

Benefit Booklet  
For Employees of  
North Carolina Bar Association Plan 20  
for

**BlueOptions®**



An Independent Licensee of the Blue Cross and Blue Shield Association

**This benefit booklet describes the health care benefits offered by the North Carolina Bar Association Health Benefit Trust. Blue Cross and Blue Shield of North Carolina provides administrative services only and does not assume any financial risk or obligation with respect to claims.**

## **BENEFIT BOOKLET**

**Please read this benefit booklet carefully.**

The benefit plan described in this booklet is an EMPLOYEE health benefit plan, subject to the Employee Retirement Income Security Act of 1974 (ERISA) and the Health Insurance Portability and Accountability Act of 1996 (HIPAA). A summary of benefits, conditions, limitations and exclusions is set forth in this benefit booklet for easy reference.

In the event of a conflict between this benefit booklet and the terms in the Trust Agreement, the Trust Agreement will control.

**THE BENEFITS AND COVERAGES DESCRIBED HEREIN ARE PROVIDED THROUGH A TRUST FUND ESTABLISHED BY A GROUP OF EMPLOYERS (NORTH CAROLINA BAR ASSOCIATION HEALTH BENEFIT TRUST). EXCESS INSURANCE IS PROVIDED BY A LICENSED INSURANCE COMPANY TO COVER HIGH AMOUNT MEDICAL CLAIMS. THE TRUST FUND IS NOT SUBJECT TO ANY INSURANCE GUARANTY ASSOCIATION, ALTHOUGH THE TRUST FUND IS MONITORED BY THE NORTH CAROLINA DEPARTMENT OF INSURANCE. OTHER RELATED FINANCIAL INFORMATION IS AVAILABLE FROM YOUR EMPLOYER OR FROM THE NORTH CAROLINA BAR ASSOCIATION HEALTH BENEFIT TRUST. PARTICIPATING EMPLOYERS WILL BE RESPONSIBLE FOR FUNDING ALL CLAIMS INCURRED BY EMPLOYEES COVERED UNDER THE TRUST.**

**Important Cancellation Information — Please Read The Provision In This Benefit Booklet Entitled, "When Coverage Begins And Ends."**

## **Quick Reference - Other Coverage Offered Through Your Employer**

### **Life Insurance**

Your employer may offer life insurance coverage through USABLE Life Insurance Company. The types of life insurance coverage offered may include:

- Employee Life
- Accidental Death and Dismemberment
- Dependent Life
- Supplemental Life
- Supplemental Accidental Death and Dismemberment

If you have any questions about your benefits, please contact your employer, or you may call or write:

USABLE Life Insurance Company  
Claims Department  
320 W. Capitol  
Suite 700  
Little Rock, AR 72201  
1-800-648-0271 (toll free)

*To see if you are eligible for these services, check your benefits summary in this guide or talk to your benefits administrator.*

## **BLUE OPTIONS**

### **MEMBER RIGHTS AND RESPONSIBILITIES**

***AS A MEMBER OF THE NORTH CAROLINA BAR ASSOCIATION HEALTH BENEFIT TRUST, WITH A PLAN ADMINISTERED BY BLUE CROSS AND BLUE SHIELD OF NORTH CAROLINA (BLUE CROSS NC), YOU HAVE THE RIGHT TO:***

- Receive, upon request, information about Blue Options including its services, doctors, a printed copy of the benefit booklet, benefit summary and directory of IN--NETWORK PROVIDERS
- Receive courteous service from the CORPORATION
- Receive considerate and respectful care from your IN--NETWORK PROVIDERS
- Receive the reasons for the CORPORATION'S denial of a requested treatment or health care service, including (upon request) an explanation of the Utilization Management criteria and treatment protocol used to reach the decision
- Receive (upon request) information on the procedure and medical criteria used by the CORPORATION to determine whether a procedure, treatment, facility, equipment, drug or device is INVESTIGATIONAL, EXPERIMENTAL or requires prior approval
- Receive accurate, reader-friendly information to help you make informed decisions about your health care
- Participate actively in all decisions related to your health care
- Discuss all treatment options candidly with your health care PROVIDER regardless of cost or benefit coverage
- Expect that measures will be taken to ensure the confidentiality of your health care information
- File an appeal and expect a fair and efficient appeals process for resolving any differences you may have with the CORPORATION or the PLAN ADMINISTRATOR.
- Be treated with respect and recognition of their dignity and right to privacy
- Voice complaints or appeals about the organization or the care it provides
- Make recommendations regarding the organization's members' rights and responsibilities policies

***As a member of the North Carolina Bar Association Health Benefit Trust, with a plan administered by Blue Cross NC, you have the responsibility to:***

- Present your ID CARD each time you receive services
- Give your DOCTOR permission to ask for medical records from other doctors you have seen. You will be asked to sign a transfer of medical records authorization form.
- Read your Blue Options benefit booklet and all other Blue Options member materials
- Call Customer Service if you have a question or do not understand the material provided by the CORPORATION.
- Follow the course of treatment prescribed by your DOCTOR. If you choose not to comply, tell your DOCTOR.
- Provide complete information about any illness, accident or health care issues to the CORPORATION and PROVIDERS

- Make and keep appointments for non-emergency medical care. If it is necessary to cancel an appointment, give the DOCTOR'S office adequate notice.
- Participate in understanding your health problems and the medical decisions regarding your health care
- Be considerate and courteous to Blue Options PROVIDERS, their staff and representatives of the PLAN and CORPORATION
- Notify the PLAN ADMINISTRATOR and the CORPORATION if you have any other group coverage
- Notify your PLAN ADMINISTRATOR of any changes regarding dependents and marital status as soon as possible
- Protect your ID CARD from unauthorized use.

### **Important Notice of Special Enrollment**

If you are declining enrollment for yourself or your DEPENDENTS (including your spouse) because of other health insurance (including Medicaid or Children's Health Insurance Program (CHIP)) or group health plan coverage, you may be able to enroll yourself and the DEPENDENTS in this plan if you or your DEPENDENTS lose eligibility for that other coverage (or if the employer stops contributing towards your or your DEPENDENTS' other coverage). However, you must request enrollment within 30 days after your or your DEPENDENTS' other coverage ends (other than Medicaid or CHIP) or if the employer stops contributing towards your or your DEPENDENTS' other coverage and within 60 days after the loss of Medicaid or CHIP eligibility.

In addition, if you have a new DEPENDENT as a result of marriage, birth, court order, adoption, or placement for adoption, you may be able to enroll yourself and your DEPENDENTS. However, you must request enrollment within 30 days after the marriage, birth, adoption, or placement for adoption or foster care, except when adding a DEPENDENT CHILD will not change your coverage type or premiums that are owed.

For questions or to obtain more information, contact Customer Service at:

Blue Cross NC Customer Service  
Blue Cross and Blue Shield of North Carolina Blue Cross NC  
PO Box 2291  
Durham, NC 27702 1-877-275-9787 (toll-free)

### **Important Notice of Women's Health And Cancer Rights Act**

If you have had or are going to have a mastectomy, you may be entitled to certain benefits under the Women's Health and Cancer Rights Act of 1998 (WHCRA). For individuals receiving mastectomy-related benefits, coverage will be provided in a manner determined in consultation with the attending physician and the patient, for:

- All stages of reconstruction of the breast on which the mastectomy was performed;
- Surgery and reconstruction of the other breast to produce a symmetrical appearance;
- Prostheses; and
- Treatment of physical complications of the mastectomy, including lymphedemas.

These benefits will be provided subject to the same deductibles and coinsurance applicable to other medical and surgical benefits provided under this plan.

For questions or to obtain more information, contact Customer Service at:

Blue Cross NC Customer Service  
Blue Cross and Blue Shield of North Carolina Blue Cross NC  
PO Box 2291  
Durham, NC 27702 1-877-275-9787 (toll-free)

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# GETTING STARTED WITH BLUE OPTIONS

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## IMPORTANT INFORMATION REGARDING THE PLAN:

In accordance with applicable federal law, the CORPORATION will not discriminate against any health care provider acting within the scope of their license or certification, or against any person who has received a break on their premium or taken any other action to endorse his or her right under applicable federal law. Further, the CORPORATION shall not impose eligibility rules or variations in premiums based on any specified health status-related factors unless specifically permitted by law.

## **Getting Started**

This benefit booklet provides important information about your benefits and can help you understand how to maximize them. It's important that you read the entire booklet. If you need help or more information, it tells you how to contact the CORPORATION in the "Who to Contact" section.

## **Notes on Words**

As you read this benefit booklet, keep in mind that any word you see in small capital letters (SMALL CAPITAL LETTERS) is a defined term and appears in "Glossary" at the end of this benefit booklet. The terms "CORPORATION" refers to Blue Cross and Blue Shield of North Carolina ("Blue Cross NC").

## **This Booklet**

### **This booklet tells you about:**

- your COVERED SERVICES and exclusions or services that are not covered
- how the PLAN works
- how expenses for COVERED SERVICES are shared
- who is eligible to be covered under the PLAN and when this coverage starts and ends
- our UTILIZATION MANAGEMENT programs and the right to appeal the decision
- any Special Programs that may come with the PLAN.

## **PRIOR REVIEW and CERTIFICATION**

Certain services require PRIOR REVIEW and CERTIFICATION in order for you to avoid a penalty or full denial of benefits. General categories of services requiring PRIOR REVIEW and CERTIFICATION are noted in "COVERED SERVICES." To determine if a specific service requires PRIOR REVIEW and CERTIFICATION, visit [www.BlueCrossNC.com](http://www.BlueCrossNC.com) for the PRIOR REVIEW list, which is updated when new services are added or when services are removed. You can also call Customer Service. See "PRIOR REVIEW (Pre-Service)" in "UTILIZATION MANAGEMENT" for information about the review process.

## GETTING STARTED WITH BLUE OPTIONS *(cont.)*

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### **Exclusions and Limitations**

Exclusions and limitations apply to your coverage. Service-specific exclusions are stated along with the benefit description in "COVERED SERVICES." Exclusions that apply to many services are listed in "What Is Not Covered?" To understand the exclusions and limitations that apply to each service, read "COVERED SERVICES," "Summary of Benefits" and "What Is Not Covered?"

### **No Assignment of Benefits**

The benefits described in this benefit booklet are provided only for MEMBERS. These benefits, the right to receive payment under the PLAN, and the right to enforce any claim arising under the PLAN cannot be transferred or assigned to any other person or entity, including PROVIDERS. The CORPORATION will not recognize any such assignment, and any attempted assignment is void if performed without the CORPORATION'S prior written consent. PROVIDERS are not considered beneficiaries under the PLAN and do not have standing to sue under ERISA. The CORPORATION may pay a PROVIDER directly. For example, the CORPORATION pays IN-NETWORK PROVIDERS directly under applicable contracts with those PROVIDERS. However, any PROVIDER'S right to be paid directly is through such contract with the CORPORATION, and not through the PLAN. Under the PLAN, the CORPORATION has the sole right to determine whether payment for services is made to the PROVIDER, to the EMPLOYEE, or allocated among both. The CORPORATION'S decision to pay a PROVIDER directly in no way reflects or creates any rights of the PROVIDER under the PLAN, including but not limited to benefits, payments or procedures. For more information, see "Additional Terms of Your Coverage."

### **More Information upon Request**

You may receive, upon request, information about Blue Options, its services and DOCTORS, including printed copies of this benefit booklet with a benefit summary, and a directory of IN-NETWORK PROVIDERS.

### **Medical and Reimbursement Policies**

Certain services are covered pursuant to the CORPORATION'S medical and reimbursement policies, which are updated throughout the plan year. These policies describe the procedure and criteria to determine whether a procedure, treatment, facility, equipment, drug or device is MEDICALLY NECESSARY and eligible for coverage, INVESTIGATIONAL or EXPERIMENTAL, COSMETIC, or a convenience item. The most up-to-date medical and reimbursement policies are available at [www.BlueCrossNC.com](http://www.BlueCrossNC.com), or call Customer Service at the number listed in "Who to Contact?"

### **Reduced or Waived Payments**

From time to time, MEMBERS may receive a reduced or waived copayment, deductible and/or coinsurance on designated services, PRESCRIPTION DRUGS, or therapies in connection with

## GETTING STARTED WITH BLUE OPTIONS *(cont.)*

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programs designed to reduce medical costs, or to encourage MEMBERS to seek appropriate, high quality, efficient care based on the CORPORATION'S criteria.

### Common Insurance Terms

To help you become familiar with some common insurance terms concerning what you may owe after visiting your PROVIDER, see the chart below and the "Glossary:"

Deductible	The amount of money you must pay for COVERED SERVICES in a BENEFIT PERIOD before the PLAN begins to pay for COVERED SERVICES. The deductible does not include coinsurance, charges in excess of the ALLOWED AMOUNT, amounts exceeding any maximum, or charges for noncovered services.
Coinsurance	The sharing of charges by the PLAN and you for COVERED SERVICES, after you have met your BENEFIT PERIOD deductible. This is stated as a percentage. The coinsurance listed is your share of the cost of a COVERED SERVICE.
TOTAL OUT-OF-POCKET LIMIT	The TOTAL OUT-OF-POCKET LIMIT is the dollar amount you pay for COVERED SERVICES in a BENEFIT PERIOD before the PLAN pays 100% of COVERED SERVICES. It does not include charges over the ALLOWED AMOUNT, premiums, penalties and charges for noncovered services.

Here is an example of what your costs could be for IN-NETWORK or OUT-OF-NETWORK services. These deductible and coinsurance amounts are for example only. The scenario is a total outpatient HOSPITAL bill of \$5,000.

