***Hearing Aids***

Hearing Aids and the evaluation for the fitting of Hearing Aids are not Covered except for school-aged children under 18 years old (or under 21 years of age if still attending high school):

- Every 36 months per hearing impaired ear for school-aged children under 18 years old (or under 21 years of age if still attending high school). Refer to your *Summary of Benefits and Coverage* for your Cost Sharing (Deductible, Coinsurance and/or Copayment) amount.
- Shall include fitting and dispensing services, including ear molds as necessary to maintain optimal fit, as provided by a Practitioner/Provider licensed in New Mexico.



### **Family, Infant and Toddler (FIT) Program**



Coverage for children, from birth up to age three under the Family, Infant and Toddler Program (FIT) administered by the Department of Health, provided eligibility criteria are met, is provided for Medically Necessary early intervention services provided as part of an individualized family service plan and delivered by certified and licensed personnel in accordance with state law. Benefits used under this Section will not be applied to your Annual Contract Year Deductible or Annual Out-of-Pocket Maximum.

### **Genetic Inborn Errors of Metabolism Disorders (IEM)**



This benefit has one or more exclusions as specified in the Exclusions Section.

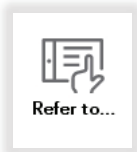
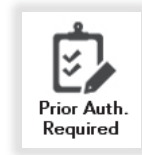
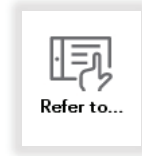


Coverage is provided for diagnosing, monitoring, and controlling of disorders of Genetic Inborn Errors of Metabolism (IEM) where there are standard methods of treatment, when Medically Necessary and subject to the **Limitations, Exclusions, and Prior Authorization** requirements listed in this Agreement. Medical services provided by licensed Healthcare Professionals, including Practitioners/Providers, dietitians and nutritionists with specific training in managing Members diagnosed with IEM are Covered.

Covered Services include:

- Nutritional and medical assessment

- Clinical services
- Biochemical analysis
- Medical supplies
- Prescription Drugs/Medications – Refer to **Prescription Drugs/Medications Section**
- Corrective lenses for conditions related to Genetic Inborn Errors of Metabolism
- Nutritional management
- Special Medical Foods are dietary items that are specially processed and prepared to use in the treatment of Genetic Inborn Errors of Metabolism to compensate for the metabolic abnormality and to maintain adequate nutritional status when we approve the **Prior Authorization** request and when provided under the on-going direction of a qualified and licensed healthcare Practitioner/Provider team



Refer to your *Summary of Benefits and Coverage* for applicable Cost Sharing amounts (office visit Copayments, Inpatient Hospital, outpatient facility, Prescription Drug/Medications and other related Deductibles, Coinsurance and/or Copayments).

## Habilitative Services

### *Autism Spectrum Disorder*

The diagnosis and treatment for Autism Spectrum Disorder is covered for children, from birth to age 19 or up to age 22 if enrolled in high school, in accordance with state mandated benefits as follows:

- Diagnosis for the presence of Autism Spectrum Disorder when performed during a Well-Child or well-baby screening, and/or
- Treatment through speech therapy, occupational therapy, physical therapy and Applied Behavioral Analysis (ABA) to develop, maintain, restore and maximize the functioning of the individual, which may include services that are habilitative or rehabilitative in nature

Autism Spectrum Disorder Services must be provided by Practitioners/Providers who are certified, registered or licensed to provide these services.

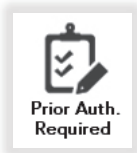


**Limitation** – Services received under the federal Individuals with Disabilities Education Improvement Act of 2004 and related state laws that place responsibility on state and local school boards for providing specialized education and related services to children 3 to 22 years of age who have Autism Spectrum Disorder are not Covered under this Plan.

## Home Health Care Services/Home Intravenous Services and Supplies



This benefit has one or more exclusions as specified in the Exclusions Section.



Home Health Care Services are Healthcare Services provided to you when you are confined to the home due to physical illness. Home Health Care Services requires **Prior Authorization** and your Practitioner's/Provider's approved plan of care.

Any Practitioner's/Provider's prescription and **Prior Authorization** must be renewed at the end of each 60-day period. We will not impose a limitation on the number of related hours per visit.

Home Health Care Services shall include Medically Necessary skilled intermittent Healthcare Services provided by a registered nurse or a licensed practical nurse; physical, occupational, and/or respiratory therapist and/or speech pathologist. Intermittent Home Health aide services are only Covered when part of an approved plan of care which includes skilled services.

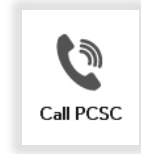
Such services may include collection of specimens to be submitted to an approved laboratory facility for analysis.

Medical equipment, Prescription Drugs and Medications, laboratory services and supplies deemed Medically Necessary by a Practitioner/Provider for the provision of health services in the home, except Durable Medical Equipment, will be Covered.

The following Home Health Care Services will be Covered when we approve a **Prior Authorization** request:

- Home Health Care or home intravenous services as an alternative to Hospitalization, as determined by your Practitioner/Provider.
- Total parenteral and enteral nutrition as the sole source of nutrition.
- Medical Drugs: (Medications obtained through the medical benefit): Medical Drugs are defined as medications administered in the office or facility that require a Healthcare Professional to administer. These medications include, but are not limited to, all drugs and routes of administration provided or administered in an outpatient setting. They may involve unique distribution and may be required to be obtained from our Specialty Pharmacy vendor. Some Medical Drugs will require **Prior Authorization** before they can be obtained. Office administered applies to all outpatient settings including, but not limited to, physician's offices, emergency rooms, Urgent Care Center and outpatient surgery facilities.
- For a complete list of Medical Drugs to determine which require **Prior Authorization** and what drugs are mandated to our Specialty Pharmacy, please see the Presbyterian Pharmacy website at <http://www.phs.org>. You may call our Presbyterian Customer

Service Center for more information at (505) 923-5258 or 1-866-979-6778 Monday through Friday from 7 a.m. to 6 p.m. Hearing impaired users may call our TTY number at 711 or 1-800-659-8331.

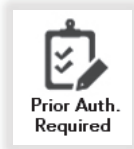


## Hospital Services – Inpatient



This benefit has one or more exclusions as specified in the Exclusions Section.

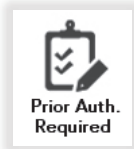
Inpatient means you have been admitted by a healthcare Practitioner/Provider to a Hospital for the purposes of receiving Hospital services. Eligible Inpatient Hospital services are acute care services provided when you are a registered bed patient and there is a room and board charge. Admissions are considered Inpatient based on Medical Necessity, regardless of the length of time spent in the Hospital.



Hospital admissions (Inpatient, non-emergent) require **Prior Authorization**.

Inpatient Hospital benefits also include Acute medical detoxification.

## Hyperbaric Oxygen Therapy



Hyperbaric Oxygen Therapy is a covered benefit only if the therapy is proposed for a condition recognized as one of the accepted indications as defined by the Hyperbaric Oxygen Therapy Committee of The Undersea and Hyperbaric Medical Society (UHMS). Hyperbaric Oxygen Therapy is **Excluded** for any other condition. Hyperbaric Oxygen Therapy requires **Prior Authorization** when provided by an In-network Practitioner/Provider in order to be Covered.

## Infertility



This benefit has one or more exclusions as specified in the Exclusions Section.

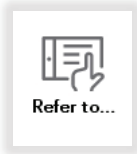
Diagnosis and medically indicated treatments for physical conditions causing infertility.

## Mental Health Services and Alcohol and Substance Use Disorder Services



This benefit has one or more exclusions as specified in the Exclusions Section.

## *Mental Health Services*



Some mental health services require Prior Authorization. The In-network Behavioral Health Practitioners/Providers will be responsible for obtaining Prior Authorization, when required. For Out-of-network Services, Members need to contact our Behavioral Health Department to obtain Prior Authorization, when required except when requesting emergency services. Mental health services that require Prior Authorization are inpatient hospitalization, partial hospitalization, and residential treatment. Please refer to the **Prior Authorization Section** for services that require Prior Authorization. Contact the Behavioral Health Department directly at **(505) 923-5470** or **1-800-453-4347**.

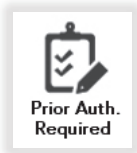
For assistance with accessing or for questions related to mental health services, you may do the following:

- Schedule an appointment with a behavioral health provider
- Call your primary care provider (PCP)
- Call our Behavioral Health Department directly at **(505) 923-5470** or **1-800-453-4347**

Partial Hospitalization can be substituted for the Inpatient mental health services when our Behavioral Health Department approves the Prior Authorization request. Partial Hospitalization is a non-residential, Hospital-based day program that includes various daily and weekly therapies.

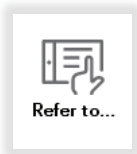
Acute medical detoxification benefits are Covered under Inpatient and Outpatient Medical services found in the Benefits Section. All services require **Prior Authorization**.

## *Alcohol and Substance Use Disorder Services*



To obtain Alcoholism/Substance Use Disorder services, Members may contact our Behavioral Health Department at **(505) 923-5470** or **1-800-453-4347**. The Behavioral Health Practitioner/Provider will be responsible for any additional **Prior Authorizations**. Inpatient detoxification services require prior authorization except when requesting emergency services.

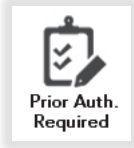
Acute Medical Detoxification Benefits are Covered under Inpatient and Outpatient Medical Services found in the Benefits Section of this Agreement. Some services require Prior



Authorization except when requesting emergency services. For Out-of-network Services, Members need to contact our Behavioral Health Department in order to obtain Prior Authorization, when required. Please refer to the **Prior Authorization Section**. In all cases, treatment must be Medically Necessary in order to be covered.

## Nutritional Support and Supplements

Nutritional Supplements for prenatal care when prescribed by a Practitioner/Provider are Covered for pregnant women.

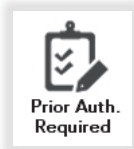


Nutritional supplements that require a prescription to be dispensed are Covered when prescribed by a Practitioner/Provider and when Medically Necessary to replace a specific documented deficiency. **Prior Authorization is required.**

Nutritional supplements administered by injection at the Practitioner's/Provider's office are Covered when Medically Necessary.

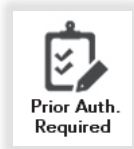
Enteral formulas or products, as Nutritional support, are Covered only when prescribed by an In-network Practitioner/Provider and administered by enteral tube feedings.

Total Parenteral Nutrition (TPN) is the administration of nutrients through intravenous catheters via central or peripheral veins and is Covered when ordered by a Practitioner/Provider.



Special Medical Foods as listed as Covered benefits in the Genetic Inborn Errors of Metabolism (IEM) Benefit of this Section. **Prior Authorization is required.**

## Orthotics



Orthotics require **Prior Authorization.**

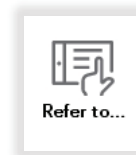
## Outpatient Medical Services



This benefit has one or more exclusions as specified in the Exclusions Section.

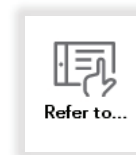
Outpatient Medical Services are services provided in a Hospital, outpatient facility, Practitioner's/Provider's office or other appropriately licensed facility. These services do not require admission to any facility.

Outpatient Medical services include reasonable Hospital services provided on an ambulatory (outpatient) basis and those diagnostic and treatment procedures that are prescribed by your attending Practitioner/Provider. Refer to the **Prior Authorization Section** for services that require Prior Authorization.

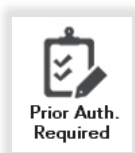


Outpatient Medical benefits include, but are not limited to, the following services:

- Chemotherapy and radiation therapy - Chemotherapy is the use of chemical agents in the treatment or control of disease.
- Hypnotherapy (**Limited**) - Hypnotherapy is only Covered when performed by an anesthesiologist or psychiatrist, trained in the use of hypnosis when:
  - Used within two weeks prior to surgery for chronic pain management and
  - For chronic pain management when part of a coordinated treatment plan.
- Dialysis.
- Diagnostic Services – Refer to the **Diagnostic Services Section**.
- Acute Medical Detoxification: Medically Necessary Services for Substance Abuse detoxification.
- Medical Drugs (Medications obtained through the medical benefit).
  - A Medical Drug is any drug administered by a Healthcare Professional and is typically given in the member's home, physician's office, freestanding (ambulatory) infusion suite, or outpatient facility. Medical Drugs may require a Prior Authorization, and some must be obtained through the specialty network. For a complete list of Medical Drugs to determine which require Prior Authorization and what drugs are mandated to our Specialty network, please see the Presbyterian Pharmacy website at [https://onbasext.phs.org/PEL/DisplayDocument?ContentID=pe1\\_00052739](https://onbasext.phs.org/PEL/DisplayDocument?ContentID=pe1_00052739). These drugs may be subject to a separate Copayment/Coinsurance to a maximum as outlined in your *Summary of Benefits and Coverage*.
- Observation following Outpatient Services.
- Sleep disorder studies, in home or outpatient facility require **Prior Authorization**. Refer to your *Summary of Benefits and Coverage* for Cost-Sharing amounts.
- Surgery.
- Therapeutic and support care services, supplies, appliances, and therapies.
- Wound care.



### Positron Emission Tomography (PET) Scans in an Outpatient Setting



Positron Emission Tomography (PET) is a noninvasive diagnostic imaging procedure that quantifies biochemical processes in living tissue. Positron Emission Tomography (PET) scans in an outpatient setting require **Prior Authorization**.

## Practitioner/Provider Services

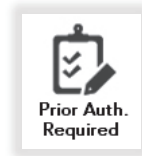


This benefit has one or more exclusions as specified in the Exclusions Section.

Practitioner/Provider services are those services that are reasonably required to maintain good health. Practitioner/Provider services include, but are not limited to, periodic examinations and office visits by:

- A licensed Practitioner/Provider
- Specialist services provided by other Healthcare Professionals who are licensed to practice, are certified, and practicing as authorized by applicable law or authority
- A medical group
- An independent practice association
- Other authority authorized by applicable state law

Some Practitioner/Provider services require **Prior Authorization**. Refer to the **Prior Authorization Section** for Prior Authorization requirements. This Benefit includes, but not limited to, consultation and Healthcare Services and supplies provided by your Practitioner/Provider as shown below:



- Video Visits provided online between a designated Practitioner/Provider and patient about non-urgent healthcare matters.
- Outpatient surgery and Inpatient surgery including necessary anesthesia services. Hypnotherapy is Covered as part of anesthesia preparation.
- Hospital and Skilled Nursing Facility visits as part of continued supervision of Covered care.
- Allergy Services, including testing and serum.
- Sterilization procedures.
- Second medical opinions. Cost Sharing will apply when you or your Practitioner/Provider requests the second medical opinion. Cost Sharing will not apply if we require a second medical opinion to evaluate the medical appropriateness of a diagnosis or service.

## Prescription Drugs/Medications

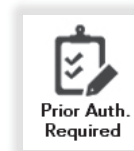


This benefit has one or more exclusions as specified in the Exclusions Section.

## ***Covered Prescription Drugs/Medications***

The following drugs are Covered when prescribed by a Practitioner/Provider. Refer to your Formulary for information on the approved Prescription Drugs/Medications.

- Medically Necessary prescription nutritional supplements for prenatal care when prescribed by the attending Practitioner/Provider for up to a 90-day supply up to the maximum dosing recommended by the manufacturer. If you choose the 90 days at retail option, you will be charged one copayment per 30 day supply up to a maximum of a 90 day supply. Refer to your *Summary of Benefits and Coverage* for the Cost Sharing amount.
- Preferred insulin and diabetic oral agents for controlling blood sugar levels as prescribed by your Practitioner/Provider for up to a 90-day supply up to the maximum dosing recommended by the manufacturer. If you choose the 90 days at retail option, you will be charged one copayment per 30 day supply up to a maximum of a 90 day supply. Refer to your *Summary of Benefits and Coverage* for the Cost-Sharing amount.
- Immunosuppressant drugs following transplant surgery as prescribed by your Practitioner/Provider for a 30-day supply up to the maximum dosing recommended by the manufacturer. Refer to your Summary of Benefits and Coverage for the Cost Sharing amount.
- Special Medical Foods used in treatment to compensate and maintain adequate nutritional status for genetic Inborn Errors of Metabolism (IEM). These Special Medical Foods require **Prior Authorization** through Presbyterian's Pharmacy Department. Refer to **IEM in this section** and your *Summary of Benefits and Coverage* for more information about Cost Sharing Amounts.
- Smoking Cessation Pharmacotherapy. Prescription Drugs/Medications as prescribed by your Practitioner/Provider for up to a 90-day supply up to the maximum dosing recommended by the manufacturer purchased at a Pharmacy limited to two 90-day courses of treatment per Contract Year. If you choose the 90 days at retail option, you will be charged one copayment per 30 day supply up to a maximum of a 90 day supply. Refer to the **Covered Prescription Drugs/Medications** in your *Summary of Benefits and Coverage* for your Cost Sharing amounts.
- Methods of preferred generic oral contraceptives, injectable contraceptives or contraceptive devices. For a complete list of these preferred products, please see the Presbyterian Pharmacy website at <https://www.phs.org/tools-resources/member/pharmacy> or the drug list at [https://onbasext.phs.org/PEL/DisplayDocument?ContentID=OB\\_00000007352](https://onbasext.phs.org/PEL/DisplayDocument?ContentID=OB_00000007352) **Prescription Drugs/Medications Benefit (Outpatient)** – This Benefit has one or more exclusions as specified in the Exclusions Section.



For a complete list of these drugs, please see the Health Insurance Exchange Metal Level Plan formulary list at

[https://onbasext.phs.org/PEL/DisplayDocument?ContentID=pel\\_00236101](https://onbasext.phs.org/PEL/DisplayDocument?ContentID=pel_00236101).

### ***What is a Formulary?***

A drug formulary, or preferred drug list, is a continually updated list of medications and related products supported by current evidence-based medicine, judgment of physicians, pharmacists and other experts in the diagnosis and treatment of disease and preservation of health.

The primary purpose of the formulary is to encourage the use of safe, effective and most affordable medications. Presbyterian Health Plan administers a closed formulary, which means that non-formulary drugs are not routinely reimbursed by the plan. Medical exception policies provide access to non-formulary medication when Medical necessity is established. The medications listed on the formulary are subject to change pursuant to the management activities of Presbyterian Health Plan. For the most up-to-date formulary drug information visit [https://onbaseext.phs.org/PEL/DisplayDocument?ContentID=pe\\_00236101](https://onbaseext.phs.org/PEL/DisplayDocument?ContentID=pe_00236101).

Presbyterian will provide material that contains in a clear, conspicuous and readily understandable form, a full and fair disclosure of the plan's benefits, limitations, exclusions, conditions of eligibility and prior authorization requirements, within a reasonable time after enrollment and at subsequent periodic times as appropriate.

### ***How is the Formulary Drug List Developed?***

The medications and related products listed on a formulary are determined by a Pharmacy and Therapeutics (P&T) Committee or an equivalent entity. The Presbyterian Health Plan P&T Committee is made up of primary care and specialty physicians, clinical pharmacists and other professionals in the healthcare field. The P&T Committee reviews and updates the formulary list each quarter (four times per year). Medications chosen for the formulary are selected based on their safety, effectiveness and overall value. A medication may not be added to the formulary if current drugs on the formulary are equally safe and effective and are less costly.

Utilization management strategies such as quantity limits, step therapy and prior authorization criteria are reviewed and approved by the P&T committee. Medication coverage criteria is updated and reviewed to reflect current standards of practice. The overall goal of the P&T Committee is to provide a formulary that gives members access to safe, appropriate, and cost-effective medications that will produce the desired goals of therapy at the most reasonable cost to the member and the healthcare system.

### ***What is Prior Authorization?***

Prior Authorization is a clinical evaluation process to determine if the requested Healthcare Service is Medically Necessary, a Covered Benefit, and if it is being delivered in the most appropriate healthcare setting. Our Medical Director or other clinical professional will review the requested Healthcare Service and, if it meets our requirements for Coverage and Medical Necessity, it is Authorized (approved) before those services are provided.



The Prior Authorization process and requirements are regularly reviewed and updated based on various factors including evidence-based practice guidelines, medical trends, Practitioner/Provider participation, state and federal regulations, and our policies and procedures.

**Continuation of therapy using any drug is dependent upon its demonstrable efficacy.**

**Note that the prior use of free prescription medications (i.e., Samples, free goods, etc.) will not be considered in the evaluation of a member's eligibility for medication coverage.**

### *What is Step Therapy?*



Step Therapy promotes the appropriate use of equally effective but lower-cost formulary drugs first. With this program, prior use of one or more prerequisite drugs is required before a step therapy medication will be covered. Prerequisite drugs are FDA-approved and treat the same condition as the corresponding step therapy drugs.

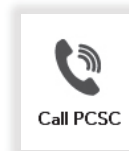
### *What are Quantity Limits?*

Formulary drugs may also limit coverage of quantities for certain drugs. These limits help your doctor and pharmacist check that the medications are used appropriately and promote patient safety. Presbyterian uses medical guidelines and FDA-approved recommendations from drug makers to set these coverage limits. Quantity limits include the following:

- **Maximum Daily Dose** limits quantities to a maximum number of dosage units (i.e., tablets, capsules, milliliters, milligrams, doses, etc.) in a single day. Limits are based on daily dosages shown to be safe and effective, and that are approved by the FDA.
- **Quantity Limits over time** limits quantities to number of units (i.e., tablets, capsules, milliliters, milligrams, doses, etc.) in a defined period of time.

For a complete list of these drugs, please see the Formulary drug list at [https://onbasext.phs.org/PEL/DisplayDocument?ContentID=PEL\\_00199170](https://onbasext.phs.org/PEL/DisplayDocument?ContentID=PEL_00199170).

You can call our Presbyterian Customer Service Center Monday through Friday from 7 a.m. to 6 p.m. at (505) 923-5258 or 1-866-979-6778. Hearing impaired users may call our TTY 711.



### *Drug Utilization Review (DUR) and Drug Use Evaluation Programs*

DUR is a review of patient data which is done to evaluate the effectiveness, safety and appropriateness of medication use. These Drug Utilization Reviews occur during claim adjudication and determines whether it is likely to cause harm based on interactions with other drugs or based on the member's age, gender, allergies or other drugs on the member's pharmacy profile. The DUR reviews often alert clinicians about prescribing and drug regimen problems and about patients who may be inappropriately taking medications that can produce an undesirable reaction or create other medical complications.

## ***Other Covered Prescription Drugs/Medications***

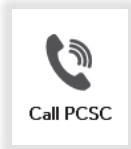
We will provide Coverage for preventive medications and products as defined by the Affordable Care Act (ACA) if you receive these services from our In-network Practitioners/Providers, without cost sharing regardless of sex assigned at birth, gender identity, or gender of the individual.

Preventive medications are used for the management and prevention of complications from conditions such as high blood pressure, high cholesterol, diabetes, asthma, osteoporosis, heart attack and stroke.

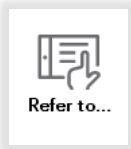
For preventive medications (including over-the-counter medications) or products to be covered, you'll need to get a prescription from your doctor.

Methods of preferred generic oral contraceptives, injectable contraceptives or contraceptive devices. For a complete list of these preferred products, please see the Presbyterian Pharmacy website at <https://www.phs.org/tools-resources/member/pharmacy> or the drug list at [https://onbasext.phs.org/PEL/DisplayDocument?ContentID=OB\\_000000007352](https://onbasext.phs.org/PEL/DisplayDocument?ContentID=OB_000000007352).

Preventive medications will be listed as a \$0 Copay per PPACA guidelines.

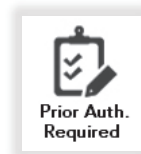


You can call our Presbyterian Customer Service Center Monday through Friday from 7 a.m. to 6 p.m. at **(505) 923-5258** or **1-866-979-6778**. Hearing impaired users may call our **TTY 711**.



The following drugs are covered when prescribed by your provider and when purchased at an In-network Pharmacy. Refer to your *Formulary* for information on the approved Prescription Drugs/Medications.

- Medically Necessary prescription nutritional supplements for prenatal care for up to a 90-day supply up to the maximum dosing recommended by the manufacturer.
- Preferred insulin and diabetic oral agents for controlling blood sugar levels for up to a 90-day supply up to the maximum dosing recommended by the manufacturer.
- Immunosuppressant drugs following transplant surgery for up to a 90-day supply up to the maximum dosing recommended by the manufacturer.
- Special Medical Foods used in treatment to compensate and maintain adequate nutritional status for genetic Inborn Errors of Metabolism (IEM). These Special Medical Foods require **Prior Authorization**.
- Smoking Cessation Pharmacotherapy. Formulary drugs for up to a 90-day supply up to the maximum dosing recommended by the manufacturer. Smoking cessation is limited to two 90-day courses of treatment per contract year. If you choose the 90 days



at retail option, you will be charged one copayment per 30-day supply up to a maximum of a 90-day supply.

### ***Prescription Drugs/Medications Benefit (Outpatient)***

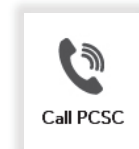
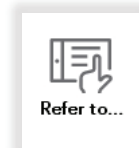
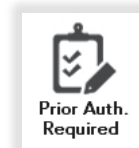


Outpatient Prescription Drugs/Medications, including FDA approved contraceptives and devices, are a Covered Benefit when prescribed by your Practitioner/Provider for a medically appropriate. Refer to your Formulary for information on the approved Prescription Drugs/Medications.

For each Prescription Drug/Medication purchased at our In-network Pharmacy, one applicable Preferred Generic, Preferred Brand or non-Preferred Drug Cost Sharing will be required for a 30-day supply up to the maximum dosing recommended by the manufacturer/FDA. A generic equivalent will be dispensed if available. If you or your healthcare provider requests a brand name drug in the place of a generic, you pay the difference in price between the brand and generic, plus the applicable brand cost-sharing amount. Brand name drugs dispensed when a generic equivalent is available will not count towards the annual out-of-pocket maximums.

The appropriate Preferred Generic, Generic Brand Preferred Brand or non-Preferred Drug Cost Sharing required for each type of Prescription Drug or refill is as follows:

- One Cost Sharing Copayment per 30-day supply up to the maximum dosing recommended by the manufacturer/FDA.
- Schedule II Medications are limited to a maximum of 34-day dispensing.
- Specialty Pharmaceuticals: (Tier 4 medications obtained through the Pharmacy benefit): Specialty Pharmaceuticals are defined as high-cost (greater than \$600 per 30-day supply) injectable, oral or inhaled drugs that generally require complex care and supervision. These medications involve unique distribution and are usually provided by a specialty pharmacy vendor. Specialty Pharmaceuticals are used to treat serious chronic, often rare disease. Specialty Pharmaceuticals are self-administered, meaning they are administered by the patient or to the patient by a family member or caregiver. Some Specialty Pharmaceuticals may require Prior Authorization before they can be obtained. These drugs may be subject to a separate Copayment to a maximum as outlined in your *Summary of Benefits and Coverage*. For a complete list of Specialty Pharmaceuticals to determine which require Prior Authorization and what drugs are mandated to our Specialty Pharmacy, please see the Presbyterian Pharmacy website at: <http://www.phs.org>. You can call our Presbyterian Customer Service Center, Monday through Friday from 7 a.m. to 6 p.m. at **(505) 923-5258** or **1-866-979-6778**. Hearing impaired users may call our TTY line at **711** or **1-800-659-8331**.
- Continuation of therapy using any drug is dependent upon its demonstrable efficacy.
- Prescription Drugs/Medications - 90-Day supply.

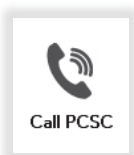


- You have the option to purchase a 90-day supply of Prescription Drugs/Medications. Under the 90-day at Retail pharmacy benefit, Preferred Generic or Preferred Brand and Non-preferred Prescription Drugs/Medications can be obtained from a Pharmacy. You will be charged three applicable Copayments for a 90-day supply up to the maximum dosing recommended by the manufacturer/FDA. Copayments are as follows:
  - Three (3) 30-day Cost Sharing copayments at the applicable Tier copayment. Refer to your *Summary of Benefits and Coverage* and **Pharmacy Drug Rider** for your Cost-Sharing amounts.



