Coverage for: Individual + Family | Plan Type: HMO



This is only a summary. If you would like more details about your coverage and costs, you can get the complete terms in the policy or plan document at lacare.org/members/member-materials/la-care-covered or by calling 1-855-270-2327.

Important Questions	Answers	Why this Matters:
What is the overall deductible?	\$6,300 person / \$12,600 family. \$0 for Native American providers.  Preventive care not subject to deductible.	You must pay all the costs up to the <b>deductible</b> amount before this plan begins to pay for covered services you use. Check your policy or plan document to see when the <b>deductible</b> starts over (usually, but not always, January 1st). See the chart starting on page 2 for how much you pay for covered services after you meet the <b>deductible</b> .
Are there other deductibles for specific services?	Yes. \$500 person/\$1000 family. Calendar year Pharmacy deductible per person. There are no other specific deductibles.	You must pay all of the costs for these services up to the specific <b>deductible</b> amount before this plan begins to pay for these services.
Is there an <u>out-of-</u> <u>pocket limit</u> on my expenses?	Yes. For participating providers \$7,000 person / \$14,000 family. \$0 for Native American providers.	The <b>out-of-pocket limit</b> is the most you could pay during a coverage period (usually one year) for your share of the cost of covered services. This limit helps you plan for health care expenses.
What is not included in the <u>out-of-pocket limit?</u>	Premiums and health care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the out-of-pocket limit.
Is there an overall annual limit on what the plan pays?	No.	The chart starting on page 2 describes any limits on what the plan will pay for <i>specific</i> covered services, such as office visits.
Does this plan use a network of providers?	Yes. For a list of contracted providers, please see lacare.org or call 1-855-270-2327	If you use an in-network doctor or other health care <b>provider</b> , this plan will pay some or all of the costs of covered services. In some cases, a non-plan provider may provide covered services at an in-network facility where you have been authorized to receive care. You are not responsible for any amounts beyond your cost share for the covered services you receive at plan facilities or at in-network facilities where we have authorized you to receive care. Plans use the term in-network, <b>preferred</b> , or participating for <b>providers</b> in their <b>network</b> . American Indian and Alaska Native members with incomes below 300% FPL have no cost sharing on essential health benefits if services are rendered by the Indian Service, an Indian Tribe, Tribal Organization or Urban Indian Organization. See the chart starting on page 2 for how this plan pays different kinds of <b>providers</b> .
Do I need a referral to see a specialist?	Yes. Your Primary Care Physician (PCP) has to refer you.	This <b>plan</b> will pay some or all of the costs to see a <b>specialist</b> for covered services but only if you have the plan's permission before you see the specialist.

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Coverage for: Individual + Family | Plan Type: HMO

Are there services this	Voc	Some of the services this plan doesn't cover are listed on page 9. See your policy or plan
plan doesn't cover?	Tes.	document for additional information about excluded services.



- <u>Co-payments</u> are fixed dollar amounts (for example, \$15) you pay for covered health care, usually when you receive the service.
- <u>Coinsurance</u> is *your* share of the costs of a covered service, calculated as a percent of the <u>allowed amount</u> for the service. For example, if the plan's <u>allowed amount</u> for an overnight hospital stay is \$1,000, your <u>coinsurance</u> payment of 20% would be \$200. This may change if you haven't met your <u>deductible</u>.
- The amount the plan pays for covered services is based on the <u>allowed amount</u>. If an out-of-network <u>provider</u> charges more than the <u>allowed amount</u>, you may have to pay the difference. For example, if an out-of-network hospital charges \$1,500 for an overnight stay and the <u>allowed amount</u> is \$1,000, you may have to pay the \$500 difference. (This is called <u>balance billing</u>.) In some cases, a non-plan provider may provide covered services at an in-network facility where you have been authorized to receive care. You are not responsible for any amounts beyond your cost share for the covered services you receive at plan facilities or at in-network facilities where we have authorized you to receive care.
- This plan may encourage you to use network **providers** by charging you lower **deductibles**, **co-payments** and **coinsurance** amounts.

Common Medical Event	Services You May Need	Your Cost If You Use an In-network Provider	Native American providers	Your Cost If You Use an Out-of-network Provider	Limitations & Exceptions
If you visit a health	Primary care visit to treat an injury or illness	\$75	No charge	Not covered	Subject to deductible after 1 <sup>st</sup> 3 non-preventive visits.
care <u>provider's</u> office or clinic	Other practitioner visit	\$75	No charge	Not covered	Subject to deductible after 1 <sup>st</sup> 3 non-preventive visits.