	IN-NETWORK	OUT-OF-NETWORK
a) Total Bill	\$5,000	\$5,000
b) ALLOWED AMOUNT	\$4,250	\$4,250
c) Deductible Amount	<b>\$250</b>	<b>\$500</b>
d) ALLOWED AMOUNT Minus Deductible (B-C)	\$4,000	\$3,750
e) Your Coinsurance Amount (x% times D)	<b>(10%) \$400</b>	<b>(30%) \$1,125</b>

## GETTING STARTED WITH BLUE OPTIONS *(cont.)*

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f) Amount You Owe Over ALLOWED AMOUNT	<b>\$0</b> (IN-NETWORK charges limited to ALLOWED AMOUNT)	<b>\$750</b> (difference between Total Bill and ALLOWED AMOUNT)
g) Total Amount You Owe (C+E+F)	<b>\$650</b>	<b>\$2,375</b>

**Please note: The Blue Options plan is intended to be a high deductible health plan ("HDHP") that qualifies its MEMBERS to contribute to a Health Savings Account (HSA), unless its members are otherwise ineligible under applicable federal requirements. Please consult a qualified tax advisor if you are unsure about your eligibility. In addition, the deductible and TOTAL OUT-OF-POCKET LIMIT amounts listed in the "Summary of Benefits" may be revised each year in accordance with Internal Revenue Service (IRS) rulings.**



## WHO TO CONTACT?

### **Toll-Free Phone Numbers, Website and Addresses**

<b>CORPORATION Website:</b> <b><a href="http://www.BlueCrossNC.com">www.BlueCrossNC.com</a></b>	Find IN-NETWORK PROVIDERS and get information about top-performing facilities, PRESCRIPTION DRUG information, and news about the CORPORATION.
<b>Blue Connect Website:</b> <b><a href="http://www.bcbsnc.com/members/ncbar">www.bcbsnc.com/members/ncbar</a></b>	Use the CORPORATION'S secure MEMBER website to look at your PLAN, check benefits, eligibility, and claims status, download forms, manage your account, ask for new ID CARDS, get helpful wellness information and more.
<b>Customer Service:</b> 1-877-275-9787 (toll free)	For questions about your benefits, claims, new IDENTIFICATION CARDS (ID CARD) requests, or to voice a complaint.
<b>PRESCRIPTION DRUG Information:</b> 1-877-258-3334	You may visit the website at <b><a href="http://www.bcbsnc.com/members/ncbar">www.bcbsnc.com/members/ncbar</a></b> or call Customer Service to access a list of IN-NETWORK pharmacies (including the Specialty Network); a list of PRESCRIPTION DRUGS that are subject to PRIOR REVIEW, quantity or benefit limitations; or a copy of the FORMULARY. You may also visit <b><a href="http://www.BlueCrossNC.com/umdrug">www.BlueCrossNC.com/umdrug</a></b> for more information.
<b>PRIOR REVIEW and CERTIFICATION:</b> MEMBERS call: 1-877-275-9787 (toll free) PROVIDERS, call: 1-800-214-4844 (toll free)	Some services need PRIOR REVIEW and CERTIFICATION by the CORPORATION. The list of these services may change from time to time. Up-to-date information about which services may need prior review can be found online at <b><a href="http://www.bcbsnc.com/members/ncbar">www.bcbsnc.com/members/ncbar</a></b> .
<b>Behavioral Health:</b> 1-800-359-2422 (toll free)	For questions about your mental health and substance use disorder benefits and claims.
<b>Out of North Carolina Care:</b> 1-800-810-BLUE (2583) (toll free)	For help in obtaining care outside of North Carolina or the U.S., call this number or visit <b><a href="http://bcbs.com">bcbs.com</a></b> .
<b>Health Line Blue<sup>SM</sup>:</b> 1-877-477-2424 (toll free)	Talk to a nurse 24/7 to get timely information and help on a number of health-related issues. Nurses are on hand by phone in both English and Spanish.
<b>MDLIVE Telehealth:</b> 1-888-657-9982 and	For access to a DOCTOR regarding nonemergency medical issues, call or visit the website to ask for a

<b>WWW.MDLIVE.COM/NCVIDEODOC</b>	consultation. DOCTORS will be able to diagnose and suggest a treatment that's appropriate.
<b>Nurse Support:</b> 1--888--229-8510 (toll free)	Talk to a Nurse Advocate about receiving support for managing asthma, diabetes, congestive heart failure, coronary artery disease (CAD) and chronic obstructive pulmonary disease (COPD), or hypertension.
<b>My Pregnancy:</b> <b>www.BCBSNC.com/mypregnancy</b>	The maternity program will provide you with support for managing your pregnancy.
<b>Prime Pay:</b> 1-877-916-5015 (toll free)	For EMPLOYER groups of 20 or more employees, contact your COBRA Administrator.
<b>Medical Claims Filing:</b> Blue Cross NC Claims Department PO Box 35 Durham, NC 27702-0035	Mail completed medical claims to this address.
<b>PRESCRIPTION DRUGS:</b> Prime Therapeutics Mail Route: Commercial PO Box 25136 Lehigh Valley, PA 18002-5136	Mail completed PRESCRIPTION DRUG claims to this address.

### **Value-Added Programs**

These programs are not covered benefits and are outside of the PLAN. The CORPORATION does not accept claims or reimburse for these goods or services, and MEMBERS are responsible for paying all bills. The CORPORATION may change or discontinue these programs at any time.

#### **Blue365™**

#### **Keep your body – and budget – healthy**

Staying healthy and active should be easy – and affordable. That's why the CORPORATION offers Blue365™. It's a simple way to save on everything you need for a well-balanced lifestyle.

#### **Get deals, discounts & more:**

- Fitness: Gym memberships & fitness gear
- Personal Care: Vision & hearing care
- Healthy Eating: Weight loss & nutrition programs

- Lifestyle: Travel & family activities
- Wellness: Mind/body wellness tools & resources
- Financial Health: Financial tools & programs

Join and save

Visit **[www.BlueCrossNC.com/blue365](http://www.BlueCrossNC.com/blue365)**

Or call 1-855-511-BLUE (2583).

# IMPORTANT NOTICE - PRESCRIPTION DRUG COVERAGE AND MEDICARE

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## Important Notice from NC Bar Association Health Benefit Trust About Your Prescription Drug Coverage and Medicare

Please read this notice carefully and keep it where you can find it. This notice has information about your current prescription drug coverage with NC Bar Association Health Benefit Trust and about your options under Medicare's prescription drug coverage. This information can help you decide whether or not you want to join a Medicare drug plan. If you are considering joining, you should compare your current coverage, including which drugs are covered at what cost, with the coverage and costs of the plans offering Medicare prescription drug coverage in your area. Information about where you can get help to make decisions about your prescription drug coverage is at the end of this notice.

There are two important things you need to know about your current coverage and Medicare's prescription drug coverage:

- Medicare prescription drug coverage became available in 2006 to everyone with Medicare. You can get this coverage if you join a Medicare Prescription Drug Plan or join a Medicare Advantage Plan (like an HMO or PPO) that offers prescription drug coverage. All Medicare drug plans provide at least a standard level of coverage set by Medicare. Some plans may also offer more coverage for a higher monthly premium.
- NC Bar Association Health Benefit Trust has determined that the prescription drug coverage is, on average for all plan participants, expected to pay out as much as standard Medicare prescription drug coverage pays and is therefore considered Creditable Coverage. Because your existing coverage is Creditable Coverage, you can keep this coverage and not pay a higher premium (a penalty) if you later decide to join a Medicare drug plan.

### When Can You Join A Medicare Drug Plan?

You can join a Medicare drug plan when you first become eligible for Medicare and each year from October 15 to December 7. However, if you lose your current creditable prescription drug coverage, through no fault of your own, you will also be eligible for a two (2) month Special Enrollment Period (SEP) to join a Medicare drug plan.

### What Happens To Your Current Coverage If You Decide To Join A Medicare Drug Plan?

If you decide to join a Medicare drug plan, your current coverage may be affected. Please contact us for more information about what happens to your coverage if you enroll in a Medicare prescription drug program.

### When Will You Pay A Higher Premium (Penalty) To Join A Medicare Drug Plan?

You should also know that if you drop or lose your current coverage with NC Bar Association Health Benefit Trust and don't join a Medicare drug plan within 63 continuous days after your current coverage ends, you may pay a higher premium (a penalty) to join a Medicare drug plan later.

If you go 63 continuous days or longer without creditable prescription drug coverage, your monthly premium may go up by at least 1% of the Medicare base beneficiary premium per month for every month that you did not have that coverage. For example, if you go nineteen months without creditable coverage, your premium may consistently be at least 19% higher than the Medicare base beneficiary premium. You may have to pay this higher premium (a penalty) as long as you have Medicare prescription drug coverage. In addition, you may have to wait until the following November to join.

**For more information about this notice or your current prescription drug coverage . . .**

Contact the person listed below for further information. **NOTE:** You'll get this notice each year. You will also get it before the next period you can join a Medicare drug plan, and if this coverage through NC Bar Association Health Benefit Trust changes. You also may request a copy of this notice at any time.

**For more information about your options under Medicare prescription drug coverage . . .**

More detailed information about Medicare plans that offer prescription drug coverage is in the "Medicare & You" handbook. You'll get a copy of the handbook in the mail every year from Medicare. You may also be contacted directly by Medicare drug plans.

For more information about Medicare prescription drug coverage

- Visit [www.medicare.gov](http://www.medicare.gov)
- Call your State Health Insurance Assistance Program (see the inside back cover of your copy of the "Medicare & You" handbook for their telephone number) for personalized help
- Call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

If you have limited income and resources, extra help paying for Medicare prescription drug coverage is available. For information about this extra help, visit Social Security on the web at [www.socialsecurity.gov](http://www.socialsecurity.gov), or call them at 1-800-772-1213 (TTY 1-800-325-0778).

**Remember: Keep this Creditable Coverage notice. If you decide to join one of the Medicare drug plans, you may be required to provide a copy of this notice when you join to show whether or not you have maintained creditable coverage and, therefore, whether or not you are required to pay a higher premium (a penalty).**

Name of Entity/Sender: NC Bar Association Health Benefit Trust

Contact-Position/Office: Benefits Department

Address: 8000 Weston Pkwy, Suite 200, Cary, NC 27513

Phone Number: 919-677-8900

## SUMMARY OF BENEFITS

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This section provides a summary of your Blue Options benefits. A more complete description of your benefits is found in "COVERED SERVICES." General exclusions may also apply—please see "What Is Not Covered?" As you review the "Summary of Benefits" chart, keep in mind:

- Coinsurance percentages shown in this section are the part that you pay for COVERED SERVICES
- Amounts applied to deductible and coinsurance are based on the ALLOWED AMOUNT
- Amounts applied to the deductible also count toward any visit or day maximums for those services
- Benefits may differ depending on where the service is performed and if the service is received with any other service or associated with a surgical procedure.
- If your benefit level for services includes deductible or coinsurance, your PROVIDER may collect an estimated amount of these at the time you receive services.
- To receive IN-NETWORK benefits, you must receive care from a Blue Options IN-NETWORK PROVIDER. However, in an EMERGENCY, you may receive care from an IN-NETWORK or OUT-OF-NETWORK PROVIDER. Please see "EMERGENCY and Ambulance Services" in "COVERED SERVICES" for additional information on EMERGENCY care.

**Please Note:** The list of IN-NETWORK PROVIDERS may change from time to time, so please verify that the PROVIDER is still in the Blue Options network before receiving care. Find a PROVIDER on Blue Cross NC's website at [www.BlueCrossNC.com](http://www.BlueCrossNC.com) or call Blue Cross NC Customer Service at the number listed on your ID CARD or in "Who to Contact?"

## SUMMARY OF BENEFITS *(cont.)*

### BENEFIT PERIOD—10/01/2021 through 09/30/2022

The 12-month period of benefit accumulation varies and is based on the EMPLOYER'S original effective date

Benefits	IN-NETWORK	OUT-OF-NETWORK
<b>Deductibles, OUT-OF-POCKET LIMITS and Benefit Maximums</b>		
The following deductibles and maximums apply to the services listed below in the "Summary of Benefits" unless otherwise noted.		
<b>Deductible</b>		
EMPLOYEE, per BENEFIT PERIOD	\$5,000	\$7,000
Family MEMBER, per BENEFIT PERIOD	\$8,550	\$14,000
Family, per BENEFIT PERIOD	\$10,000	\$14,000
<p>The PLAN has an aggregate deductible which means the deductible corresponds to the type of coverage you have chosen. The EMPLOYEE deductible applies if you selected EMPLOYEE-only coverage; otherwise, the family deductible applies. All covered family MEMBERS contribute to the same family deductible, however, no MEMBER in your family will have to pay more than the family MEMBER deductible listed above. Once the family deductible is reached, it is met for all covered family MEMBERS.</p> <p>IN-NETWORK services are credited to your IN-NETWORK deductible and OUT-OF-NETWORK services are credited to your OUT-OF-NETWORK deductible.</p>		
<b>TOTAL OUT-OF-POCKET LIMIT</b>		
EMPLOYEE, per BENEFIT PERIOD	\$5,000	\$10,000
Family MEMBER, per BENEFIT PERIOD	\$8,550	\$20,000
Family, per BENEFIT PERIOD	\$10,000	\$20,000
<p>The PLAN'S aggregate OUT-OF-POCKET LIMIT is determined by your type of coverage. The EMPLOYEE OUT-OF-POCKET LIMIT applies if you selected EMPLOYEE-only coverage; otherwise, the family OUT-OF-POCKET LIMIT applies. All covered family MEMBERS contribute to the same family OUT-OF-POCKET LIMIT. However, if you have a family OUT-OF-POCKET LIMIT, no MEMBER in your family will have to pay more than the family MEMBER OUT-OF-POCKET LIMIT listed above.</p>		



## SUMMARY OF BENEFITS *(cont.)*

Charges for IN-NETWORK services apply to your IN-NETWORK OUT-OF-POCKET LIMIT and charges for OUT-OF-NETWORK services apply to your OUT-OF-NETWORK OUT-OF-POCKET LIMIT.