**Certain Prescription Drugs/Medications may not be purchased through a retail pharmacy, such as medications on the Specialty Pharmaceutical Listing.** Specialty pharmaceuticals are limited to a 30-day supply.

### ***Mail Order Pharmacy***



You have a choice of obtaining certain Prescription Drugs/Medications directly from a Pharmacy or by ordering them through the mail. Under the mail order pharmacy benefit, Preferred and non-Preferred medications can be obtained through the Mail Order Service Pharmacy. You may purchase a 90-day supply up to the maximum dosing recommended by the manufacturer. You may obtain more information on the Mail Service Pharmacy by calling our Presbyterian Customer Service Center at **(505) 923-5258** or **1-866-979-6778** Monday through Friday from 7 a.m. to 6 p.m. Hearing impaired users may call **TTY 711** or **1-800-659-8331** or by visiting the Pharmacy page of our website at [www.phs.org](http://www.phs.org).



Copayments are as follows for mail order pharmacy:

- Cost Sharing Copayments at the applicable Tier Copayment. Refer to your *Summary of Benefits and Coverage* and **Pharmacy Drug Rider**, for your Cost-Sharing amounts.
- Certain drugs may not be purchased by mail order, such as Self-Administered Specialty Pharmaceuticals.

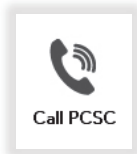
### ***Member Reimbursement***

If a medical Emergency occurs outside of our Service Area and you use an In-network Pharmacy, you will be responsible for payment of the appropriate Copayment. We have a large, comprehensive pharmacy network; however, if you go to an Out-of-network Pharmacy, and they are unable to process the claim at point of service you can pay for the prescription and submit a *Member Reimbursement Form* with an itemized receipt to us for reimbursement. A Pharmacy Specialist will review and process your request for reimbursement based on the negotiated rate between Presbyterian Health Plan and the dispensing pharmacy minus any copay or coinsurance that may apply. Members will not be liable to a provider for any sums owed to the provider by Presbyterian.



The form together with the itemized cash register receipt and the prescription drug detail (pharmacy pamphlet) must contain the following information:

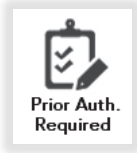
- Patient's name and ID number
- Patient's date of birth
- Name of the drug
- Quantity dispensed
- NDC (National Drug Code)
- Fill date
- Name of prescriber
- Name and phone number of the dispensing pharmacy
- Reason for the purchase (nature of emergency)
- Proof of payment



Member Reimbursement forms are available by calling our Presbyterian Customer Service Center Monday through Friday from 7 a.m. to 6 p.m. at **(505) 923-5258** or **1-866-979-6778**. Hearing impaired users may call our **TTY 711** or **1-800-659-8331** or visit the Pharmacy page of our website at [www.phs.org](http://www.phs.org). Please follow the mailing instructions on the *Member Reimbursement Form*.

A Pharmacy Services Call Center is available 24 hours a day to providers and pharmacies to address pharmacy benefit questions and prior authorization requests. Please contact the Provider Line at **1-888-923-5757**.

### Proton Beam Irradiation



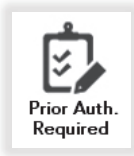
Proton beam therapy is a type of radiation therapy that utilizes protons to deliver ionizing damage to a target. Proton Beam Irradiation requires **Prior Authorization**.

### Reconstructive Surgery



This benefit has one or more exclusions as specified in the Exclusions Section.

Reconstructive Surgery from which an improvement in physiological function can reasonably be expected will be provided if performed for the correction of functional disorders. For example, when a scar does not allow full function of a hand and a surgical procedure to remove the scar will achieve full function. Reconstructive Surgery requires **Prior Authorization**. For information regarding Reconstructive Surgery following a Mastectomy and Prophylactic Mastectomy, refer to the **Women's Healthcare Section**.



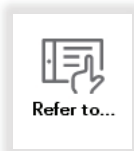
## Rehabilitation and Therapy



This benefit has one or more exclusions as specified in the Exclusions Section.

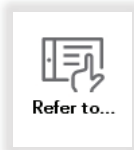
Rehabilitation and Therapy Services requires **Prior Authorization**.

## Cardiac Rehabilitation Services



Cardiac Rehabilitation benefits are available for continuous electrocardiogram (ECG) monitoring, progressive exercises and intermittent ECG monitoring. Refer to your *Summary of Benefits and Coverage* for your Cost-Sharing amount.

## Pulmonary Rehabilitation Services

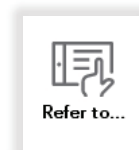


Pulmonary Rehabilitation benefits are available for progressive exercises and monitoring of pulmonary functions. Refer to your *Summary of Benefits and Coverage* for your Cost-Sharing amount.

## Short-term Rehabilitation Services

Short-term Rehabilitation benefits are available for physical therapy and occupational therapy, provided in a Rehabilitation Facility, Skilled Nursing Facility, Home Health Agency, or Outpatient setting. Short-term Rehabilitation is designed to assist you in restoring functions that were lost or diminished due to a specific episode of illness or injury (for example, stroke, motor vehicle accident, or heart attack). Coverage is subject to the following requirements and **limitations**:

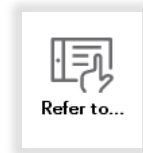
- Outpatient physical and occupational therapy require that your Practitioner/Provider must determine in advance that Rehabilitation Services can be expected to result in Significant Improvement in your condition. Refer to your *Summary of Benefits and Coverage* for your visit limitations.



- The treatment plans that define expected Significant Improvement must be established at the initial visit. Therapy treatments must be provided and/or directed by a licensed physical or occupational therapist.
- Massage Therapy is only Covered when provided by a licensed physical therapist and as part of a prescribed Short-term Rehabilitation physical therapy program. Refer to your *Summary of Benefits and Coverage* for your Cost Sharing amount.
- Outpatient Speech therapy means language, dysphagia (difficulty swallowing) and hearing therapy. Speech therapy is Covered when provided by a licensed or certified speech therapist.

Coverage is subject to the following **limitations**:

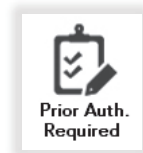
- Your Practitioner/Provider must determine, in advance, in consultation with us, that speech therapy can be expected to result in Significant Improvement in your condition. Refer to your *Summary of Benefits and Coverage* for your visit limitations and Cost Sharing.



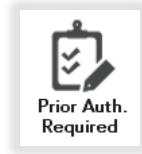
If your Short-Term Rehabilitation therapy is provided in an Inpatient setting (such as, but not limited to, Rehabilitation Facilities, Skilled Nursing Facilities, intensive day-Hospital programs that are delivered by a Rehabilitation Facility) or through Home Health Care Services, the therapy is not subject to the time limitation requirements of the Outpatient therapies outlined in the *Summary of Benefits and Coverage*. These Inpatient and Home Health therapies are not included with Outpatient services when calculating the total accumulated benefit usage.

### **Selected Surgical/Diagnostic Procedures**

- Ankle Subtalar Arthroereisis requires **Prior Authorization**.
- Blepharoplasty/Brow Ptosis Surgery is an operation in which redundant tissues (skin, muscle or fat) are excised from an eyelid. This procedure requires **Prior Authorization**.
- Breast Reconstruction following Mastectomy is a series of surgeries done following a mastectomy, either for cancer, as a prophylactic mastectomy for cancer risk, for benign disease, or accident/trauma. This procedure requires **Prior Authorization**.
- Breast reduction for gynecomastia requires **Prior Authorization**.
- Cholecystectomy by Laparoscopy is the surgical excision of the gallbladder. Laparoscopic cholecystectomy uses a laparoscope to remove the gallbladder. Several small incisions are used rather than one large incision. This procedure requires **Prior Authorization**.
- Endoscopy Nasal/Sinus balloon dilation requires **Prior Authorization**.
- Hysterectomy is the surgical removal of the uterus, and sometimes the cervix. In some cases, the ovaries and fallopian tubes are removed along with the uterus. This procedure requires **Prior Authorization**.
- Lumbar/Cervical Spine Surgery requires **Prior Authorization**.



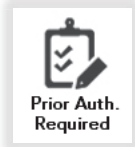
- Meniscus Implant and Allograft/Meniscus Transplant is a surgical procedure to preserve or restore meniscal functions. This procedure requires **Prior Authorization**.
- Panniculectomy is a reconstructive surgery to remove a panniculus, also called a pannus. This procedure requires **Prior Authorization**.
- Rhinoplasty requires **Prior Authorization**.
- Tonsillectomy is the surgical removal of the tonsils, most often done when other nonsurgical treatments have not worked. This procedure requires **Prior Authorization**.
- Total Ankle Replacement involves the surgical removal of a dysfunctional painful ankle joint and its replacement with a prosthetic device. This procedure requires **Prior Authorization**.
- Total Hip Replacement requires **Prior Authorization**.
- Total Knee Replacement requires **Prior Authorization**.



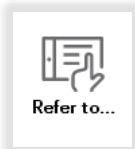
### Skilled Nursing Facility Care



This benefit has one or more exclusions as specified in the Exclusions Section.



Room and board and other necessary services furnished by a Skilled Nursing Facility are Covered and require **Prior Authorization**. Admission must be appropriate for your Medically Necessary care and rehabilitation.



Refer to your *Summary of Benefits and Coverage* for your visit limitations.

### Smoking Cessation Counseling/Program

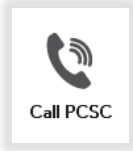


This benefit has one or more exclusions as specified in the Exclusions Section.

Coverage is provided for Diagnostic Services, Smoking Cessation Counseling and pharmacotherapy. Medical services are provided by licensed Healthcare Professionals with specific training in managing your Smoking Cessation Program. The program is described as follows:

- Individual counseling at a Practitioner's/Provider's office is Covered under the medical benefit. The non-specialist Copayment applies.

- Group counseling, including classes or a telephone Quit Line, are Covered through an In-network Practitioner/Provider. No Cost Sharing will apply and there are no dollar limits or visit maximums. Reimbursements are based on contracted rates.
- Some organizations, such as the American Cancer Society and Tobacco Use Prevention and Control (TUPAC), offer group counseling services at no charge. You may want to utilize these services.

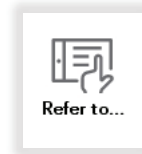


For more information contact our Presbyterian Customer Service Center at **(505) 923-5258** or **1-866-979-6778**, Monday through Friday from 7 a.m. to 6 p.m. Hearing impaired users may call our **TTY** line at **711** or **1-800-659-8331**.

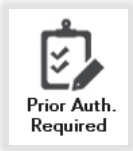
### ***Pharmacotherapy benefit Limitations***

- Prescription Drugs/Medications purchased at a Pharmacy
- Two 90-day courses of treatment per Calendar Year

Refer to your *Summary of Benefits and Coverage* and your *Formulary* for your Cost-Sharing amount.



### **Special Inpatient Services**

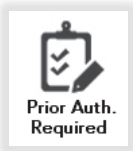


Special inpatient services (including but not limited to private room and board and/or special duty nursing requires **Prior Authorization**).

### **Transplants**



This benefit has one or more exclusions as specified in the Exclusions Section.



All Organ transplants must be performed at an approved center and require **Prior Authorization**.

Human Solid Organ transplant benefits are Covered for:

- Kidney
- Liver
- Pancreas
- Intestine
- Heart

- Lung
- Multi-visceral (three or more abdominal Organs)
- Simultaneous multi-organ transplants – unless investigational
- Pancreas islet cell infusion
- Meniscal Allograft
- Autologous Chondrocyte Implantation – knee only
- Bone Marrow Transplant including peripheral blood bone marrow stem cell harvesting and transplantation (stem cell transplant) following high dose chemotherapy. Bone marrow transplants are Covered for the following indications:
  - Multiple myeloma
  - Leukemia
  - Aplastic anemia
  - Lymphoma
  - Severe combined immunodeficiency disease (SCID)
  - Wiskott-Aldrich syndrome
  - Ewing’s Sarcoma
  - Germ cell tumor
  - Neuroblastoma
  - Wilms Tumor
  - Myelodysplastic Syndrome
  - Myelofibrosis
  - Sickle cell disease
  - Thalassemia major

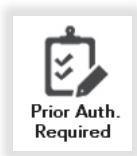
If there is a living donor that requires surgery to make an Organ available for a Covered transplant for our Member, Coverage is available for expenses incurred by the living donor for surgery, laboratory and X-ray services, Organ storage expenses, and Inpatient follow-up care only. We will pay the Total Allowable Charges for a living donor who is not entitled to benefits under any other health benefit plan or policy.



**Limited** travel benefits are available for the transplant recipient, live donor and one other person. Transportation costs will be Covered only if out-of-state travel is required. Reasonable expenses for lodging and meals will be Covered for both out-of-state and in-state, up to a maximum of \$150 per day for the transplant recipient, live donor and one other person combined. Benefits will only be

Covered for transportation, lodging and meals and are **limited** to a lifetime maximum of \$10,000.

### Wireless Capsule Endoscopy

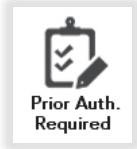


Wireless capsule endoscopy is a noninvasive procedure in which a capsule containing a miniature video camera is swallowed. Capsule endoscopy is used as an adjunctive therapy in patients who have had an esophagogastroduodenoscopy (EGD) or colonoscopy, and these tests have failed to reveal evidence of disease or a source of bleeding. This procedure requires **Prior Authorization**.

## Women's Healthcare



This benefit has one or more exclusions as specified in the Exclusions Section.



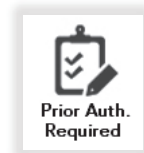
The following Woman's Healthcare Services, in addition to services listed in the Preventive Care Section are available for our female Members under the Women's Health and Cancer Rights Act (WHCRA). Inpatient Hospital services require **Prior Authorization**.

Obstetrical/Gynecological care includes:

- Annual exams
- Care related to pregnancy
- Miscarriage
- Therapeutic abortions
- Elective abortions up to 24 weeks
- Other obstetrical/gynecological services

Prenatal Maternity care benefits include:

- Prenatal care.
- Pregnancy related diagnostic tests, (including an alpha-fetoprotein IV screening test, generally between 16 and 20 weeks of pregnancy, to screen for certain abnormalities in the fetus).
- Visits to an Obstetrician.
- Certified Nurse-midwife.
- Midwife.
- Medically Necessary nutritional supplements as determined and prescribed by the attending Practitioner/Provider. Prescription nutritional supplements require **Prior Authorization**.
- Childbirth in a Hospital or in a licensed birthing center.



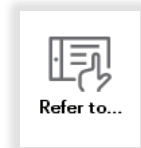
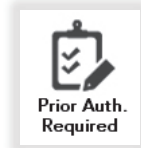
### *Maternity Care*

In Accordance with the Newborns' and Mothers' Health Protection Act (the Newborns' Act), the following benefits are Covered:

- Maternity Coverage is available to a mother and her newborn (if a Member) for at least 48 hours of Inpatient care following a vaginal delivery and at least 96 hours of Inpatient care following a cesarean section. Maternity In-patient Hospital admissions and birthing center admissions require notification to appropriately manage care. Your provider will

provide notification to the Health Plan of your maternity admission. Please see coverage for emergent/prior authorization admissions.

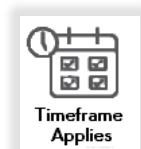
- In the event that the mother requests an earlier discharge, a mutual agreement must be reached between the mother and her attending Practitioner/Provider. Such discharge must be made in accordance with the medical criteria outlined in the most current version of the Guidelines for Prenatal Care prepared by the American Academy of Pediatrics and the American College of Obstetricians and Gynecologists including, but not limited to, the criterion that family Members or other support person(s) will be available to the mother for the first few days following early discharge.
- Maternity Inpatient care in excess of 48 hours following a vaginal delivery and 96 hours following a cesarean section will be Covered if determined to be Medically Necessary by the mother's attending Practitioner/Provider. An additional stay will be considered a separate Hospital stay and requires **Prior Authorization**. Refer to your *Summary of Benefits and Coverage* for Cost Sharing information.
- High-risk Ambulance services are Covered in accordance with the **Ambulance Services Benefits Section**.
- The services of a Midwife or Certified Nurse Midwife are Covered, for the following:
  - The midwife's services must be provided strictly according to their legal scope of practice and in accordance with all applicable state licensing regulations which may include a supervisory component.
  - The services must be provided in preparation for or in connection with the delivery of a newborn.
  - For purpose of Coverage under this Agreement, the only allowable sites of delivery are a Hospital or a licensed birthing center. Elective Home Births and any prenatal or postpartum services connected with Elective Home Births are not Covered. Elective Home Birth means a birth that was planned or intended by the Member or Practitioner/Provider to occur in the home.
  - The combined fees of the midwife and any attending or supervising Practitioners/Providers, for all services provided before, during and after the birth, may not exceed the allowable fee(s) that would have been payable to the Practitioner/Provider had they been the sole Practitioner/Provider of those services.



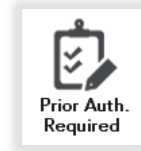
### ***Newborn Care***

A newborn of a Member will be Covered from the moment of birth when enrolled as follows:

- We must receive the signed and completed enrollment Application for the newborn that was submitted to the employer Group within **31 days** from the date of birth.
- If enrollment of a newborn results in an increase to the amount of Prepayment due, the applicable Prepayment must be paid with the signed enrollment Application within the first **31 days** following the date of birth.

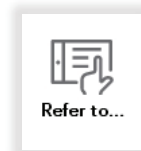
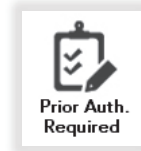


- If the above conditions are not met, we will not enroll the newborn for Coverage until the next Annual Group Enrollment Period.
- Neonatal care is available for the newborn of a Member for at least 48 hours of Inpatient care following a vaginal delivery and at least 96 hours of Inpatient care following a Cesarean section. If the mother is discharged from the Hospital and the newborn remains in the Hospital, it is considered a separate Hospital stay and requires **Prior Authorization**. Refer to your *Summary of Benefits and Coverage* for your Cost-Sharing amount.
- Benefits for a newborn who is a Member shall include Coverage for injury or sickness including the necessary care and treatment of medically diagnosed congenital defects and birth abnormalities. Where necessary to protect the life of the infant Coverage includes transportation, including air Ambulance Services to the nearest available Tertiary facility. Newborn Member benefits also include Coverage for newborn visits in the Hospital by the baby's Practitioner/Provider, circumcision, incubator, and routine Hospital nursery charges.
- A newborn of a Member's Dependent child **cannot** be enrolled unless the newborn is legally adopted by the Subscriber, or the Subscriber is appointed by the court as the newborn's legal guardian.



### ***Additional Women's Healthcare Benefits***

- Mammography Coverage.
- Mastectomy, Prophylactic Mastectomy, Prosthetic Devices and Reconstructive surgery. All care requires **Prior Authorization**.
  - Coverage for Medically Necessary surgical removal of the breast (mastectomy) is for not less than 48 hours of Inpatient care following a mastectomy and not less than 24 hours of Inpatient care following a lymph node dissection for the treatment of breast cancer, unless you and the attending Practitioner/Provider determine that a shorter period of Hospital stay is appropriate.
  - Coverage for minimum Hospital stays for mastectomies and lymph node dissections for the treatment of breast cancer is subject to Cost-Sharing amounts consistent with those imposed on other benefits. Refer to your *Summary of Benefits and Coverage* for Cost-Sharing amounts.
  - Coverage is provided for external breast prostheses following Medically Necessary surgical removal of the breast (mastectomy). Two bras per year are Covered for Members with external breast prosthesis.
  - As an alternative, post mastectomy reconstructive breast surgery is provided, including nipple reconstruction and/or tattooing, tram flap (or breast implant if necessary), and reconstruction of the opposite breast if necessary to produce symmetrical appearance.
  - Prostheses and treatment for physical complications of mastectomy, including lymphedema are Covered at all stages of mastectomy.



- Osteoporosis Coverage for services related to the treatment and appropriate management of osteoporosis when such services are determined to be Medically Necessary.
- The Alpha-fetoprotein IV screening test for pregnant women, generally between 16 and 20 weeks for pregnancy, to screen for certain genetic abnormalities in the fetus.
- Coverage for the preventive screening of women who have family members with breast, ovarian, tubal or peritoneal cancers with one of several screening tools designed to identify a family history that may be associated with an increased risk for potentially harmful mutations in breast cancer susceptibility genes (BRCA 1 or BRCA 2).
- Women with positive screening results may receive genetic counseling and, if indicated after counseling, BRCA testing as determined by their healthcare provider.

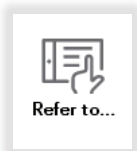
## General Limitations

**This Section explains the general limitations that apply to your Covered Benefits and other Sections of this Agreement.**

### Benefit Limitations

Your Covered Benefits may have specific **limitations** or requirements and are listed under the specific benefit section of this document:

- Some Benefits may be subject to dollar amount and/or visit **limitations**
- Some Benefits may be subject to **Prior Authorization**



Refer to your *Summary of Benefits and Coverage* and the **Benefits Section** for details about these limitations.

### Major Disasters

In the event of any major disaster, epidemic or other circumstances beyond our control, we shall render or attempt to arrange Covered Benefits with In-network Practitioners/Providers insofar as practical, according to our best judgment, and within the limitations of facilities and personnel as are then available. However, no liability or obligation shall result from nor shall be incurred for the delay or failure to provide any such service due to the lack of available facilities or personnel if such lack is the result of such disaster, epidemic or other circumstances beyond our control, and if we have made a good-faith effort to provide or arrange for the provision of such services. Such circumstances include complete or partial disruption of facilities, war, act(s) of terrorism, riot, civil insurrection, disability of a significant part of a Hospital, our personnel or In-network Practitioners/Providers or similar causes. This provision does not impose any limitation on the availability of Coverage for services provided by Out-of-network Practitioners/Providers.

### Presbyterian Health Plan (PHP) Continuation

If you are Covered by our continuation policy and are also Covered by another group medical plan you shall receive our benefits to the extent that we are the secondary payer of all eligible charges, subject to the terms, conditions and limitations of this Agreement.

### Prior Authorization

Benefits for certain services and supplies are subject to Prior Authorization as specified in the **Prior Authorization Section**. Benefits will not be payable for services from Out-of-network Practitioners/Providers if you fail to obtain Prior Authorization.

## **Exclusions**

**This Section lists services that are not Covered (Excluded Services) under your Health Benefit Plan. All other benefits and services not specifically listed as Covered in the Benefits Section shall be Excluded Services. Except as required by state or federal law.**

Any service, treatment, procedure, facility, equipment, drugs, drug usage, device or supply determined to be not Medically Necessary when subject to medical necessity review, is not Covered. This includes any service, which is not recognized according to any applicable generally accepted principles and practices of good medical care or practice guidelines developed by the federal government, national or professional medical societies, boards and associations, or any applicable clinical protocols or practice guidelines developed by the Healthcare Insurer consistent with such federal, national, and professional practice guidelines, or any service for which the required approval of a government agency has not been granted at the time the service is provided.

### **Accidental Injury (Trauma), Urgent Care, Emergency Healthcare Services, and Observation Services**

**Emergency Healthcare Services** – Use of an emergency facility for non-emergent services is not Covered.

Non-Emergency care when traveling outside the U.S.

### **Ambulance Services**

Ambulance service (ground or air) to the coroner's office or to a mortuary is not Covered, unless the Ambulance has been dispatched prior to the pronouncement of death by an individual authorized under state law to make such pronouncements.

### **Autopsies**

Autopsy costs for deceased Members are not Covered.

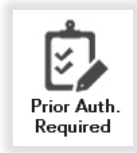
### **Before or After the Effective Date of Coverage**

Services received, items purchased, prescriptions filled, or healthcare expenses incurred before your effective date of Coverage or after the termination of your Coverage are not Covered.

### **Clinical Trials**

Any Clinical Trials provided outside of New Mexico, as well as those that do not meet the requirements indicated in the Benefits Section, are not Covered.

Costs of the Clinical Trial that are customarily paid for by government, biotechnical, pharmaceutical or medical device industry sources are not Covered.



Services from Out-of-network Practitioners/Providers, unless services from an In-network Practitioner/Provider is not available, are not Covered. **Prior Authorization** is required for any Out-of-network Services, and such services must be provided for in New Mexico.

The cost of a non-FDA approved Investigational drug, device or procedure is not Covered.

The cost of a non-healthcare service that the patient is required to receive as a result of participation in the Clinical Trial is not Covered.

Costs associated with managing the research that is associated with the Clinical Trials are not Covered.

Costs that would not be Covered if non-Investigational treatments were provided are not Covered.

Costs of tests that are necessary for the research of the Clinical Trial are not Covered.

Costs paid for or not charged by the Clinical Trial Providers are not Covered.

If you are denied coverage of a cost and you contend that the denial is in violation of NMSA 1978 59A-22-43, you may appeal the decision to deny the coverage of a cost to the superintendent, and that appeal shall be expedited to ensure resolution of the appeal within no more than 30 days after the date of appeal to the superintendent.

## **Care for Military Service Connected Disabilities**

Care for military service connected disabilities to which you are legally entitled and for which facilities are reasonably available to you is not Covered.

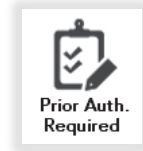
## **Certified Hospice Care Benefits**

Certified Hospice Care Benefits are not Covered for the following services:

- Food, housing, and delivered meals are not Covered
- Volunteer services are not Covered
- Personal or comfort items such as, but not limited to, aromatherapy, clothing, pillows, special chairs, pet therapy, fans, humidifiers, and special beds (excluding those Covered under Durable Medical Equipment benefits) are not Covered
- Homemaker and housekeeping services are not Covered
- Private duty nursing is not Covered
- Pastoral and spiritual counseling are not Covered

- Bereavement counseling is not Covered
- The following services are not Covered under Hospice care, but may be **Covered Benefits elsewhere in this Agreement** subject to the Cost-Sharing requirements:

- Acute Inpatient Hospital care for curative services – requires **Prior Authorization**
- Durable Medical Equipment
- Practitioner/Provider visits by other than a Certified Hospice Practitioner/Provider
- Ambulance Services



## **Charges in Excess of Medicare Allowable Unreasonable**

Charges that we determine to be in excess of Medicare Allowable and charges we determine to be unreasonable based on usual, customary, and reasonable charges are not Covered.

## **Clothing or Other Protective Devices**

Clothing or other protective devices, including prescribed photoprotective clothing, windshield tinting, lighting fixtures and/or shields, and other items or devices whether by prescription or not, are not Covered.

## **Clinical Preventive Health Services**

Physical examinations, vaccinations, drugs and immunizations for the primary intent of medical research or non-Medically Necessary purpose(s) such as, but not limited to, licensing, certification, employment, insurance, flight, foreign travel, passports or functional capacity examinations related to employment are not Covered.

Immunizations for the purpose of foreign travel are not Covered.

## **Complementary Therapies**

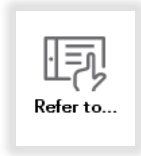
Complementary Therapies, except those specified in the **Complementary Therapies Benefits Section**, are not Covered.

- **Acupuncture** – Except as specified under Complementary Therapies in the Benefits Section
- **Chiropractic Services** – Except as specified under Complementary Therapies in the Benefits Section
- **Biofeedback** – Except as specified under Complementary Therapies in the Benefits Section

## **Cosmetic Surgery**

Cosmetic Surgery is not Covered. Examples of Cosmetic Surgery that are not Covered include breast augmentation, dermabrasion, dermaplaning, excision of acne scarring, acne surgery (including cryotherapy), asymptomatic keloid/scar revision, microphlebectomy, sclerotherapy (except for truncal veins), and nasal rhinoplasty.

Circumcisions, performed other than for newborns, are not Covered unless Medically Necessary.



Reconstructive Surgery following a mastectomy is not considered Cosmetic Surgery and will be covered. Refer to the **Benefits Section**.

## **Cosmetic Treatments, Devices, Orthotics, and Prescription Drugs/Medications**

Cosmetic treatment, devices, Orthotics and Prescription Drugs/Medications are not Covered.