Coverage for: Individual + Family | Plan Type: HMO

Common Medical Event	Services You May Need	Your Cost If You Use an In-network Provider	Native American providers	Your Cost If You Use an Out-of-network Provider	Limitations & Exceptions
	Specialist visit	\$105	No charge	Not covered	Includes therapy visits, other office visits not provided by either Primary Care or Specialty Physicians or not specified in another benefit category. Subject to deductible after 1st 3 non-preventive visits.
	Preventive care/screening/immunizati on	No charge	No charge	Not covered	
	Discussion to the form	\$40 for laboratory tests	No charge	Not covered	
If you have a test	Diagnostic test (x-ray, blood work)	100% for X-rays and diagnostic imaging.	No charge	Not covered	Subject to deductible.
If you have a test	Imaging (CT/PET scans, MRIs)	100%	No charge	Not covered	Prior Authorization is Required. Subject to deductible.

Coverage for: Individual + Family | Plan Type: HMO

Common Medical Event	Services You May Need	Your Cost If You Use an In-network Provider	Native American providers	Your Cost If You Use an Out-of-network Provider	Limitations & Exceptions
	Tier 1 (Most Generics)	Retail – 100% Mail Order – 100%	No charge	Not covered	Up to 30-day supply for Retail Pharmacy. Up to 90-day supply for Mail Order Pharmacy. Subject to Pharmacy deductible up to \$500 maximum per script.
If you need drugs to treat your illness or condition  More information about prescription drug coverage is	Tier 2 (Preferred Brand)	Retail - 100% Mail Order – 100%	No charge	Not covered	Up to 30-day supply for Retail Pharmacy. Up to 90-day supply for Mail Order Pharmacy. Subject to Pharmacy deductible up to \$500 maximum per script.
available at lacare.org	Tier 3 (Non-Preferred Brand)	Retail – 100% Mail Order – 100%	No charge	Not covered	Up to 30-day supply for Retail Pharmacy. Up to 90-day supply for Mail Order Pharmacy. Prior Authorization is Required. Subject to Pharmacy deductible up to \$500 maximum per script.

Coverage for: Individual + Family | Plan Type: HMO

Common Medical Event	Services You May Need	Your Cost If You Use an In-network Provider	Native American providers	Your Cost If You Use an Out-of-network Provider	Limitations & Exceptions
	Tier 4 (Specialty Drugs)	100%	No charge	Not covered	Prior Authorization is Required. Subject to Pharmacy deductible up to \$500 maximum per script. Not available through Mail Order.
If you have outpatient surgery	Surgery facility fee (e.g., ambulatory surgery center)	100%	No charge	Not covered	Prior Authorization is Required. Subject to deductible.
	Physician/surgeon fees	100%	No charge	Not covered	Subject to deductible.
	Outpatient visit	100%	No charge	Not covered	Subject to deductible.
	Emergency room facility fee	100%	No charge	100%	Coinsurance waived if admitted. Subject to deductible.
If you need immediate medical	Emergency room physician fee	No charge	No charge	No charge	
attention	Emergency medical transportation	100%	No charge	100%	Subject to deductible.
	Urgent care	\$75	No charge	\$75	Subject to deductible after 1 <sup>st</sup> 3 non-preventive visits.
If you have a hospital stay	Facility fee (e.g., hospital room)	100%	No charge	Not covered	Prior Authorization is Required. Subject to deductible.
	Physician/surgeon fee	100%	No charge	Not covered	Subject to deductible.

Coverage for: Individual + Family | Plan Type: HMO

Common Medical Event	Services You May Need	Your Cost If You Use an In-network Provider	Native American providers	Your Cost If You Use an Out-of-network Provider	Limitations & Exceptions
	Mental/Behavioral Health outpatient office visits	15% up to \$75	No charge	Not covered	Subject to deductible after 1 <sup>st</sup> 3 non-preventive visits.
	Psychological Testing	\$0	No charge	Not covered	Prior Authorization is Required.
If you have mental health, behavioral health, or substance abuse needs	Mental/Behavioral Health other outpatient items and services	100%	No charge	Not covered	Subject to deductible after 1 <sup>st</sup> 3 non-preventive visits. Prior Authorization is Required. Services include Behavioral Health Treatment for Electroconvulsive Therapy, Intensive Outpatient Treatment Programs, Psychiatric Observation, Outpatient Partial Hospitalization, and Transcranial Magnetic Stimulation.
	Mental/Behavioral Health inpatient facility fee (e.g. hospital room)	100%	No charge	Not covered	Prior Authorization is Required. Subject to deductible.
	Mental/Behavioral Health inpatient physician fee	100%	No charge	Not covered	Prior Authorization is Required. Subject to deductible.