### LIFETIME MAXIMUMS Per MEMBER

**Unlimited**

Unlimited for all services unless otherwise noted below. Maximums are combined IN- and OUT-OF-NETWORK, unless otherwise noted. If you exceed any LIFETIME MAXIMUM, additional services of that type are not covered. In this case, you may be responsible for the entire amount of the PROVIDER'S billed charge.

**INFERTILITY Services** (in any place of service includes PRESCRIPTION DRUGS for INFERTILITY)

\$5,000

**Orthotic Devices for POSITIONAL PLAGIOCEPHALY**

One device (includes dynamic orthotic cranioplasty (DOC) bands and soft helmets)

**Vein Treatment**

Endovenous or microfoam-sclerotherapy procedures—one procedure per limb.

Liquid-sclerotherapy tributary vein treatment—three procedures per limb

### BENEFIT MAXIMUMS per MEMBER

Maximums are per BENEFIT PERIOD and combined IN- and OUT-OF-NETWORK, unless noted otherwise. Any services in excess of these benefit maximums are not COVERED SERVICES.

**ADAPTIVE BEHAVIOR TREATMENT**

Limited to \$40,000 for MEMBERS up to age 19

**Dialysis Treatment**

Three (3) hemodialysis treatments per week, more hemodialysis treatments are available if MEDICALLY NECESSARY

**Evaluation and Treatment of Obesity**

Four visits, applies to office and outpatient setting.

**Hearing Aids**

When covered, limited to \$2,500 per hearing-impaired ear every 36 months for MEMBERS under age 22.

**REHABILITATIVE THERAPY and HABILITATIVE SERVICES** (applies to home, office and outpatient setting)

30 visits per benefit period for physical/occupational therapy, including chiropractic services.

30 visits per benefit period for speech therapy

## SUMMARY OF BENEFITS *(cont.)*

Benefits	IN-NETWORK	OUT-OF-NETWORK
SKILLED NURSING FACILITY	60 days	
PREVENTIVE CARE		
For PREVENTIVE CARE services that are not mandated by federal or state law, benefits will depend on where the services are received. This benefit is only for services that your PROVIDER indicates a primary diagnosis of preventive or wellness on the claim that is submitted to the CORPORATION. Also see "PREVENTIVE CARE" in "COVERED SERVICES."		
Federally-mandated PREVENTIVE CARE services	No Charge	30% after deductible
Available in an office-based, outpatient, ambulatory surgical setting, or URGENT CARE center. For the most up-to-date list of PREVENTIVE CARE services that are covered under federal law, including certain preventive over-the-counter medications, general preventive services and screenings, immunizations, well-baby/well-child care, and women's PREVENTIVE CARE, see the CORPORATION'S website at <a href="http://www.bluecrossnc.com/preventive">www.bluecrossnc.com/preventive</a> or call Customer Service at the number in "Who To Contact?"		
Nutritional counseling visits are covered IN-NETWORK at no cost to you and OUT-OF-NETWORK. Routine eye exams are covered as non-mandated PREVENTIVE CARE IN-NETWORK and OUT-OF-NETWORK.		
State-mandated PREVENTIVE CARE services	No Charge	30% after deductible
The following services are state-mandated and required to be offered both IN- and OUT-OF-NETWORK: gynecological exams, cervical cancer screening, ovarian cancer screening, screening mammograms, colorectal screening, bone mass measurement, prostate-specific antigen tests, and newborn hearing screening.		
PROVIDER'S Office		
See Outpatient Services for OUTPATIENT CLINIC or HOSPITAL-based services.		
OFFICE VISIT Services		
PRIMARY CARE PROVIDER or SPECIALIST	0% after deductible	30% after deductible
Includes office surgery, x-rays, diagnostic imaging, and lab tests.		
MDLive Telehealth	0% after deductible	Not Available
Telehealth services are also available from a local IN-NETWORK or OUT-OF-NETWORK PROVIDER, see "Office Services" in "COVERED SERVICES."		

## SUMMARY OF BENEFITS *(cont.)*

<b>Therapy Services</b>		
<b>REHABILITATIVE THERAPIES and HABILITATIVE SERVICES</b>	0% after deductible	30% after deductible
<b>OTHER THERAPIES Provided in a Physician's Office</b>	0% after deductible	30% after deductible
Includes chemotherapy, dialysis and cardiac rehabilitation. See Outpatient for Other Therapies provided in an outpatient setting.		
<b>INFERTILITY Services</b>	0% after deductible	30% after deductible
<b>OBESITY TREATMENT/WEIGHT MANAGEMENT</b>		
<b>Bariatric Surgery</b>	0% after deductible	<b>Benefits not available</b>
This benefit is only available for services received at a Blue Distinction Center for Bariatric Surgery® ("BDC"). This applies to all places of service.		
*Please note that if a Blue Distinction Center for Bariatric Surgery® is not within a 50 mile radius, this benefit shall be available at the IN-NETWORK benefit level if received from a non-BDC IN-NETWORK PROVIDER or at the OUT-OF-NETWORK benefit level if received from an OUT-OF-NETWORK provider. For more information, see "COVERED SERVICES."		
<b>URGENT CARE Centers</b>		
<b>URGENT CARE</b>	0% after deductible	0% after deductible
<b>Emergency and Ambulance Services</b>		
<b>Emergency Room Visit</b>	0% after deductible	0% after deductible
<b>Ambulance Services</b>	0% after deductible	0% after deductible
<b>AMBULATORY SURGICAL CENTER</b>		
<b>Ambulatory Surgical Services</b>	0% after deductible	30% after deductible
<b>Outpatient Services</b>		
<b>Outpatient Services</b>	0% after deductible	30% after deductible
Includes physician services, HOSPITAL and HOSPITAL-based services, HOSPITAL-based or OUTPATIENT CLINIC services, outpatient diagnostic services, and therapies services including REHABILITATIVE THERAPIES and HABILITATIVE SERVICES and OTHER THERAPIES including dialysis. See Benefit Maximums for visit maximums.		
<b>Inpatient</b>		

## SUMMARY OF BENEFITS *(cont.)*

Benefits	IN-NETWORK	OUT-OF-NETWORK
<b>Inpatient Services</b>	0% after deductible	30% after deductible
Includes physician services, HOSPITAL and HOSPITAL-based services, and maternity delivery, prenatal and post-delivery care. If you are in a HOSPITAL as an inpatient at the time you begin a new BENEFIT PERIOD, you may have to meet a new deductible for COVERED SERVICES from DOCTORS or OTHER PROFESSIONAL PROVIDERS.		
<b>Transplants</b>	0% after deductible	30% after deductible
This benefit is only available for covered transplants and transplant services received at a Blue Distinction Center for Transplants® ("BDC").		
*Please note that if a Blue Distinction Center for Transplants® is not located within a 50 mile radius, this benefit shall be available at the IN-NETWORK benefit level if received from a non-BDC IN-NETWORK PROVIDER or at the OUT-OF-NETWORK benefit level if received from an OUT-OF-NETWORK PROVIDER. For more information, see "Transplants" in "COVERED SERVICES."		
<b>SKILLED NURSING FACILITY</b>		
	0% after deductible	30% after deductible
<b>Other Services</b>		
	0% after deductible	30% after deductible
Includes DURABLE MEDICAL EQUIPMENT, HOSPICE services, MEDICAL SUPPLIES, orthotic devices, private duty nursing, PROSTHETIC APPLIANCES, hearing aids, and home health care.		
<b>Mental Health and Substance Use Disorder Services</b>		
<b>Mental Health Office Services</b>	0% after deductible	30% after deductible
<b>Mental Health Inpatient (includes RESIDENTIAL TREATMENT FACILITY Services)/Outpatient Services</b>	0% after deductible	30% after deductible
<b>Substance Use Disorder Office Services</b>	0% after deductible	30% after deductible
<b>Substance Use Disorder Inpatient (includes RESIDENTIAL TREATMENT FACILITY Services)/Outpatient Services</b>	0% after deductible	30% after deductible

## SUMMARY OF BENEFITS *(cont.)*

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### **CERTIFICATION Requirements**

Certain services, regardless of the location, require PRIOR REVIEW and CERTIFICATION by the CORPORATION in order to receive benefits. IN-NETWORK PROVIDERS in North Carolina will request PRIOR REVIEW when necessary. IN-NETWORK inpatient facilities outside of North Carolina will also request PRIOR REVIEW for you, except for Veterans' Affairs (VA) and military providers. Otherwise, if you go to an OUT-OF-NETWORK PROVIDER in North Carolina or to any other PROVIDER outside of North Carolina, you are responsible for ensuring that you or your provider requests PRIOR REVIEW by the CORPORATION. The CORPORATION delegates PRIOR REVIEW and CERTIFICATION for particular benefits to other companies not associated with the CORPORATION. Please see <https://www.BlueCrossNC.com/renew-policy/index.htm> for a detailed list of these companies and benefits. While some benefits have been identified under "COVERED SERVICES," the list of benefits and/or companies may change from time to time; for the most up-to-date information visit [<https://www.BlueCrossNC.com/renew-policy/index.htm>]. **Failure to request PRIOR REVIEW and receive CERTIFICATION may result in allowed charges being reduced by 25% or a full denial of benefits. See "COVERED SERVICES" and "PRIOR REVIEW (Pre-Service)" in "UTILIZATION MANAGEMENT" for additional information about those services which require PRIOR REVIEW and CERTIFICATION.** To request PRIOR REVIEW, please see the number in "Who to Contact?"

## SUMMARY OF BENEFITS *(cont.)*

Benefits	IN-NETWORK	OUT-OF-NETWORK
<b>PRESCRIPTION DRUGS</b>		
<b>PRESCRIPTION DRUGS</b>	0% after deductible	0% after deductible
<b>Designated Preventive PRESCRIPTION DRUGS</b>	No Charge	No Charge
<b>Diabetic Supplies, Spacers and Peak Flow Meters</b>	0% after deductible	0% after deductible
<p>Limits apply to INFERTILITY drugs, see LIFETIME MAXIMUMS. Also see Net Results FORMULARY at <a href="http://www.bcbsnc.com/netresults5tierC">http://www.bcbsnc.com/netresults5tierC</a>.</p> <p>Please note: During a government issued public health emergency, the MEMBER expense may change for certain PRESCRIPTION DRUGS, reducing the out-of-pocket cost to the MEMBER. Find more information at <a href="https://www.bluecrossnc.com/understanding-insurance/how-drug-benefits-work/copayment-tier-definitions">https://www.bluecrossnc.com/understanding-insurance/how-drug-benefits-work/copayment-tier-definitions</a>.</p>		
<b>Preventive over-the-counter medications and PRESCRIPTION contraceptive drugs and devices as listed at <a href="http://www.BlueCrossNC.com/preventive">www.BlueCrossNC.com/preventive</a>*</b>	No Charge	No Charge**
<p>*Please visit the CORPORATION'S website at <a href="http://www.BlueCrossNC.com/preventive">www.BlueCrossNC.com/preventive</a> or call Customer Service for guidelines on which preventive over-the-counter medications are covered and individuals who may qualify, as well as more information and any limitations that apply for contraceptives. PRESCRIPTION contraceptive drugs and devices that are not covered at the PREVENTIVE CARE benefit level will be covered according to your regular PRESCRIPTION DRUG benefits. Also see "PREVENTIVE CARE" in "COVERED SERVICES."</p> <p>**No Charge indicates no obligation for MEMBERS to pay any portion of the ALLOWED AMOUNT. For OUT-OF-NETWORK benefits, you may be required to pay for charges over the ALLOWED AMOUNT, the difference between the ALLOWED AMOUNT and the billed charge.</p>		

## HOW BLUE OPTIONS WORKS

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This section provides information about choosing services at the most cost-effective benefit level. It tells you about:

<b>Table of Contents:</b> <ul style="list-style-type: none"><li>• Most Cost-Effective Benefit Level</li><li>• OUT-OF-NETWORK Benefit Exceptions</li><li>• Bundled Care and Payments Program</li><li>• Carry your IDENTIFICATION CARD</li><li>• Role of a PRIMARY CARE PROVIDER (PCP) or SPECIALIST</li></ul>	<b>Key Words:</b> <ul style="list-style-type: none"><li>• PRIMARY CARE PROVIDER/SPECIALIST</li><li>• ALLOWED AMOUNT vs. Billed Amount</li><li>• Referrals</li><li>• After-hours Care</li><li>• Care Outside of North Carolina</li><li>• PRIOR REVIEW</li><li>• Filing Claims</li></ul>
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### **Most Cost-Effective Benefit Level**

As a MEMBER of the NC Bar Association Health Benefit Trust with a Blue Options plan administered by the CORPORATION, you will enjoy quality health care from a network of health care PROVIDERS and easy access to specialists. You also have the freedom to choose any health care PROVIDERS who do not participate in the Blue Options network – the main difference will be the cost to you. Benefits are available for services from an IN- or OUT-OF-NETWORK PROVIDER that is recognized by the CORPORATION as eligible. For a list of eligible PROVIDERS, please visit the website at [www.bcbsnc.com/members/nccbar](http://www.bcbsnc.com/members/nccbar) or call Customer Service at the number listed in “Who to Contact?” The CORPORATION contracts with a broad network of North Carolina providers to deliver COVERED SERVICES to MEMBERS of the PLAN. IN-NETWORK PROVIDERS include:

- DOCTORS - classified as PRIMARY CARE PROVIDERS or SPECIALISTS
- OTHER PROVIDERS – health care professionals, such as physical therapists, occupational therapists, audiologists, speech pathologists, clinical social workers and nurse practitioners
- OTHER PROVIDERS – health care professionals, such as physical therapists, occupational therapists, audiologists, speech pathologists, clinical social workers and nurse practitioners
- HOSPITALS - both general and specialty HOSPITALS
- NONHOSPITAL FACILITIES - such as skilled nursing facilities, AMBULATORY SURGICAL CENTERS and chemical dependency treatment facilities.