## **Costs for Extended Warranties and Premiums for Other Insurance Coverage**

Costs for extended warranties and premiums for other insurance coverage are not Covered.

## **Dental Services**

Dental care and dental X-rays are not Covered, except as provided in the Benefits Section.

Dental implants are not Covered.

Malocclusion treatment, if part of routine dental care and orthodontics, is not Covered.

Orthodontic appliances and orthodontic treatment (braces), crowns, bridges and dentures used for the treatment of Temporo/Craniomandibular Joint disorders are not Covered, unless the disorder is trauma related.

## **Diabetes Services**

Routine foot care, such as treatment of flat feet or other structural misalignments of the feet, removal of corns, and calluses is not Covered, unless Medically Necessary due to diabetes or other significant peripheral neuropathies. Coverage of diabetes services requires medical diagnosis of diabetes from a licensed practitioner/provider. Equipment, appliances, prescription drug. Medications, insulin or supplies must have FDA approval and are the medically accepted standards for diabetes treatment, supplies, and education.

Coverage for Diabetes Education must be:

- Medically necessary, or

- Due to a significant change in condition or symptoms, or
- When re-education is prescribed by a practitioner/provider, or
- Telephonic visits with a certified diabetes educator (CDE) that are part of our in-network practitioners/providers who are registered, certified or licensed healthcare professional with recent education in diabetes management, or
- Related to medical nutrition therapy

Diabetes supplies and services:

- Must use approved brands
- Must be purchased at in-network pharmacy, preferred vendor or preferred durable medical equipment (DME) supplier
- Insulin pumps are covered only when medically necessary and when prescribed by an in-network endocrinologist
- Podiatric appliances for prevention of feet complications associated with diabetes must be medically necessary
- Must use preferred prescriptive diabetic oral agents, insulin, blood glucose monitors/meters, test strips for blood glucose monitors, and lancets and lancet devices according to the *Formulary*

## **Durable Medical Equipment, Orthotic Appliances, Prosthetic Devices, Repair and Replacement of Durable Medical Equipment, Prosthetics and Orthotic Devices, Surgical Dressing Benefit, Eyeglasses/Contact Lenses and Hearing Aids**

### **Durable Medical Equipment**

Upgraded or deluxe Durable Medical Equipment is not Covered.

Convenience items are not Covered. These include, but are not limited to, an appliance, device, object or service that is for comfort and ease and is not primarily medical in nature, such as, shower or tub stools/chairs, seats, bath grab bars, shower heads, hot tubs/Jacuzzis, vaporizers, accessories such as baskets, trays, seat or shades for wheelchairs, walkers and strollers, clothing, pillows, fans, humidifiers, and special beds and chairs (excluding those Covered under Durable Medical Equipment Benefits).

Duplicate Durable Medical Equipment items (i.e., for home and office) are not Covered.

### **Repair and Replacement**

Repair or replacement of Durable Medical Equipment, Orthotic Appliances and Prosthetic Devices due to loss, neglect, misuse, abuse, to improve appearance or convenience is not Covered.

Repair and replacement of items under the manufacturer or supplier's warranty are not Covered.

Additional wheelchairs are not Covered, if the Member has a functional wheelchair, regardless of the original purchaser of the wheelchair.

### **Orthotic Appliances**

Functional foot Orthotics including those for plantar fasciitis, pes planus (flat feet), heel spurs, Orthopedic or corrective shoes, arch supports, shoe appliances, foot Orthotics, and custom fitted braces or splints are not Covered, except for patients with diabetes or other significant peripheral neuropathies.

Custom-fitted Orthotics/Orthosis are not Covered except for knee-ankle-foot (KAFO) Orthosis and/or ankle-foot Orthosis (AFO) except for Members who meet national recognized guidelines.

### **Prosthetic Devices**

Artificial aids including speech synthesis devices are not Covered, except items identified as being Covered in the **Benefits Section**.

### **Surgical Dressing**

Common disposable medical supplies that can be purchased over the counter such as, but not limited to, bandages, adhesive bandages, gauze (such as 4-by-4 inches), and elastic wrap bandages are not Covered, except when provided in a Hospital or Practitioner's/Provider's office or by a home health professional.

Gloves are not Covered unless part of a wound treatment kit.

Elastic Support hose are not Covered.

### **Eyeglasses and Contact Lenses**

Routine vision care and Eye Refractions for determining prescriptions for corrective lenses are not Covered, except as identified in the **Benefits Section**.

Corrective eyeglasses or sunglasses, frames, lens prescriptions, contact lenses or the fitting thereof, are not Covered except as identified in the **Benefits Section**.

Eye refractive procedures including radial keratotomy, laser procedures, and other techniques are not Covered.

Visual training is not Covered.

Eye movement therapy is not Covered.

### **Exercise Equipment, Personal Trainers, Club Memberships**

Exercise equipment, videos, and personal trainers, club membership and weigh reduction programs are not Covered.

### **Experimental or Investigational drugs, Diagnostic Genetic Testing, Medicines, Treatments, Procedures, or Devices**

**Experimental or Investigational** drugs, diagnostic genetic testing, medicines, treatments, procedures, or devices are not Covered.

Experimental or Investigational medical, surgical, diagnostic genetic testing, other healthcare procedures or treatments, including drugs. As used in this Agreement, “Experimental” or “Investigational” as related to drugs, devices, medical treatments or procedures means:

- The drug or device cannot be lawfully marketed without approval of the FDA and approval for marketing has not been given at the time the drug or device is furnished; or
- Reliable evidence shows that the drug, device or medical treatment or procedure is the subject of on-going Phase I, II, or III clinical trials or under study to determine its maximum tolerated dose, its toxicity, its safety, its efficacy, or its efficacy as compared with the standard means of treatment or diagnosis; or
- Reliable evidence shows that the consensus of opinion among experts regarding the drug, medicine, and/or device, medical treatment, or procedure is that further studies or clinical trials are necessary to determine its maximum tolerated dose, its toxicity, its safety, or its efficacy as compared with the standard means of treatment or diagnosis; or
- Except as required by state law, the drug or device is used for a purpose that is not approved by the FDA; or
- Testing is Covered when medically proven and appropriate, and when the results of the test will influence the medical management of the patient and if approved by the FDA. Routine genetic testing is not Covered; or
- For the purposes of this section, “reliable evidence” shall mean only published reports and articles in the authoritative medical and scientific literature listed in state law; the written protocol or protocols used by the treating facility or the protocol(s) of another facility studying substantially the same drug, device or medical treatment or procedure; or the written informed consent used by the treating facility or by another facility studying substantially the same drug, device or medical treatment or procedure; or
- As used in this section, “Experimental” or “Investigational” does not mean cancer chemotherapy or other types of therapy that are the subjects of on-going Phase IV clinical trials.

### **Extracorporeal Shock Wave Therapy**

Extracorporeal shock wave therapy involving the musculoskeletal system is not Covered.

## **Foot Care**

Routine foot care, such as treatment of flat feet or other structural misalignments of the feet, removal of corns, and calluses, is not Covered, unless Medically Necessary due to diabetes or other significant peripheral neuropathies.

## **Genetic Testing**

Genetic testing: A type of medical test that identifies changes in chromosomes, genes, or proteins. The results of a genetic test can confirm or rule out a suspected genetic condition or help determine a person's chance of developing or passing on a genetic disorder if that person has a known family history or classic symptoms of a disorder. Genetic testing is not covered when the test is performed primarily for the medical management of other family members. Additional expenses for banking of genetic material are not covered.

## **Genetic Inborn Errors of Metabolism Coverage**

Genetic Inborn Errors of Metabolism Coverage does not include the following items:

- Food substitutes for lactose intolerance or other carbohydrate intolerances, including soy foods or elemental formulas or other Over-the-counter (OTC) digestive aids are not Covered, unless listed as a Covered Over-the-counter (OTC) medication on our *Formulary*
- Ordinary food that might be part of an exclusionary diet are not Covered
- Food substitutes that do not qualify as Special Medical Foods for the treatment of IEM are not Covered
- Special Medical Foods for conditions that are not present at birth are not Covered
- Dietary supplements and items for conditions including, but not limited to, Diabetes Mellitus, Hypertension, Hyperlipidemia, Obesity, Autism Spectrum Disorder, Celiac Disease and Allergies to food products are not Covered

## **Hair Loss (or baldness)**

Hair-loss or baldness treatments, medications, supplies and devices, including wigs, and special brushes are not Covered regardless of the medical cause of the hair-loss or baldness.

## **Home Health Care Services/Home Intravenous Services and Supplies**

Private duty nursing is not Covered.

Custodial Care needs that can be performed by non-licensed medical personnel to meet the normal activities of daily living do not qualify for Home Health Care Services and are not Covered. Examples of Custodial Care that are not Covered include, but are not limited to, bathing, feeding, preparing meals, or performing housekeeping tasks.

## Hospital Services Inpatient

Acute Medical Detoxification in a Residential Treatment Center is not Covered.

Rehabilitation is not Covered as part of acute medical detoxification.

## Infertility

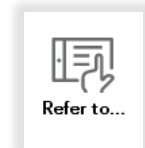
Infertility services, listed below, are not Covered.

- Prescription Drugs and Injections when provided by practitioner/provider
- Reversal of voluntary sterilization is not Covered
- Donor sperm is not Covered
- In-vitro, Gamete Intra Fallopian Transfer (GIFT) and zygote intrafallopian transfer (ZIFT) fertilization are not Covered
- Storage or banking of sperm, ova (human eggs), embryos, zygotes or other human tissue is not Covered
- Prescription Drugs/Medications used in conjunction with In-vitro fertilization and artificial insemination are not Covered
- Oral or injectable medications used to promote pregnancy are not Covered
- Prescription Drugs, Medications or Devices used for the treatment of sexual dysfunction are not Covered

## Mental Health and Alcohol and Substance Use Disorder

### Mental Health

- Codependency treatment is not Covered.
- Bereavement, pastoral/spiritual and sexual counseling are not Covered.
- Psychological testing when not Medically Necessary is not Covered.
- Residential Treatment Centers are not Covered, unless for the treatment of Alcoholism and/or Substance Use Disorder.
- Special education, school testing or evaluations, educational counseling, therapy or care for learning deficiencies or disciplinary problems are not Covered. This applies whether or not associated with manifest mental illness or other disturbances except as Covered under the Family, Infant and Toddler Program. Refer to the **Benefits Section**.
- Court ordered evaluation or treatment, or treatment that is a condition of parole or probation or in lieu of sentencing, such as psychiatric evaluation or therapy is not Covered.
- Alcohol and/or Substance Use Disorder services are not considered mental health benefits.



## **Alcoholism Services and Substance Use Disorder Services**

- Treatment in a halfway house is not Covered.
- Residential Treatment Centers are not Covered, unless for the treatment of Alcoholism and/or Substance Abuse.
- Codependency treatment is not Covered.
- Bereavement, pastoral/spiritual and sexual counseling are not Covered.
- Court-ordered treatment, or treatment that is a condition of parole or probation or in lieu of sentencing, such as Alcohol or Substance use disorder programs, is not Covered.
- Any treatment for Alcoholism and/or Substance Abuse services after the maximum episodes of treatment allowed under this Agreement have been completed is not Covered.

## **Nutritional Support and Supplements**

Baby food (including baby formula or breast milk) or other regular grocery products that can be blenderized and used with the enteral system for oral or tube feedings is not Covered.

## **Practitioner/Provider Services**

Services provided by an Excluded Provider are not Covered. Any benefit or service, including pharmaceuticals, provided by an Excluded Provider as defined and maintained by the following regulatory agencies: Department of Health and Human Services; Office of the Inspector General (OIG); U.S. Department of Health; the General Services Administration; and the Office of Personnel Management, Office of Inspector General, which includes, but is not limited to, the:

- Excluded Parties Lists System (EPLS)
- List of Excluded Individuals/Entities (LEIE)
- Office of Personnel Management (OPM)

**Office Visits**, listed below, are not Covered.

- Electronic mail (email) by a Practitioner/Provider or consultation by telephone for which a charge is made to the patient, is not Covered
- Get acquainted visits without physical assessment or diagnostic or therapeutic intervention provided are not Covered
- Telephone visits, except for telephonic visits with a Certified Diabetes Educator (CDE) for Members that have been diagnosed with diabetes, are not Covered

**Infertility services**, listed below, are not Covered.

- Reversal of voluntary sterilization is not Covered
- Donor sperm is not Covered
- In-vitro, Gamete Intra Fallopian Transfer (GIFT) and zygote intrafallopian transfer (ZIFT) fertilization are not Covered

- Storage or banking of sperm, ova (human eggs), embryos, zygotes or other human tissue is not Covered

## Prescription Drugs/Medications

- Prescription Drugs/Medications that require a Prior Authorization when Prior Authorization was not obtained are not Covered.
- New Prescription Drugs/Medications for which the determination of criteria for Coverage has not yet been established by our Pharmacy and Therapeutics Committee are not Covered.
- Prescription Drugs/Medications purchased outside the United States are not Covered.
- Prescription Drugs/Medications, medicines, treatments, procedures, or devices that we determine are Experimental or Investigational are not Covered.
- Prescription Drugs/Medications that have not been approved by the FDA are not Covered.
- Prescription Drugs/Medications that are identified by Drug Efficacy Study Implementation (DESI) as Less than Effective (LTE) DESI drugs are not Covered.
- Replacement Prescription Drugs/Medications resulting from loss, theft, or destruction are not Covered.
- Disposable medical supplies, except when provided in a Hospital or a Practitioner's/Provider's office or by a home health professional, are not Covered.
- Prescription Drugs/Medications used in conjunction with In-vitro fertilization and artificial insemination are not Covered.
- Oral or injectable medications used to promote pregnancy are not Covered.
- Over-the-counter (OTC) medications and drugs are not Covered. Refer to our *Formulary* for a list of Covered Over-the-counter (OTC) medications as determined by our Pharmacy and Therapeutics Committee.
- Prescription Drugs, Medications or Devices used for the treatment of sexual dysfunction are not Covered.
- Prescription Drugs/Medications for the purpose of weight reduction or control, except for Medically Necessary treatment for morbid obesity, are not Covered.
- Prescription Drugs/Medications used for cosmetic purposes are not Covered.
- Nutritional supplements as prescribed by the attending Practitioner/Provider or as sole source of nutrition are not Covered.
  - Infant formula is not Covered under any circumstance.
- Compounded Prescription Drugs/Medications are not Covered.
  - Bulk powders are not Covered.
- Discount Cards or prescription Drug Savings Cards do not apply to Deductible or Out of Pocket Maximum.
- Brand name drugs dispensed when a generic equivalent is available will not count towards Deductible or Out of Pocket Maximums.
- Herbal or alternative medicine and holistic supplements are not Covered.
- Vaccinations, drugs and immunizations for the primary intent of medical research or non-Medically Necessary purpose(s) such as, but not limited to, licensing, certification,

employment, insurance, or functional capacity examinations related to employment are not Covered.

- Immunizations for the purpose of foreign travel, flight and or passports are not Covered.
- Bioidentical hormone replacement therapy (BHRT), also known as bioidentical hormone therapy or natural hormone therapy including all-natural pills, creams, lotions and gels are Not Covered.
- LDAA Local Delivery of Antimicrobial Agents used for Periodontal Procedures are Not Covered.

## **Reconstructive Surgery for Cosmetic Purposes**

Reconstructive Surgery for Cosmetic purposes is not Covered unless reconstruction is performed after a mastectomy.

Cosmetic Surgery is not Covered. Examples of Cosmetic Surgery include breast augmentation, dermabrasion, dermaplaning, excision of acne scarring, acne surgery (including cryotherapy), asymptomatic keloid/scar revision, microphlebectomy, sclerotherapy (except for truncal veins), and nasal rhinoplasty.

## **Rehabilitation and Therapy**

Rehabilitation and Therapy, as listed below, is not Covered.

Short or Long-term Rehabilitation services listed are not Covered:

- Athletic trainers or treatments delivered by Athletic trainers are not Covered.
- Vocational Rehabilitation Services are not Covered.
- Long-term Therapy or Rehabilitation Services are not Covered. These therapies include treatment for chronic or incurable conditions for which rehabilitation produces minimal or temporary change or relief. Therapies are considered Long-term Rehabilitation when:
  - You have reached maximum rehabilitation potential.
  - You have reached a point where Significant Improvement is unlikely to occur.
  - You have had therapy for four consecutive months.
- Treatment of chronic conditions is not Covered. Chronic conditions include, but are not limited to, Muscular Dystrophy, Down Syndrome, and Cerebral Palsy.

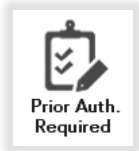
**Speech Therapy services listed below are not Covered:**

- Therapy for stuttering is not Covered
- Hearing Aids and the evaluation for the fitting of Hearing Aids are not Covered, except for school aged children under 18 years old (or under 21 years of age if still attending high school)
- Additional benefits beyond those listed in the **Speech Therapy Benefit Section** are not Covered

## Services for Which You or Your Dependent are Eligible under Any Governmental Program

Services for which you or your Dependent are eligible under any governmental program (except Medicaid), to the extent determined by law, are not Covered. Services for which, in the absence of any health service plan or insurance plan, no charge would be made to you or your Dependent, are not Covered.

## Services Requiring Prior Authorization When Out-of-network



If you fail to obtain **Prior Authorization** for services received Out-of-network that require Prior Authorization, those services are not Covered. However, Members are not liable when an In-network Practitioner/Provider does not obtain Prior Authorization. Refer to **Prior Authorization Section** for specific information.

## Sexual Dysfunction Treatment

Treatment for sexual dysfunction, including medication, counseling, and clinics, are not Covered, except for penile prosthesis as listed in the **Benefits Section**.

## Skilled Nursing Facility Care

Custodial or Domiciliary care is not Covered.

## Smoking Cessation Services

Smoking Cessation services listed below are not Covered:

- Hypnotherapy for Smoking Cessation Counseling is not Covered
- Over-the-counter (OTC) drugs are not Covered, unless listed as a Covered Over-the-counter (OTC) medication on our *Formulary*
- Acupuncture for Smoking Cessation Counseling is not Covered

## Thermography

Thermography Services are not Covered.

## Transplant Services

Transplant Services listed below are not Covered:

- Non-human Organ transplants, except for porcine (pig) heart valve, are not Covered
- Transportation costs for deceased Members are not Covered

- The medical and Hospital services of an Organ transplant donor when the recipient of an Organ transplant is not a Member or when the transplant procedure is not a Covered Benefit are not Covered
- Travel and lodging expenses are not Covered except as provided in the **Benefits Section**

### **Treatment While Incarcerated**

Services or supplies a member receives while in the custody of any state or federal law enforcement authorities or while in jail or prison are not Covered.

### **Women's Healthcare**

Elective abortions after the 24th week of pregnancy are not Covered.

Maternity and newborn care, as follows, are not Covered:

- Use of an emergency facility for non-emergent services is not Covered.
- Elective Home Birth and any prenatal or postpartum services connected with an Elective Home Birth are not Covered. Allowable sites for a delivery of a child are Hospitals and licensed birthing centers. Elective Home Birth means a birth that was planned or intended by the Member or Practitioner/Provider to occur in the home.

### **Work-related Illnesses or Injuries**

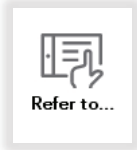
Work-related illnesses or injuries are not Covered, even if:

- You fail to file a claim within the filing period allowed by the applicable law
- You obtain care not authorized by Worker's Compensation Insurance
- Your employer fails to carry the required Worker's Compensation Insurance
- You fail to comply with any other provisions of the law

## Claims

**Your healthcare benefits are considered and paid according to the conditions outlined in this Section. If you paid a Provider for services, this Section outlines the process to follow for reimbursement.**

When services are obtained from an In-network Practitioner/Provider, the Practitioner/Provider will submit the claim to Presbyterian for you. It is important that you provide your current Presbyterian identification card to the Practitioner/Provider so they may obtain the mailing

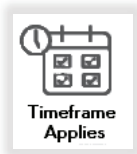


address listed on the back of the card. Services obtained from In-network Practitioners/Providers may require Cost Sharing amounts (Copayments, Deductible and/or Coinsurance) that you pay at the time of service. The amount of your Cost Sharing responsibility for each service can be found in your *Summary of Benefits and Coverage*.

Out-of-network Practitioners/Providers may require payment in full at the time of service and may refuse to file a claim. When this happens, you must pay the Out-of-network Practitioner/Provider and then file a claim for reimbursement with us.

### Notice of Claim

The timely filing limit for an In-network Practitioner/Provider is 90 days from the date of service, whereas the timely filing limit for an Out-of-network Practitioner/Provider is one year from the date of service.



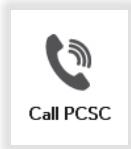
Written notice of claim must be given to us within **20 days** after the date of loss or as soon as reasonably possible. Failure to give notice within the time specified will not invalidate or reduce any claim if notice is given as soon as reasonably possible.

### Claim Forms

You may call or write to us to notify us of a claim. Upon receipt of a notice of claim, we will furnish you with the forms needed for filing proof of service. Forms will be furnished within 15 days after we receive such notice. You may access our website, <https://www.phs.org/health-plans> to obtain a claim form.

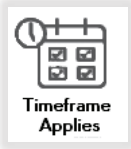
### In-Network Practitioners/Providers

We reimburse In-network Practitioners/Providers for Covered services provided to you. You should not be required to pay sums to any In-network Practitioner/Provider, except for the required Cost-Sharing amount. You will be responsible for the payment of fees charged for missed appointments or appointments canceled without adequate notice, if any.

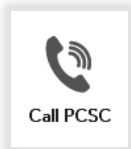


If you are asked by an In-network Practitioner/Provider to make any payments in addition to the Cost Sharing amount specified in this Agreement, you should consult our Presbyterian Customer Service Center at **(505) 923-5258** or **1-866-979-6778** Monday through Friday from 7 a.m. to 6 p.m. Hearing impaired users may call our TTY line at **711** or **1-800-659-8331** before making any such additional payments. You will not be liable to an In-network Practitioner/Provider for any sums that we owe the Practitioner/Provider.

## Procedure for Reimbursement



When you receive Covered Services from a Practitioner/Provider and the Practitioner/Provider charged for that service, written proof (claim) of such charge must be furnished to us within **90 days** from the date of service for In-network Practitioners/Providers and within **one year** from the date of service for Out-of-network Practitioners/Providers in order for you to receive reimbursement. If you are relying on an Out-of-network Practitioner/Provider to furnish a claim on your behalf, you are responsible for ensuring claims have been submitted within one year from the date of service. Any such charge shall be paid upon our receipt of a Practitioner/Provider billing or completed valid claim for the Healthcare Services for which claim is made.



If you need a claim form or have questions regarding a charge made by your Practitioner/Provider, please contact our Presbyterian Customer Service Center at **(505) 923-5258** or **1-866-979-6778**, Monday through Friday from 7 a.m. to 6 p.m. Hearing impaired users may call our TTY **711** or **1-800-659-8331**. Claim forms are also available on our website at [www.phs.org](http://www.phs.org).

Please submit your completed claim form to:

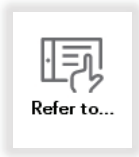
Presbyterian Health Plan  
Attn: Claims  
P.O. Box 26267  
Albuquerque, NM 87125-6267

## Services Received Outside the United States

Benefits are available for Emergency Healthcare Services and Urgent Care services received outside the United States. These services are Covered as explained in the **Benefits Section**. You are responsible for ensuring that claims sent to us, at the address cited above, are appropriately translated and that the monetary exchange rate effective on the date(s) you received medical care is clearly identified when submitting claims for services received outside the United States.

Presbyterian cannot reimburse foreign Practitioners/Providers. You should then submit the claim, or a summary of the medical services rendered, in addition to Proof of Payment. Proof of payment includes the check, credit card statement or receipt showing that the services were paid in full.

## Claim Fraud



Anyone who knowingly presents a false or fraudulent claim for payment of a loss, or benefit or knowingly presents false information for services is guilty of a crime and may be subject to civil fines and criminal penalties. We may terminate your Coverage for any type of fraudulent activity. For further information regarding Fraud, refer to the **General Provisions Section**.

## Effects of Other Coverage

**This Section explains how we will coordinate benefits should you have medical coverage through another group Health Benefits Plan.**

### Coordination of Benefits

If you have medical coverage under any other Health Benefits Plan, other public or private group programs, or any other health insurance policy, the benefits provided or payable hereunder shall be reduced to the extent that benefits are available to you under such other plan, policy or program.

Coordination of Benefits (COB) applies to this Agreement when a Member has medical benefits under more than one plan. The objective of COB is to make sure the combined payments of the plans are no more than your actual medical bills. PHP coordinates benefits according to the Standard Other Insurance Rule. Please contact the Presbyterian Customer Service Center for additional information on this rule. Also, each plan determines the maximum allowable payment for a given service and this maximum allowable may vary by plan. For this reason, there is no guarantee that 100% of the charges will be paid even when a Member has more than one medical plan.

The rules establishing the order of benefit determination between this Agreement and any other plan covering a Member not on COBRA continuation on whose behalf a claim is made are as follows:

- Employee/Dependent Rule:
  - The plan, which covers you as an employee, pays first.
  - The plan, which covers you as a Dependent, pays second.
- Birthday Rule for Dependent children of parents who are **not** separated or divorced:
  - The plan, which covers the parent whose birthday falls earlier in the year, pays first. The plan, which covers the parent whose birthday falls later in the year, pays second. The birthday order is determined by the month and the day of birth, not the year of birth.
  - If both parents have the same month and day of birth, the plan that Covered the parent longer, will pay claims first. The plan which covered the parent for a shorter period of time pays second.
- Dependent children of separated or divorced parents:
  - The plan of the parent decreed by a court of law to have responsibility for medical coverage pays first.
  - In the absence of a court order:
    - The plan of the parent with physical custody of the child pays first.
    - The plan of the Spouse of the parent with physical custody (i.e., the stepparent) pays second.
    - The plan of the parent not having physical custody of the child pays third.
- Active/Inactive Employee:

- The plan, which covers you as an active employee (or Dependent of an active employee), pays first.
- The plan, which covers you as a retired or laid-off employee (or Dependent of a retired or laid-off employee), pays second.
- Longer/Shorter Employment:
  - In the case where you are the Subscriber under more than one group health insurance policy, then the plan that has Covered you for a longer period of time will pay first. A change of insurance carrier by the group employer does not constitute the start of a new plan.
- No Coordination Provision:
  - In spite of the rules listed above, the plan that has no provision regarding coordination of benefits will pay first.
- If you are covered under a motor vehicle or homeowner's insurance policy which provides benefits for medical expenses resulting from a motor vehicle accident or accident in your own home, you shall not be entitled to benefits under this Agreement for injuries arising out of such accident to the extent they are covered by the motor vehicle or homeowner's insurance policy. If we have provided such benefits, we shall have the right to recover any benefits we have provided from you or from the motor vehicle or homeowner's insurance to the extent they are available under the motor vehicle or homeowner's insurance policy.
- If you or your Dependents are Covered by COBRA continuation and are also Covered by another group plan, you shall receive our Covered Benefits to the extent that we will be secondary payer of all eligible charges, subject to the terms, conditions, exclusions and limitations of this Agreement.

In no event shall the Covered Benefits received under this Agreement and all other plans combined exceed the total reasonable actual expenses for the services provided under this Agreement.

For purposes of coordination of benefits,

- We may release, request, or obtain claim information from any individual or organization. In addition, any Member claiming benefits from us shall furnish us with any information which we may require.
- We have the right, if we make overpayments because of your failure to report other coverage or any other reason, to recover such excess payment from any individual to whom, or for whom, such payments were made.
- We will not be obligated to pay for non-Covered Services or Covered Benefits not obtained in compliance with our policies and procedures.

## **Medicare**

If you are enrolled in Medicare, the Covered Benefits provided by this Agreement are not designed to duplicate any benefit to which you are entitled under the Social Security Act. Covered Benefits will be coordinated in compliance with current applicable federal regulations.