Coverage for: Individual + Family | Plan Type: HMO

Common Medical Event	Services You May Need	Your Cost If You Use an In-network Provider	Native American providers	Your Cost If You Use an Out-of-network Provider	Limitations & Exceptions
	Substance Use Disorder outpatient office visits	15% up to \$75	No charge	Not covered	Subject to deductible after 1 <sup>st</sup> 3 non-preventive visits. Prior Authorization is Required for Substance Use Disorder Medical Treatment for Withdrawal.
	Substance Use Disorder other outpatient items and services	100%	No charge	Not covered	Subject to deductible after 1st 3 non-preventive visits. Prior Authorization is Required. Services include Intensive Outpatient Treatment Programs, Outpatient Partial Hospitalization, and Substance Use Disorder Day Treatment.
	Substance Use Disorder inpatient facility fee (e.g. hospital room)	100%	No charge	Not covered	Prior Authorization is Required. Subject to deductible.
	Substance Use Disorder inpatient physician fee	100%	No charge	Not covered	Prior Authorization is Required. Subject to deductible.
If you are pregnant	Prenatal care and preconception visits  Delivery and all inpatient services	No charge 100% Hospital 100% Professional	No charge No charge	Not covered Not covered	Subject to deductible.

Questions: Call 1-855-270-2327or visit us at lacare.org

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at cciio.cms.gov or call 1-800-750-4776 to request a copy.

Coverage for: Individual + Family | Plan Type: HMO

Common Medical Event	Services You May Need	Your Cost If You Use an In-network Provider	Native American providers	Your Cost If You Use an Out-of-network Provider	Limitations & Exceptions
	Home health care	100%	No charge	Not covered	Up to a maximum of 100 visits per Calendar Year per Member by home health care agency providers. Prior Authorization is Required. Subject to deductible.
If you need help recovering or have	Outpatient Rehabilitation services	\$75	No charge	Not covered	Prior Authorization is Required.
other special health needs	special health	\$75	No charge	Not covered	Prior Authorization is Required.
	Skilled nursing care	100%	No charge	Not covered	Up to a maximum of 100 days per Calendar Year per Member. Prior Authorization is Required. Subject to deductible.
	Durable medical equipment	100%	No charge	Not covered	Prior Authorization is Required. Subject to deductible.
	Hospice service	No charge	No charge	Not covered	Prior Authorization is Required.
	Eye exam	No charge	No charge	Not covered	Deductible waived.
If your child needs dental or eye care	Glasses	No charge	No charge	Not covered	1 pair of glasses per year (or contact lenses in lieu of glasses).

Costs Co

Coverage for: Individual + Family | Plan Type: HMO

Summary of Benefits and Coverage:	What this Plan Covers & What it Costs
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Common Medical Event	Services You May Need	Your Cost If You Use an In-network Provider	Native American providers	Your Cost If You Use an Out-of-network Provider	Limitations & Exceptions
	Dental check-up — Preventive and Diagnostic (includes oral exam, preventive cleaning and x-ray, sealants per tooth, topical fluoride application and space maintainers- fixed)	No charge	No charge	Not covered	

#### **Excluded Services & Other Covered Services:**

Services Your Plan Does NOT Cover (This isn't a complete list. Check your policy or plan document for other excluded services.)				
Cosmetic surgery	Long-term care	• Routine eye care (Adult)		
Dental care (Adult)	Non-emergency care when traveling outside	Most coverage provided outside the United		
Infertility treatment	the U.S.	States		
Hearing aids	Private-duty nursing	Chiropractic care		
O	Weight loss programs			

Other Covered Services (This isn't a complete list. Check your policy or plan document for other covered services and your costs for these services.)

• Acupuncture

• Bariatric surgery

• Routine foot care

• Services related to Abortion

Coverage Period: 01/01/2018 - 12/31/2018

Coverage for: Individual + Family | Plan Type: HMO

### **Your Rights to Continue Coverage:**

Federal and State laws may provide protections that allow you to keep this health insurance coverage as long as you pay your **premium**. There are exceptions, however, such as if:

- You commit fraud
- The insurer stops offering services in the State
- You move outside the coverage area

For more information on your rights to continue coverage, contact us at 1-855-270-2327. You may also contact your state insurance department at 1-888-466-2219.

### **Your Grievance and Appeals Rights:**

If you have a complaint or are dissatisfied with a denial of coverage for claims under your plan, you may be able to <u>appeal</u> or file a <u>grievance</u>. For questions about your rights, this notice, or assistance, you can contact: 1-888-466-2219.

### **Language Access Services:**

**IMPORTANT**: You can get an interpreter at no cost to talk to your doctor or health plan. To get an interpreter or to ask about written information in (your language), first call your health plan's phone number at 1-855-270-2327. Someone who speaks (your language) can help you. If you need more help, call the HMO Help Center at 1-888-466-2219

**IMPORTANTE**: Puede obtener la ayuda de un intérprete sin costo alguno para hablar con su médico o con su plan de salud. Para obtener la ayuda de un intérprete o preguntar sobre información escrita en español, primero llame al número de teléfono de su plan de salud al 1- 855-270-2327. Alguien que habla español puede ayudarle. Si necesita ayuda adicional, llame al Centro de Ayuda de HMO al 1-888-466-2219.