Here’s a look at how it works:

Type of PROVIDER	IN-NETWORK PROVIDERS are health care professionals and facilities that have contracted	OUT-OF-NETWORK PROVIDERS are not designated as PPO PROVIDERS by the CORPORATION.
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## HOW BLUE OPTIONS WORKS *(cont.)*

	In-Network	Out-of-Network
	<p>with the Corporation Blue Cross NC or a PROVIDER participating in the BlueCard® program. ANCILLARY PROVIDERS outside North Carolina are considered IN-NETWORK only if they contract directly with the Blue Cross or Blue Shield plan in the state where services are provided, even if they participate in the BlueCard® program. See “Glossary” for a description of ANCILLARY PROVIDERS and the criteria for determining where services are received.</p> <p>The list of IN-NETWORK PROVIDERS may change from time to time. IN-NETWORK PROVIDERS are listed on Blue Cross NC's website at <b><a href="http://www.BlueCrossNC.com">www.BlueCrossNC.com</a></b>, or call Blue Cross NC Customer Service at the number listed in “Who to Contact?”</p>	<p>Also see “OUT-OF-NETWORK Benefit Exceptions.”</p>
ALLOWED AMOUNT vs. Billed Amount	<p>If the billed amount for COVERED SERVICES is greater than the ALLOWED AMOUNT, you are not responsible for the difference. You only pay any applicable copayment, deductible, coinsurance, and non-covered expenses. (See Filing Claims below for additional information.)</p>	<p>You may be responsible for paying any charges over the ALLOWED AMOUNT in addition to any applicable copayment, deductible, coinsurance, noncovered expenses and CERTIFICATION penalty amounts, if any, except for EMERGENCY SERVICES in the case of an EMERGENCY.</p>
Referrals	<p>The CORPORATION does not require you to obtain any referrals.</p>	



## HOW BLUE OPTIONS WORKS *(cont.)*

Care Outside of North Carolina	Your ID CARD gives you access to participating PROVIDERS outside the state of North Carolina through the BlueCard® Program, and benefits are provided at the IN-NETWORK benefit level.	If you are in an area that has participating PROVIDERS and you choose a PROVIDER outside the network, you will receive the lower OUT-OF-NETWORK benefit. Also see "OUT-OF-NETWORK Benefit Exceptions."
PRIOR REVIEW	<p>IN-NETWORK PROVIDERS in North Carolina are responsible for requesting PRIOR REVIEW when necessary.</p> <p>IN-NETWORK PROVIDERS outside of North Carolina, except for Veterans' Affairs (VA) and military providers, are responsible for requesting PRIOR REVIEW for inpatient FACILITY SERVICES. For all other COVERED SERVICES received outside of North Carolina, you are responsible for ensuring that you or your PROVIDER requests PRIOR REVIEW by the CORPORATION even if you see an IN-NETWORK PROVIDER.</p> <p>See "Who to Contact?" for information on who to call for PRIOR REVIEW and to obtain CERTIFICATION for mental health and substance use disorder services and all other medical services.</p> <p>PRIOR REVIEW is not required for an EMERGENCY or for an inpatient HOSPITAL stay for 48 hours after a vaginal delivery or 96 hours after a Cesarean section.</p>	<p>OUT-OF-NETWORK PROVIDERS are not obligated by contract to request PRIOR REVIEW by the CORPORATION.</p> <p>You are responsible for ensuring that you or your OUT-OF-NETWORK PROVIDER requests prior review by the CORPORATION. Failure to request PRIOR REVIEW and obtain CERTIFICATION may result in a partial or full denial of benefits. If PRIOR REVIEW is not requested and CERTIFICATION is not obtained for covered OUT-OF-NETWORK inpatient admissions (including for mental health and substance use disorder services), allowed charges will be reduced by 25%, then deductible and coinsurance will be applied. However, PRIOR REVIEW is not required for an emergency or for an inpatient hospital stay for 48 hours after a vaginal delivery or 96 hours after a Cesarean section.</p>

## HOW BLUE OPTIONS WORKS *(cont.)*

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Filing Claims	<p>IN-NETWORK PROVIDERS in North Carolina are responsible for filing claims directly with the CORPORATION. However, you will have to file a claim if you do not show your ID CARD when you obtain a PRESCRIPTION from an IN-NETWORK pharmacy, or the IN-NETWORK pharmacy's records do not show as eligible for coverage. In order to recover the full cost of the PRESCRIPTION minus any applicable copayment or coinsurance you owe, return to the IN-NETWORK pharmacy within 14 days of receiving your PRESCRIPTION so that it can be reprocessed with your correct eligibility information and the pharmacy will make a refund to you if necessary. If you are unable to return to the pharmacy within 14 days, mail claims in time to be received within 18 months of the date of the service in order to receive IN-NETWORK benefits. Claims not received within 18 months from the service date will not be covered, except in the absence of legal capacity of the MEMBER.</p>	<p>You may have to pay the OUT-OF-NETWORK PROVIDER in full and submit your own claim to the CORPORATION. Mail claims in time to be received within 18 months of the date the service was provided. Claims not received within 18 months from the service date will not be covered, except in the absence of legal capacity of the MEMBER.</p>
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### **OUT-OF-NETWORK Benefit Exceptions**

In an EMERGENCY, in situations where IN-NETWORK PROVIDERS are not reasonably available as determined by the Corporation's access to care standards, or in continuity of care situations, OUT-OF-NETWORK benefits will be paid at your IN-NETWORK benefit level. However, you may be responsible for charges billed separately by the PROVIDER which are not eligible for additional reimbursement. If you are billed by the PROVIDER, you will be responsible for paying the bill and filing a claim with the CORPORATION.

## HOW BLUE OPTIONS WORKS *(cont.)*

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For more information, see one of the following sections: “EMERGENCY and Ambulance Services” in “COVERED SERVICES,” or “Continuity of Care” in “UTILIZATION MANAGEMENT.” For information about the CORPORATION'S access to care standards, visit Blue Cross NC's website at [www.bcbsnc.com/members/nbar](http://www.bcbsnc.com/members/nbar) and type “access to care” in the search bar. If you believe an IN-NETWORK PROVIDER is not reasonably available, you can help assure that benefits are paid at the correct benefit level by calling the Corporation before receiving care from an OUT-OF-NETWORK PROVIDER.

### **Bundled Care and Payments Program**

The Corporation is working with a select group of high-quality PROVIDERS to deliver coordinated care and simplified billing. All your care is coordinated for you, and all costs for services are billed together—saving time and reducing paperwork. Visit [www.BlueCrossNC.com/bundle](http://www.BlueCrossNC.com/bundle) for more information and to see the list of PROVIDERS participating in this program. You will also want to verify that these PROVIDERS are in the Blue Options network by visiting [www.BlueCrossNC.com](http://www.BlueCrossNC.com) or calling Blue Cross NC Customer Service at the number listed in “Who to Contact?”. The list of SURGERIES and specialties, and participating PROVIDERS under this program may change from time to time.

### **Carry Your IDENTIFICATION CARD**

Your ID CARD identifies you as a MEMBER of the North Carolina Bar Association Health Benefits Trust with a Blue Option plan administered by the CORPORATION. Be sure to carry your ID CARD with you at all times and present it each time you seek health care.

For ID CARD requests, please visit the website at [www.bcbsnc.com/members/nbar](http://www.bcbsnc.com/members/nbar) or call Customer Service at the number listed in “Who to Contact?”

### **The Role of a PRIMARY CARE PROVIDER (PCP) or SPECIALIST**

The CORPORATION is strongly committed to continuously improving your quality of care and reducing the cost of using health care services. Maintaining a relationship with a PCP, who will help you manage your health and make decisions about your health care needs, is an important step toward ensuring you receive the highest quality of care. In certain situations you may be asked to select an available IN-NETWORK PCP after you enroll. While we are requesting you select a PCP it is not required. If you do choose a PCP, you may change your selected PCP, including an OUT-OF-NETWORK PCP, at any time by visiting [www.BlueCrossNC.com](http://www.BlueCrossNC.com). Female members, age 13 and older, may also select an obstetrician-gynecologist as their PCP. If you change PCPs, be sure to have your medical records transferred, especially immunization records, to provide your new PROVIDER with your medical history. You should participate actively in all decisions related to your health care and discuss all treatment options with your health care provider regardless of cost or

## HOW BLUE OPTIONS WORKS *(cont.)*

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benefit coverage. PCPS are trained to deal with a broad range of health care issues and can help you determine when you need a SPECIALIST.

PROVIDERS from all primary care areas, including family practice, internal medicine, and pediatrics may participate as PCPS.

Please visit the website at [www.bcbsnc.com/members/nchar](http://www.bcbsnc.com/members/nchar) and click on Find a Doctor or call Customer Service to confirm that the provider is in the network before receiving care.

If your PCP or SPECIALIST leaves the CORPORATION'S PROVIDER network and they are currently treating you for an ongoing special condition, see "Continuity of Care" in "UTILIZATION MANAGEMENT." Upon the request of the MEMBER and subject to approval by the CORPORATION, a SPECIALIST treating a MEMBER for a serious or chronic disabling or life-threatening condition can act as the MEMBER'S PCP. The selected SPECIALIST would be responsible for providing and coordinating the MEMBER'S primary and specialty care. The selection of a specialist under these circumstances shall be made under a treatment plan approved by the specialist, and the CORPORATION, with notice to the PCP if applicable. A request may be denied where it is determined that the SPECIALIST cannot appropriately coordinate the MEMBER'S primary and specialty care.

To make this request, or if you would like the professional qualifications of your PCP or IN-NETWORK SPECIALIST, you may call Customer Service at the number listed in "Who to Contact?"

## COVERED SERVICES

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This section provides a more complete description of your benefits, along with some exceptions or services that are not covered by the PLAN. Keep in mind as you read this section the PLAN covers only those services that are MEDICALLY NECESSARY. Also check the “Summary of Benefits” for any benefit maximums and limitations that may apply to your benefits. The COVERED SERVICES listed below are grouped in similar categories to make it easier for you to find what you are looking for:

<b>Table of Contents:</b> <ul style="list-style-type: none"><li>• Office Services</li><li>• PREVENTIVE CARE</li><li>• EMERGENCY and Ambulance Services</li><li>• URGENT CARE</li><li>• HOSPITAL (Inpatient) and Other Facility Care</li><li>• Alternatives to HOSPITAL Stays</li><li>• Family Planning</li><li>• Specific Therapies and Tests</li><li>• Other Services</li><li>• Equipment and Supplies</li><li>• Surgical Benefits</li><li>• Mental Health/Substance Use Disorder Services</li><li>• PRESCRIPTION DRUG Benefits</li></ul>	<b>Key Words:</b> <ul style="list-style-type: none"><li>• OFFICE VISIT</li><li>• Outpatient Clinic</li><li>• PREVENTIVE CARE</li><li>• IN-NETWORK</li><li>• OUT-OF-NETWORK</li><li>• REHABILITATIVE THERAPY/HABILITATIVE SERVICES</li><li>• ADAPTIVE BEHAVIOR TREATMENT</li></ul>
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### **Office Services**

The PLAN covers care you receive as part of an OFFICE VISIT, including:

- electronic visit
- evaluation and treatment of obesity
- house call
- telehealth services

**Telehealth services from MDLIVE:** Telehealth services from MDLIVE include evaluation, management and consultation services for behavioral health and nonemergency medical issues with a PROVIDER via an interactive audio/video telecommunications system or audio-only system. See MDLIVE in “Who to Contact?” to access a DOCTOR who can diagnose and recommend treatment. Telehealth services from MDLIVE will be subject to the copayment and/or coinsurance and any applicable deductible listed in your “Summary of Benefits.”

**Telehealth services from a local PROVIDER:** You can also check with your PROVIDER to see if telehealth services are available. Telehealth services are available IN-NETWORK and OUT-OF-NETWORK and are separate from your telehealth benefit with MDLIVE. Telehealth services include, but are not limited to, evaluation, management, and consultative services

## COVERED SERVICES *(cont.)*

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for medical, counseling, and care management issues with a PROVIDER via an interactive audio/video or other telecommunications system. It is important to understand that your benefit will vary depending upon the type of PROVIDER you see for these services.

The PLAN also covers infusion services received at an AMBULATORY INFUSION SUITE. Certain infusion services may require PRIOR REVIEW and CERTIFICATION or services will not be covered.

If the PLAN has a copayment for PCP OFFICE VISITS, a copayment will not apply if you only receive services such as allergy shots or other injections and are not charged for an OFFICE VISIT.

Some DOCTORS or OTHER PROVIDERS may practice in HOSPITAL-based or OUTPATIENT CLINICS or provide HOSPITAL-based services in their offices. These services are covered as outpatient services and are listed as HOSPITAL-based or OUTPATIENT CLINIC. See “Summary of Benefits.”

Please check with your PROVIDER before your visit to determine if your PROVIDER will collect deductible and coinsurance, or you can call Customer Service at the number listed in “Who to Contact?” for this information.

Some PROVIDERS may get ANCILLARY SERVICES, such as laboratory services, medical equipment and supplies or PROVIDER-ADMINISTERED SPECIALTY DRUGS, from third parties. In these cases, you may be billed directly by the ANCILLARY PROVIDER. Benefit payments for these services will be based on the type of ANCILLARY PROVIDER, its network status, and how the services are billed.

### **Office Services Exclusion**

- Certain self-injectable PRESCRIPTION DRUGS that can be self-administered. The list of these drugs may change from time to time. See the website at [www.bcbsnc.com/members/nchar](http://www.bcbsnc.com/members/nchar) or call Customer Service for a list of these drugs excluded in the office. Also see “PRESCRIPTION DRUG BENEFITS” for information about purchasing self-injectable PRESCRIPTION DRUGS at a pharmacy.

## **PREVENTIVE CARE**

The PLAN covers PREVENTIVE CARE services that can help you stay safe and healthy.