## **Medicaid**

The Covered Benefits payable by us under this Agreement, on behalf of a Member who is qualified for Medicaid, will be paid to the state Health Care Authority, or its designee, when:

- The Health Care Authority has paid or is paying benefits on behalf of the Member under the state's Medicaid program pursuant to Title XIX and/or Title XXI of the Federal Social Security Act
- The payment for the services in question has been made by the state Health Care Authority to the Medicaid Practitioner/Provider

## **Subrogation (Recovering Healthcare Expenses from Others)**

The Covered Benefits under this Agreement will be available to you if you are injured by the act or omission of another person, firm, operation or entity. If you receive Covered Benefits under this Agreement for treatment of such injuries, we will be subrogated to your rights or the Personal Representative of a deceased Member, or Dependent Member, to the extent of all such payments made by us for such benefits. This means that if we provide or pay Covered Benefits, you must repay us the amounts recovered for all such payments made by us in any lawsuit, settlement, or by any other means. This rule applies to any and all monies you may receive from any third party or insurer, or from any uninsured or underinsured motorist insurance benefits, as well as from any other person, organization or entity.

By way of illustration only, our right of subrogation includes, but is not limited to, the right to be repaid when you recover money for personal injury sustained in a car accident. The subrogation right applies whether you recover directly from the wrongdoer or from the wrongdoer's insurer, or from your uninsured motorist insurance coverage. You agree to sign and deliver to us such documents and papers as may be necessary to protect our subrogation right. You also agree to keep us advised of:

- Any claims or lawsuits made against any person, firm or entity responsible for any injuries for which we have paid Covered Benefits
- Any claim or lawsuit against any insurance company, or uninsured or underinsured motorist insurance carrier

Settlement of a legal claim or controversy without prior notice to us is a violation of this Agreement. In the event you fail to cooperate with us or take any other action, through agents or otherwise, which interferes with the exercise of our subrogation right, we may have, and hereby expressly reserve, all legal remedies available to us.

When reasonable collection costs and reasonable legal expenses have been incurred in recovering sums which benefit both you and us, we will, upon request by you or your attorney, share such collection costs and legal expenses, in a manner that is fair and equitable, but only if we receive appropriate documentation of such collection costs and legal expenses.

# Summary of Health Insurance Grievance Procedures

## This Section explains how to file a Complaint, Grievance and Appeal.

This is a summary of the process you must follow when you request a review of a decision by your insurer. You will be provided with detailed information and complaint forms by your insurer at each step. In addition, you can review the complete New Mexico regulations that control the process under the **Rulemaking** tab on the Office of Superintendent of Insurance (OSI) website, located at [www.osi.state.nm.us](http://www.osi.state.nm.us). You may also request a copy from your insurer at: [www.phs.org](http://www.phs.org) or from OSI by calling (505) 827-4601 or 1-855-427-5674.

## What types of decisions can be reviewed?

You may request a review of two different types of decisions:

**Adverse determination:** You may request a review if your insurer has denied preauthorization (certification) for a proposed procedure, has denied full or partial payment for a procedure you have already received, or is denying or reducing further payment for an ongoing procedure that you are already receiving and that has been previously covered. (The insurer must notify you before terminating or reducing coverage for an ongoing course of treatment and must continue to cover the treatment during the appeal process.) This type of denial may also include a refusal to cover a service for which benefits might otherwise be provided because the service is determined to be experimental, investigational, or not medically necessary or appropriate. It may also include a denial by the insurer of a participant's or beneficiary's eligibility to participate in a plan. These types of denials are collectively called "adverse determinations."

**Administrative decision:** You may also request a review if you object to how the insurer handles other matters, such as its administrative practices that affect the availability, delivery, or quality of healthcare services; claims payment, handling or reimbursement for healthcare services; or if your coverage has been terminated.

## Review of an Adverse Determination

### How does pre-authorization for a healthcare service work?

When your insurer receives a request to pre-authorize (certify) payment for a healthcare service (service) or a request to reimburse your healthcare provider (provider) for a service that you have already had, it follows a two-step process.

- **Coverage:** First, the insurer determines whether the requested service is covered under the terms of your health benefits plan (policy). For example, if your policy excludes payment for adult hearing aids, then your insurer will not agree to pay for you to have them even if you have a clear need for them.
- **Medical necessity:** Next, if the insurer finds that the requested service is covered by the policy, the insurer determines, in consultation with a physician, whether a requested

service is medically necessary. The consulting physician determines medical necessity either after consultation with specialists who are experts in the area or after application of uniform standards used by the insurer. For example, if you have a crippling hand injury that could be corrected by plastic surgery and you are also requesting that your insurer pay for cosmetic plastic surgery to give you a more attractive nose, the insurer might certify the first request to repair your hand and deny the second, because it is not medically necessary.

Depending on terms of your policy, your insurer might also deny certification if the service you are requesting is outside the scope of your policy. For example, if your policy does not pay for experimental procedures, and the service you are requesting is classified as experimental, the insurer may deny certification. Your insurer might also deny certification if a procedure that your provider has requested is not recognized as a standard treatment for the condition being treated.

**IMPORTANT:** If your insurer determines that it will not certify your request for services, you may still go forward with the treatment or procedure. However, you will be responsible for paying the provider yourself for the services.

### **How long does initial certification take?**

**Standard decision:** The insurer must make an initial decision within five working days. However, the insurer may extend the review period for a maximum of 10 calendar days if it: **(1)** can demonstrate reasonable cause beyond its control for the delay; **(2)** can demonstrate that the delay will not result in increased medical risk to you; and **(3)** provides a written progress report and explanation for the delay to you and your provider within the original five working day review period.

### **What if I need services in a hurry?**

**Urgent care situation:** An urgent care situation is a situation in which a decision from the insurer is needed quickly because: **(1)** delay would jeopardize your life or health; **(2)** delay would jeopardize your ability to regain maximum function; **(3)** the physician with knowledge of your medical condition **reasonably** requests an expedited decision; **(4)** the physician with knowledge of your medical condition, believes that delay would subject you to severe pain that cannot be adequately managed without the requested care or treatment; or **(5)** the medical demands of your case require an expedited decision.

If you are facing an urgent care situation or your insurer has notified you that payment for an ongoing course of treatment that you are already receiving is being reduced or discontinued, you or your provider may request an expedited review and the insurer must either certify or deny the initial request quickly. The insurer must make its initial decision in accordance with the medical demands of the case, but within 24 hours after receiving the request for an **expedited** decision.

If you are dissatisfied with the insurer's initial expedited decision in an urgent care situation, you may then request an **expedited review** of the insurer's decision by both the insurer and an external reviewer called an Independent Review Organization (IRO). When an expedited review is requested, the insurer must review its prior decision and respond to your request within 72 hours. If you request that an IRO perform an **expedited review** simultaneously with the insurer's review and your request is eligible for an IRO review, the IRO must also provide its expedited decision within 72 hours after receiving the necessary release of information and related records. If you are still dissatisfied after the IRO completes its review, you may request that the Superintendent review your request. This review will be completed within 72 hours after your request is complete.

The internal review, the IRO review, and the review by the Superintendent are described in greater detail in the following sections.

**IMPORTANT:** If you are facing an emergency, you should seek medical care immediately and then notify your insurer as soon as possible. The insurer will guide you through the claims process once the emergency has passed.

### **When will I be notified that my initial request has been either certified or denied?**

If the initial request is approved, the insurer must notify you and your provider within one working day after the decision, unless an urgent matter requires a quicker notice. If the insurer denies certification, the insurer must notify you and the provider within 24 hours after the decision.

### **If my initial request is denied, how can I appeal this decision?**

If your initial request for services is denied or you are dissatisfied with the way your insurer handles an administrative matter, you will receive a detailed written description of the grievance procedures from your insurer as well as forms and detailed instructions for requesting a review. You may submit the request for review either orally or in writing depending on the terms of your policy. The insurer provides representatives who have been trained to assist you with the process of requesting a review. This person can help you to complete the necessary forms and with gathering information that you need to submit your request. For assistance, contact the insurer's consumer assistance office as follows:

**Phone:** (505) 923-5258 or 1-866-979-6778  
**Address:** Presbyterian Health Plan  
Attn: Appeals and Grievance Department  
PO Box 26267  
Albuquerque, NM 87125-6267  
**Fax:** (505) 923-5124  
**Email:** [info@phs.org](mailto:info@phs.org)

You may also contact the Managed Health Care Bureau (MHCB) at OSI for assistance with preparing a request for a review at:

**Phone:** (505) 827-4601 or 1-855-427-5674  
**Address:** Office of Superintendent of Insurance - MHCB  
P.O. Box 1689, 1120 Paseo de Peralta  
Santa Fe, NM 87504-1689  
**Fax:** (505) 827-6341, Attn: MHCB  
**Email:** [mhcb.grievance@state.nm.us](mailto:mhcb.grievance@state.nm.us)

### **Who can request a review?**

A review may be requested by you as the patient, your provider, or someone that you select to act on your behalf. The patient may be the actual subscriber or a dependent who receives coverage through the subscriber. The person requesting the review is called the “**grievant.**”

### **Appealing an adverse determination – first level review**

If you are dissatisfied with the initial decision by your insurer, you have the right to request that the insurer’s decision be reviewed by its medical director. The medical director may make a decision based on the terms of your policy, may choose to contact a specialist or the provider who has requested the service on your behalf, or may rely on the insurer’s standards or generally recognized standards.

### **How much time do I have to decide whether to request a review?**

You must notify the insurer that you wish to request an internal review within 180 days after the date you are notified that the initial request has been denied.

### **What do I need to provide? What else can I provide?**

If you request that the insurer review its decision, the insurer will provide you with a list of the documents you need to provide and will provide to you all of your records and other information the medical director will consider when reviewing your case. You may also provide additional information that you would like to have the medical director consider, such as a statement or recommendation from your doctor, a written statement from you, or published clinical studies that support your request.

### **How long does a first level internal review take?**

**Expedited review:** If a review request involves an urgent care situation, your insurer must complete an expedited internal review as required by the medical demands of the case, but in no case later than 72 hours from the time the internal review request was received.

**Standard review:** Your insurer must complete both the medical director's review and (if you then request it) the insurer's internal panel review within 30 days after receipt of your pre-service request for review or within 60 days if you have already received the service. The medical director's review generally takes only a few days.

### **The medical director denied my request - now what?**

If you remain dissatisfied after the medical director's review, you may either request a review by a panel that is selected by the insurer, or you may skip this step and ask that your request be reviewed by an IRO that is appointed by the Superintendent. If you ask to have your request reviewed by the insurer's panel, then you have the right to appear before the panel in person or by telephone or have someone (including your attorney), appear with you or on your behalf. You may submit information that you want the panel to consider and ask questions of the panel members. Your health provider may also address the panel or send a written statement.

If you decide to skip the panel review, you will have the opportunity to submit your information for review by the IRO, but you will not be able to appear in person or by telephone. OSI can assist you in getting your information to the IRO.

**IMPORTANT:** If you are covered under the NM State Healthcare Purchasing Act, you may **NOT** request an IRO review if you skip the panel review.

### **How long do I have to make my decision?**

If you wish to have your request reviewed by the insurer's panel, you must inform the insurer within **five days** after you receive the medical director's decision. If you wish to skip the insurer's panel review and have your matter go directly to the IRO, you must inform OSI of your decision within **four months** after you receive the medical director's decision.

### **What happens during a panel review?**

If you request that the insurer provide a panel to review its decision, the insurer will schedule a hearing with a group of medical and other professionals to review the request. If your request was denied because the insurer felt the requested services were not medically necessary, were experimental or were investigational, then the panel will include at least one specialist with specific training or experience with the requested services.

The insurer will contact you with information about the panel's hearing date so that you may arrange to attend in person or by telephone or arrange to have someone attend with you or on your behalf. You may review all of the information that the insurer will provide to the panel and submit additional information that you want the panel to consider. If you attend the hearing in person or by telephone, you may ask questions of the panel members. Your medical provider may also attend in person or by telephone, may address the panel, or send a written statement.

The insurer's internal panel must complete its review within 30 days following your original request for an internal review of a request for pre-certification or within 60 days following your original request if you have already received the services. You will be notified within one day after the panel decision. If you fail to provide records or other information that the insurer needs to complete the review, you will be given an opportunity to provide the missing items, *but the review process may take much longer and you will be forced to wait for a decision.*

**Hint:** If you need extra time to prepare for the panel's review, then you may request that the panel be delayed for a maximum of 30 days.

### **If I choose to have my request reviewed by the insurer's panel, can I still request the IRO review?**

Yes. If your request has been reviewed by the insurer's panel and you are still dissatisfied with the decision, you will have **four months** to request a review by an IRO.

### **What's an IRO and what does it do?**

An IRO is a certified organization appointed by OSI to review requests that have been denied by an insurer. The IRO employs various medical and other professionals from around the country to perform reviews. Once OSI selects and appoints an IRO, the IRO will assign one or more professionals who have specific credentials that qualify them to understand and evaluate the issues that are particular to a request. Depending on the type of issue, the IRO may assign a single reviewer to consider your request, or it may assign a panel of reviewers. The IRO must assign reviewers who have no prior knowledge of the case and who have no close association with the insurer or with you. The reviewer will consider all of the information that is provided by the insurer and by you. (OSI can assist you in getting your information to the IRO.) In making a decision, the reviewer may also rely on other published materials, such as clinical studies.

The IRO will report the final decision to you, your provider, your insurer, and to OSI. Your insurer must comply with the decision of the IRO. If the IRO finds that the requested services should be provided, then the insurer must provide them.

*The IRO's fees are billed directly to the insurer – there is no charge to you for this service.*

### **How long does an IRO review take?**

The IRO must complete the review and report back within 20 days after it receives the information necessary for the review. (However, if the IRO has been asked to provide an

expedited review regarding an urgent care matter, the IRO must report back within 72 hours after receiving all of the information it needs to review the matter.)

### **Review by the Superintendent of Insurance**

If you remain dissatisfied after the IRO's review, you may still be able to have the matter reviewed by the Superintendent. You may submit your request directly to OSI, and if your case meets certain requirements, a hearing will be scheduled. You will then have the right to submit additional information to support your request and you may choose to attend the hearing and speak. You may also ask other persons to testify at the hearing. The Superintendent may appoint independent co-hearing officers to hear the matter and to provide a recommendation.

The co-hearing officers will provide a recommendation to the Superintendent within 30 days after the hearing is complete. The Superintendent will then issue a final order.

**There is no charge to you for a review by the Superintendent of Insurance and any fees for the hearing officers are billed directly to the insurer. However, if you arrange to be represented by an attorney or your witnesses require a fee, you will need to pay those fees.**

### **Review of an Administrative Decision**

#### **How long do I have to decide if I want to appeal and how do I start the process?**

If you are dissatisfied with an initial administrative decision made by your insurer, you have a right to request an internal review within 180 days after the date you are notified of the decision. The insurer will notify you within three days after receiving your request for a review and will review the matter promptly. You may submit relevant information to be considered by the reviewer.

#### **How long does an internal review of an Administrative Decision take?**

The insurer will mail a decision to you within 30 days after receiving your request for a review of an administrative decision.

#### **Can I appeal the decision from the internal reviewer?**

Yes. You have 20 days to request that the insurer form a committee to reconsider its administrative decision.

#### **What does the reconsideration committee do? How long does it take?**

When the insurer receives your request, it will appoint two or more members to form a committee to review the administrative decision. The committee members must be

representatives of the company who were not involved in either the initial decision or the internal review. The committee will meet to review the decision within 15 days after the insurer receives your request. You will be notified at least five days prior to the committee meeting so that you may provide information, and/or attend the hearing in person or by telephone.

If you are unable to prepare for the committee hearing within the time set by the insurer, you may request that the committee hearing be postponed for up to 30 days.

The reconsideration committee will mail its decision to you within seven days after the hearing.

### **How can I request an external review?**

If you are dissatisfied with the reconsideration committee's decision, you may ask the Superintendent to review the matter within 20 days after you receive the written decision from the insurer. You may submit the request to OSI using forms that are provided by your insurer. Forms are also available on the OSI website located at [www.osi.state.nm.us](http://www.osi.state.nm.us). You may also call OSI to request the forms at (505) 827-4601 or 1-855-427-5674.

### **How does the external review work?**

Upon receipt of your request, the Superintendent will request that both you and the insurer submit information for consideration. The insurer has five days to provide its information to the Superintendent, with a copy to you. You may also submit additional information including documents and reports for review by the Superintendent. The Superintendent will review all of the information received from both you and the insurer and issue a final decision within 45 days. If you need extra time to gather information, you may request an extension of up to 90 days. Any extension will cause the review process and decision to take more time.

## **General Information**

### **Confidentiality**

Any person who comes into contact with your personal healthcare records during the grievance process must protect your records in compliance with state and federal patient confidentiality laws and regulations. In fact, the provider and insurer cannot release your records, even to OSI, until you have signed a release.

### **Special needs and cultural and linguistic diversity**

Information about the grievance procedures will be provided in accessible means or in a different language upon request in accordance with applicable state and federal laws and regulations.

### **Reporting requirements**

Insurers are required to provide an annual report to the Superintendent with details about the number of grievances it received, how many were resolved and at what stage in the process they were resolved. You may review the results of the annual reports on the OSI website.

*The preceding summary has been provided by the Office of the Superintendent of Insurance. This is not legal advice, and you may have other legal rights that are not discussed in these procedures.*

## **Records**

**Your medical records are important documents needed in order to administer your Health Benefits Plan. This Section explains how we ensure the confidentiality of these records and how these records are used to administer your plan.**

### **Creation of Non-Medical Records**

We shall keep your records related to personal identification information, which does not specifically relate to your medical diagnosis or treatment. You shall forward information periodically to us as we may require in connection with the administration of this Agreement.

### **Accuracy of Information**

We shall not be liable to fulfill any obligation which is dependent upon information submitted by the group or by you prior to its receipt in a satisfactory manner. We are entitled to rely on such information as submitted. We at our sole discretion may make any necessary corrections due to recognizable clerical error. We will date and initial the correction of the error.

### **Consent for Use and Disclosure of Medical Records**

We are entitled to receive from any Practitioner/Provider of services Protected Health Information (PHI) about you to the extent permitted by applicable law, for any permitted purpose, including but not limited to, quality assurance, Utilization Review, processing of claims, financial audits or other purposes related to payment and certain of our healthcare operation activities. A determination of benefit Coverage may be suspended pending receipt of this information. By acceptance of Coverage under this Agreement, you give consent to each Practitioner/Provider rendering services hereunder to disclose all information to us (to the extent permitted by applicable law) pertaining to you for any permitted purpose specified in the law. This consent shall not permit a use or disclosure of PHI when an authorization is required by law or when another condition must be met for such use or disclosure to be permitted under applicable law. We will comply with the Health Insurance Portability and Accountability Act (HIPAA) rules and regulations.

### **Professional Review**

We are permitted by law to use your records to conduct professional/regulatory review programs for Healthcare Services without your consent/authorization. Such review programs include, but are not limited to, the National Committee for Quality Assurance (NCQA), Healthcare Effectiveness Data and Information Set (HEDIS), and the Office of the Superintendent of Insurance (OSI).

## **Confidentiality of Protected Health Information/Medical Records**

You will receive a Notice of Privacy Practices that we issue, which will contain a statement of your rights with respect to PHI and a brief description of how you may exercise your rights.

### **What is PHI?**

Protected Health Information, or PHI, is any health information about you that clearly identifies you or that could reasonably be used to identify you and your health needs that we send, receive, or keep as part of our daily work to improve your health. This includes information sent, received, and kept by electronic, written and oral means. Medical records and claims are two examples of PHI.

We keep your PHI safe. Unless otherwise permitted or required by law, we will not disclose confidential information without your consent/authorization. Your privacy in all settings is important to us.

As a Member, you (or your legal guardian/Personal Representative) have the right to:

- Request restrictions on certain uses and disclosures of PHI, although we are not required to agree to a requested restriction
- Receive confidential communications of PHI from us
- With certain exceptions, inspect and receive a copy of PHI
- Request an amendment to PHI you believe to be incorrect or incomplete
- Receive an accounting of certain disclosures of PHI
- Obtain a paper copy of the Notice of Privacy Practices from us upon request (even if you previously agreed to receive the Notice(s) electronically)

### **Access to PHI**

All confidential documents are kept in a physically secure location with access limited to authorized Plan personnel only. You (or your legal guardian/Personal Representative) have the right, with certain exceptions, to request access to inspect and obtain a copy of your PHI. We may charge a reasonable fee for providing a copy, summary or explanation of the information you request. If there is a fee, we will tell you how much it will cost before we provide the requested information. You may change your request to avoid or reduce the fee.

You do not have the right to inspect or obtain a copy of PHI that consists of:

- Psychotherapy notes
- Information gathered in reasonable expectation of, or for use in, a civil, criminal, or Administrative action or proceeding
- PHI maintained by us that is subject to the Clinical Laboratory Improvement Amendments of 1988 (CLIA) 42 U.S.C. 263a, to the extent the provision of access to you would be prohibited by law; or exempt from the Clinical Laboratory Improvements Amendments of 1988 (CLIA), pursuant to 42 CFR 493.3(a)(2)

To request access to inspect or obtain a copy of your PHI, you must submit your request in writing to:

Presbyterian Health Plan  
Attn: Director, Presbyterian Customer Service Center  
P.O. Box 26267  
Albuquerque, NM 87125-6267

We will act on your request for access to PHI no later than 30 days after receipt of the request. If we are unable to take an action within the required time frame, the Plan may take up to 30 additional days, provided that, no later than 30 days after receiving your request, the Plan provides you with a written statement of the reason for the delay and date by which we will complete its action on your request.

### **Routine Uses and Disclosures of PHI**

We routinely use PHI for a number of important and appropriate purposes, including:

- Claims payment
- Fraud and abuse prevention
- Data collection
- Performance measurements
- Meeting state and federal requirements
- Utilization management
- Accreditation activities
- Preventive health services
- Early detection and disease management programs
- Coordination of care
- Quality assessment and measurement, including surveys, research of Complaints and Grievances, billing and other stated uses
- Responding to your requests for information, products or services

We do not disclose PHI to anyone other than as permitted by the plan documents or required by law. We use and disclose information we collect only as necessary to deliver healthcare products and services to you in accordance with our Contracts, or to comply with legal requirements.

Our employees refer to your Personal Health Information only when necessary to perform assigned duties for their job. Our employees handle your health records according to our stringent confidentiality policies.

### **Consents/Authorizations**

Although consent from you (or your legal guardian/Personal Representative) is not required to use or disclose PHI for certain purposes specified in the law, a Practitioner/Provider shall request that you (or your legal guardian/Personal Representative) sign a consent form permitting

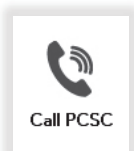
disclosure of medical records (to the extent permitted by law) to us at the time of your first visit to the Practitioner/Provider.

In the event that the Practitioner/Provider fails to obtain such consent for disclosure to us, or you refuse to sign such consent for disclosure to us, we shall use our best efforts to obtain such written consent from you (or your legal guardian/Personal Representative) prior to the Practitioner's/Provider's release of PHI (i.e., health records) to us for purposes permitted by law.

When you sign your enrollment form (Application), you are giving consent (to the extent permitted by applicable law) to the use or the release of your PHI by any person or entity including without limitation, Practitioners/Providers and insurance companies, to us or our designees (including its authorized agents, regulatory agencies and affiliates) for any permitted purpose, including but not limited to, quality assurance, Utilization Review, processing of claims, financial audits or other purposes related to the payment, or certain healthcare operations activities of our Plan. This consent does not permit a use or disclosure of PHI when an authorization is required by law.

We will not further release PHI about you without your permission/authorization unless permitted or required by law.

We require all In-network Practitioners/Providers and facilities to maintain confidential patient information in accordance with federal and state laws including, HIV/AIDS status, mental health, sexually transmitted diseases or alcohol/drug abuse. State and federal law prohibits further disclosure of HIV/AIDS, other sexually transmitted disease, mental health and alcohol abuse and drug abuse information to any person or agency without obtaining specific valid written authorization for that purpose from the patient (or legal guardian/Personal Representative), or as otherwise permitted by state or federal law.



To request an Authorization Form, please contact our Presbyterian Customer Service Center Monday through Friday from 7 a.m. to 6 p.m. at **(505) 923-5258** or **1-866-979-6778**. Hearing impaired users may call the TTY line at **711** or **1-800-659-8331** or visit our website at [www.phs.org](http://www.phs.org). Authorization Forms will be kept in your medical record or enrollment file.

### **Members Who Are Unable to Give Consent/Authorization**

Sometimes courts or doctors decide that certain people are unable to understand enough to make decisions for themselves. Usually, a person with legal authority to make healthcare decisions for a child or other person (for example, a parent or legal guardian) can exercise the health information rights described herein for the child or other person, but not always. Unless otherwise required or permitted by law, when we need an Authorization Form signed for a

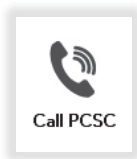
person who can't make healthcare decisions for themselves, we will have it signed by their legal guardian/Personal Representative.

### **Right to Request Amendments (Changes) to PHI**

We recognize your right to request amendment of PHI or a record containing PHI for as long as the PHI is maintained in our records. Our Presbyterian Customer Service Center will accept written requests to amend PHI. We must approve or deny your request to amend the disputed PHI no later than 60 days after receipt of the request. If we are unable to take an action within the required time frame, we may take up to 30 additional days, provided that, no later than 60 days after receiving your request, we provide you with a written statement of the reason for the delay and date by which we will complete our action on your request and notify you in writing of the determination no later than 60 to 90 days after receipt of such a request.

### **Process for Members to Request an Accounting of Disclosures of PHI**

You (or your legal guardian/Personal Representative) may request an accounting of PHI disclosures by submitting a request to our Presbyterian Customer Service Center by calling Monday through Friday from 7 a.m. to 6 p.m. at **(505) 923-5258** or **1-866-979-6778**. Hearing impaired users may call the TTY line at **711** or visit our website at [www.phs.org](http://www.phs.org). With some exceptions, as described in the Notice of Privacy Practices issued by us in a separate document, the accounting will show when we disclosed PHI about you to others without authorization from you.



### **Restriction of PHI Use or Disclosures**

You (or your legal guardian/Personal Representative) have the right to request that use or disclosure of your PHI be restricted for the following purposes:

- Our treatment, payment and healthcare operations
- To persons involved in your care (i.e., family member, other relative, close personal friend, or any other person identified by you)
- For notification purposes of your location, general condition, or death
- To a public or private entity authorized by law or its charter to assist in disaster relief efforts

We are not required by law to agree to any requested restriction. If we agree to honor a requested restriction, we will not violate such restriction, except as permitted by law. We will accept your written request to restrict the use or disclosure of your PHI or will document your verbal request in our records.

## **Use of Measurement Data**

It is important for us to know about your illnesses to help us improve the quality of care our healthcare Practitioners/Providers provide to you. We sometimes use medical data (laboratory results, diagnoses, etc.) which does not identify you for this purpose.

## **Internal Protection of Oral, Written and Electronic PHI Across PHP**

To ensure internal protection of oral, written, and electronic PHI across our organization, the following rules are strictly adhered to:

- PHI is accessed by Plan personnel only if such information is necessary to the performance of job-related tasks
- PHI is not discussed inside or outside our facility unless the data is necessary to the performance of job-related tasks
- PHI reports and other written materials are reasonably safeguarded throughout the facility against unauthorized access by Plan personnel or public viewing
- All employees, volunteers, and any external entity with a business relationship with us that involves health information will be held responsible for the proper handling of our data and business communications and are required to sign a confidentiality statement or business associate agreement, respectively

Violation of the above rules by any member of our workforce is grounds for disciplinary action, up to and including immediate dismissal.

## **Website Internet Information**

We enforce security measures to protect PHI that is maintained on the website, network, software, and applications. We collect two types of information from visitors to our website:

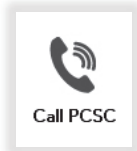
- Website traffic statistics, including:
  - Where visitor traffic comes from
  - How traffic flows within the website
  - Browser type

We monitor traffic statistics to help us improve the website and find out what visitors find interesting and useful.

