



| <b>Services</b>  | <b>In-Network:</b>                 | <b>Out-of-Network:</b>             |
|--|------------------------------------|------------------------------------|
| <b>Emergency Services</b>  |                                    |                                    |
| Emergency room visits  | 0% after Deductible                | 0% after Deductible                |
| Ambulance (Air or Ground)  | 0% after Deductible                | 0% after Deductible                |
| Urgent Care Visit  | 0% after Deductible                | 0% after Deductible                |
| <b>Prescription Drugs Benefit</b>  |                                    |                                    |
| <b>Retail Pharmacy Benefit (up to a 31-day supply)</b>   |                                    |                                    |
| Preferred Generic Drugs (Tier 1)   | 0% after Deductible                | 0% after Deductible                |
| Non-Preferred Generic & Preferred Brand Drugs (Tier 2)   | 0% after Deductible                | 0% after Deductible                |
| Non-Preferred Brand Drugs (Tier 3)   | 0% after Deductible                | 0% after Deductible                |
| Specialty Drugs (Tier 4)   | 0% after Deductible                | N/A                                |
| <b>Mail Order Pharmacy Benefit (up to a 90-day supply)</b>   |                                    |                                    |
| Preferred Generic Drugs (Tier 1)   | 0% after Deductible                | N/A                                |
| Non-Preferred Generic & Preferred Brand Drugs (Tier 2)   | 0% after Deductible                | N/A                                |
| Non-Preferred Brand Drugs (Tier 3)   | 0% after Deductible                | N/A                                |
| Specialty Drugs (Tier 4)<br>(31-Day Supply Only)   | N/A                                | N/A                                |
| <b>Co-Op Value Preventive Drugs</b>  | No Charge                          | No Charge                          |
| <i>Generic medications required or you will pay the copay/coinsurance plus cost difference between brand and generic medication.</i>                                 |                                    |                                    |
| <b>Mental Health/Chemical Dependency Services</b>  |                                    |                                    |
| Inpatient / other Outpatient Facility Services   | 0% after Deductible                | 0% after Deductible                |
| Office Visit Tier 1 Provider (CHC)   | N/A                                | N/A                                |
| Office Visit Tier 2 Provider   | 0% after Deductible                | 0% after Deductible                |
| <b>Other Covered Services</b> <i>(This is not a complete list. Check your policy or plan document for other covered services and your costs for these services.)</i> |                                    |                                    |
| Chiropractic Care<br><i>Maximum of 20 visits per calendar year.</i>  | 0% after Deductible                | 0% after Deductible                |
| Convalescent Home Services<br><i>Maximum of 60 days per calendar year.</i>   | 0% after Deductible                | 0% after Deductible                |
| Dental Care Reimbursement  | Balance After Dental Reimbursement | Balance After Dental Reimbursement |
| Durable Medical Equipment<br><i>Rental (up to the purchase price), Purchase and Repair and Replacement of Durable Medical Equipment.</i>                             | 0% after Deductible                | 0% after Deductible                |
| Home Health Care Services<br><i>Maximum of 180 visits per calendar year.</i>   | 0% after Deductible                | 0% after Deductible                |
| Laboratory Services  | 0% after Deductible                | 0% after Deductible                |
| Therapeutic Services (PT, OT, ST)  | 0% after Deductible                | 0% after Deductible                |
| Transplant Services  | 0% after Deductible                | 0% after Deductible                |
| Vision Care Reimbursement  | Balance After Vision Reimbursement | Balance After Vision Reimbursement |

| <b>Services</b>  | <b>In-Network:</b>              | <b>Out-of-Network:</b>                    |
|--|---------------------------------|---|
| <b>Pediatric Vision Care Services</b> (Applies to covered dependent children under age 19)   |                                 |   |
| Examination<br><i>One exam per covered dependent child per calendar year</i>   | No Charge                       | 0% after Deductible                       |
| Lenses<br>Single Vision<br>Bifocal<br>Trifocal<br>Lenticular<br><i>Coverage includes lenses in polycarbonate, plastic or glass, scratch resistant or UV coatings also covered. One set of lenses per covered dependent per calendar year</i> | No Charge                       | 0% after Deductible                       |
| Frames<br><i>One frame per covered dependent child per calendar year. Frame selection will be from a pediatric exchange collection.</i>  | No Charge                       | 0% after Deductible                       |
| Contact Lenses<br>Necessary Professional Fees and Materials<br>Elective Professional Fees and Materials<br><i>15% discount applies to the Providers usual and customary professional fees for contract lens evaluation and fitting.</i>      | No Charge<br>In lieu of glasses | 0% after Deductible<br>In lieu of glasses |

This is a brief summary of benefits. Refer to your complete policy document for additional information or a further explanation of benefits, limitations, and exclusions.