PREVENTIVE CARE services may fall into three categories: (1) federally-mandated PREVENTIVE CARE services (required to be covered at no cost to you IN-NETWORK); (2) state-mandated PREVENTIVE CARE services (required to be offered both IN- and OUT-OF-NETWORK); and (3) non-mandated PREVENTIVE CARE services. In order to determine your benefit, it is important to understand what type of PREVENTIVE CARE service you are receiving, where you are receiving it and why you are receiving it.

## COVERED SERVICES *(cont.)*

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### **Federally-Mandated PREVENTIVE CARE Services**

Under federal law, you can receive certain covered PREVENTIVE CARE services from an IN-NETWORK PROVIDER, in an office-based, outpatient or ambulatory surgical setting, or URGENT CARE center at no cost to you. Please visit the CORPORATION'S website at [www.BlueCrossNC.com/preventive](http://www.BlueCrossNC.com/preventive) or call Customer Service at the number in "Who to Contact?" for up-to-date preventive coverage information on PREVENTIVE CARE that is covered under federal law, including general preventive services and screenings, immunizations, well-baby/well-child care, women's preventive care, nutritional counseling visits, and certain over-the-counter medications. Nutritional counseling visits are separate from the obesity-related OFFICE VISITS noted in the "Summary of Benefits." Certain over-the-counter medications are covered only as indicated and when a PROVIDER'S PRESCRIPTION is presented at a pharmacy.

The following conditions must be met for these services to be covered at no cost to you IN-NETWORK:

- Services are designated as PREVENTIVE CARE services under federal law (see above website for the most up-to-date information);
- Services are performed by an IN-NETWORK PROVIDER;
- Services are provided in an office-based, outpatient or ambulatory setting or URGENT CARE center; and
- Services are filed with a primary diagnosis of preventive or wellness, and do not include any additional procedures, such as diagnostic services.

Please note that if a particular PREVENTIVE CARE service does not have a federal recommendation or guideline concerning the frequency, method, treatment or setting in which it must be provided, the CORPORATION may use reasonable medical management procedures to determine any coverage limitations or restrictions that may apply. Services that would otherwise be excluded under the PLAN will be covered at no cost sharing if the criteria mentioned above are met. Visit the CORPORATION'S website at [www.BlueCrossNC.com/preventive](http://www.BlueCrossNC.com/preventive) or call Customer Service at the number listed in "Who to Contact?" for a complete list of these federally-mandated PREVENTIVE CARE services that are covered under the PLAN.

In certain instances, you may receive PREVENTIVE CARE services that are covered under the PLAN; however, these services are subject to your applicable copayment, deductible and coinsurance. The following information will help you determine why you did not receive these services at no cost to you:

Situation	Example	Reason/Result
How your PREVENTIVE CARE service is filed	If a laboratory test includes a primary diagnosis that is not preventive.	Certain PREVENTIVE CARE services will not be paid in full because the primary diagnosis filed



## COVERED SERVICES *(cont.)*

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		on the claim is something other than PREVENTIVE CARE. In this instance, the lab is subject to any applicable copayment, deductible or coinsurance.
Type of PREVENTIVE CARE service	If a routine exam includes an additional procedure, such as a urinalysis.	This urinalysis will not be paid in full because it is not identified as a federally-mandated PREVENTIVE CARE service. This service is subject to any applicable copayment, deductible or coinsurance.
Place of service (where you receive your PREVENTIVE CARE service)	A mammogram is performed in a setting that is not considered an office, such as a HOSPITAL.	Certain PREVENTIVE CARE services will not be paid in full because they are not performed in an office-based, outpatient or ambulatory setting or URGENT CARE center. In this example, the mammogram is subject to deductible and coinsurance.

The PLAN provides benefits for some tobacco cessation over-the-counter nicotine replacement therapy (NRT) products, including patches, lozenges or gum, and FDA-approved PRESCRIPTION cessation medications. Please log on to the CORPORATION'S website at [www.bluecrossnc.com/preventive](http://www.bluecrossnc.com/preventive) or call Customer Service at the number listed in "Who to Contact?" for the most up-to-date information on tobacco cessation benefits.

Most PREVENTIVE CARE services performed by OUT-OF-NETWORK PROVIDERS are not covered. However, the following list of services is mandated by the state of North Carolina and is available OUT-OF-NETWORK. If you see an OUT-OF-NETWORK PROVIDER for these services, your benefits will be subject to the OUT-OF-NETWORK benefit level.



## COVERED SERVICES *(cont.)*

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### **State-Mandated PREVENTIVE CARE Services:**

#### **Bone Mass Measurement Services**

The PLAN covers one scientifically proven and approved bone mass measurement for the diagnosis and evaluation of osteoporosis or low bone mass during any 23-month period for certain qualified individuals only. Additional follow-up bone mass measurement tests will be covered if MEDICALLY NECESSARY. Please note that bone mass measurement tests will be covered under your diagnostic benefit (not your PREVENTIVE CARE benefit) if the claim for these services indicates a primary diagnosis of something other than preventive or wellness. Your diagnostic benefit will be subject to your benefit level for the location where services are received.

Qualified individuals include MEMBERS who have any one of the following conditions:

- Estrogen-deficient and at clinical risk of osteoporosis or low bone mass
- Radiographic osteopenia anywhere in the skeleton
- Receiving long-term glucocorticoid (steroid) therapy
- Primary hyperparathyroidism
- Being monitored to assess the response or effect of commonly accepted osteoporosis drug therapies
- History of low-trauma fractures
- Other conditions, or receiving medical therapies known to cause osteoporosis or low bone mass.

#### **Colorectal Screening**

Colorectal cancer examinations and laboratory tests for cancer are covered for any symptomatic or asymptomatic MEMBER who is at least 50 years of age or is less than 50 years of age and at high risk for colorectal cancer. Increased/high risk individuals are those who have a higher potential of developing colon cancer because of a personal or family history of certain intestinal disorders. Some of these procedures are considered SURGERY, such as colonoscopy and sigmoidoscopy, and others are considered lab tests, such as hemoccult screenings. Lab work done as a result of a colorectal screening exam will be covered under your diagnostic benefit and not be considered PREVENTIVE CARE. It will be subject to your benefit level for the location where services are received. However, lab work for the removal of polyps during the screening exam is considered PREVENTIVE CARE.

The PROVIDER search on the website at [www.bcbsnc.com/members/nccbar](http://www.bcbsnc.com/members/nccbar) can help you find office-based PROVIDERS or you can call Customer Service at the number listed in "Who to Contact?" for this information.

#### **Gynecological Exam and Cervical Cancer Screening**

The cervical cancer screening benefit includes the examination and laboratory tests for early detection and screening of cervical cancer, and a DOCTOR'S interpretation of

## COVERED SERVICES *(cont.)*

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the lab results. Coverage for cervical cancer screening includes Pap smear screening, liquid-based cytology, and human papilloma virus detection, and shall follow the American Cancer Society guidelines or guidelines adopted by the North Carolina Advisory Committee on Cancer Coordination and Control.

### **Newborn Hearing Screening**

Coverage is provided for newborn hearing screening ordered by a DOCTOR to determine the presence of permanent hearing loss.

### **Ovarian Cancer Screening**

For female MEMBERS ages 25 and older at risk for ovarian cancer, an annual screening, including a transvaginal ultrasound and a rectovaginal pelvic examination, is covered. A female MEMBER is considered “at risk” if she:

- Has a family history with at least one first-degree relative with ovarian cancer, and a second relative, either first-degree or second-degree with breast, ovarian, or nonpolyposis colorectal cancer; or
- Tested positive for a hereditary ovarian cancer syndrome.

### **Prostate Screening**

One prostate-specific antigen (PSA) test or an equivalent serological test will be covered per male MEMBER per BENEFIT PERIOD. More PSA tests will be covered if recommended by a DOCTOR.

### **Screening Mammograms**

This PLAN provides coverage for one baseline mammogram for any female MEMBER between the ages of 35 and 39. Beginning at age 40, one screening mammogram will be covered per female MEMBER per BENEFIT PERIOD, along with a DOCTOR'S interpretation of the results. More frequent or earlier mammograms will be covered as recommended by a DOCTOR when a female MEMBER is considered at risk for breast cancer.

A female MEMBER is “at risk” if she:

- has a personal history of breast cancer
- has a personal history of biopsy-proven benign breast disease
- has a mother, sister, or daughter who has or has had breast cancer, or
- has not given birth before the age of 30.

## **NON-MANDATED PREVENTIVE CARE SERVICES**

### **Routine Eye Exams**

Benefits are available in-network and are covered at no cost to you. This benefit is also available out-of-network. See “Summary of Benefits” for additional information. This benefit is considered a non-mandated PREVENTIVE CARE.

## COVERED SERVICES *(cont.)*

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The PLAN provides coverage for one routine comprehensive eye examination per benefit period. Diagnosis and treatment of medical conditions of the eye, and drugs administered for purposes other than for a visual examination, are not considered to be part of a routine eye exam and are subject to the benefits, limitations and exclusions of the PLAN.

### **PREVENTIVE CARE Exclusions**

- Immunizations required for occupational hazard or international travel
- Fitting for contact lenses, glasses or other hardware
- Diagnostic services that are not a component of a routine vision examination.

### **EMERGENCY and Ambulance Services**

#### **EMERGENCY SERVICES**

The PLAN provides benefits for EMERGENCY SERVICES. An EMERGENCY is the sudden and unexpected onset of a condition of such severity 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 any of the following:

- Placing the health of an individual, or with respect to a pregnant woman the health of the pregnant woman or her unborn child, in serious jeopardy
- Serious physical impairment to bodily functions
- Serious dysfunction of any bodily organ or part
- Death.

Heart attacks, strokes, uncontrolled bleeding, poisonings, major burns, prolonged loss of consciousness, spinal injuries, shock and other severe, acute conditions are examples of EMERGENCIES.

#### **What to Do in an EMERGENCY**

In an EMERGENCY, you should seek care immediately from an emergency room or other similar facility. If necessary and available, call 911 or use other community EMERGENCY resources to obtain assistance in handling life-threatening EMERGENCIES. PRIOR REVIEW is not required for EMERGENCY SERVICES. If you are unsure if your condition is an EMERGENCY, you can call HealthLine Blue, and a HealthLine Blue nurse can provide information and support that may save you an unnecessary trip to the EMERGENCY room.

#### **Benefits for services in the EMERGENCY room**

<b>Situation</b>	<b>Benefit</b>
You go to an IN-NETWORK HOSPITAL emergency room.	Applicable ER copayment, deductible and/or coinsurance. PRIOR REVIEW and CERTIFICATION are not required.

## COVERED SERVICES *(cont.)*

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You go to an OUT-OF-NETWORK HOSPITAL emergency room.	Benefits paid at the IN-NETWORK level and based on the billed amount. You may be responsible for charges billed separately, which are not eligible for additional reimbursement, and you may be required to pay the entire bill at the time of service and file a claim. PRIOR REVIEW and CERTIFICATION are not required.
You are held for observation.	Outpatient benefits apply to all COVERED SERVICES received in the emergency room and during the observation.
You are admitted to the HOSPITAL from the ER following EMERGENCY SERVICES.	Inpatient HOSPITAL benefits apply for all COVERED SERVICES received in the emergency room and during hospitalization. PRIOR REVIEW and CERTIFICATION are required for inpatient hospitalization and other selected services following EMERGENCY SERVICES (including screening and stabilization) in order to avoid a penalty. You may need to transfer to an IN-NETWORK HOSPITAL once your condition is stabilized in order to continue receiving IN-NETWORK benefits.
You get follow-up care (such as OFFICE VISITS or therapy) after you leave the ER or are discharged.	Use IN-NETWORK PROVIDERS to receive IN-NETWORK benefits. Follow-up care related to the EMERGENCY condition is not considered an EMERGENCY.

### **Ambulance Services**

The PLAN covers services in a ground ambulance traveling:

- From a MEMBER'S home or scene of an accident or EMERGENCY to a HOSPITAL
- Between HOSPITALS
- Between a HOSPITAL and a SKILLED NURSING FACILITY

when such a facility is the closest one that can provide COVERED SERVICES appropriate to your condition. Benefits may also be provided for ambulance services from a HOSPITAL or SKILLED NURSING FACILITY to a MEMBER'S home when MEDICALLY NECESSARY.

Nonemergency air ambulance services require PRIOR REVIEW and CERTIFICATION by the CORPORATION or services will not be covered.

The PLAN covers services in an air ambulance only when (i) ground transportation is not medically appropriate due to the severity of the illness or the pick-up point is inaccessible by

## COVERED SERVICES *(cont.)*

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land, and (ii) traveling from the site of an EMERGENCY to a HOSPITAL when such a facility is the closest one that can provide COVERED SERVICES appropriate to your condition.

### **Ambulance Services Exclusions (Ground or Air)**

- Services provided primarily for the convenience of travel of the MEMBER or caregiver
- Transportation to or from a DOCTOR'S office or dialysis center
- Transportation for the purpose of receiving services that are not considered COVERED SERVICES, even if the destination is an appropriate facility.

### **URGENT CARE**

The PLAN also provides benefits for URGENT CARE services. When you need URGENT CARE, call your PCP, a SPECIALIST or go to an URGENT CARE PROVIDER. If you are not sure if your condition requires URGENT CARE, you can call HealthLine Blue.

URGENT CARE includes services provided for a condition that occurs suddenly and unexpectedly and requires prompt diagnosis or treatment such that, in the absence of immediate care, the MEMBER could reasonably be expected to suffer chronic illness, prolonged impairment or the need for more serious treatment. Fever over 101 degrees Fahrenheit, ear infection, sprains, dizziness, and some lacerations are examples of conditions that would be considered urgent.

Please note: For OUT-OF-NETWORK benefits, you may be required to pay for charges over the ALLOWED AMOUNT, in addition to any copayment or coinsurance amounts.