- Personal information that you provide to us (such as your name, address, billing information, Health Benefit Plan enrollment status, etc.) if you fill out a form on our website.
  - We use your personal information to reply to your concerns. We save this information as needed to keep responsible records and handle inquiries.
  - We do not sell, trade, or rent personal information provided by visitors to our website to other persons, companies or partners.

## Protection of Information Disclosed to Plan Sponsors, Employers or Government Agencies

Our policies and procedures prohibit sharing your PHI with any fully insured employer Group's plan sponsor without your (or your legal guardian/Personal Representative's) authorization. We are careful not to release PHI to your employer as part of routine financial and operating reports. We may disclose summary health information that does not identify you to plan sponsors for allowable purposes. We may disclose information to government agencies or accrediting organizations that monitor our compliance with applicable laws and standards as permitted by law.



If you have any questions regarding your PHI or would like to access your health records, you can contact our Presbyterian Customer Service Center Monday through Friday from 7 a.m. to 6 p.m. at **(505) 923-5258** or **1-866-979-6778**. Hearing impaired users may call the **TTY** line at **711** or **1-800-659-8331** or visit our website at [www.phs.org](http://www.phs.org).

# Eligibility, Enrollment, Effective Dates, Termination and Continuation

**This Section explains eligibility requirements for Subscribers and/or their Dependents, important effective dates, conditions for Termination of Coverage and continuing Coverage for Members who become ineligible for this plan.**

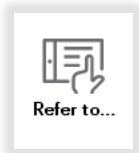
## How You Can Enroll as a Member

To be eligible for Covered Benefits in accordance with the terms of this Agreement, you must be enrolled as a Member. To be eligible to enroll as a Member, you must be a Subscriber or a Dependent of the Subscriber and meet the criteria listed below.

### Eligible Subscribers

A Subscriber is the person whose employment with the Employer (Group) or other status is the basis for enrollment eligibility. To be eligible to enroll as a Subscriber, you must:

- Be an active permanent full-time employee of the Group who is currently working the minimum number of hours specified in the Group Letter of Agreement (GLA) and has completed the required probationary period and the required waiting period
- Physically live or work (commuting daily) in the State of New Mexico, our Service Area
- Continue to meet your Group specific enrollment and eligibility requirements as outlined in the GLA



A Subscriber who has had a prior Contract or Agreement with us terminated for Good Cause, as described in the **Glossary of Terms** section or under any similar Sections of our other Agreements, is not eligible to enroll.



To learn about eligibility criteria required by your Group, you may contact your Group's benefits administrator.

You must provide proof that you meet the **eligibility requirements** required by your Group and as stated in your Application.

### Eligible Dependents

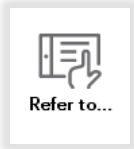
A Dependent is a family member of a Subscriber as described in this Section. To be eligible to enroll as a Dependent for Coverage and become a Member, your Dependent must be:

- Your legally married Spouse (of the Subscriber), as defined by state law
- Your Domestic Partner as defined by and if specified as eligible by your Employer Group
- Your Dependent child who is:

- Under 26 years of age; your natural child, a legally adopted child, or a child for whom you are legal guardian or have legal custody as defined by state law
- Your stepchild (foster children are not eligible)
- A child of non-custodial parent(s)
- In your custodial care as appointed by court order
- A child for which a court or qualified administrative order is imposed
- You or your Spouse's Dependent child for whom you are required by court order to provide healthcare Coverage

We will require proof, such as legal adoption or guardianship papers, income tax forms, court orders or administrative orders that a child qualifies as a Dependent for Coverage under this Agreement.

The enrollment of a Dependent child for Covered Benefits under this Contract shall terminate at the end of the month of the child's 26th birthday unless the Dependent child is totally and permanently disabled.



A Dependent who has had a prior Contract or Agreement with us terminated for Good Cause, as described in the **Glossary of Terms Section** or under any similar Sections of our other Agreements, is not eligible to enroll.

### **Court Ordered Coverage for Dependent Children in the Service Area**

The Dependent who is eligible due to a court order will be allowed to apply. Other siblings of the court-ordered Dependent, who do not meet the eligibility requirements as explained above, will not be eligible for Coverage.

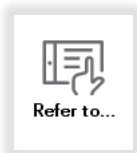
### **Dependents of Non-Custodial Parents**

When a Dependent child has Coverage through a non-custodial parent, we shall:

- Provide such information to the custodial parent as may be necessary for the child to obtain Covered Benefits
- Permit the custodial parent or the Practitioner/Provider, with the custodial parent's approval, to submit claims for Covered Benefits without the approval of the non-custodial parent
- Make payment on claims for Covered Benefits submitted by the custodial parent (as explained above) directly to the custodial parent, the Practitioner/Provider or the state Medicaid agency

## Residence of a Dependent Child

### Dependent Student



A Dependent child who is eligible to be enrolled is not required to live in our Service Area. We will provide Covered Benefits at the In-network and/or Out-of-network benefit levels as described in the **Benefits Section** and *Summary of Benefits and Coverage*.

### Total and Permanent Disability of an Enrolled Dependent Child

When an enrolled Dependent child reaches their **26th birthday** and is totally and permanently disabled, the Coverage of the Dependent under this Agreement will not terminate. The enrolled Dependent must be incapable of self-sustaining employment by reason of mental retardation or



physical handicap and chiefly dependent upon the Subscriber for support and maintenance. For Coverage to be continued for such Dependent child, you must furnish us with proof of such disability, incapacity and dependence within **31 days** of the Dependent child's attainment of age 26. If we approve continued Coverage, we may request proof of the disability on each birthday thereafter.

### Medicare-Eligible Members (TEFRA)

Shortly before you turn age 65 or qualify for Medicare Benefits, you are responsible for contacting the local Social Security office to establish your Medicare eligibility. You should then contact your Group's benefits administrator to discuss your Coverage choices.

- If Medicare is Secondary (TEFRA):
  - If your Group is subject to the Tax Equity & Fiscal Responsibility Act (TEFRA) and if you are actively at work at age 65 and older, you may continue the Coverage provided under this Agreement until you retire. In that case, this Coverage will be primary over Medicare benefits. There may be other circumstances that allow you to retain this Coverage when you are eligible for Medicare. You should contact the Social Security Administration for more information.
- If Medicare is Primary:
  - If you are eligible for Medicare and you select Medicare as your primary health plan, the Coverage under this Plan is not available to you.
- If your Group is not subject to the federal law (TEFRA) and is not required to offer Group Coverage that you may select to be primary over Medicare when you are actively working at age 65 and beyond the following may apply:
  - Active employees and their dependents who are enrolled in conventional coverage may also enroll in our Group healthcare Plans.
  - For Groups with 2-19 total employees, Medicare Parts A&B are considered the Primary insurance carrier and we would be the secondary carrier.
- If your Group does not offer Coverage secondary to Medicare, please refer to "Continuation of Coverage" later in this Section for more Coverage options.

## Subscribers and Dependents Who May NOT Enroll

- A Subscriber's grandchild is not eligible for Coverage unless the grandchild meets the eligibility criteria for a Dependent
- A child born of a Member, when the Member is acting as a surrogate parent, is not eligible for Coverage
- A Subscriber and/or Dependent is not eligible to enroll for Coverage if either Subscriber or Dependent has had a prior Contract or Agreement with us terminated for Good Cause as described in the **Glossary of Terms Section** or under any similar Sections of our other Agreements, unless we review and approve the new enrollment, in writing



## Enrollment and Effective Dates

If you meet the Subscriber or Dependent eligibility criteria, you may enroll in our Coverage by submitting a completed Application, together with any required Prepayment, at the appropriate times as discussed below.

### When Your Employer signs our Group Letter of Agreement (GLA) - The Initial Group Enrollment Period

A Subscriber and the eligible Dependents may enroll during the Initial Group Enrollment Period, after the Employer and our Company execute the Group Letter of Agreement (GLA). If you, as the Subscriber, were hired as a full-time employee and your employer is not waiving the initial waiting period, you must meet the Employer's waiting period requirements.



You (as the Subscriber) and your eligible Dependents must complete and sign an Application and submit it with any required Prepayment to the Group. We must receive the signed and completed Application, along with any required Prepayment, within **31 days** of the initial effective date of the Plan.

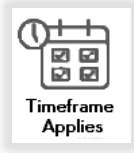
### The Annual Group Enrollment Period

Each year there will be an Annual Group Enrollment Period. During the Annual Group Enrollment Period, Subscribers and their eligible Dependents who were previously eligible but have not previously enrolled in our Coverage may enroll. The effective date of Coverage for new Members who enroll during the Annual Group Enrollment Period shall be 12:01 a.m. on the date of the Contract Year for which they enroll. We must receive the signed and completed Application and any required Prepayment within **31 days** of the Contract Year.



## Newly Hired Employees During the Year

If you are hired by the Group after an Annual Group Enrollment Period, you must enroll, along with eligible Dependents, within **31 days** after becoming eligible. The effective time and date of Coverage will be 12:01 a.m. on the first of the month following completion of the Group's eligibility requirements and submission of the completed and signed Application. If you do not enroll within the **31-day period**, the earliest time you and your eligible Dependents may enroll is the next occurring Annual Group Enrollment Period except as specifically described in the **Special Enrollment Section**.



## Family Status or Employment Status Changes During the Year

During the Contract Year when you are currently enrolled as a Subscriber, you may make certain changes to your benefit election due to a change in family or employment status. We will require evidence of a change in family or employment status in order to change your benefit election. You must complete and sign an Application and submit it with any additional Prepayment amount, within **31 days** of the date of the change in family or employment status. Terminating Coverage for a Dependent from your benefit plan Coverage is not an event that allows you to change your benefit Plan.



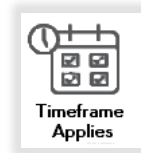
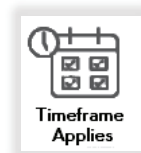
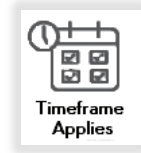
We recognize the following family status changes as a reason for adding or removing Dependents:

- Marriage:
  - Your newly acquired Spouse (and any children of the Spouse eligible for Coverage under this Section) is eligible to be enrolled as a Dependent. You must complete and sign an Application and submit it, along with any required Prepayment, to your Employer Group within **31 days** from the date of marriage. Coverage will become effective on the first day of the month following the date of marriage.
- Divorce or legal separation:
  - You must notify us within **31 days** of the date of divorce or legal separation of the change in Dependent Coverage and submit any Prepayment amount. Coverage will be effective as of the first day of the month following the date we receive the notification.
- Birth of a child:
  - Your newborn or the newborn of your Spouse will be Covered from the moment of birth when enrolled as follows:
    - We must receive the signed and completed Application that was submitted to the Employer Group within **31 days** from the date of birth.
    - If enrollment of a newborn results in an increase to the amount of Prepayment due, the applicable Prepayment must

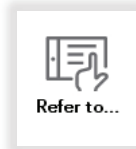
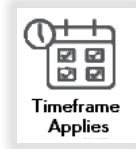


be paid with the signed Application within the first **31 days** following the date of birth.

- If the above two conditions are not met, we will not enroll the newborn for Coverage until the next following Annual Group Enrollment Period. Please refer to the **Benefits Section, Prior Authorization Section, Limitations Section and Exclusions Section** to fully understand the benefits and requirements for Maternity and newborn Coverage.
- Adoption of a child:
  - A child under age 18 who is placed in your home for the purposes of adoption and for whom you have commenced adoption proceedings is eligible to be enrolled as a Dependent.
  - The child will be Covered from the date of placement for the purpose of adoption when we receive the signed and completed Application that was submitted to the Group and any applicable Prepayment made within **31 days** the date of placement.
  - The term "placement" as used in this paragraph means the assumption and retention of a legal obligation for total or partial support of the child in anticipation of adoption of the child.
  - Such child shall continue to be eligible for Coverage unless placement is disrupted prior to legal adoption. The legal obligation terminates when placement terminates or is disrupted.
- Legal Guardianship:
  - If you or your Spouse becomes the legal guardian for any child pursuant to court order, the child is eligible to be enrolled as a Dependent. You must submit a completed, signed Application and any applicable Prepayment within **31 days** of the court and/or qualified administrative order granting guardianship.
  - The Dependent child will become a Member on the first day of the month following the date the order is filed with the clerk of the court. The Dependent child will continue to be eligible until such time as you or your Spouse are no longer the legal guardian for such child.
- Court ordered or qualified administrative ordered eligible Dependent Coverage:
  - If you are required by a court or administrative order to provide Coverage for an eligible Dependent child, the Dependent child may be enrolled. You must submit a completed and signed Application and any applicable Prepayment within **31 days** of the court order. The Coverage for the eligible Dependent child will become effective on the date in accordance with the court or administrative order. If the court order does not stipulate an effective date, the Dependent child will become Covered effective the first day of the month following the date the order was filed as public record with the court. In a case where the employee was not previously compliant to the order, the effective date for the Dependent child will be the first day of the month following the Employer's receipt of the request.



- When a Subscriber, who is not enrolled in our Coverage, has been ordered by a court of law or by a qualified administrative order to provide healthcare Coverage for a Dependent child, the child is eligible to be enrolled as a Dependent provided the Subscriber has met the Group's waiting period requirements and the signed Application together with any required Prepayment is submitted within **31 days** from the date on which the Group receives the court and/or qualified administrative order. The Dependent child will become a Member on the day stipulated by the court order.
- If the Subscriber, who is not enrolled in our Coverage, has not met the waiting period and other eligibility requirements, the Subscriber may not enroll and may not enroll the Dependent child until the date that eligibility requirements have been met. The Subscriber must submit the Application and any Prepayment within 31 days from the eligibility date. The Dependent will become a Member on the date of the Application.
- **Note:** Only the eligible court-ordered Dependent(s) will be allowed to enroll as a result of the court and/or qualified administrative order. Other Dependents who are not enrolled may not enroll at this time.
- The last day of the month in which your Dependent child turns age 26 (when Dependent Coverage will terminate unless the Dependent child is as described in the **Totally and Permanently Disabled Dependent Child in this Section**).
- The death of your Spouse or Dependent child.
- Disqualification or requalification of your Dependent.



We recognize the following changes in Employment Status as a reason for making a change in your benefit election:

- A change in your (Subscriber) Spouse's employment such as loss of job or a new job that provides Dependent care assistance or other healthcare Coverage. Annual Group Enrollment for a Spouse's plan is not an employment status change.
- Unpaid leave of absence for the Subscriber or Dependent Spouse.
- Significant change in the cost of a Spouse's current plan (50% or greater).
- Employment transfer that results in a change of residence.

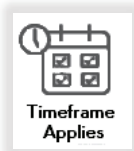
Any change in your Covered Benefit election that you apply for because of a family status or employment status change will become effective on the first day of the month following the date of the status change if you have met the waiting period and other employer Group eligibility requirements. The only exceptions would be the birth and adoption of a child, or court-ordered Coverage, where the change in Coverage would be effective as of the date of birth or placement for adoption and a court-ordered change if the court specifies an effective date.

## Special Enrollment for Active Employees and Their Dependents

If you, as a Subscriber, failed to enroll in our Coverage during a previous Annual Group Enrollment Period or within 31 days after meeting your Employer's waiting period and you became originally eligible, you may enroll during the year due to a Special Enrollment qualifying event.

There are three Special Enrollment qualifying events that will allow you to enroll other than at the Annual Enrollment Period. They are as follows:

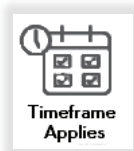
- Change in family status by acquiring a new Dependent(s)
- Loss of other prior Coverage
- Loss of Medicaid/CHIP eligibility



You must apply within **31 days** from the date of a Special Enrollment qualifying event, or within **60 days** from the loss of Medicaid/CHIP eligibility. If you do not request Special Enrollment within the required period specified, you will not be eligible to enroll until the next Annual Enrollment Period.

### Special Enrollment - Change in Family Status

If you (Subscriber) are eligible and not enrolled and if you acquire a new Dependent due to marriage, the birth of your natural child or adoption of a child, you and your eligible Dependents may apply for Coverage under the Special Enrollment qualifying event. You must complete, sign and submit an Application, along with required Prepayment, within **31 days** of the marriage, birth or placement for adoption. If you fail to submit an Application within 31 days of the change in family status, special enrollment is not available.

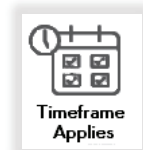


In the case of marriage, you and your Spouse and any Dependent children acquired because of the marriage may enroll.

In the case of a newborn or adopted child, you, your Spouse, and the newborn or adopted child who triggered the event may enroll. The other siblings who are not enrolled may not enroll until the next Annual Group Enrollment Period.

Effective date of the Family Special Enrollment:

- In the case of marriage, the first day of the first calendar month following the date of the marriage, provided that we receive the completed Application and any required Prepayment within **31 days** of the date of marriage.
- In the case of a Dependent's birth, the date of such birth provided that we receive the completed Application and any required Prepayment within **31 days** of the date of birth.

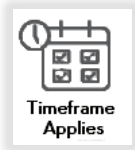


- In the case of adoption or placement for adoption, the date of such adoption or placement for adoption provided that we receive the completed Application and any required Prepayment within **31 days** of the date of adoption.

### Special Enrollment - Loss of Coverage

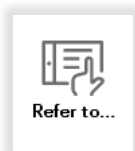
If you (an eligible Subscriber) and/or your eligible Dependent initially declined to enroll in our Coverage because you or your Dependent had other medical coverage and later involuntarily lost the other coverage, the eligible person may enroll as a Subscriber or as a Dependent after the initial eligibility period if the person loses coverage under all of the following circumstances:

- The person was covered under a Group Health Benefits Plan or had individual health insurance coverage at the time the person was initially eligible to enroll.
- At the time, the employee (Subscriber) of the Group was first eligible to enroll, the employee stated, that the employee and/or eligible Dependents were not enrolling because of such other coverage. The employer may require this in writing.
- The person's coverage under the other plan or insurance:
  - Was under a Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985 continuation provision and the coverage under that provision was exhausted (and not voluntarily terminated).
  - Was not under a COBRA continuation period and either the coverage was terminated as a result of loss of eligibility or employer contributions toward the coverage were terminated.



You must submit a signed Application with any required Prepayment within **31 days** of the date coverage was terminated either under the Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985, or the date the other coverage (or the other employer's contribution toward Coverage) was terminated.

If the Subscriber and/or Dependent does not enroll during the **31-day** Special Enrollment period, enrollment in our Coverage can occur only during a subsequent Annual Group Enrollment Period.



There are no Special Enrollment periods for you or your Dependents who apply for Continuation, Conversion Coverage or Extension of Benefits. You must apply for and enroll in Coverage within the time limit required for each Coverage. Refer to **each of these Sections** for information on each Coverage.

### Other Special Enrollment Periods

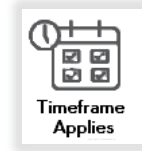
- Eligibility for a special enrollment period extends to a qualified individual's dependent, defined as an individual who is or may become eligible for a Qualified Health Plan (QHP) because of a relationship to a qualified individual enrollee. Dependent eligibility for a special enrollment period is not limited to household members on whose behalf APTCs are provided or who are enrolled in the same QHP.

- **Special enrollment period for new citizenship/immigration status:** The special enrollment period related to citizenship or immigration status will apply to both the newly qualified individual and their dependents, but that such special enrollment period only applies to a person who was not previously a citizen or lawfully present, not to someone who is switching between these statuses.
- **Special enrollment period for foster placement:** Placement of a foster child as a triggering event for a special enrollment period.
- **Special enrollment period for enrollees who become APTC eligible or experience CSR changes during the coverage year:** Special enrollment period provisions apply for QHP enrollees who are determined newly eligible for APTCs, CSRs, or different CSRs during the benefit year. The rule extends this special enrollment period to qualified individuals' dependents enrolled in the same QHP and similarly determined newly eligible for APTCs, CSRs or different CSR levels.
  - Qualified individuals and their dependents enrolled in an employer sponsored plan that meets minimum value and affordability standards who thereafter become APTC/CSR eligible because they are determined to be ineligible for qualifying coverage are also eligible for a special enrollment period. This includes circumstances where an employer is discontinuing or changing coverage within the next 60 days. The Exchange must permit the individual losing employer coverage within 60 days to access the special enrollment period and select a plan prior to the end of existing coverage. These individuals would not be eligible for advance payment of the premium tax credit until their employer & sponsored coverage ends.
- **Special enrollment period coverage effective dates:** Require Exchanges to ensure coverage effective dates for special enrollments due to birth, adoption and foster care placement on the date of the triggering event. In cases of special enrollments due to marriage or loss of minimum essential coverage, the Exchange must ensure coverage effectuation on the first day of the following month. Exchanges are otherwise required to ensure that coverage obtained during a special enrollment period is effective on an appropriate date based on the circumstances of the special enrollment period.
- **Special enrollment period for exceptional circumstances:** Further guidance with respect to the triggering events that constitute exceptional circumstances will be issued in the future.
- **Additional special enrollment periods:** A state may establish additional special enrollment periods to supplement those described in the regulations so long as they are more consumer protective than the enumerated ones.

### **CHIPRA Special Enrollment Period and Qualifying Event (Children's Health Insurance Program Reauthorization Act)**

In accordance with the Children's Health Insurance Program (CHIP) provisions as currently defined under federal law, you and/or your eligible Dependents who are not currently enrolled in our Coverage, may enroll in our Plan. There are two circumstances when this CHIPRA Special Enrollment Period may apply.

- Loss of Medicaid/CHIP Eligibility:
  - If you, as an eligible Subscriber, chose not to enroll in our Coverage for yourself and/or Dependent(s) during a previous enrollment period because you and/or your Dependent(s) were covered under a state Medicaid or Children’s Health Insurance Program (CHIP) plan, the person who loses Medicaid/CHIP eligibility may enroll in our Coverage. If you, as an eligible Subscriber, are not enrolled for Coverage, you must enroll in our Coverage at the same time as your Dependent(s) if the Dependent is eligible and was not enrolled within **60 days** of the date Medicaid or CHIP coverage terminated.
  - You must submit a completed, signed Application within **60 days** of the loss of Medicaid or CHIP coverage. We will require documentation from the state supporting the fact that the person who had the Medicaid/CHIP Coverage lost the Coverage voluntarily. Coverage will start no later than the first day of the month after we receive your Application and any required Prepayment.
  - If you, as Subscriber, lost Medicaid/CHIP coverage, CHIPRA Special Enrollment is available to you and your Dependents, including your Spouse. If your Dependent lost Medicaid/CHIP coverage, CHIPRA Special Enrollment is available to you and that Dependent (not other Dependents).



### **Full, Accurate and Complete Information**

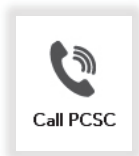
You, as a Subscriber, must fully and accurately complete and sign an Application for Coverage as required. False or fraudulent statements or intentional misrepresentations of material fact provided in an Application may result in the Termination of all Coverage for you and your Dependents.

A retroactive Termination of Coverage or rescissions (back to the initial date of enrollment) for fraud or intentional misrepresentation of material fact, except for those attributable to failure to pay prepayments, premiums or contributions may occur. This rule does not apply to prospective Termination of Coverage.

We will provide at least 30 days advance written notice to each participant who would be affected prior to rescinding coverage.

### **Change in Address, Family Status and Employment**

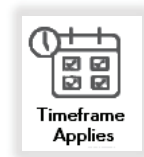
Changes in your Dependents, marital status, employment or address may affect your Coverage under this Agreement. Please notify your Employer Group’s human resources office and ask that they notify us of all changes. You may notify us directly by calling our Presbyterian Customer Service Center at **(505) 923-5258** or **1-866-979-6778**, Monday through Friday from 7 a.m. to 6 p.m. Hearing impaired users may call our **TTY** line at **711** or **1-800-659-8331**. Or visit our website at [www.phs.org](http://www.phs.org).



## Termination of Coverage

The Employer Group Letter of Agreement (GLA) shall be cancelled and shall terminate in the event any one of the following conditions occurs:

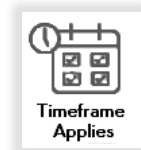
- **Termination of the Employer Group For Non-payment:**
  - In the event any Contract charge, including a Prepayment and any applicable finance charge or charges, is not paid to us when it is due from the Group, we shall notify and mail a Notice of Cancellation to the Group within 30 days. The Group shall then immediately forward to each Subscriber, by first-class mail at their current address, a legible copy of such notice. Termination of this Agreement shall not become effective sooner than 30 days after the date the notice is hand delivered or mailed to each Subscriber.
  - If we receive payment of the Contract charge (including any Prepayment and all other applicable amounts and charges) within **15 days** of the issuance of the Notice of Cancellation, it shall be sufficient to prevent cancellation and termination under this paragraph. If we do not receive payment of such charge within this **15-day period**, we may, at our option, either:
    - Require that a new Application for Coverage be submitted, notifying the Group of the conditions under which a new Contract will be issued or the original Application reinstated; or
    - Elect to abide by this cancellation by returning to the Group within 20 business days after receipt, any Prepayment for Coverage for periods after the effective date of cancellation.
  - Cancellation and termination of this Agreement under this paragraph shall become effective as of the last date of Prepayment. We shall be entitled to recover from the Group or from the Subscriber any and all payments for Covered Benefits made on behalf of any Subscriber or the Subscriber's Dependent(s) after the last date of the period for which Prepayment was received.
- **Voluntary Termination by the Employer Group of the Group Letter of Agreement (GLA):**
  - Voluntary Termination of Coverage by the Group is governed by the terms of the GLA. Such termination shall only be effective as of the last day of the month.
- **Our Termination of your Employer Group:**
  - Our termination of the Group is governed by the terms of the GLA and is in accordance with federal and state laws. Our termination or cancellation of the Group shall automatically terminate this Agreement. Upon our cancellation or termination of our Contract with the Group, the Group shall promptly mail a legible copy of the Notice of Cancellation to each Subscriber at the Subscriber's current address and shall promptly provide us with proof of such mailing and the date thereof.
  - Such cancellation shall become effective no sooner than 30 days after the date the Group mails the notice to Subscribers. The notice requirement in this paragraph



does not apply to our refusal to renew any GLA that does not contain an automatic renewal provision.

- **Termination of your Summary Plan Description:**

- This Agreement shall be cancelled and your (Subscriber and Dependent) Coverage shall terminate in the event any one of the following conditions occurs:
  - Your failure to pay required Cost Sharing
    - On the date we specify, this Agreement will terminate if you refuse to pay any required Cost Sharing (Deductible, Coinsurance and/or Copayment) for Healthcare Services rendered, provided that we send written notice to you (the Subscriber) at least 30 days in advance of such termination. You may not re-enroll until the Group's next Annual Enrollment Period. We will not terminate your Coverage for nonpayment of Cost Sharing amounts during any period in which you are Hospitalized and receiving treatment for a life-threatening condition. In addition, we will not terminate your Coverage for refusal to follow any prescribed course of treatment.
  - False Material Information/Rescissions
    - On the date we specify, this Agreement will terminate if you (the Subscriber) have knowingly given false material information in connection with your eligibility or enrollment of yourself or any of your Dependents, provided we send written notice to you (the Subscriber) at least **30 days** in advance of such termination. In such case we, at our sole discretion, may terminate Coverage for you and all of your Dependents, and may make such termination effective retroactively as of the date of enrollment. You shall be responsible for payment for all Healthcare Services rendered hereunder as of the effective date of such termination and shall reimburse us for all such Healthcare Benefit payments that we made on your behalf or on behalf of any of your Dependents.
  - Military Service
    - Coverage for you (Subscriber) and your eligible Dependents will terminate at the end of the month during which you entered into active military duty (except for temporary duty of 30 days or less).
  - At the end of the Contract month in which you (the Subscriber) cease to physically live within the State of New Mexico or work for an employer headquartered in the State of New Mexico, our Service Area. Coverage for all Dependents will terminate on the same date as your (the Subscriber's) coverage.
  - At the end of the Contract month in which you cease to be eligible as a Subscriber or Dependent.