**MAHALAGA:** Maaari kang kumuha ng isang tagasalin nang walang bayad upang makipag-usap sa iyong doktor o sa planong pangkalusugan. Upang makakuha ng isang tagapagsalin o magtanong tungkol sa nakasulat na impormasyon sa Tagalog, mangyaring tawagan muna ang numero ng telepono ng iyong planong pangkalusugan sa 1-855-270-2327. Ang isang tao na nakapagsasalita ng Tagalog ay maaaring tumulong sa iyo. Kung kailangan mo ng dagdag na tulong, tawagan ang Sentro na Tumutulong ng HMO sa 1-888-466-2219.

[Chinese (中文): 如果需要中文的帮助,请拨打这个号码1-888-466-2219.]

Questions: Call 1-855-270-2327 or visit us at lacare.org

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Coverage for: Individual + Family | Plan Type: HMO

[Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-888-466-2219.]

To see examples of how this plan might cover costs for a sample medical situation, see the next page

Coverage for: Individual + Family | Plan Type: HMO





# **About these Coverage Examples:**

These examples show how this plan might cover medical care in given situations. Use these examples to see, in general, how much financial protection a sample patient might get if they are covered under different plans.



## This is not a cost estimator.

Don't use these examples to estimate your actual costs under this plan. The actual care you receive will be different from these examples, and the cost of that care will also be different.

See the next page for important information about these examples.

# Having a baby

(normal delivery)

- Amount owed to providers: \$7,540
- Plan pays \$\$1,240
- **Patient pays** \$6,300

#### Sample care costs:

Total	\$7,540
Vaccines, other preventive	\$40
Radiology	\$200
Prescriptions	\$200
Laboratory tests	\$500
Anesthesia	\$900
Hospital charges (baby)	\$900
Routine obstetric care	\$2,100
Hospital charges (mother)	\$2,700

#### Patient pays:

Coinsurance	\$20
Total	\$6,300

# **Managing type 2 diabetes**

(routine maintenance of a well-controlled condition)

- Amount owed to providers: \$5,400
- Plan pays \$3,275
- Patient pays \$2,125

#### Sample care costs:

Prescriptions	\$2,900
Medical Equipment and Supplies	\$1,300
Office Visits and Procedures	\$700
Education	\$300
Laboratory tests	\$100
Vaccines, other preventive	\$100
Total	\$5,400

#### Patient navs:

Deductibles	\$1,900
Co-pays	\$225
Coinsurance	\$0
Total	\$2,125

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Coverage for: Individual + Family | Plan Type: HMO

# **Questions and answers about the Coverage Examples:**

# What are some of the assumptions behind the **Coverage Examples?**

- Costs don't include premiums.
- Sample care costs are based on national averages supplied by the U.S. Department of Health and Human Services, and aren't specific to a particular geographic area or health plan.
- The patient's condition was not an excluded or preexisting condition.
- All services and treatments started and ended in the same coverage period.
- There are no other medical expenses for any member covered under this plan.
- Out-of-pocket expenses are based only on treating the condition in the example.
- The patient received all care from innetwork providers.

### What does a Coverage Example show?

For each treatment situation, the Coverage Example helps you see how deductibles, copayments, and coinsurance can add up. It also helps you see what expenses might be left up to you to pay because the service or treatment isn't covered or payment is limited.

# **Does the Coverage Example** predict my own care needs?

**No.** Treatments shown are just examples. The care you would receive for this condition could be different based on your doctor's advice, your age, how serious your condition is, and many other factors.

# **Does the Coverage Example** predict my future expenses?

**No.** Coverage Examples are <u>not</u> cost estimators. You can't use the examples to estimate costs for an actual condition. They are for comparative purposes only. Your own costs will be different depending on the care you receive, the prices your providers charge, and the reimbursement your health plan allows.

# **Can I use Coverage Examples** to compare plans?

✓ Yes. When you look at the Summary of Benefits and Coverage for other plans, you'll find the same Coverage Examples. When you compare plans, check the "Patient Pays" box in each example. The smaller that number, the more coverage the plan provides.

# Are there other costs I should consider when comparing plans?

✓ Yes. An important cost is the premium you pay. Generally, the lower your premium, the more you'll pay in out-ofpocket costs, such as co-payments, deductibles, and coinsurance. You should also consider contributions to accounts such as health savings accounts (HSAs), flexible spending arrangements (FSAs) or health reimbursement accounts (HRAs) that help you pay out-of-pocket expenses.

Questions: Call 1-855-270-2327 or visit us at lacare.org