### **HOSPITAL (INPATIENT) and Other Facility Care**

Benefits are provided for:

- Outpatient services received in a HOSPITAL, a HOSPITAL-based facility, NONHOSPITAL FACILITY or a HOSPITAL-based or OUTPATIENT CLINIC
- Inpatient services received in a HOSPITAL or NONHOSPITAL FACILITY. You are considered an inpatient if you are admitted to the HOSPITAL or NONHOSPITAL FACILITY as a registered bed patient for whom a room and board charge is made. Your IN-NETWORK PROVIDER is required to use the Blue Options network HOSPITAL where he/she practices, unless that HOSPITAL cannot provide the services you need. If you are admitted before the EFFECTIVE DATE, benefits will not be available for services received prior to the EFFECTIVE DATE. PRIOR REVIEW must be requested and CERTIFICATION must be obtained in advance from the CORPORATION for inpatient admissions, except for maternity deliveries and EMERGENCIES. See "Maternity Care," if applicable, and "EMERGENCY and Ambulance Services." **If PRIOR REVIEW is not requested and CERTIFICATION is not obtained for covered OUT-OF-NETWORK inpatient admissions, allowed charges will be reduced by 25%, then deductible and coinsurance will be applied.** Also, the CORPORATION requires notification for MEMBERS who have Medicare as their primary coverage and who are admitted to a Medicare-certified HOSPITAL or NONHOSPITAL FACILITY.
- Surgical services received in an AMBULATORY SURGICAL CENTER

## COVERED SERVICES *(cont.)*

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- COVERED SERVICES received in a licensed and accredited specialty care facility, such as a SKILLED NURSING FACILITY, or an acute inpatient rehabilitation facility or long-term acute care facility. PRIOR REVIEW must be requested and CERTIFICATION must be obtained in advance from the CORPORATION or services will not be covered. However, CERTIFICATION is not required for MEMBERS who have Medicare as their primary coverage and who are admitted to a Medicare-certified SKILLED NURSING FACILITY.

### **Alternatives to hospital Stays (Home Health Care, Hospice, Private Duty Nursing)**

#### **Home Health Care**

Home health care services are covered when ordered by your DOCTOR for a MEMBER who is HOMEBOUND due to illness or injury, or is actively receiving treatment for a cancer-related problem, and you need part-time or intermittent skilled nursing care from a REGISTERED NURSE (RN) or LICENSED PRACTICAL NURSE (LPN), and/or other skilled care services like REHABILITATIVE THERAPY and HABILITATIVE SERVICES. Usually, a HOME HEALTH AGENCY coordinates the services your DOCTOR orders for you. Services from a home health aide may be eligible for coverage only when the care provided supports a skilled service being delivered in the home.

Home health skilled nursing care requires PRIOR REVIEW and CERTIFICATION or services will not be covered.

#### **HOSPICE Services**

The PLAN provides benefits for HOSPICE services for care of a terminally ill MEMBER with a life expectancy of six months or less. Services are covered only as part of a licensed health care program centrally coordinated through an interdisciplinary team directed by a DOCTOR that provides an integrated set of services and supplies designed to give comfort, pain relief and support to terminally ill patients and their families.

#### **Private Duty Nursing**

The PLAN provides benefits for MEDICALLY NECESSARY private duty services of an RN or LPN when ordered by your DOCTOR for a MEMBER who may be receiving active, acute care management services when certain criteria is met. Private duty nursing provides more individual and continuous skilled care than can be provided in a skilled nursing visit through a HOME HEALTH AGENCY. It is to be used as a short-term solution for a MEMBER transitioning from an acute care setting to the home setting and is not meant to be for long-term permanent or custodial care. Also see "Care Management."

Private duty nursing requires PRIOR REVIEW and CERTIFICATION or services will not be covered.

#### **Private Duty Nursing Exclusion**

- Services received as an inpatient at a HOSPITAL or NONHOSPITAL FACILITY.

## COVERED SERVICES *(cont.)*

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### **Family Planning**

#### **Maternity Care**

Maternity care, including prenatal care, admission to labor and delivery, management of labor including fetal monitoring, delivery, and uncomplicated post-delivery care until six weeks postpartum, are available to all MEMBERS, except DEPENDENT CHILDREN. Together these make up the global maternity delivery fee. See the chart below for additional information. Maternity benefits for DEPENDENT CHILDREN cover only treatment for COMPLICATIONS OF PREGNANCY. Also visit [www.BlueCrossNC.com/preventive](http://www.BlueCrossNC.com/preventive) for those federally-mandated PREVENTIVE CARE services, including those available for DEPENDENT CHILDREN.

	<b>Mother</b>	<b>Newborn</b>	<b>Payment</b>
<b>Prenatal care</b>	Care related to the pregnancy before birth.		A copayment may apply for the OFFICE VISIT to diagnose pregnancy. Otherwise, coinsurance and any applicable deductible apply for the remainder of maternity care.  Deductible and coinsurance apply for OUT-OF-NETWORK care.
<b>Labor &amp; delivery services</b>	No PRIOR REVIEW required for inpatient HOSPITAL stay for 48 hours after a vaginal delivery or 96 hours after a Cesarean section. Mothers choosing a shorter stay are eligible for a home health visit for post-delivery follow-up care if received within 72 hours of discharge.	No PRIOR REVIEW required for inpatient well-baby care for 48 hours after a vaginal delivery or 96 hours after a Cesarean section. Benefits include newborn hearing screening ordered by a DOCTOR to determine the presence of permanent hearing loss. (See PREVENTIVE	Deductible and coinsurance apply.  If adding the baby changes your policy from employee to family coverage, the family benefit period deductible applies.



## COVERED SERVICES *(cont.)*

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	Mother	Newborn	Payment
		CARE in "Summary of Benefits.")	
<b>Post-delivery services</b>	<p>All care for the mother after the baby's birth that is related to the pregnancy.</p> <p>PRIOR REVIEW and CERTIFICATION are required for inpatient stays extending beyond 48/96 hours or services will be denied.</p>	<p>After the first 48/96 hours, whether inpatient (sick baby) or outpatient (well baby), the newborn must be enrolled for coverage as a DEPENDENT CHILD, according to the rules in "When Coverage Begins and Ends."</p> <p>For inpatient services following the first 48/96 hours, PRIOR REVIEW and CERTIFICATION are required or services will be denied.</p>	

For information on CERTIFICATION, contact Customer Service at the number listed in "Who to Contact?" See "Federal Notices" for more information about maternity benefits.

### **Elective Termination of Pregnancy (Abortion)**

Benefits for abortion are available through the first 16 weeks of a pregnancy for all female MEMBERS except DEPENDENT CHILDREN.

### **COMPLICATIONS OF PREGNANCY**

Benefits for COMPLICATIONS OF PREGNANCY are available to all female MEMBERS including DEPENDENT CHILDREN. Please see "Glossary" for an explanation of COMPLICATIONS OF PREGNANCY.

### **INFERTILITY Services**

Benefits are provided for certain services related to the diagnosis, treatment, and correction of any underlying causes of INFERTILITY for all MEMBERS except DEPENDENT CHILDREN. See "Summary of Benefits" for maximums and limitations that apply.



## COVERED SERVICES *(cont.)*

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### **SEXUAL DYSFUNCTION Services**

The PLAN provides benefits for certain services related to the diagnosis, treatment and correction of any underlying causes of SEXUAL DYSFUNCTION for all MEMBERS.

### **Sterilization**

This benefit is available for all MEMBERS. Sterilization includes female tubal occlusion and male vasectomy. Certain sterilization procedures for female MEMBERS are covered under your PREVENTIVE CARE benefit. See [www.bluecrossnc.com/preventive](http://www.bluecrossnc.com/preventive) or call Customer Service for information about procedures that are covered according to federal regulations and any limitations that may apply.

### **Contraceptive Devices**

This benefit is available for all MEMBERS. Coverage includes the insertion or removal of and any MEDICALLY NECESSARY examination associated with the use of intrauterine devices, diaphragms, injectable contraceptives, and implanted hormonal contraceptives. Certain FDA-approved contraceptive methods for female MEMBERS are covered under your PREVENTIVE CARE benefit. See [www.BlueCrossNC.com/preventive](http://www.BlueCrossNC.com/preventive) or call Customer Service for information about procedures that are covered according to federal regulations and any limitations that may apply. See "PRESCRIPTION DRUG BENEFITS" for coverage of oral contraceptives.

### **Family Planning Exclusions**

- Assisted reproductive technologies as defined by the Centers for Disease Control and Prevention, including, but not limited to, in vitro fertilization (IVF) with fresh or frozen embryos, ovum or embryo placement, intracytoplasmic sperm injection (ICSI), zygote intrafallopian transfer (ZIFT), specialized sperm retrieval techniques, and gamete intrafallopian transfer (GIFT) and associated services
- Oocyte and sperm donation
- Cryopreservation of oocytes, sperm, or embryos
- Services performed by a doula
- Expenses INCURRED by any MEMBER who receives compensation from a third party in exchange for a medical procedure like surrogacy-related medical expenses
- Expenses INCURRED by a surrogate parent not covered as a MEMBER under the health benefit plan
- Care or treatment of the following:
  - maternity for DEPENDENT CHILDREN, except as specifically covered by the PLAN
  - elective termination of pregnancy (abortion) for DEPENDENT CHILDREN
  - reversal of sterilization
  - INFERTILITY for DEPENDENT CHILDREN
- Elective termination of pregnancy (abortion) after 16 weeks of pregnancy

## COVERED SERVICES *(cont.)*

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- Treatment for INFERTILITY or reduced fertility that results from a prior sterilization procedure or a normal physiological change such as menopause.

### **Specific Therapies and Tests**

The following therapies are covered when provided for an illness, disease or injury when ordered by a DOCTOR or OTHER PROFESSIONAL PROVIDER:

#### **Home Infusion Therapy Services**

Home infusion therapy is covered for the administration of PRESCRIPTION DRUGS directly into a body organ or cavity or via intravenous, intraspinal, intramuscular, subcutaneous, or epidural routes, under a plan prescribed by a DOCTOR. These services must be provided under the supervision of a licensed, registered, or certified healthcare professional acting within the scope of their practice.

PRIOR REVIEW and CERTIFICATION are required for certain home infusion therapy services or services will not be covered.

#### **REHABILITATIVE THERAPY and HABILITATIVE SERVICES**

The following therapies are covered:

- Occupational therapy, physical therapy and/or chiropractic services and osteopathic manipulation up to a one-hour session per day
- Speech therapy

Benefits are limited to a combined IN- and OUT-OF-NETWORK BENEFIT PERIOD visit maximum for each of these two categories of therapies: (1) occupational and/or physical therapy, or any combination of these therapies; and (2) speech therapy. REHABILITATIVE THERAPIES and HABILITATIVE SERVICES received while an inpatient are not included in the BENEFIT PERIOD MAXIMUM.

#### **ADAPTIVE BEHAVIOR TREATMENT**

This benefit is a non-essential health benefit. Benefits are provided for ADAPTIVE BEHAVIOR TREATMENT for MEMBERS up to age 19. Charges for ADAPTIVE BEHAVIOR TREATMENT from an inpatient or outpatient facility do not apply to the benefit maximum. Coverage includes assessments and treatment, which must be MEDICALLY NECESSARY, and ordered by a licensed physician or licensed psychologist. ADAPTIVE BEHAVIOR TREATMENT must be provided or supervised by the following professionals who are certified to provide this treatment:

- Licensed psychologist or psychological associate
- Licensed psychiatrist or developmental pediatrician
- Licensed speech and language pathologist
- Licensed occupational therapist
- Licensed clinical social worker
- Licensed clinical mental health counselor

## COVERED SERVICES *(cont.)*

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- Licensed marriage and family therapist

Call Behavioral Health at the number listed in “Who to Contact?” Visit the CORPORATION’S website at [www.bcbsnc.com/members/nchar](http://www.bcbsnc.com/members/nchar) or call Customer Service at the number listed in “Who to Contact?” for a list of providers.

### **OTHER THERAPIES**

The PLAN covers:

- Cardiac rehabilitation therapy
- Pulmonary and respiratory therapy
- Dialysis treatment
- Radiation therapy
- Chemotherapy, including intravenous chemotherapy.

### **Diagnostic Services**

Diagnostic procedures such as laboratory studies, sleep studies, radiology services and other diagnostic testing, which may include electroencephalograms (EEGs), electrocardiograms (ECGs), Doppler scans and pulmonary function tests (PFTs), help your DOCTOR find the cause and extent of your condition in order to plan for your care.

Certain diagnostic procedures, including but not limited to, CT scans, PET scans, MRIs, genetic and other lab testing, and sleep studies (including associated DURABLE MEDICAL EQUIPMENT), may require PRIOR REVIEW and CERTIFICATION or services will not be covered. The CORPORATION may delegate UTILIZATION MANAGEMENT of sleep studies to another company not associated with the CORPORATION. See “Delegated UTILIZATION MANAGEMENT” for more information.

Your DOCTOR may refer you to a freestanding laboratory, radiology center, or a sample collection device for these procedures. Separate benefits for interpretation of diagnostic services by the attending DOCTOR are not provided in addition to benefits for that DOCTOR’S medical or surgical services, except as otherwise determined by the CORPORATION. Benefits may differ depending on where the service is performed and if the service is received with any other service or associated with a surgical procedure. See “Summary of Benefits.”

### **Diagnostic Services Exclusions**

- Lab tests that are not ordered by your DOCTOR or OTHER PROVIDER
- Diagnostic tests used to confirm a known diagnosis or condition
- Tests used only for administrative purposes to measure process or quality improvement
- Tests that are duplicative or that are inclusive to other COVERED SERVICES
- Testing when a therapeutic or diagnostic course would not be determined by the outcome of the testing.