- On the date that adoption placement for the child originally placed for adoption, is disrupted prior to legal adoption, and is removed from placement.
- As of the date on which you permit the use of our Identification Card by any other person, we may, at our discretion, terminate Coverage for you and for all Members of your family. We must send written notice to you (Subscriber) at least 30 days in advance of such termination.
- If two or more Practitioners/Providers, after a reasonable effort, are unable to establish and maintain a satisfactory Practitioner/Provider-patient relationship with you or any of your Dependents, then the rights of that Member under this Agreement may be terminated provided we send written notice to you (Subscriber) at least 30 days in advance of such termination.
- If you or any of your Dependents are responsible for a material failure to abide by our rules and/or policies and procedures, then the rights of such Member under this Agreement may be terminated upon the date we specify, provided we send written notice to you (Subscriber) at least 30 days in advance of such termination.

If you or any of your Dependents are terminated for Good Cause, as defined in the **Glossary of Terms Section**, then you or any of your Dependents are not eligible for COBRA continuation or Individual Conversion.

We will not terminate Coverage under this Agreement for any Member based solely upon the Member's health status, requirements for Healthcare Service, race, gender, age, sexual orientation, or for refusal to follow a prescribed course of treatment. If you or your Covered Dependents believe that Coverage was terminated due to health status or healthcare requirements, you may Appeal the cancellation to the Superintendent of Insurance, at:

**Mailing** Office of Superintendent of Insurance  
**Address:** Attn: External Review Request  
P.O. Box 1689, 1120 Paseo de Peralta  
Santa Fe, NM 87504-1689  
**Email:** [mhcb.grievance@state.nm.us](mailto:mhcb.grievance@state.nm.us)  
**Fax:** (505) 827-4734

Unless we agree, in writing, no Covered Benefits shall be provided under this Agreement following the date this Agreement terminates including, but not limited to, when you or your Covered Dependent remains in the Hospital after the date of termination of this Agreement.

We shall be entitled to recover from you (Subscriber) any and all payments for Covered Benefits made on behalf of you or your Dependents after the last date this Agreement was in force.

## Notice of Termination to Members



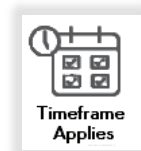
If this Agreement is terminated for cause, we will send a Notice of Cancellation to you (the Subscriber) no less than **30 days** prior to the effective date of termination.

- The notice will be dated
- State the reason(s) for termination
- State your right to file a Complaint with the Superintendent of Insurance if you feel you have been wrongly dis-enrolled (had your Coverage terminated)
- Provide information about your ability to enroll in a conversion plan
- Include other matters required by law, including information related to premium refunds, if any, and reinstatement

## Continuation of Coverage of Your Group Plan

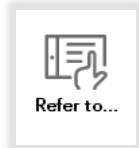
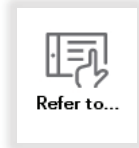
If your Coverage would otherwise terminate because of a loss of eligibility as a Subscriber or Dependent, you may be entitled to continue your Coverage under one of the following options:

- **Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985**
  - Most Employer Groups with 20 or more employees are required to offer continuation of Coverage under the Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985, as amended.
  - If you lose eligibility for Coverage and if you are entitled to COBRA Coverage, you may continue your Coverage as a Member of the Employer Group under this Agreement and in accordance with the GLA for the period of time allowed under COBRA unless and until:
    - You terminate your Coverage.
    - Your Coverage under this Agreement is terminated for Good Cause.
    - You fail to make a timely election for COBRA Coverage.
    - You fail to make timely payments for your COBRA Coverage.
    - You become Covered under another Group Healthcare Plan.
    - You become entitled to Medicare benefits.
  - Your Group's benefit administrator will provide you with information about your eligibility for COBRA. If you are eligible, you (the Subscriber) or your eligible Dependent must elect COBRA Coverage within **60 days** of the date you lose eligibility for Coverage under this Agreement. Your COBRA Coverage will be effective only if we receive your COBRA Application within **60 days** after the date your Group Coverage under this Agreement terminates.
  - If you or your eligible Dependent elects COBRA Coverage and submits your Application, you will have **45 days** from the date of the election to pay the initial Prepayment due. All subsequent Prepayments will be paid on a monthly basis.



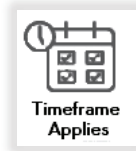
There is a 30-day grace period to pay Prepayments. If the Prepayment is not paid before the expiration of the grace period, COBRA continuation benefits will end.

- Members terminated for Good Cause, as defined in the **Glossary of Terms**, are not eligible for COBRA continuation.
- **State Continuation of Group Coverage**
  - Employer groups with fewer than 20 active employees (or otherwise not required to offer COBRA continuation) may provide continuation of non-COBRA Coverage.
  - You, on behalf of yourself and your Dependent(s), upon termination of employment with the Employer Group, have the right to continue your Group Coverage for six months under state law. At the end of the six months, you may convert your Coverage to the individual conversion option that we offer, in accordance with the **non-Group Coverage Section**.
  - An enrolled Dependent, upon loss of eligibility for Coverage under this Agreement (following the continuation of Group Coverage for six months under state law), may have the option of converting the Group Coverage to the individual conversion option we offer. The circumstances and conditions under which conversion is allowed are specified in the **non-Group Coverage Section**.
  - Coverage under this State Continuation option will terminate prior to the end of the six-month period of Coverage in the event:
    - You terminate your Coverage.
    - Your Coverage under this Agreement is terminated for Good Cause.
    - You fail to make a timely election for continuation Coverage.
    - You fail to make timely payments for your continuation Coverage.
    - You become Covered under another Group health plan.
    - You become entitled to Medicare benefits.
  - State continuation Coverage is effective only if we receive your continuation Application and the applicable Prepayment within **31 days** after the date your Group Coverage under this Agreement terminates.
  - Members terminated for Good Cause, as defined in the **Glossary of Terms**, are not eligible for state continuation Coverage.
- **Eligibility for Individual Conversion Option**
  - If you are still Covered by Presbyterian Health Plan, Inc., at the expiration of any continuation period (whether under COBRA or state law), you will have the option of converting your continuation Coverage to the Individual Conversion Option we provide in accordance with the provisions of the **non-Group Coverage Section**.
  - Members terminated for Good Cause, as defined in the **Glossary of Terms**, are not eligible for COBRA continuation, state continuation or non-Group/Individual Conversion Option.
- **Conversion to non-Group Coverage (Individual Conversion Option)**
  - You may be eligible to enroll in non-Group coverage as follows:
    - You (on behalf of yourself and your enrolled Dependents) shall have the right to convert to a non-Group contract (called Individual Conversion



Coverage or non-Group Coverage) upon exhausting the benefits of your COBRA or state continuation coverage.

- An enrolled Dependent Member under this Agreement shall have the right to convert to a separate, non-Group contract (called Individual Conversion Coverage or non-Group Coverage) upon termination of the Dependent's benefit period under COBRA or state continuation, if any.
- When your (Subscriber) Dependent Spouse elects Conversion coverage, the Dependent Spouse may include coverage for Dependent children for whom the Dependent Spouse has responsibility for care and support.
- At the time of Conversion, the Individual Conversion or non-Group coverage provided shall be your choice of one of our available policies. However, at the time of Conversion, if you or your eligible Dependent are eligible for Medicare, the right to convert may be limited to coverage under a Medicare Supplemental Insurance Contract, which are available from other carriers.
- Individual Conversion Coverage is effective only if we receive your Individual Conversion Application and the applicable Prepayment within **60 days** after the date your Group Coverage under this Agreement terminates.
- Members terminated for Good Cause, as defined in the **Glossary of Terms**, are not eligible for the Individual Conversion Option.
- You, as the Subscriber, may terminate Individual non-Group Membership Coverage with no less than **30 days** written notice.
- **Extension of Benefits for the Totally Disabled**
  - In the event you are totally disabled on the date your Group Coverage terminates, healthcare Coverage may be continued for up to 12 consecutive months. To claim an extension of benefits, you must notify us within **31-days** of the Group Coverage termination date and provide evidence of your total disability.
  - For purposes of this section, totally disabled means that an individual is prevented, solely because injury or disease, from performing their regular or customary occupational duties or is incapable of doing most of the normal activities and tasks for that person's age and family status. In order to qualify for benefits under this extension, you must have been totally disabled on the date that the Group Coverage terminates, incur an expense directly resulting from that particular disability and such expense would have been a Covered Benefit before termination.



## **General Provisions**

**This Section explains important information and provisions not covered in other sections of this Agreement.**

### **Amendments (Group)**

This Group Subscriber Agreement (Agreement) and the Group Letter of Agreement (GLA) shall be subject to amendment, modification, or termination in accordance with their provisions or by mutual agreement in writing between us and the Group. By electing Coverage or accepting benefits under this Agreement, you and all Members legally capable of contracting, agree to all the terms, conditions, and provisions of this Agreement and the GLA.

### **Assignment**

All your rights to receive benefits and services are personal and may not be assigned.

### **Entire Contract**

This Agreement, the *Summary of Benefits and Coverage*, any amendments, Endorsements, supplements or riders, the GLA or the non-Group Membership Letter of Agreement, the Employee Action Form and/or Universal/Uniform Medical Assessment Form (Application) completed upon enrollment (if applicable) by the Subscriber Covered hereunder and our issued Identification Card constitute the entire Contract between the parties and, as of the effective date hereof, supersede all other agreements between the parties.

### **Execution of Contract - Application for Coverage**

The parties acknowledge and agree that your signature or execution of the Application shall be deemed to be your acceptance of the Contract, including the GLA and this Agreement. All statements, in the absence of fraud, made by any applicant (you and/or your Dependents) shall be deemed representations and not warranties. No such statements shall void Coverage or reduce benefits unless contained in a written Employee Action Form and/or Uniform Medical Assessment Form, which is an Application for Coverage.

### **Federal and State Healthcare Reform**

We shall comply with all applicable state and federal laws, rules and regulations. In addition, upon the compliance date of any change in law, or the promulgation of any final rule or regulation which directly affects our obligations under this Agreement, this Agreement will be deemed automatically amended such that we shall remain in compliance with the obligations imposed by such law, rule or regulation.

## **Fraud**

We are required to cooperate with government, regulatory and law enforcement agencies in reporting suspicious activity. This includes both Practitioner/Provider activity and Member activity.

### **Practitioner/Provider Activity**

If you suspect that a Practitioner, pharmacy, Hospital, facility or other Healthcare Professional has done any of the items listed below, please call the Practitioner or Provider and ask for an explanation. There may be an error.

- Charged for services that you did not receive
- Billed more than one time for the same service
- Billed for one type of service, but gave you another service (such as charging for one type of equipment but delivering another less expensive type)
- Misrepresented information (such as changing your diagnosis or changing the dates that you were seen in the office)

If you are unable to resolve the issue, or if you suspect any other suspicious activity, please contact our Special Investigative Unit (SIU) hotline at **(505) 923-5959** or **1-800-239-3147**. This confidential voicemail box is available 24 hours a day. Any information you provide will be treated with strict confidentiality. When reporting suspected health insurance fraud, you may remain anonymous. You can also contact the SIU via email at **PHPFrau@phs.org** or by mail at:

Presbyterian Health Plan  
Special Investigative Unit (SIU)  
P.O. Box 26267  
Albuquerque, NM 87125-6267

### **Member Activity**

Anyone who knowingly presents a false or fraudulent claim for payment of a loss, or benefit or knowingly presents false information for services is guilty of a crime and may be subject to civil fines and criminal penalties. We may terminate enrollment for any Member for any type of fraudulent activity. Some examples of fraudulent activity are:

- Falsifying enrollment information
- Allowing someone else to use your ID Card
- Forging or selling prescriptions
- Misrepresenting a medical condition in order to receive Covered Benefits to which you would not normally be entitled

## **Governing Law**

This Agreement is made and shall be interpreted under the laws of the State of New Mexico and applicable federal rules and regulations.

## **Identification Cards**

We issue Identification (ID) Cards to you, pursuant to the GLA, for identification purposes only. Possession of our ID Card confers no rights to services or other benefits under this Contract. To be entitled to such services or benefits, the holder of the ID Card must, in fact, be a Member on whose behalf all applicable Contract charges have actually been paid. If you or any family Member permits the use of your ID Card by any other person, all your rights and other Members of your family pursuant to this Agreement may be immediately terminated at our discretion. Any person receiving services or other benefits to which they are not then entitled pursuant to the provisions of this Contract shall be charged therefore at the rates generally charged in the area for medical, Hospital and other Healthcare Services.

## **Legal Actions**

No action at law or in equity shall be brought to recover on this Agreement by the Group or a Member prior to the expiration of 60 days after written proof of loss has been furnished, in accordance with the requirements of this Agreement. No such action shall be brought after the expiration of three years after the time written proof of loss is required to be furnished.

## **Misrepresentation of Information**

If, in the first two years from the effective date of your and/or your Dependents Coverage, we determine that you intentionally omitted information from your Employee Action Form, the Universal/Uniform Medical Assessment form or other Coverage Application and/or you provided fraudulent or false information, the Coverage for you and/or your Dependent shall be null and void from the effective date. In the case of fraud, no time limits shall apply, and you will be required to pay for all benefits that we have provided.

## **Misstatements**

No misstatements, except fraudulent misstatements, made by the applicant in the Employee Action Form, the Universal/Uniform Medical Assessment Form or other Application for Coverage for this Contract shall be used to void the Contract or to deny a claim for loss incurred or disability (as defined in this Group Subscriber Agreement).

## **Notice**

If we are required or permitted by this Agreement to give any Notice to the Group, Subscriber or Member, it shall be given appropriately if it is in writing and delivered personally or deposited in the United States mail with postage prepaid and addressed to the Group, Subscriber or Member at the address of record on file at our principal office. The Group is solely responsible for

ensuring the accuracy of its addresses and the Subscriber and/or Member is solely responsible for ensuring the accuracy of their address of record on file with us.

## **Policies and Procedures**

We may adopt reasonable policies, procedures, rules and interpretations to promote the orderly and efficient administration of this Agreement.

## **Reinstatements**

We may reinstate this Agreement after termination without the execution of a new Application or the issuance of a new Identification Card or any notice to the Subscriber or Member, other than the unqualified acceptance of an additional payment from the Group or Remitting Agent.

## **Right to Examine**

We, at our own expense, shall have the right and opportunity to examine you when and as often as it may reasonably require during the pendency of a claim hereunder and to make an autopsy in case of death where it is not forbidden by law.

## **Waiver by Agents**

No agent or other person, except an officer of Presbyterian Health Plan has the authority to waive any conditions or restrictions of this Agreement, to extend the time for making payment, or to bind Presbyterian Health Plan by making promise or representation or by giving or receiving any information. No such waiver, extension, promise, or representation shall be valid or effective unless evidenced by an Endorsement or amendment in writing to this Agreement or the applicable GLA or non-Group Membership Letter of Agreement signed by one of the aforesaid officers.

## **Workers' Compensation Insurance**

This Agreement is not in lieu of and does not affect any requirement for Coverage by the New Mexico Workers Compensation Act. However, an employee of a professional or business corporation may affirmatively elect not to accept the provisions of the New Mexico Workers Compensation Act. More specifically, an employee may waive workers' compensation Coverage provided that the following criteria have been met:

- The employee is an executive officer of a professional or business corporation, and
- The employee owns 10% or more of the outstanding stock of the professional or business corporation

For purposes of the New Mexico Workers Compensation Act, an "executive officer" means the chairperson of the board, president, vice-president, secretary or treasurer of a professional or business corporation.

In the event that an employee chooses to opt out of workers' compensation Coverage, and meets the criteria as stated above, PHP will provide 24-hour healthcare Coverage to those employees, subject to the eligibility requirements for Coverage with PHP. In addition to meeting all of PHP's eligibility requirements, documentation indicating that the aforementioned criteria have been met will be required in order for Coverage with PHP to become effective.

## Glossary of Terms

**This Section defines some of the important terms used in this Agreement. Terms defined in this Section will be capitalized throughout the Agreement.**

**Accidental Injury** means a bodily injury caused solely by external, traumatic, and unforeseen means. Accidental Injury does not include disease or infection, hernia or cerebral vascular accident. Dental injury caused by chewing, biting, or Malocclusion is not considered an Accidental Injury.

**Acupuncture** means the use of needles inserted into and removed from the body and the use of other devices, modalities and procedures at specific locations on the body for the prevention, cure or correction of any disease, illness, injury, pain or other condition by controlling and regulating the flow and balance of energy and functioning of the person to restore and maintain health.

**Acute Medical Detoxification** means a form of drug and alcohol abuse treatment in which a patient is weaned off their alcohol or drug addiction immediately with the help of medical supervision. It is a serious medical process that usually takes three to five days, depending on the substance.

**Administrative Grievance** means an oral or written Complaint submitted by or on behalf of a Grievant regarding any aspect of a Health Benefits Plan other than a request for Healthcare Services, including but not limited to:

- Administrative practices of the Healthcare Insurer that affects the availability, delivery, or quality of Healthcare Services
- Claims payment, handling or reimbursement for Healthcare Services
- Terminations of Coverage

**Adverse Determination** means any of the following: any rescission of coverage (whether or not the rescission has an adverse effect on any particular benefit at the time), a denial, reduction, or termination of, or a failure to provide or make payment (in whole or in part) for, a benefit, including any such denial, reduction, termination, or failure to provide or make payments, that is based on a determination of a participant's or beneficiary's eligibility to participate in a plan, and including, with respect to group health plans, a denial, reduction, or termination of, or a failure to provide or make payment (in whole or in part) for, a benefit resulting from the application of any Utilization Review, as well as a failure to cover an item or service for which benefits are otherwise provided because it is determined to be Experimental or Investigational or not Medically Necessary or appropriate.

**Adverse Determination Grievance** means an oral or written Complaint submitted by or on behalf of a Grievant regarding an Adverse Determination.

**Agreement** means this Group Subscriber Agreement, including supplements, Endorsements or riders, if any.

**Alcoholism** means alcohol dependence or alcohol abuse meeting the criteria as stated in the Diagnostic and Statistical Manual IV for these disorders.

**Ambulance Service** means a duly licensed transportation service capable of providing Medically Necessary life support care in the event of a life-threatening emergency situation.

**Annual Group Enrollment Period** means a period of at least 10 working days prior to the expiration of each Contract Year mutually agreed to by our company and the Group, during which eligible Subscribers are given the opportunity to enroll themselves and their eligible Dependents under the Agreement without providing satisfactory evidence of good health.

**Annual Out-of-pocket Maximum** means a specified dollar amount of Covered Services received in a Contract Year that is the most the Member will pay (Cost Sharing responsibility) for that Contract Year.

**Appeal** means a request from a Member, or their representative, or a Practitioner/Provider who is representing a Member, to Presbyterian Health Plan, Inc., for a reconsideration of an Adverse Determination (denial, reduction, suspension or termination of a benefit).

**Application** means the forms, including the Employee Action Form and required medical underwriting questionnaires, if any, that each Subscriber is required to complete when enrolling for our Coverage.

**Authorized** means Prior Authorization was obtained (when required) prior to obtaining Healthcare Services both In-network and Out-of-network.

**Authorization** means a decision by a Healthcare Insurer that a Health Care Service requested by a Practitioner/Provider or Covered Person has been reviewed and, based upon the information available, meets the Healthcare Insurer's requirements for Coverage and Medical Necessity, and the requested Healthcare Service is therefore approved. See **Certification**.

**Autism Spectrum Disorder** means a condition that meets the diagnostic criteria for the pervasive development disorders published in the *Diagnostic and Statistical Manual of Mental Disorders*, published by the American Psychiatric Association, including Autistic Disorder; Asperger's Disorder; Pervasive Development Disorder not otherwise specified; Rett's Disorder; and Childhood Disintegrative Disorder.

**Bariatric Surgery** means surgery that modifies the gastrointestinal tract with the purpose of decreasing calorie consumption and therefore decreasing weight.

**Biofeedback** means therapy that provides visual, auditory or other evidence of the status of certain body functions so that a person can exert voluntary control over the functions and thereby alleviate an abnormal bodily condition.

**Calendar Year** means the period beginning January 1 and ending December 31 of the same year.

**Clinical Trial** means a course of treatment provided to a Member for the purpose of prevention or reoccurrence, early detection or treatment of cancer that is being provided in New Mexico.

**Cardiac Rehabilitation** means a program of therapy designed to improve the function of the heart.

**Certification** means a decision by a Healthcare Insurer that a Healthcare Service requested by a Practitioner/Provider or Grievant has been reviewed and, based upon the information available, meets the Healthcare Insurer's requirements for Coverage and Medical Necessity, and the requested Healthcare Service is therefore approved. See **Authorized**.

**Certified Nurse Midwife** means any Person who is licensed by the board of nursing as a registered nurse and who is licensed by the New Mexico Department of Health as a Certified Nurse-Midwife.

**Certified Nurse Practitioner** means a registered nurse whose qualifications are endorsed by the board of nursing for expanded practice as a Certified Nurse Practitioner and whose name and pertinent information is entered on the list of Certified Nurse Practitioners maintained by the board of nursing.

**Codependency** means a popular term referring to all the effects that people who are dependent on alcohol or other substances have on those around them, including the attempts of those people to affect the dependent Person (DSM-5-5- The Diagnostic & Statistical Manual of Mental Disorders Fourth Edition Copyright 1994).

**Coinsurance** is part of the payment that a Member must pay toward Healthcare Services, also known as Cost Sharing. It means the amount of Covered charges calculated as a percentage, after any Deductible and Copayments have been paid, that a Member must pay directly to the Practitioner/Provider in connection with Covered Healthcare Services.

**Complaint** means the first time we are made aware of an issue of dissatisfaction that is not complex in nature. For more complex issues of dissatisfaction see definition for **Grievance**.

**Complication of Pregnancy** means conditions due to pregnancy, labor and delivery that require medical care to prevent serious harm to the health of the mother or the fetus. Morning sickness and a non-emergency caesarean section are not Complications of Pregnancy.

**Continuous Quality Improvement** means an ongoing and systematic effort to measure, evaluate and improve our processes in order to continually improve the quality of Healthcare Services provided to our Members.

**Contract** means the Application submitted as the basis for issuance of this Group Subscriber Agreement (Agreement). This Agreement including the *Summary of Benefits and Coverage*, any supplements, Endorsements or riders, the Application, medical questionnaire (if applicable), the issued Identification Card, and the applicable Group Letter of Agreement or non-Group Membership Letter of Agreement constitute the entire Contract.

**Contract Year** means the period, or other length of time covered by the Contract, that we and the Group mutually agree to, as specified in the Group Letter of Agreement (GLA).

**Conversion Subscriber** means a Member who has converted to our non-Group (Individual Conversion) Membership as a Subscriber, pursuant to the Continuation of Coverage Section.

**Copayment** is part of the contribution that Members make toward the cost of their Healthcare Services also known as Cost Sharing. It means the fixed amount that the Member must pay directly to the Practitioner/Provider in connection with Covered Healthcare Services. The fixed amount may vary by the type of Covered Healthcare Service provided.

**Cosmetic Surgery** means surgery that is performed primarily to improve appearance and self-esteem, which may include reshaping normal structures of the body.

**Cost Sharing** means any contribution Members make towards the cost of their Covered Healthcare Services as defined in their health insurance Agreement. This includes Deductibles, Coinsurance and Copayments.

**Coverage/Covered** means benefits extended under this Agreement, subject to the terms, conditions, limitations, and exclusions of this Agreement.

**Covered Benefits** means benefits payable extended under this Agreement for Covered Health Services provided by Healthcare Professionals subject to the terms, conditions, **limitations and exclusions** of this Contract.

**Covered Person** means a policy holder, Subscriber, Enrollee, Member or other individual entitled to receive Healthcare Benefits provided by a Health Benefits Plan and includes Medicaid recipients enrolled in a Healthcare Insurer's Medicaid plan and individuals whose health

insurance Coverage is provided by an entity that purchases or is authorized to purchase healthcare benefits pursuant to the New Mexico Health Care Purchasing Act.

**Craniomandibular** means the joint where the jaw attaches to the skull. Also refer to Temporomandibular Joint (TMJ).

**Culturally and Linguistically appropriate manner of notice** means the notice that meets the following requirements:

- The Healthcare Insurer must provide oral language services (such as a telephone customer assistance hotline) that includes answering questions in any applicable non-English language and providing assistance with filing claims and appeals (including external review) in any applicable non-English language
- The Healthcare Insurer must provide, upon request, a notice in any applicable non-English language
- The Healthcare Insurer must include in the English versions of all notices, a statement prominently displayed in any applicable non-English language clearly indicating how to access the language services provided by the Healthcare Insurer

For purposes of this definition, with respect to an address in any New Mexico County to which a notice is sent, a non-English language is an applicable non-English language if 10% or more of the population residing in the county is literate only in the same non-English language, as determined by the Department of Health and Human services (HHS). The counties that meet this 10% standard, as determined by HHS, are found at <https://www.cms.gov/marketplace/about/oversight> and any necessary changes to this list are posted by HHS annually.

**Custodial or Domiciliary Care** means care provided primarily for maintenance of the patient and designed essentially to assist in meeting the patient's normal daily activities. It is not provided for its therapeutic value in the treatment of an illness, disease, Accidental Injury, or condition. Custodial Care includes, but is not limited to, help in walking, bathing, dressing, eating, preparation of special diets, and supervision over self-administration of medication not requiring the constant attention of trained medical personnel.

**Custom-fitted Orthosis** means an Orthosis which is individually made for a specific patient starting with the basic materials including, but not limited to, plastic, metal, leather, or cloth in the form of sheets, bars, etc. It involves substantial work such as cutting, bending, molding, sewing, etc. It may involve the incorporation of some prefabricated components. It involves more than trimming, bending, or making other modifications to a substantially prefabricated item.

**Cytologic Screening (PAP Smear)** means a Papanicolaou test or liquid based cervical cytopathology, a Human Papillomavirus Screening test and a pelvic exam for symptomatic as well as asymptomatic female patients.

**Deductible** is part of the contribution that Members make toward the cost of their healthcare, also known as Cost Sharing. It means the amount the Member is required to pay each Contract Year, directly to the Practitioner/Provider in connection with Covered Healthcare Services before Presbyterian Health Plan begins to pay Covered Benefits. The Deductible may not apply to all Healthcare Services.

**Dependent** means any Member of a Subscriber's family who meets the requirements of the Eligibility, Enrollment and Effective Dates Section of this Agreement, who is enrolled as our Member, and for whom we have actually received an Application and the payment.

**Diagnostic Service** means procedures ordered by a Practitioner/Provider to determine a definite condition or disease or review the medical status of an existing condition or disease.

**Doctor of Oriental Medicine** means a person licensed as a physician to practice acupuncture and Oriental Medicine with the ability to practice medicine and collaborate with other healthcare providers. A doctor of Oriental Medicine may serve as a Primary Care Practitioner provided that they are 1) acting within their scope of practice as defined under the relevant state licensing law; 2) meets the PHP eligibility criteria for healthcare practitioners who provide primary care; and 3) agrees to participate and to comply with PHP's care coordination and referral policies.

**Durable Medical Equipment** means equipment or supplies prescribed by a Practitioner/Provider that is Medically Necessary for the treatment of an illness or Accidental Injury, or to prevent the Member's further deterioration. This equipment is designed for repeated use, generally is not useful in the absence of illness or Accidental Injury, and includes items such as oxygen equipment, wheelchairs, Hospital beds, crutches, and other medical equipment.

**Elective Home Birth** means a birth that was planned or intended by the Member or Practitioner/Provider to occur in the home.

**Emergency Healthcare Services** means healthcare evaluations, procedures, treatments, or services delivered to a Member after the sudden onset of what reasonably appears to be a medical condition that manifests itself by symptoms of sufficient severity, including severe pain, that the absence of immediate medical attention could reasonably be expected by a Reasonable/Prudent Layperson, to result in:

- Jeopardy to the person's health
- Serious impairment of bodily functions
- Serious dysfunction of any bodily Organ or part
- Disfigurement to the person

**Emergency Medical Condition** means the sudden onset of what reasonably appears to be a medical condition that manifests itself by symptoms of sufficient severity, including severe

pain, that the absence of immediate medical attention (including healthcare procedures, treatments, or services) could reasonably be expected by a reasonable layperson to result in:

- Jeopardy to the person's health
- Serious impairment of bodily functions, the presenting symptoms
- Serious dysfunction of any bodily organ or part, or
- Disfigurement to the person

Refer to **Reasonable/Prudent Layperson** definition in this Glossary.