## What is the annual deductible?

Your plan's deductible is the fixed dollar amount of Covered Medical Expenses that you must incur for certain Covered Benefits before MHC begins paying benefits for them. The Deductible must be satisfied each accrual period defined on the first page of this Outline of Coverage by each Covered Person, except as provided under "*Family Deductible Limit*" provision. Only the Allowable Fee for Covered Medical Expenses is applied to the Deductible. The following do not apply towards satisfaction of the Deductible: (1) services, treatments or supplies that are not covered under this Policy; and (2) amounts billed by Out-of-Network Providers, which include the Out-of-Network Provider Differential.

## What is the annual out-of-pocket maximum?

The Annual Out-of-Pocket Maximum is the maximum amount that the Covered Person must pay every accrual period for Covered Medical Expenses incurred for Covered Benefits. The Annual Out-of-Pocket Maximum is shown in the Schedule of Benefits. It applies to all Covered Benefits except the *Preventive Health Care Services Benefit*.

The Annual Out-of-Pocket Maximum includes the following:

1. Calendar Year Deductible;
2. Copayments; and
3. Coinsurance.

When the Annual Out-of-Pocket Maximum is satisfied in the accrual period, We will then pay 100% of Covered Medical Expenses incurred for Covered Benefits for the remainder of that Calendar Year. The Annual Out-of-Pocket Maximum must be satisfied each Calendar Year.

The exception to this is in regards to out-of-network charges. The amount the plan pays for covered services is based on the allowed amount. **If an out-of-network provider charges more than the allowed amount, you may have to pay the difference.** For example, if an out-of-network hospital charges \$1,500 for an overnight stay and the allowed amount is \$1,000, you may have to pay the \$500 difference which does not apply to the deductible, coinsurance, or Out of Pocket Maximum. (This is called balance billing.)

## Payments to providers

Payment to providers is based on the prevailing or contracted Mountain Health CO-OP fee allowance for covered services. Although In-Network Providers accept the fee allowance as payment in full, Out-of-Network Providers may not. Services of Out-of-Network Providers could result in out-of-pocket expense in addition to the percentage indicated.

## Preauthorization

Coverage of certain medical services and surgical procedures requires a benefit determination by Mountain Health CO-OP before the services are performed. This process is called 'preauthorization'. Preauthorization is necessary to determine if certain services and supplies are covered under this plan, and if you meet the plan's eligibility requirements. You'll find the most current preauthorization list in your complete policy document.

## The Patient's right to know the costs of medical procedures.

The insured, or the insured's agent, may request an estimate of the member's portion of provider charges for any service or course of treatment that exceeds \$500. Mountain Health CO-OP shall make a good faith effort to provide accurate information based on cost estimates and procedure codes obtained by the insured from the insured's health care provider. The estimate may be provided in writing or electronically. It is not a binding contract between Mountain Health CO-OP and the member, and is not a guarantee that the estimated amount will be the charged amount, or that it will include charges for unforeseen conditions. Contact Customer Service at (855) 488-0622 to request an estimate.

# Provider Networks

Organization (PPO) (In-Network) - An innovative health care partnership developed by MHC and our Preferred Hospital Providers to offer health care services to Members at lower premiums. This network is composed of hospitals or surgery centers across the state that accept lower payments for each hospital or surgery center service or inpatient stay.

Participating Providers accept the MHC allowable fee, in addition to the deductible, coinsurance and copayment, as payment in full for covered services. These providers will submit claims for you, and MHC will pay the participating provider directly. There is no billing to you over your deductible, coinsurance and copayment.

Nonparticipating Provider (Out-of-Network) - Nonparticipating Providers have not contracted with MHC to provide services at negotiated rates, and your out of pocket expenses can be significantly higher. Nonparticipating providers are under no obligation to submit claims for you. You may receive payment for claims received from a nonparticipating provider.

If a Primary Care Provider (PCP), Primary Care Provider Specialist (PCPS), Common Specialty Care Provider (CSCP) or a Less Common Sub-Specialty Care Provider (LCSP) is not located within 60 miles, the member can go outside of the 60 miles to a network Provider (an authorization may be required.) MHC will pay as participating and the member may be balanced billed. If the member sees a provider outside of that 60 miles and the provider is not in network the benefits will go towards the out-of-network deductible and out-of-pocket maximum.

Out-of-network emergency room services to treat an emergency medical condition are reimbursed as if obtained in-network, if an in-network emergency room cannot be reasonably reached. An emergency medical condition means a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) so that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in a condition that places the health of the individual in serious jeopardy, would result in serious impairment to bodily functions, or serious dysfunction of any bodily organ or part; or with respect to a pregnant woman having contractions, that there is inadequate time to safely transfer the woman to another hospital for delivery or that a transfer may pose a threat to the health or safety of the woman or the fetus.

Finding Participating Providers– To locate Participating Providers and PPO hospitals and surgery centers in Mountain check our on-line provider directory at [www.mhc.coop/provider-finder/](http://www.mhc.coop/provider-finder/) or contact Customer Service at 1-855-447-2900. Be sure to have your health plan identification number available when you call.