## COVERED SERVICES *(cont.)*

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### **Other Services**

#### **Autism Spectrum Disorder Services**

The PLAN provides coverage for the screening, diagnosis, and treatment of autism spectrum disorder as defined in the Diagnostic and Statistical Manual of Mental Disorders of the American Psychiatric Association ("DSM-V") or any later edition. Coverage includes any MEDICALLY NECESSARY assessments, evaluations, or tests to determine whether a MEMBER has autism spectrum disorder. If a MEMBER is diagnosed with autism spectrum disorder, coverage includes the following treatment or equipment related to the care of autism spectrum disorder, which must be MEDICALLY NECESSARY and ordered by a licensed physician or licensed psychologist:

- ADAPTIVE BEHAVIOR TREATMENT (see "Specific Therapies and Tests" for additional information)
- Pharmacy care
- Psychiatric care
- Psychological care
- Therapeutic care (services provided by the following licensed professionals: speech therapist, occupational therapist, physical therapist, clinical social worker, clinical mental health counselor or marriage and family therapist)

#### **Autism Spectrum Disorder Exclusion**

- Services provided in a school setting, which includes: (i) services that are part of an individualized family service plan, an individualized education program, or an individualized service plan, or (ii) services performed by school personnel that are not part of an intensive behavioral plan prescribed by a licensed professional, including, but not limited to, school staff assistants, and shadow professionals.

#### **Blood**

The PLAN cover the cost of transfusions of blood, plasma, blood plasma expanders and other fluids injected into the bloodstream. Benefits are provided for the cost of storing a MEMBER'S own blood only when it is stored and used for a previously scheduled procedure.

#### **Blood Exclusion**

- Charges for the collection or obtainment of blood or blood products from a blood donor, including the MEMBER in the case of autologous blood donation.

#### **Certain Drugs Covered under Your Medical Benefit**

The PLAN covers certain PROVIDER-ADMINISTERED SPECIALTY DRUGS that must be dispensed under a PROVIDER'S supervision in an office, outpatient setting, or through home infusion. PROVIDER-ADMINISTERED SPECIALTY drugs ordered or prescribed for a MEMBER by a PROVIDER must be adjudicated by the PLAN and are covered under your medical benefit rather than your PRESCRIPTION DRUG benefit. Coverage of some of these drugs may be limited to certain PROVIDER settings (such as office, outpatient, AMBULATORY SURGERY

## COVERED SERVICES *(cont.)*

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CENTER, or provided by HOME HEALTH AGENCY). For a list of drugs covered under your medical benefit that are covered only at certain PROVIDER settings, visit our website at [www.bcbsnc.com/members/nchar](http://www.bcbsnc.com/members/nchar). PRIOR REVIEW and CERTIFICATION may be required for certain drugs covered under your medical benefit or services will not be covered.

### **Gene and Cellular Therapy**

The PLAN provides coverage for certain gene and cellular therapies. Gene and cellular therapies must be dispensed by a pharmacy participating in the Specialty Network in order to receive IN-NETWORK benefits. For a list of specific gene and cellular therapy product restrictions, visit our website at [www.BlueCrossNC.com](http://www.BlueCrossNC.com).

PRIOR REVIEW and CERTIFICATION may be required for gene and cellular therapies covered under your medical benefit or services will not be covered.

### **Clinical Trials**

The PLAN provides benefits for participation in clinical trials phases I, II, III, and IV. Coverage is also provided for CMS Investigational Device Exemption (IDE) Category B device trials. Coverage is provided only for MEDICALLY NECESSARY costs of health care services associated with the trials, and only to the extent such costs have not been or are not funded by other resources. The MEMBER must meet all protocol requirements and provide informed consent in order to participate. The trial must involve the treatment of cancer or a life-threatening medical condition with services that are medically indicated and preferable for that MEMBER compared to non-investigational alternatives. In addition, the trial must:

- Involve determinations by treating physicians, relevant scientific data, and opinions of relevant medical SPECIALISTS
- Be approved or funded (which may include funding through in-kind contributions) by centers or groups funded by the National Institutes of Health, the U.S. Food and Drug Administration (FDA), the Centers for Disease Control and Prevention, the Agency for Health Care Research and Quality (AHRQ), the Department of Defense or the Department of Veterans Affairs, the Centers for Medicare & Medicaid Services, and the Department of Energy
- Be conducted in a setting and by personnel of high expertise based on training, experience, and patient volume.

### **Clinical Trials Exclusions**

- Early feasibility/safety/pilot stages of device trials
- CMS IDE Category A device trials
- Non-health care services, such as services provided for data collection and analysis
- INVESTIGATIONAL drugs and devices and services that are not for the direct clinical management of the patient.

## COVERED SERVICES *(cont.)*

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### **Dental Treatment Covered Under Your Medical Benefit**

The PLAN provides benefits for services provided by a duly licensed DOCTOR, DOCTOR of dental SURGERY or DOCTOR of dental medicine for diagnostic, therapeutic or surgical procedures, including oral SURGERY involving bones or joints of the jaw, when the procedure or dental treatment is related to one of the following conditions:

- Accidental injury of sound teeth, jaw, cheeks, lips, tongue, roof, and floor of the mouth
- CONGENITAL deformity, including cleft lip and cleft palate
- Removal of:
  - oral tumors which are not related to teeth or associated dental procedures
  - oral cysts which are not related to teeth or associated dental procedures
  - exostoses for reasons other than for preparation for dentures.

The PLAN provides benefits for extractions, root canal therapy, crowns, bridges, and dentures necessary for treatment of accidental injury or for reconstruction for the conditions listed above. In addition, benefits may be provided for dentures and orthodontic braces if used to treat CONGENITAL deformity including cleft lip and cleft palate.

When any of the conditions listed above require surgical correction, benefits for SURGERY will be subject to MEDICAL NECESSITY review to examine whether or not the condition resulted in functional impairment. Examples of functional impairment include an impairment that affects speech or the ability to eat, or injury to soft tissue of the mouth.

PRIOR REVIEW and CERTIFICATION are required for certain surgical procedures or services will not be covered unless treatment is for an EMERGENCY.

In special cases, benefits are provided only for anesthesia and facility charges related to dental procedures performed in a HOSPITAL or AMBULATORY SURGICAL CENTER. This benefit is only available to DEPENDENT CHILDREN below nine years of age, persons with serious mental or physical conditions and persons with significant behavioral problems. The treating provider must certify that the patient's age, condition, or problem requires hospitalization or general anesthesia in order to safely, and effectively, perform the procedure. Other DENTAL SERVICES, including the charge for SURGERY, are not covered unless specifically covered by the PLAN.

In addition, benefits will be provided if a MEMBER is treated in a HOSPITAL following an accidental injury, and COVERED SERVICES such as oral SURGERY or reconstructive procedures are required at the same time as treatment for the bodily injury.

Unless reconstructive DENTAL SERVICES following accidental injury are related to the bones or joints of the jaw, face, or head, reconstructive DENTAL SERVICES are covered only when provided within two years of the accident.

### **Dental Treatment Excluded Under Your Medical Benefit**

Treatment for the following conditions:

## COVERED SERVICES *(cont.)*

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- Injury related to chewing or biting
- Preventive dental care, diagnosis, or treatment of or related to the teeth or gums
- Periodontal disease or cavities, and disease due to infection or tumor
- COSMETIC procedures, except as specifically covered by the PLAN.

And except as specifically stated as covered, treatment such as:

- Dental implants or root canals
- Orthodontic braces
- Removal of teeth and intra-bony cysts
- Procedures performed for the preparation of the mouth for dentures
- Crowns, bridges, dentures, or in-mouth appliances.

### **Temporomandibular Joint (TMJ) Services**

The PLAN provides benefits for services provided by a duly licensed DOCTOR, DOCTOR of dental SURGERY, or DOCTOR of dental medicine for diagnostic, therapeutic or surgical procedures, including oral SURGERY involving bones or joints of the jaw, face, or head when the procedure is related to TMJ disease. Therapeutic benefits for TMJ disease include splinting and use of intra-oral PROSTHETIC APPLIANCES to reposition the bones. Surgical benefits for TMJ disease are limited to SURGERY performed on the temporomandibular joint. PRIOR REVIEW and CERTIFICATION are required for certain surgical procedures or services will not be covered unless treatment is for an EMERGENCY. If TMJ is caused by malocclusion, benefits are provided for surgical correction of malocclusion when surgical management of the TMJ is MEDICALLY NECESSARY. Please have your PROVIDER contact the CORPORATION before receiving surgical treatment for TMJ.

### **Diabetes-Related Services**

All MEDICALLY NECESSARY diabetes-related services including equipment, supplies, medications, and laboratory procedures are covered. Diabetic outpatient self-management training and educational services are also covered.

## **Equipment and Supplies**

### **DURABLE MEDICAL EQUIPMENT**

Benefits are provided for DURABLE MEDICAL EQUIPMENT and supplies required for operation of equipment when prescribed by a PROVIDER. Equipment may be purchased or rented at the discretion of the PLAN. The PLAN provides benefits for repair or replacement of the covered equipment. Benefits will end when it is determined that the equipment is no longer MEDICALLY NECESSARY. Certain DURABLE MEDICAL EQUIPMENT requires PRIOR REVIEW and CERTIFICATION or services will not be covered.

### **DURABLE MEDICAL EQUIPMENT Exclusions**

- Appliances and accessories that serve no medical purpose or that are primarily for comfort or convenience and are upgrades beyond the stated medical purpose



## COVERED SERVICES *(cont.)*

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- Repair or replacement of equipment due to abuse or desire for new equipment.

### **Hearing Aids**

The PLAN provides coverage for MEDICALLY NECESSARY hearing aids, including implantable bone-anchored hearing aids (BAHA), and related services that are ordered by a DOCTOR or a licensed audiologist for each MEMBER up to age 22. Benefits are provided for one hearing aid per hearing-impaired ear, and replacement hearing aids when alterations to an existing hearing aid are not adequate to meet the MEMBER'S needs. Benefits are also provided for the evaluation, fitting, and adjustments of hearing aids or replacement of hearing aids, and for supplies, including ear molds.

Certain hearing aids and related services may require PRIOR REVIEW and CERTIFICATION or services will not be covered.

### **Lymphedema-Related Services**

Coverage is provided for the diagnosis, evaluation, and treatment of lymphedema. These services must be provided by a licensed occupational or physical therapist or licensed nurse that has experience providing this treatment, or other licensed health care professional whose treatment of lymphedema is within their scope of practice. Benefits include MEDICALLY NECESSARY equipment, supplies and services such as complex decongestive therapy or self-management therapy and training. Gradient compression garments may be covered only with a PRESCRIPTION and when custom-fit for the patient.

### **Lymphedema-Related Services Exclusion**

- Over-the-counter compression or elastic knee-high or other stocking products.

### **MEDICAL SUPPLIES**

Coverage is provided for MEDICAL SUPPLIES. Your benefits are based on where supplies are received, either as part of your MEDICAL SUPPLIES benefit or your PRESCRIPTION DRUG benefit. Select diabetic supplies and spacers for metered dose inhalers and peak flow meters are also covered under your PRESCRIPTION DRUG benefit.

To obtain medical supplies and equipment, please find a PROVIDER on the website at [www.bcbsnc.com/members/nccar](http://www.bcbsnc.com/members/nccar) or call Customer Service.

### **Orthotic Devices**

Orthotic devices, which are rigid or semi-rigid supportive devices that restrict or eliminate motion of a weak or diseased body part, are covered if MEDICALLY NECESSARY and prescribed by a PROVIDER. Foot orthotics may be covered only when custom molded to the patient.

### **Orthotic Devices Exclusions**



## COVERED SERVICES *(cont.)*

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- Pre-molded foot orthotics
- Over-the-counter supportive devices
- Appliances and accessories that serve no medical purpose or that are primarily for comfort or convenience or are upgrades beyond the stated medical purpose
- Repair or replacement of equipment due to abuse or desire for new equipment.

### **PROSTHETIC APPLIANCES**

The PLAN provides benefits for the purchase, fitting, adjustments, repairs, and replacement of PROSTHETIC APPLIANCES. The PROSTHETIC APPLIANCES must replace all or part of a body part or its function. The type of PROSTHETIC APPLIANCE will be based on the functional level of the MEMBER.

Certain PROSTHETIC APPLIANCES require PRIOR REVIEW and CERTIFICATION or services will not be covered.

Therapeutic contact lenses may be covered when used as a corneal bandage for a medical condition. Benefits include a one-time replacement of eyeglass or contact lenses due to a PRESCRIPTION change after cataract SURGERY.

### **PROSTHETIC APPLIANCES Exclusions**

- Appliances and accessories that serve no medical purpose or that are primarily for comfort or convenience or are upgrades beyond the stated medical purpose
- Repair or replacement of equipment due to abuse or desire for new equipment.

## **Surgical Benefits**

Surgical services by a professional or facility PROVIDER on an inpatient or outpatient basis, including preoperative and postoperative care and care of complications, are covered.

Certain surgical procedures, including gender affirmation SURGERY and hormone therapy, bariatric SURGERY, and those surgical procedures that are potentially COSMETIC, require PRIOR REVIEW and CERTIFICATION or services will not be covered.

Surgical benefits include, but are not limited to:

- Diagnostic SURGERY such as biopsies, and reconstructive SURGERY performed to correct CONGENITAL defects that result in functional impairment of newborn, adoptive, and FOSTER CHILDREN
- Surgical treatment of morbid obesity (bariatric SURGERY) only when covered services are performed at a Blue Distinction Center for Bariatric Surgery® ("BDC"). This benefit is only available IN-NETWORK. If a Blue Distinction Center for Bariatric Surgery® is not within a 50 mile radius, this benefit shall be available at the IN-NETWORK benefit level if received from a non-BDC IN-NETWORK provider or at the OUT-OF-NETWORK benefit level if received from an OUT-OF-NETWORK PROVIDER. PRIOR REVIEW must be requested and CERTIFICATION obtained or services will not be covered. Side effects and complications arising from bariatric SURGERY performed at a non-Blue Distinction Center for Bariatric Surgery® will not be covered except for EMERGENCY SERVICES. For

## COVERED SERVICES *(cont.)*

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a list of Blue Distinction Centers for Bariatric Surgery®, call Customer Service at the number listed in “Who to Contact?”