**Endorsement** means a provision added to the Group Subscriber Agreement that changes its original intent.

**Enrollee** means anyone who is entitled to receive Healthcare Benefits that we provide. Refer to **Member** in this Glossary.

**Evidence-based Medical Literature** means only published reports and articles in authoritative, peer-reviewed medical and scientific literature.

**Excluded Services** means Healthcare Services that are not Covered Services and that we will not pay for.

**Experimental or Investigational** medical, surgical, other healthcare procedures or treatments, including drugs. As used in this Agreement, "Experimental" or "Investigational" as related to drugs, devices, medical treatments or procedures means:

- The drug or device cannot be lawfully marketed without approval of the FDA and approval for marketing has not been given at the time the drug or device is furnished; or
- Reliable evidence shows that the drug, device or medical treatment or procedure is the subject of on-going Phase I, II, or III clinical trials or under study to determine its maximum tolerated dose, its toxicity, its safety, its efficacy, or its efficacy as compared with the standard means of treatment or diagnosis; or
- Reliable evidence shows that the consensus of opinion among experts regarding the drug, medicine, and/or device, medical treatment, or procedure is that further studies or clinical trials are necessary to determine its maximum tolerated dose, its toxicity, its safety, or its efficacy as compared with the standard means of treatment or diagnosis; or
- Except as required by State law, the drug or device is used for a purpose that is not approved by the FDA; or
- For the purposes of this section, "reliable evidence" shall mean only published reports and articles in the authoritative medical and scientific literature listed in State law; the written protocol or protocols used by the treating facility or the protocol(s) of another facility studying substantially the same drug, device or medical treatment or procedure; or the written informed consent used by the treating facility or by another facility studying substantially the same drug, device or medical treatment or procedure; or

- As used in this section, “Experimental” or “Investigational” does not mean cancer chemotherapy or other types of therapy that are the subjects of on-going Phase IV clinical trials.

**Eye Refraction** means the measurement of the degree of refractive error of the eye by an eye care specialist for the determination of a prescription for eyeglasses or contact lenses.

**Family, Infant and Toddler (FIT) Program** means an early intervention services program provided by the Healthy Family and Children’s Healthcare Services to eligible children and their families.

**FDA** means the United States Food and Drug Administration.

**Formulary** means a list of drugs approved for Coverage and the tier level at which each is Covered under this Agreement. Our Pharmacy and Therapeutics Committee continually updates this listing. A copy of this listing is available on our website at [www.phs.org](http://www.phs.org) or by calling our Presbyterian Customer Service Center at (505) 923-5258 or 1-866-979-6778, Monday through Friday, 7 a.m. to 6 p.m. Hearing impaired users may call TTY Line at 711.

**Genetic testing** A type of medical test that identifies changes in chromosomes, genes, or proteins. The results of a genetic test can confirm or rule out a suspected genetic condition or help determine a person's chance of developing or passing on a genetic disorder if that person has a known family history or classic symptoms of a disorder.

**Genetic Inborn Errors of Metabolism (IEM)** means a rare, inherited disorder that is present at birth and results in death or mental retardation if untreated and requires consumption of Special Medical Foods. Categories of IEMs are as follows:

- Disorders of protein metabolism (i.e., amino acidopathies such as PKU, organic acidopathies, and urea cycle defects)
- Disorders of carbohydrate metabolism (i.e., carbohydrate intolerance disorders, glycogen storage disorders, disorders of gluconeogenesis and glycogenolysis)
- Disorders of fat metabolism

**Good Cause** means nonpayment of premium, fraud or a cause for cancellation or a failure to renew which the Superintendent of Insurance of the state of New Mexico has not found to be objectionable by regulation.

**Grievance** means any expression of dissatisfaction from any Member, the Member’s Representative, or a Practitioner/Provider representing a Member.

**Grievant** means any of the following:

- A policyholder, subscriber, enrollee, or other individual, or that person's authorized representative or Practitioner/Provider, acting on behalf of that person with that person's consent, entitled to receive healthcare benefits provided by the healthcare plan.
- An individual, or that person's authorized representative, may be entitled to receive healthcare benefits provided by the healthcare plan.
- Individuals whose health insurance coverage is provided by an entity that purchases or is authorized to purchase healthcare benefits pursuant to the New Mexico Health Care Purchasing Act.

**Group** means the legal entity which has contracted with us to obtain the benefits described in this Agreement for Subscribers and eligible Dependents, called Members, in return for periodic Prepayments specified in the Group Letter of Agreement (GLA).

**Group Letter of Agreement (GLA)** means the administrative agreement between us and the Group.

**Group Subscriber Agreement (Agreement)** means the booklet which describes the Covered Benefits for which the Member and their eligible Dependents (if any) are eligible for under the terms of the employer's Group Contract.

**Habilitative Services** means services that help a person learn, keep, or improve skills and functional abilities that they may not be developing normally.

**Health Benefits Plan** means a health plan or a policy, Contract, certificate or Agreement offered or issued by a Healthcare Insurer or plan administrator to provide, deliver, arrange for, pay for, or reimburse the costs of Healthcare Services. This includes a traditional fee-for-service Health Benefits Plan.

**Healthcare Facility** means an institution providing Healthcare Services, including a Hospital or other licensed Inpatient center; an ambulatory surgical or treatment center; a Skilled Nursing Facility; a Residential Treatment Center, a Home Health Agency; a diagnostic laboratory or imaging center; and a Rehabilitation Facility or other therapeutic health setting.

**Healthcare Insurer** means a person that has a valid certificate of authority in good standing issued pursuant to the Insurance Code to act as an insurer, health maintenance organization, nonprofit healthcare plan, fraternal benefit society, vision plan, or pre-paid dental plan.

**Healthcare Professional** means a physician or other healthcare Practitioner, including a pharmacist, who is licensed, certified or otherwise authorized by the state to provide Healthcare Services consistent with state law. See **Practitioner**.

**Healthcare Services** means services, supplies and procedures for the diagnosis, prevention, treatment, cure or relief of a health condition, illness, injury, or disease, and includes, to the extent offered by the Health Benefits Plan, physical and mental health services, including

community-based mental health services, and services for developmental disability or developmental delay.

**Hearing Aid** means Durable Medical Equipment that is of a design and circuitry to optimize audibility and listening skills in the environment commonly experienced by children.

**Hearing Officer, Independent Co-Hearing Officer or ICO** means a healthcare or other professional licensed to practice medicine or another profession who is willing to assist the Superintendent as a Hearing Officer in understanding and analyzing Medical Necessity and Coverage issues that arise in external review hearings.

**Home Health Agency** means a facility or program, which is licensed, certified or otherwise authorized pursuant to state laws as a Home Health Agency.

**Home Health Care Services** means Healthcare Services provided to a Member confined to the home due to physical illness. Home Health Care Services and home intravenous services and supplies will be provided by a Home Health Agency at a Member's home when prescribed by the Member's Practitioner/Provider and we approve a Prior Authorization request for such services.

**Hospice** means a duly licensed facility or program, which has entered into an agreement with us to provide Healthcare Services to Members who are diagnosed as terminally ill.

**Hospital** means an acute care general Hospital, which:

- Provides Inpatient diagnostic and therapeutic facilities for surgical or medical diagnosis, treatment and care of injured and sick persons by or under the supervision of a staff of duly licensed Practitioners/Providers
- Is not, other than incidentally, a place for rest, a place for the aged, or a nursing home
- Is duly licensed to operate as an acute care general Hospital under applicable state or local law

**Human Papillomavirus Screening** means a test approved by the FDA detection of the Human Papillomavirus.

**Identification Card (ID or Card)** means the card issued to a Subscriber (Member) upon our approval of an Application that identifies you as a Covered Member of your Group Health Benefits Plan.

**Immunosuppressive Drugs** means Prescription Drugs/Medications used to inhibit the human immune system. Some of the reasons for using Immunosuppressive Drugs include, but are not limited to:

- Preventing transplant rejection
- Supplementing chemotherapy

- Treating certain diseases of the immune system (i.e., autoimmune diseases)
- Reducing inflammation
- Relieving certain symptoms
- Other times when it may be helpful to suppress the human immune response

**Independent Quality Review Organization (IQRO)** means an organization independent of the Healthcare Insurer or managed healthcare organization that performs external quality audits of Managed Healthcare Plans and submits reports of its findings to both the Healthcare Insurer and the managed healthcare organization and to the Division.

**In-network Pharmacy** means any duly licensed pharmacy, which has entered into an agreement with us to dispense Prescription drugs/Medications to our Members.

**In-network Physician** means any licensed Practitioner of the healing arts acting within the scope of their license who has entered into an agreement directly with us to provide Healthcare Services to our Members.

**In-network Practitioner/Provider** means a Practitioner/Provider who, under contract or through other arrangements with us, has agreed to provide Healthcare Services to Covered Persons, known as Members, with an expectation of receiving payment, other than Cost Sharing Deductibles, Coinsurance and/or Copayments), directly or indirectly from us.

**Inpatient** means a Member who has been admitted by a healthcare Practitioner/Provider to a Hospital for the purposes of receiving Hospital services. Eligible Inpatient Hospital services shall be those acute care services rendered to Members who are registered bed patients, for which there is a room and board charge. Admissions are considered Inpatient based on Medical Necessity, regardless of the length of time spent in the Hospital. This may also be known as Hospitalization.

**Long-term Therapy or Rehabilitation Services** means therapies that the Member's Practitioner/Provider, in consultation with us, does not believe will likely result in Significant Improvement within a reasonable number of visits. Long-term Therapy includes, but is not limited to, treatment of chronic or incurable conditions for which Rehabilitation Services produce minimal or temporary change or relief. Chronic conditions include, but are not limited to, Muscular Dystrophy, Down Syndrome and Cerebral Palsy.

**Malocclusion** means abnormal growth of the teeth causing improper and imperfect matching.

**Managed Care** means a system or technique(s) generally used by Healthcare Insurers or their agents to affect access to and control payment for Healthcare Services. Managed Care techniques most often include one or more of the following:

- Prior, concurrent, and retrospective review of the Medical Necessity and appropriateness of services or site of services

- Contracts with selected healthcare Practitioners/Providers
- Financial incentives or disincentives for Covered Persons to use specific Practitioners/Providers, services, prescription drugs, or service sites
- Controlled access to and coordination of services by a case manager
- Insurer efforts to identify treatment alternatives and modify benefit restrictions for high-cost patient care

**Managed Health Care Plan (MHCP or Plan)** means a Health Benefit Plan that we offer as a Healthcare Insurer that provides for the delivery of Comprehensive Basic Healthcare Services and Medically Necessary services to individuals enrolled in the plan (known as Members) through our own contracted healthcare Practitioners/Providers. This Plan either requires a Member to use, or creates incentives, including financial incentives, for a Member to use healthcare Practitioners/Providers that we have under contract. This Plan (Agreement) is considered to be a Managed Health Care Plan.

**Maternity** means Coverage for prenatal, intrapartum, perinatal or postpartum care.

**Medicaid** means Title XIX and/or Title XXI of the Social Security Act and all amendments thereto.

**Medicare Allowable** means the maximum dollar amount that an insurer will consider reimbursing for a covered service or procedure. This dollar amount may not be the amount ultimately paid to the provider as it may be reduced by any coinsurance, deductible or amount beyond the annual maximum.

**Medical Drugs** (Medications obtained through the medical benefit). A Medical Drug is any drug administered by a Healthcare Professional and is typically given in the member's home, physician's office, freestanding (ambulatory) infusion suite, or outpatient facility. Medical Drugs may require a Prior Authorization, and some must be obtained through the specialty network.

**Medical Director** means a licensed physician in New Mexico, who oversees our Utilization Management Program and Quality Improvement Program, that monitors access to and appropriate utilization of Healthcare Services and that is responsible for the Covered medical services we provide to you as required by New Mexico law.

**Medical Necessity or Medically Necessary** means Healthcare Services determined by a Provider, in consultation with the Healthcare Insurer, to be appropriate or necessary, according to any applicable generally accepted principles and practices of good medical care or practice guidelines developed by the federal government, national or professional medical societies, boards and associations, or any applicable clinical protocols or practice guidelines developed by the Healthcare Insurer consistent with such federal, national, and professional practice guidelines, for the diagnosis or direct care and treatment of a physical, behavioral, or mental health condition, illness, injury, or disease.

**Medicare** means Title XVIII of the Social Security Act and all amendments thereto.

**Member** means the Subscriber or Dependent eligible to receive Covered Benefits for Healthcare Services under this Agreement. Also known as an Enrollee.

**National Healthcare Network** means Out-of-network Practitioners/Providers, including medical facilities, with whom we have arranged a discount for Healthcare Service(s) provided out-of-state (outside of New Mexico).

**Nurse Practitioner** means any person licensed by the board of nursing as a registered nurse approved for expanded practice as a Certified Nurse Practitioner pursuant to the Nursing Practice Act.

**Nutritional Support** means the administration of solid, powder or liquid preparations provided either orally or by enteral tube feedings. It is Covered only when enteral tube feedings are required.

**Observation Services** means outpatient services furnished by a Hospital and Practitioner/Provider on the Hospital's premises. These services may include the use of a bed and periodic monitoring by a Hospital's nursing staff, which are reasonable and necessary to evaluate an outpatient's condition or determine the need for a possible admission to the Hospital, or where rapid improvement of the patient's condition is anticipated or occurs. When a Hospital places a patient under outpatient observation stay, it is on the Practitioners/Providers written order. Our level of care criteria must be met in order to transition from Observation Services to an Inpatient admission. The length of time spent in the Hospital is not the sole factor determining Observation versus Inpatient status. Medical criteria will also be considered. Observation for greater than 24 hours will require Prior Authorization by the facility.

**Obstetrician/Gynecologist** means a Practitioner/Provider who is board eligible or board certified by the American Board of Obstetricians and Gynecologists or by the American College of Osteopathic Obstetricians and Gynecologists.

**Organ** means an independent body structure that performs a specific function.

**Orthopedic Appliances /Orthotic Device /Orthosis** means an individualized rigid or semi-rigid supportive device constructed and fitted by a licensed orthopedic technician which supports or eliminates motion of a weak or diseased body part. Examples of Orthopedic Appliances are functional hand or leg brace, Milwaukee Brace, or fracture brace.

**Orthotic Appliance** means an external device intended to correct any defect of form or function of the human body.

**Out-of-network Practitioner/Provider** means a healthcare Practitioner/Provider, including medical facilities, who has not entered into an agreement with us to provide Healthcare Services to our Members.

**Out-of-network Services** means Healthcare Services obtained from an Out-of-network Practitioner/Provider as defined above.

**Out-of-pocket Maximum** means the most that a Member will pay, in total Cost Sharing, during the Contract Year. Once a Member has reached the Annual Out-of-pocket Maximum limit, we will pay 100% of the Medicare Allowable. The Annual Out-of-pocket Maximum includes Deductible, Coinsurance and Copayments. (including **Self-Administered Specialty Drugs**) Cost Sharing and does not include non-covered charges including charges incurred after the benefit maximum has been reached. Covered charges for In-network Practitioner/Provider services do not apply to the Out-of-network Practitioner/Provider Annual Out-of-pocket Maximum, and Covered charges for Out-of-network Practitioner/Provider services do not apply to the In-network Practitioner/Provider Annual Out-of-pocket Maximum.

**Over-the-counter (OTC)** means a drug for which a prescription is not normally needed.

**Personal Representative** means a parent, guardian, or other person with legal authority to act on behalf of an individual in making decisions related to healthcare.

**PHP** means Presbyterian Health Plan, Inc., a corporation organized under the laws of the state of New Mexico.

**PPACA** means Patient Protection And Affordable Care Act.

**PPO** means Preferred Provider Organization.

**Physician** means any licensed Practitioner of the healing arts acting within the scope of their license.

**Practitioner/Provider** means any licensed Practitioner of the healing arts acting within the scope of their license.

**Practitioner/Provider Assistant** means a skilled person who is a graduate of a Practitioner/Provider Assistant or surgeon assistant program approved by a nationally recognized accreditation body or who is currently certified by the national commission on certification of Practitioner/Provider Assistants, and who is licensed in the state of New Mexico to practice medicine under the supervision of a licensed Practitioner/Provider.

**Preferred** (as it refers to medication and diabetic supplies) means medication that is selected for inclusion on Preferred tiers of the Formulary based on clinical efficacy, safety, and financial value.

**Premium** means the amount paid for a Contract of health insurance.

**Prepayment** means the monthly amount of money we charge payable in advance for Covered Benefits provided under this Agreement in accordance with the applicable Group Letter of Agreement (GLA) or non-Group Membership Letter of Agreement.

**Prescription Drugs/Medications** means those drugs that, by federal law, require a Practitioner's/Provider's prescription for purchase (the original packaging of which, under the federal Food, Drug and Cosmetic Act, is required to bear the legend, Caution: federal law prohibits dispensing without a prescription or is so designated by the New Mexico State Board of Pharmacy as one which may only be dispensed pursuant to a prescription).

**Primary Care Physician or Practitioner (PCP)** means a Healthcare Professional who, within the scope of their license, supervises, coordinates, and provides initial and basic care to Members, who may initiate their referral for specialist care, and who maintains continuity of patient care. Primary Care Practitioners shall include but not be limited to general Practitioners, family practice Practitioners/Providers, internists, pediatricians, and Obstetricians-Gynecologists, Practitioner/Provider Assistants and Nurse Practitioners. Other Healthcare Professionals may also provide primary care as necessitated by a Member's healthcare needs. Members enrolled in the PPO plan have the choice of an In-network or Out-of-network Practitioner/Provider based on availability, without a referral.

**Prior Authorization** is a clinical evaluation process to determine if the requested Healthcare Service is Medically Necessary, a Covered Benefit, and if it is being delivered in the most appropriate healthcare setting. Our Medical Director or other clinical professional will review the requested Healthcare Service and, if it meets our requirements for Coverage and Medical Necessity, it is Authorized (approved) before those services are provided.

The Prior Authorization process and requirements are regularly reviewed and updated based on various factors including Evidence-Based Medical Literature and practice guidelines, medical trends, Practitioner/Provider participation, state and federal regulations, and our policies and procedures.

**Prosthetic Device** means an artificial device to replace a missing part of the body.

**Provider** means any duly licensed Hospital or other licensed facility, physician, or other Healthcare Professional authorized to furnish Healthcare Services within the scope of their license.

**Pulmonary Rehabilitation** means a program of therapy designed to improve lung functions.

**Reasonable/Prudent Layperson** means a person who is without medical training and who uses their experience and knowledge when deciding whether or not to seek Emergency Healthcare Services. A Reasonable/Prudent Layperson is considered to have acted reasonably if, after the sudden onset of what reasonably appears to be a medical condition that manifests itself by symptoms of sufficient severity, including severe pain, that the absence of immediate medical attention (including healthcare procedures, treatments, or services) could reasonably be expected to result in:

- Jeopardy to the person's health
- Serious impairment of bodily functions
- Serious dysfunction of any bodily organ or part, or
- Disfigurement to the person

**Reconstructive Surgery** means the following:

- Surgery and follow-up treatment to correct a physical functional disorder resulting from a disease or congenital anomaly
- Surgery and follow-up treatment to correct a physical functional disorder following an injury or incidental to any surgery
- Reconstructive Surgery and associated procedures following a mastectomy that resulted from disease, illness, or injury, and internal breast prosthesis incidental to the surgery

**Rehabilitation Facility** means a Hospital or other freestanding facility licensed to perform Rehabilitation Services.

**Rehabilitation Services** means Healthcare Services that help a Member keep, get back or improve skills and functioning for daily living that have been lost or impaired because a Member was sick, injured or disabled. These services may include physical and occupational therapy, and speech-language pathology in a variety of Inpatient and/or Outpatient settings.

**Remitting Agent** means the person or entity designated by the Group to collect and remit the Prepayment to us.

**Rescission of Coverage** means a cancellation or discontinuance of Coverage that has retroactive effect. A cancellation or discontinuance of coverage is not a rescission if:

- The cancellation or discontinuance of Coverage has only a prospective effect, or
- The cancellation or discontinuance of Coverage is effective retroactively to the extent it is attributable to a failure to timely pay required premiums, Prepayments or contributions towards the cost of Coverage

**Residential Treatment Center** means a non-acute level facility that is credentialed and provides overnight lodging that is monitored by medical personnel, has a structured treatment program, and has staff available 24 hours a day.

**Screening Mammography** means a radiologic examination utilized to detect unsuspected breast cancer at an early stage in asymptomatic Members and includes the X-ray examination of the breast using equipment that is specifically for mammography, including the X-ray tube, filter, compression device, screens, film, and cassettes, and that has a radiation exposure delivery of less than one rad mid-breast. Screening Mammography includes two views for each breast. Screening Mammography includes the professional interpretation of the film but does not include diagnostic mammography.

**Self-Administered Specialty Drugs** (Tier 5 Medications obtained through the Prescription Drug/Medication pharmacy benefit) Self- Administered Specialty Drugs are self-administered, meaning they are administered by the patient, a family member or caregiver. Self-Administered Specialty Drugs are often used to treat complex chronic, rare diseases and/or life-threatening conditions. Most Self-Administered Specialty Drugs require Prior Authorization and must be obtained through the specialty pharmacy network. Self- Administered Specialty Drugs are often high-cost, typically greater than \$600 for a 30-day supply.

Self-Administered Specialty Drugs are not available through the mail order option and are limited to a 30-day supply. Certain Self-Administered Specialty Drugs are limited to an initial fill up to a 14-day supply to ensure patients can tolerate the new medication. For a complete list of these drugs, please see the Health Insurance Exchange Metal Level Plan formulary list at [www.phs.org](http://www.phs.org). The medications listed on the formulary are subject to change pursuant to the management activities of Presbyterian Health Plan. You can call our Presbyterian Customer Service Center Monday through Friday from 7 a.m. to 6 p.m. at **(505) 923-5258** or **1-866-979-6778**. Hearing impaired users may call our **TTY 711**.

**Service Area** means the geographic area in which we are authorized to provide services as a Health Maintenance Organization and includes the entire state of New Mexico.

**Short-term Rehabilitation** means Rehabilitation Services and therapy, including physical, occupational, speech and hearing therapies from which Significant Improvement of the physical condition may be expected. See *Summary of Benefits and Coverage* for the number of visits.

**Significant Improvement** means that:

- The patient is likely to meet all therapy goals for a reasonable number of visits of therapy, or
- The patient has met all therapy goals in the preceding visits of therapy, as specifically documented in the therapy record

**Skilled Nursing Facility** means an institution that is licensed under state law to provide skilled care nursing care services.

**Smoking Cessation Counseling/Program** means a program, including individual, group, or proactive telephone quit line, that:

- Is designed to build positive behavior change practices and provides for quitting Tobacco use, understanding nicotine addiction, various techniques for quitting Tobacco use and remaining Tobacco free, discussion of stages of change, overcoming the problems of quitting, including withdrawal symptoms, short-term goal setting, setting a quit date, relapse prevention information and follow up.
- Operates under a written program outline, that at a minimum includes an overview of service, service objectives and key topics covered, general teaching/learning strategies, clearly stated methods of assessing participant success, description of audio or visual materials that will be used, distribution plan for patient education material and method for verifying a Member's attendance.
- Employs counselors who have formal training and experience in Tobacco cessation programming and are active in relevant continuing education activities.
- Uses a formal evaluation process, including mechanisms for data collection and measuring participant rate and impact of the program.

**Special Medical Foods** means nutritional substances in any form that are used in treatment to compensate and maintain adequate nutritional status for genetic Inborn Errors of Metabolism (IEM). These Special Medical Foods require Prior Authorization through Presbyterian's Pharmacy Department.

**Specialty Pharmacy** – Presbyterian's In-network Pharmacy vendor that, under contract or other arrangement with us, provides Covered **Self- Administered Specialty Drugs** to Members.

**Spouse** - Legally married husband or wife.

**Subluxation (Chiropractic)** means misalignment, demonstrable by X-ray or Chiropractic examination, which produces pain and is correctable by manual manipulation.

**Subscriber** means an individual whose employment or other status, except family dependency, is the basis for eligibility for enrollment in this Agreement or in the case of an individual Contract, the Person in whose name the Contract is issued.

**Substance Use Disorder** means dependence on or abuse of substances meeting the criteria as stated in the DSM-5 for these disorders.

**Summary of Benefits and Coverage** means the written materials required by state law to be given to the Covered Person/Grievant by the Healthcare Insurer or Contract holder.

**Superintendent** means The Superintendent of Insurance.

**Temporomandibular Joint (TMJ)** is the joint that hinges the lower jaw (mandible) to the temporal bone of the skull.

**Termination of Coverage** means the cancellation or non-renewal of Coverage provided by a Healthcare Insurer to a Covered Person/Grievant but does not include a voluntary termination by a Covered Person/Grievant or termination of the Health Benefits Plan that does not contain a renewal provision.

**Tertiary Care Facility** means a Hospital unit which provides complete perinatal care and intensive care of intrapartum and perinatal high-risk patients with responsibilities for coordination of transport, communication, education and data analysis systems for the geographic area served.

**Tobacco** means cigarettes (including roll-your own or handmade cigarettes), bidis, kreteks, cigars (including little cigars, cigarillos, regular cigars, premium cigars, cheroots, chuttas, and dhumti), pipe, smokeless Tobacco (including snuff, chewing Tobacco and betel nut), and novel Tobacco products, such as *eclipse*, *accord* or other low-smoke cigarettes.

**Total Allowable Charges** means, for In-network Practitioners/Providers, the Total Allowable Charges may not exceed the amount the Practitioner/Provider has agreed to accept from us for a Covered service. For Out-of-network Practitioners/Providers, the Total Allowable Charges may not exceed Medicare Allowable Charge as we determine for a service.

**Traditional Fee-for-Service Indemnity Benefit** means a fee-for-service indemnity benefit, not associated with any financial incentives that encourage Covered Persons/Grievants to utilize preferred (In-network) Practitioners/Providers, to follow pre-authorization (Prior Authorization) rules, to utilize Prescription Drug Formularies or other cost-saving procedures to obtain Prescription Drugs, or to otherwise comply with a plan's incentive program to lower cost and improve quality, regardless of whether the benefit is based on an indemnity form of reimbursement for services.

**Uniform Standards** means all generally accepted practice guidelines, evidence-based practice guidelines or practice guidelines developed by the federal government or national and professional medical societies, boards and associations, and any applicable clinical review criteria, policies, practice guidelines, or protocols developed by a Healthcare Insurer consistent with the federal, national, and professional practice guidelines that are used by a Healthcare Insurer in determining whether to certify/authorize or deny a requested Healthcare Service.

**Urgent Care** means Medically Necessary Healthcare Services provided in urgent situations for unforeseen conditions due to illness or injury that are not life-threatening but require prompt medical attention.

**Urgent Care Center** means a facility operated to provide Healthcare Services in emergencies or after hours, or for unforeseen conditions due to illness or injury that are not life-threatening but require prompt medical attention.

**Utilization Review** means a system for reviewing the appropriate and efficient allocation of medical services and Hospital resources given or proposed to be given to a patient or group of patients.

**Video Visit** means an online consultation between a designated Practitioner/Provider and a patient about non-urgent healthcare matters.

**Vocational Rehabilitation** means services which are required in order for the individual to prepare for, enter, engage in, retain or regain employment.

**Well-child Care** means routine pediatric care and includes a history, physical examination, developmental assessment, anticipatory guidance, and appropriate immunizations and laboratory tests in accordance with prevailing medical standards as published by the American Academy of Pediatrics.

**Women's Healthcare Practitioner/Provider** means any Practitioner/Provider who specializes in Women's Healthcare and who we recognize as a Women's Healthcare Practitioner/Provider.

**Acceptance Page**

TriCore agrees that the provisions contained in this Plan Document are acceptable and will be the basis for the administration of the TriCore POS Medical Plans: Copay Plan.

By:

Signed \_\_\_\_\_

Date

\_\_\_\_\_

TriCore Manager

## **Exhibit A – Statement of ERISA Rights**

The Group healthcare Coverage provided by your employer may be part of an employee welfare benefit plan governed by the Employee Retirement Income Security Act of 1974 (ERISA). The statement of ERISA rights is applicable to all Group plans except governmental plans, church plans, and plans maintained outside the United States primarily for the benefit of persons substantially all of whom are nonresident aliens.

If applicable, as a participant in your employer's Group healthcare plan, you are entitled to certain rights and protections under the Employee Retirement Income Security Act of 1974 (ERISA). ERISA provides that all plan participants be entitled to:

### ***Article I. Receive Information about your Plan and Plan Benefits***

- Examine, without charge, at the plan administrator's office and at other specified locations, such as work sites and union halls, all documents governing the plan, including insurance contracts and collective bargaining agreements, and a copy of the latest annual report (Form 5500 Series) filed by the plan with the U.S. Department of Labor and available at the Public Disclosure Room of the Employee Benefits Security Administration.
- Obtain, upon written request to the plan administrator, copies of documents governing the operation of the plan, including insurance contracts and collective bargaining agreements, and a copy of the latest annual report (Form 5500 Series) and updated summary plan description. The administrator may make a reasonable charge for the copies.
- Receive a summary of the plan's annual financial report. The plan administrator is required by law to furnish each participant with a copy of this summary annual report.
- Obtain a statement telling you whether you have a right to receive a pension at normal retirement age and if so, what your benefits would be at normal retirement age if you stop working under the plan now. If you do not have a right to a pension, the statement will tell you how many more years you have to work to get a right to a pension. This statement must be requested in writing and is not required to be given more than once every 12 months. The plan must provide the statement free of charge.

### ***Section 1.01 Continue Group Health Plan Coverage***

- Continue healthcare Coverage for yourself, Spouse or Dependents if there is a loss of Coverage under the plan as a result of a qualifying event. You or your Dependents may have to pay for such Coverage.
- Review this summary plan description and the documents governing the plan on the rules governing your COBRA continuation coverage rights.

### ***Article II. Prudent Actions by Plan Fiduciaries***

In addition to creating rights for plan participants, ERISA imposes duties upon the people who are responsible for the operation of the employee benefit plan. The people who operate your

plan, called fiduciaries of the plan, have a duty to do so prudently and in the interest of you and other plan participants and beneficiaries. No one, including your employer, your union, or any other person, may fire you or otherwise discriminate against you in any way to prevent you from obtaining healthcare benefits or exercising your rights under ERISA.

### ***Section 2.01 Enforce Your Rights***

If your claim for a benefit is denied or ignored, in whole or in part, you have a right to know why this was done, to obtain copies of documents relating to the decision without charge, and to Appeal any denial, all within certain time schedules. Under ERISA, there are steps you can take to enforce the above rights. For instance, if you request a copy of plan documents or the latest annual report from the plan and do not receive them within 30 days, you may file suit in a federal court. In such a case, the court may require the plan administrator to provide the materials and pay you up to \$110 a day until you receive the materials, unless the materials were not sent because of reasons beyond the control of the administrator. If you have a claim for benefits that is denied or ignored, in whole or in part, you may file suit in a state or federal court. In addition, if you disagree with the plan's decision or lack thereof concerning the qualified status of a domestic relations order or a medical child support order, you may file suit in federal court. If it should happen that plan fiduciaries misuse the plan's money, or if you are discriminated against for asserting your rights, you may seek assistance from the U.S. Department of Labor, or you may file suit in a federal court. The court will decide who should pay court costs and legal fees. If you are successful, the court may order the person you have sued to pay these costs and fees. If you lose, the court may order you to pay these costs and fees, for example, if it finds that your claim is frivolous.

### ***Section 2.02 Assistance With Your Questions***

If you have any questions about your plan, you should contact the plan administrator. If you have any questions about this statement or your rights under ERISA, or if you need assistance in obtaining documents from the plan administrator, you should contact the nearest office of the U.S. Department of Labor, Employee Benefits Security Administration at **1-866-444-3272** or [www.dol.gov/ebsa](http://www.dol.gov/ebsa), Frances Perkins Building, 200 Constitution Avenue, N.W., Washington, D.C. 20210 or the U.S. Department of Health and Human Services at **1-877-267-2323 x61565** or [www.cciio.cms.gov](http://www.cciio.cms.gov). You may also obtain certain publications about your rights and responsibilities under ERISA by calling the publications hotline of the U.S. Department of Labor, Employee Benefits Security Administration at **1-866-444-3272**.

## Notice of Nondiscrimination and Accessibility

*Discrimination is Against the Law*

Presbyterian Healthcare Services complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes. Presbyterian Healthcare Services does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Presbyterian Healthcare Services:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language assistance services to people whose primary language is not English, which may include:
  - Qualified interpreters
  - Information written in other languages

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact the Presbyterian Customer Service Center at **(505) 923-5420, 1-855-592-7737, TTY 711**.

If you believe that Presbyterian Healthcare Services has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by phone, mail, fax, or email at:

**Mailing Address:** Presbyterian Privacy Officer and Civil Rights Coordinator  
P.O. Box 27489  
Albuquerque, NM 87125-7489

**Phone/TTY:** 1-866-977-3021, TTY 711

**Fax:** (505) 923-5124

**Email:** [info@phs.org](mailto:info@phs.org)

If you need help filing a grievance, the Presbyterian Privacy Officer and Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

**Mailing Address:** U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

**Phone/TDD:** 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

This notice is available at Presbyterian Healthcare Services website: [www.phs.org/nondiscrimination](http://www.phs.org/nondiscrimination).

# Notice of Availability

English	ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-855-592-7737 (TTY: 711) or speak to your provider.
Spanish Español	ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-855-592-7737 (TTY: 711) o hable con su proveedor.
Navajo Diné	SHOOH: Diné bee yánítłi'gogo, saad bee aná'awo' bee áka'anída'awo'ít'áá jiik'eh ná hóló. Bee ahít hane'go bee nida'anishí t'áá ákodaat'éhígíí dóó bee áka'anída'wo'í áko bee baa hane'í bee hadadilyaa bich'j' ahoot'i'ígíí éí t'áá jiik'eh hóló. Kohjł' 1-855-592-7737 (TTY: 711) hodílnih doodago nika'análwo'í bich'j' hanidziih.
Vietnamese Việt	LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-855-592-7737 (Người khuyết tật: TTY: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.
German Deutsch	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 1-855-592-7737 (TTY: 711) an oder sprechen Sie mit Ihrem Provider.
Chinese Simplified 简体中文	注意：如果您使用简体中文，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以提供无障碍格式版信息。请拨打 1-855-592-7737 (TTY: 711) 或咨询您的服务提供者。
Chinese Traditional 繁體中文	注意：如果您使用繁體中文，我們將免費為您提供語言協助服務。我們還免費提供適當的輔助工具和服务，以提供無障礙格式版資訊。請致電 1-855-592-7737 (TTY:711) 或諮詢您的服務提供者。
Japanese 日本語	注：日本語を話される場合、無料の言語支援サービスをご利用いただけます。アクセシブル（誰もが利用できるよう配慮された）な形式で情報を提供するための適切な補助支援やサービスも無料でご利用いただけます。1-855-592-7737 (TTY:711)までお電話ください。または、ご利用の事業者にご相談ください。
Filipino	ATTENTION: Kung marunong kang magsalita ng Filipino, makakagamit ka ng mga libreng serbisyo sa tulong sa wika. Ang mga angkop na karagdagang tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format ay magagamit din nang libre. Tumawag sa 1-855-592-7737 (TTY: 711) o makipag-usap sa iyong provider.
Korean 한국어	주의: 한국어를 사용하는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 접근 가능한 형식으로 정보를 제공하기 위한 적절한 보조 도구 및 서비스도 무료로 제공됩니다. 1-855-592-7737(TTY: 711)로 전화하거나 서비스 제공업체에 문의하세요.

French Français	ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-855-592-7737 (TTY : 711) ou parlez à votre fournisseur.
Tagalog	PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 1-855-592-7737 (TTY: 711) o makipag-usap sa iyong provider.
Russian РУССКИЙ	ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-855-592-7737 (TTY: 711) или обратитесь к своему поставщику услуг.
Urdu اردو	توجہ دیں: اگر آپ اردو بولتے ہیں تو، مفت لسانی اعانت کی خدمات آپ کے لیے دستیاب ہیں۔ مناسب ضمنی امداد اور خدمات بھی قابل رسائی فارمیٹس میں معلومات فراہم کرنے کے لیے بلا معاوضہ دستیاب ہیں۔ (TTY: 711) 1-855-592-7737 پر کال کریں یا اپنے فراہم کنندہ سے بات کریں۔
Nepali नेपाली	ध्यान दिनुहोस्: तपाईं नेपाली बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषा सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायक सहायताहरू र सेवाहरू पनि निःशुल्क उपलब्ध छन्। 1-855-592-7737 (TTY: 711) मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।
Bengali বাংলা	মনোযোগ দিন: আপনি যদি বাংলায় কথা বলেন, তাহলে বিনামূল্যে ভাষা সহায়তা পরিষেবা আপনার জন্য উপলব্ধ। অ্যাক্সেসযোগ্য ফর্ম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সहाয়তা এবং পরিষেবাগুলিও বিনামূল্যে পাওয়া যায়। 1-855-592-7737 (TTY: 711) নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।
Hindi हिंदी	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए निःशुल्क भाषा सहायता सेवाएँ उपलब्ध हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक सहायताएँ और सेवाएँ भी निःशुल्क उपलब्ध हैं। 1-855-592-7737 (TTY: 711) पर कॉल करें या अपने प्रदाता से बात करें।
Arabic اللغة العربية	تنبيه: إذا كنت تتحدث العربية، فمتاح لك خدمات لغوية بالمجان. و متاح بالمجان أيضًا مساعدات وخدمات إضافية مناسبة لتقديم المعلومات بتنسيقات يسهل الحصول عليها. اتصل بالرقم (1-855-592-7737) (TTY: 711) خدمة الهاتف النصي) أو تحدث إلى مزود الخدمة المعني بك.
Turkish Türkçe	DİKKATİNİZE: Türkçe biliyorsanız, ücretsiz dil destek hizmetlerinden faydalanabilirsiniz. Ayrıca ücretsiz olarak, uygun yardımcı araçlarla ve hizmetlerle erişilebilir formatlarda bilgi de sağlanmaktadır. 1-855-592-7737 (TTY (İşitme ve Konuşma Engelli Destek Hattı): 711) numaralı telefondan bize ulaşabilir veya hizmet sağlayıcınız ile görüşebilirsiniz.

# Talkspace for Behavioral Health

## Mind Your Mental Health with Messaging Therapy

### A new solution for emotional wellbeing

Mental health affects every aspect of our lives. When you feel good, you are more productive and happier, and you can handle life with more ease. When your mental health is out of balance, like when you are stressed or worried, it can keep you from doing and enjoying the important things in your life. Just like you take care of your body, you need to take care of your mind. Magellan makes it easy to do that with messaging therapy from Talkspace.

#### What is messaging therapy?

Messaging therapy enables you to find and communicate with a therapist anytime via your web browser or the Talkspace secure mobile app. No more having to wait months for an appointment or needing time off to visit a therapist in a busy office. With Talkspace, you can participate in therapy at a time and place that is convenient for you.

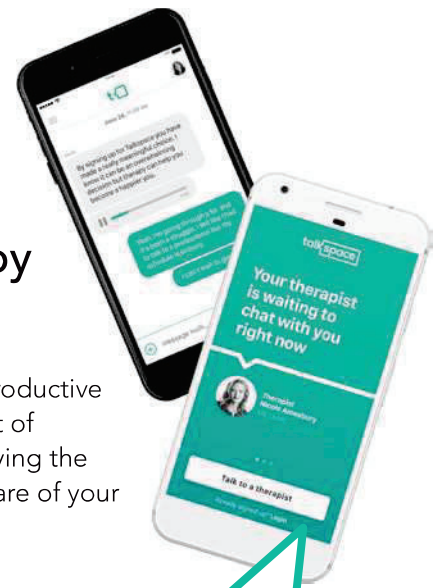
Talkspace therapists have a proven track record of using messaging therapy to help with a variety of conditions including anxiety, depression, substance abuse, panic and bipolar disorders, all of which can be debilitating if not treated. They can also help manage the unique challenges some people face, like being a single parent, a veteran or a member of the LGBT community.

#### How it works

With Talkspace there are no appointments. You can send your therapist a message whenever you need to, and they will engage with you daily, five days a week. With a network of over 2,000 trained, licensed therapists, Talkspace will connect you with a dedicated therapist based on your needs, preferences, therapist availability and expertise. You can contact your therapist through unlimited text, video and audio messages.

#### What's in it for you?

For some people, traditional in-person therapy can be intimidating, difficult to arrange, time consuming and expensive. For others, a lack of appointment availability or coverage in remote areas may cause access difficulties.



*"I absolutely love the ability to text, video message, or voice message whenever I need support. The growth I have been able to accomplish in less than a year is far more than I ever was able to get from visiting a therapist in person for years on end."*  
– Amanda, Talkspace User

#### With Talkspace you can:

- Engage with a therapist the same day that help is needed, not weeks later.
- Get matched to a therapist based on your unique needs.
- Develop a one-on-one relationship with the same therapist throughout your engagement.
- Live a happier, healthier life.

#### Getting started

- Go to [www.talkspace.com/php](http://www.talkspace.com/php) to access the program.
- Enter information about yourself.
- Fill out the section about your history and preferences.
- Select a therapist.

*\*Members on qualified High Deductible plans will be responsible for the cost of the services until they have met their deductible and co-insurance requirements. High Deductible members can go to [talkspace.com](http://talkspace.com) to access the self-pay option.*



Presbyterian Health Plan, Inc.  
Presbyterian Insurance Company, Inc.



*Introducing Your Employee Assistance Program*

# Help. Support. Advice.

If you or your loved ones face difficult situations like stress, relationship challenges, grief, loss or substance use, we're here to help. Learning how to cope with these issues can improve your overall well-being.

You and your household members can get up to six employee assistance visits per issue through The Solutions Group, a division of Presbyterian Healthcare Services.

Employee Assistance Program (EAP) services are short-term, confidential counseling sessions conducted by local licensed providers and can include:

- mediation services
- substance use assessments and referrals
- 24-hour emergency services
- support for supervisors and managers
- referrals for additional support

When faced with complex personal or work-related challenges, let our EAP providers help. To schedule an appointment with an EAP counselor or for after-hours crisis support, please call 1-866-254-3555 or (505) 254-3555.

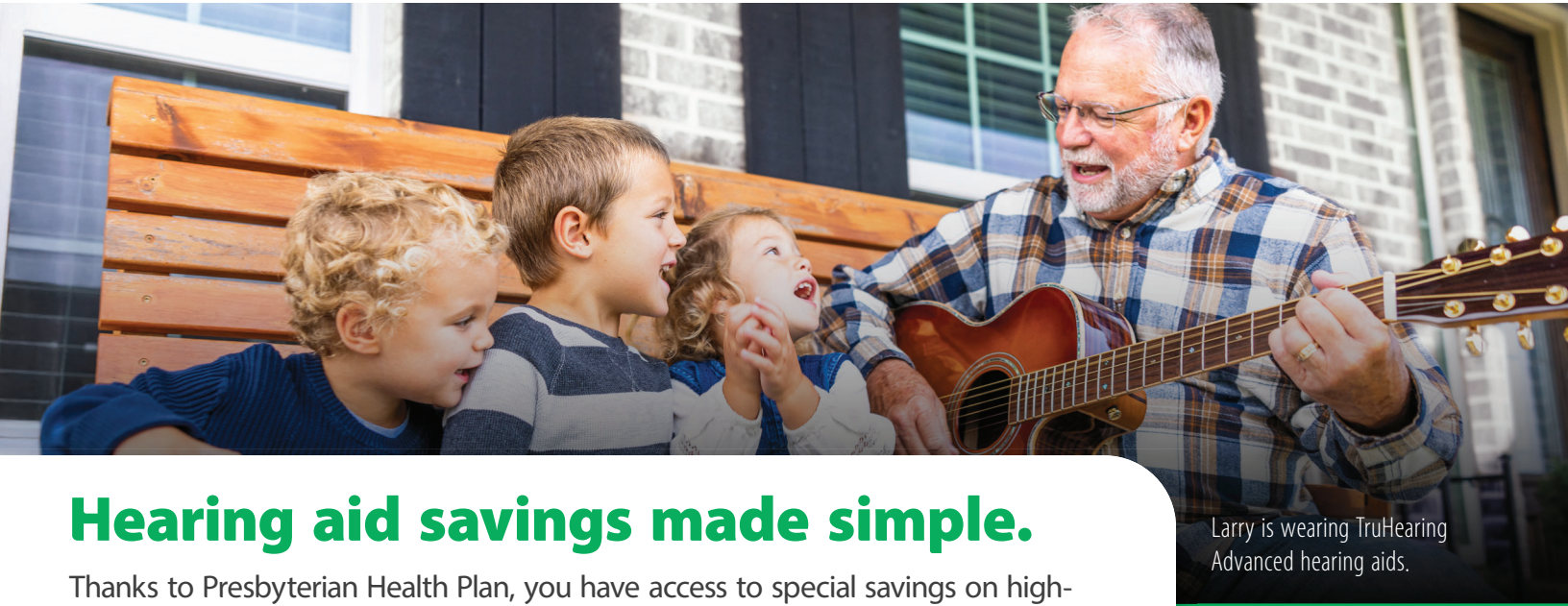
*Services provided by:*



**The  
Solutions  
Group**

 **PRESBYTERIAN**

Presbyterian Health Plan, Inc.  
Presbyterian Insurance Company, Inc.



Larry is wearing TruHearing Advanced hearing aids.

## Hearing aid savings made simple.

Thanks to Presbyterian Health Plan, you have access to special savings on high-quality prescription hearing aids through TruHearing®. Don't miss another moment. It's easy to get started.

**Your 2026 hearing benefit** covers up to two TruHearing Premium or Advanced hearing aids per year with low copayments.

	Hearing aid	Avg retail price per aid	Savings per aid	Your cost per aid
Presbyterian Health Plan <b>Exam: \$45 copay</b>	TruHearing Premium	\$3,250	\$2,251	<b>\$999</b>
	TruHearing Advanced	\$2,720	\$2,021	<b>\$699</b>

Rechargeable battery option available on select styles for an additional \$50 per hearing aid. Exam must be performed by a TruHearing network provider.

### Your hearing aid purchase includes



**60 day**, risk free trial



**1 year** of follow-up visits



**80 free batteries** per non-rechargeable hearing aid



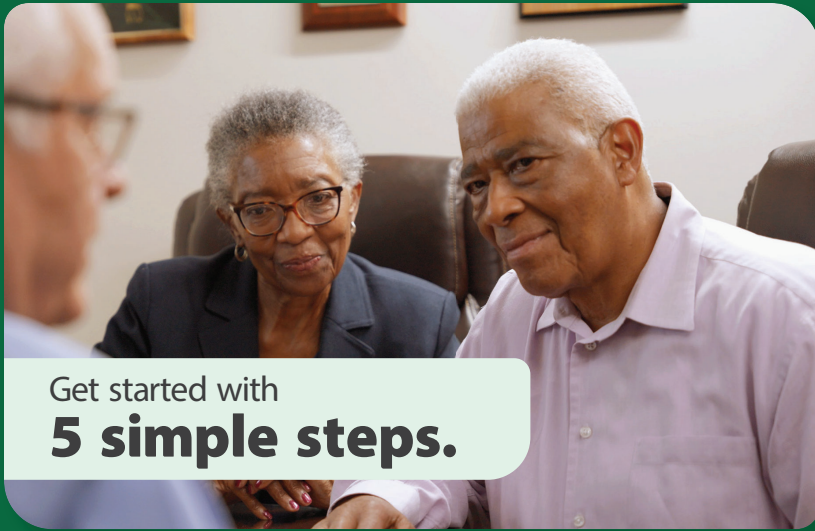
**3-year** full manufacturer warranty

Start by calling TruHearing.

**1-833-731-4168 | TTY: 711**

Hours: 8 a.m. to 8 p.m., Monday - Friday





Get started with  
**5 simple steps.**

# TruHearing makes it easy.



Scan with your smartphone  
to see how it works.

[TruHearing.com/how-it-works](https://TruHearing.com/how-it-works)



**1. Call**  
1-833-731-4168



**2. Schedule  
an exam**



**3. Go to  
your exam**



**4. Order  
hearing aids**



**5. Fitting and  
follow-up**

## Call TruHearing to get started.

 **1-833-731-4168** | TTY: 711

Hours: 8 a.m. to 8 p.m., Monday - Friday

**Screen your hearing: [TruHearing.com/PresbyterianCOM-HS](https://TruHearing.com/PresbyterianCOM-HS)**

Presbyterian complies with civil rights laws and does not discriminate on the basis of protected status including but not limited to race, color, national origin, age, disability, or sexual orientation or gender expression. Free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-855-592-7737 (TTY: 711) or speak to your provider.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-855-592-7737 (TTY: 711) o hable con su proveedor.

SHOOH: Diné bee yáníłti'gogo, saad bee aná'awo' bee áka'anída'awo'ít'áá jiiik'eh ná hóló. Bee ahił hane'go bee nida'anishí t'áá ákodaat'éhígíí dóó bee áka'anída'wo'í áko bee baa hane'í bee hadadilyaa bich'j' ahoot'i'ígíí éi t'áá jiiik'eh hóló. Kohjí' 1-855-592-7737 (TTY:711) hodiilnih doodago nika'análwo'í bich'j' hanidziih.

For more information, visit <https://www.phs.org/nondiscrimination>.

All content ©2025 TruHearing, Inc. All Rights Reserved. TruHearing® is a registered trademark of TruHearing, Inc. All other trademarks, product names, and company names are the property of their respective owners. Savings and retail pricing based on a survey of national average hearing aid prices of equivalent aids compared to TruHearing pricing. Actual savings may vary. Follow-up provider visits included for one year following hearing aid purchase. Free battery offer is not applicable to the purchase of rechargeable hearing aid models. Three-year warranty includes repairs and one-time loss and damage replacement. Hearing aid repairs and replacements are subject to provider and manufacturer fees. For questions regarding fees, contact a TruHearing Hearing Consultant. 639175-8-0425

MPC052535



# KEEP MOVING WITH A FITNESS PASS MEMBERSHIP.

Only \$29.50 per eligible  
member per month.

 **PRESBYTERIAN**  
Health Plan, Inc.

As a Presbyterian Health Plan member, you and your dependents have access to more than 10,000 fitness, recreation and community centers, including:

- Defined Fitness locations in Albuquerque, Rio Rancho, Farmington and Santa Fe
- Prime Fitness network (nationwide)
- A discount on Sports & Wellness gym fees



[www.defined.com](http://www.defined.com)

Defined Fitness is one of New Mexico's premier health clubs, offering a wide variety of group exercise classes, supervised child care and state-of-the-art strength training and cardiovascular equipment. All locations feature an aquatic complex with an indoor pool, hot tub, dry sauna and steam room.



[www.primemember.com](http://www.primemember.com)

The Prime Fitness network provides group exercise classes and amenities such as pools, sport courts, tracks and more. You can visit participating locations nationwide as often as you like, including select CHUZE, YMCAs, Snap Fitness, Curves® and more. When you use Prime Fitness, your fitness travels with you.



[www.sportsandwellness.com](http://www.sportsandwellness.com)

Sports & Wellness is where Albuquerque has gone to find fun, friends and fitness for 25+ years. Enjoy a special discounted Presbyterian membership fee and experience five-star service and first-rate amenities at five New Mexico locations and other clubs across the country.

## Fitness Pass program enrollment is easy. How to start:

For quick access and to learn more about Fitness Pass, go to [www.phs.org/wellness](http://www.phs.org/wellness).

- All enrolled health plan members aged 18 and older are eligible to enroll. Employees must enroll in the program for dependents to be eligible for the program.
- Once enrolled, Presbyterian will automatically debit your account or credit card each month.
- If you are a current Fitness Pass member, you will not need to renew your Fitness Pass gym membership each year. Your membership will automatically renew every December for the following year.
- Some gyms may charge a registration or annual fee.

## Your journey to a healthier you is as easy as a few clicks!

1. Visit [www.phs.org/wellness](http://www.phs.org/wellness).
2. Sign in using your myPRES credentials. Need a myPRES account? Sign up at [www.phs.org/myPRES](http://www.phs.org/myPRES).
3. Select the eligible family members that would like to enroll. Remember, only enrolled members aged 18 and older are eligible for the Fitness Pass.
4. Fill out the banking information. Presbyterian accepts checking/debit accounts and most major credit cards.
5. Print/save a copy of your confirmation page. If you have any questions, please call our Presbyterian Customer Service Center using the number on the back of your member ID card and reference the confirmation number.
6. We will send your eligibility information beginning the first of the following month.
7. Visit the gym of your choice. At Defined Fitness and Sports & Wellness, you will be issued an ID card directly by the gym after you present your Presbyterian member ID card. If you want to use Prime Fitness, visit [www.primemember.com](http://www.primemember.com) to obtain a Prime ID Card before visiting a gym in that network.

## Some things to keep in mind about your Fitness Pass membership

- You can use as many gyms simultaneously as you would like; there is no limit to the number of gyms you can utilize.
- Upon enrollment, your fitness pass eligibility will start on the first of the following month.
- Initial enrollment is open all year, although if you enroll you are committed through the calendar year.
- Eligible dependents must be at least 18 years of age to participate.
- Dependents living outside of New Mexico can still participate and have access to the nationwide Prime Fitness Network.
- You must be active on your Presbyterian Health Plan policy to remain eligible for the Fitness Pass.
- Fitness Pass accounts cannot be changed or cancelled voluntarily.
- If your account is cancelled for non-payment, you cannot re-enroll until the following year.
- All gym memberships through the Fitness Pass are basic memberships; upgrades may be purchased directly through the fitness center.

For information on Presbyterian Health Plan's Nondiscrimination Notice, go to <https://www.phs.org/nondiscrimination>.

# Emergency Travel Assistance Frequently Asked Questions



Presbyterian Health Plan, Inc.  
Presbyterian Insurance Company, Inc.



assist america  
Innovative Assistance Solutions

## When Should I Contact Assist America?

Contact Assist America, our global emergency assistance program provider, when you need to connect to qualified health care providers, hospitals, pharmacies and other services if you experience an emergency while traveling more than 100 miles away from home or outside the country for up to 90 days.

## What information will I need to provide?

- Name, phone number, and relation to the member
- Member's name, age, and home address
- Description of emergency and current location
- Reference number

## How do I contact Assist America?

You can contact Assist America's 24/7 Operations Center via:

**Assist America Mobile App:** Use the Tap for Help button to call or connect with the Operations Center using the Voice Over Internet Protocol feature.

**Phone (Within US):** 1-800-872-1414

**Phone (Outside US):** 609-986-1234

**Email:** [medservices@assistamerica.com](mailto:medservices@assistamerica.com)

**Website:** [www.assistamerica.com](http://www.assistamerica.com)

## What costs are covered by Assist America?

Assist America arranges and pays for all of the transportation services provided. Assist America is not a medical insurer and does not pay for nor reimburse any medical expenses. Health claims should still be handled by your health insurance provider.

## How can I download the app?

The Assist America Mobile App is available for free on the Apple App Store and Google Play. Once you have downloaded the app, enter Assist America reference number (**01-AA-PXI-10071**) to activate all the App's features. To turn the Coverage Indicator on, go to Set Up and enter your home address. This feature calculates your current distance from home. A highlighted status bar indicates when you are 100 miles away from home or in another country, thus eligible for services.

## What if I plan on traveling for more than 90 days?

If you plan on traveling for more than 90 consecutive days, you can enroll in the Expatriate/Extended Program on the Assist America website at ([www.assistamerica.com/expatriate](http://www.assistamerica.com/expatriate)) to enroll in the program and ensure coverage. The coverage will follow your active policy period.

MPC022405



Reference Number:

**01-AA-PXI-10071**

**Download the Assist America  
Mobile App**