- Surgical, endovenous or microfoam-sclerotherapy procedures used to support the normal function of your major (truncal) veins. Coverage is also provided for the liquid-sclerotherapy tributary vein treatment associated with a covered truncal vein procedure.
- Mastectomy SURGERY, including:
  - reconstruction of the breast on which the mastectomy has been performed
  - SURGERY and reconstruction of the non-diseased breast to produce a symmetrical appearance, without regard to the lapse of time between the mastectomy and the reconstructive SURGERY
  - prostheses and physical complications of all stages of the mastectomy, including lymphedemas. See “Federal Notices” for more information about mastectomy benefits.
- Joint replacement SURGERY

If you have more than one surgical procedure performed on the same date of service, those procedures may not be eligible for separate reimbursement.

For information about coverage of multiple surgical procedures, please refer to the CORPORATION'S reimbursement policies, which are on the website at [www.bcbsnc.com/members/nbar](http://www.bcbsnc.com/members/nbar), or call Customer Service at the number listed in “Who to Contact?”

### **Anesthesia**

Your anesthesia benefit includes coverage for general, spinal block, or monitored regional anesthesia ordered by the attending DOCTOR and administered by or under the supervision of a DOCTOR other than the attending surgeon or assistant at SURGERY.

Benefits are not available for charges billed separately by the PROVIDER which are not eligible for additional reimbursement. Also, your coverage does not provide additional benefits for local anesthetics, which are covered as part of your surgical benefit.

### **Transplants**

This benefit is available only when performed at a Blue Distinction Center for Transplants® (“BDC”). If a Blue Distinction Center for Transplants® is not within a 50 mile radius, this benefit shall be available at the IN-NETWORK benefit level if received from a non-BDC IN-NETWORK PROVIDER or at the OUT-OF-NETWORK benefit level if received from an OUT-OF-NETWORK PROVIDER. A transplant is the surgical transfer of a human organ, bone marrow, tissue, or peripheral blood stem cells taken from the body and returned or grafted into another area of the same body or into another body. The PLAN provides benefits for transplants, including hospital and professional services for covered transplant procedures. The PLAN provides care management for transplant services and will help you

## COVERED SERVICES *(cont.)*

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find a Blue Distinction Center for Transplants® that provides the transplant services required. Travel and lodging expenses may be reimbursed based on the CORPORATION'S guidelines that are available upon request from a transplant coordinator.

For a list of covered transplants, call Customer Service at the number listed in "Who to Contact?" to speak with a transplant coordinator and request prior review. Certification must be obtained in advance from the CORPORATION for all transplant-related services in order to assure coverage of these services. Grafting procedures associated with reconstructive SURGERY are not considered transplants.

If a transplant is provided from a living donor to the recipient MEMBER who will receive the transplant:

- Benefits are provided for reasonable and necessary services related to the search for a donor.
- Both the recipient and the donor are entitled to benefits of this coverage when the recipient is a MEMBER. Benefits provided to the donor will be charged against the recipient's coverage.

Some transplant services are INVESTIGATIONAL and not covered for some or all conditions or illnesses. Please see "Glossary" for an explanation of INVESTIGATIONAL.

### **Transplants Exclusions**

- The purchase price of the organ or tissue if any organ or tissue is sold rather than donated to the recipient MEMBER
- The procurement of organs, tissue, bone marrow or peripheral blood stem cells or any other donor services if the recipient is not a MEMBER
- Transplants, including high dose chemotherapy, considered EXPERIMENTAL or INVESTIGATIONAL
- Services for or related to the transplantation of animal or artificial organs or tissues.
- Transplants performed at a non-Blue Distinction Center for Transplants®, except when one is not located within a 50 mile radius.

### **Blue Distinction® Centers**

You may want to go to a Blue Distinction® Center (BDC) to receive your surgical procedure. BDC's are HOSPITALS and health care facilities with proven track records for delivering outstanding quality of care, service, and patient safety in the following specialties:

- bariatric SURGERY
- cardiac care
- knee or hip replacement
- maternity care
- transplants
- substance use disorder treatment and recovery
- spine SURGERY.

## COVERED SERVICES *(cont.)*

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The list of specialties may change from time to time. If you receive care at a BDC, your out-of-pocket expenses may be less. Please visit [www.BlueCrossNC.com/bdc](http://www.BlueCrossNC.com/bdc) for more information, including the most up-to-date list of specialties, and to find a BDC near you.

### **Mental Health And Substance Use Disorder Services**

The PLAN provides benefits for the treatment of MENTAL ILLNESS and substance use disorder by a HOSPITAL, RESIDENTIAL TREATMENT FACILITY, DOCTOR or OTHER PROVIDER without a referral, and includes, but is not limited to:

- OFFICE VISIT services
- Outpatient services (includes partial-day/night hospitalization services (minimum of four hours per day and 20 hours per week), and intensive therapy services (less than four hours per day and minimum of nine hours per week))
- Inpatient and RESIDENTIAL TREATMENT FACILITY services (includes room and board and related treatment).

### **How to Access Mental Health and Substance Use Disorder Services**

PRIOR REVIEW is not required for any OFFICE VISIT services or in EMERGENCY situations; however, in EMERGENCY situations, please notify the CORPORATION of your inpatient admission as soon as reasonably possible.

PRIOR REVIEW and CERTIFICATION are required for inpatient (including RESIDENTIAL TREATMENT FACILITY services) and certain outpatient services by the CORPORATION or services will not be covered. Failure to request PRIOR REVIEW and RECEIVE CERTIFICATION may result in allowed charges being reduced by 25% or a full denial of benefits. See the PRIOR REVIEW and CERTIFICATION number listed in "Who to Contact?" Information about which services require PRIOR REVIEW as well as a list of IN-NETWORK providers can be found online at [www.bcbsnc.com/members/nchar](http://www.bcbsnc.com/members/nchar) or you can call Customer Service or the mental health phone number on the back of your ID CARD.

#### **Mental Health and Substance Use Disorder Services Exclusion**

- Counseling with relatives about a patient

### **PRESCRIPTION DRUG Benefits**

Your PRESCRIPTION DRUG benefits cover the following:

- PRESCRIPTION DRUGS, including self-administered injectable medications, and contraceptive drugs and devices
- Certain preventive over-the-counter drugs when listed as covered in the FORMULARY, or under the PREVENTIVE CARE benefit, and a PROVIDER'S PRESCRIPTION for that drug is presented at the pharmacy (see "Summary of Benefits")
- Immunizations for influenza, shingles and pneumonia are covered at no cost to you when received at an IN-NETWORK pharmacy. The list of covered immunizations may change from time to time, call Customer Service for the most up-to-date list.

## COVERED SERVICES *(cont.)*

- Spacers for metered dose inhalers and peak flow meters
- PRESCRIPTION DRUGS related to treatment of SEXUAL DYSFUNCTION
- PRESCRIPTION DRUGS approved by the U.S. Food and Drug Administration (FDA) for short-term and long-term use in the treatment of clinical obesity
- Insulin and diabetic supplies such as: insulin needles, syringes, glucose testing strips, lancets and lancet devices.

Benefits vary for MEDICAL SUPPLIES, depending on whether supplies are received at a MEDICAL SUPPLY PROVIDER or at a pharmacy. See "Summary of Benefits."

- Certain PRESCRIPTION DRUGS related to treatment of INFERTILITY.

The following information will help you get the most value from your PRESCRIPTION DRUG coverage:

Situation	Value
Where you get your PRESCRIPTION filled	<p>Your cost will be less if you use an IN-NETWORK pharmacy in North Carolina or outside the state and show your ID CARD. If you fail to show your ID CARD or the IN-NETWORK pharmacy's records do not show you as eligible for coverage, you will have to pay the full cost of the PRESCRIPTION and file a claim.</p> <p>You may also get your PRESCRIPTION filled by an OUT-OF-NETWORK pharmacy; however, you may be asked to pay the full cost of the PRESCRIPTION DRUG and submit your own claim. Any charges over the ALLOWED AMOUNT are your responsibility.</p> <p>If you had an EMERGENCY and went to an OUT-OF-NETWORK pharmacy, the CORPORATION recommends that you call Customer Service at the number listed in "Who to Contact?" so that the claim can be processed at the IN-NETWORK level.</p>
How the type of PRESCRIPTION DRUG may determine the amount you pay	<p>Your PRESCRIPTION DRUG benefit has an open FORMULARY or list of PRESCRIPTION DRUGS, divided into categories or tiers. The CORPORATION determines the tier placement of PRESCRIPTION DRUGS in the FORMULARY, and this determines the amount you pay.</p> <p>Medications not on the list must go through a non-formulary exception process for MEDICAL NECESSITY to be reimbursed under the prescription benefit.</p> <p>Tier placement of PRESCRIPTION DRUGS in the FORMULARY may be determined by: the effectiveness and safety of the drug, the cost of the drug, and/or the classification of the drug by the</p>

## COVERED SERVICES *(cont.)*

	<p>U.S. Food and Drug Administration (FDA) or nationally-recognized drug databases (e.g., Medispan).</p> <p>The PRESCRIPTION DRUGS listed in the FORMULARY or their tier placement may change from time to time due to a change in the cost of the drug and/or in the classification of the drug by the U.S. Food and Drug Administration (FDA) or nationally-recognized drug databases (e.g., Medispan).</p>
How your PRESCRIPTION is dispensed	<p>In some cases, a PROVIDER may prescribe a total dosage of a drug that requires two or more different drugs in a compound to be dispensed. If your benefits include copayments for PRESCRIPTION DRUGS, in these cases, you will be responsible for one copayment, that of the highest tier drug in the compound, based on each 30-day supply. Please note that some PRESCRIPTION DRUGS are only dispensed in 60- or 90-day quantities. For these drugs, you will pay either two or three copayments depending on the quantity you receive. Please see "Summary of Benefits."</p> <p>If you need to receive an extended supply (greater than a 30-day supply and up to a 90-day supply), visit <a href="http://www.bcbsnc.com/members/nchar">www.bcbsnc.com/members/nchar</a> for a listing of retail pharmacies or mail-order service that can dispense an extended supply of your prescription.</p> <p>You cannot refill a PRESCRIPTION until:</p> <ul style="list-style-type: none"> <li>• three-fourths (75%) of the time period has passed that the PRESCRIPTION was intended to cover, or</li> <li>• up to nine-tenths (90%) of the time period has passed that the controlled PRESCRIPTION was intended to cover, or</li> <li>• the full time period has passed that the PRESCRIPTION was intended to cover if quantity limits apply, except during a government-declared state of emergency or disaster in the county in which you reside. During these circumstances, you must request a refill within 29 days after the date of the emergency or disaster (not the date of the declaration). A refill of a PRESCRIPTION with quantity limitations may take into account the proportionate dosage use prior to the disaster.</li> </ul> <p>Certain combinations of compound drugs may require PRIOR REVIEW and CERTIFICATION. For specific information about drug classes with limited or no plan coverage, please visit <a href="http://www.bluecrossnc.com/umdrug">www.bluecrossnc.com/umdrug</a>. Examples of these drug</p>

## COVERED SERVICES *(cont.)*

	categories include (but are not limited to) Infertility Drugs, Sexual Dysfunction Drugs, and Non-FDA Approved Medications. Reference the “Drugs with Limited or No Plan Coverage” section for more details.
If you have multiple PRESCRIPTIONS and need to align your refill dates	<p>If you have multiple PRESCRIPTIONS and need to align your refill dates you may need a PRESCRIPTION for less than a 30-day supply. If your DOCTOR or pharmacy agrees to give you a PRESCRIPTION for less than a 30-day supply for this purpose you will only pay a prorated daily cost-sharing amount (any dispensing fee will not be prorated). This benefit is only available for drugs covered under your PRESCRIPTION DRUG benefit, received at an IN-NETWORK pharmacy, and when PRIOR REVIEW requirements have been met.</p> <p>In addition, the drugs must:</p> <ul style="list-style-type: none"> <li>• be used for treatment and management of chronic conditions and are subject to refills;</li> <li>• NOT be a Schedule II or Schedule III controlled substance containing hydrocodone;</li> <li>• be able to be split over short-fill periods; and</li> <li>• do not have quantity limits or dose optimization criteria that would be affected by aligning refill dates.</li> </ul>
Use of Lower-Cost PRESCRIPTION DRUGS	When choosing a PRESCRIPTION DRUG, you and your DOCTOR should discuss whether a lower-cost PRESCRIPTION DRUG could provide the same results as a more expensive PRESCRIPTION DRUG. If you choose a BRAND-NAME PRESCRIPTION DRUG, your cost may be higher.
PRIOR REVIEW Requirements	PRIOR REVIEW and CERTIFICATION by the CORPORATION are required for some PRESCRIPTION DRUGS or services will not be covered. The CORPORATION may change the list of these PRESCRIPTION DRUGS from time to time. The CORPORATION may change the authorization period for which a previously reviewed or certified drug was granted. Should this occur, you will be notified. Please visit the CORPORATION'S website at <a href="http://www.BlueCrossNC.com">www.BlueCrossNC.com</a> for more details.
SPECIALTY DRUGS	The CORPORATION has a separate pharmacy network for purchasing select SPECIALTY DRUGS (“Specialty Network”). These SPECIALTY DRUGS (which include specialty GENERIC or BRAND-NAME PRESCRIPTION DRUGS, as well as BIOLOGIC or BIOSIMILAR PRESCRIPTION DRUGS) must be dispensed by a



## COVERED SERVICES *(cont.)*

	<p>pharmacy participating in the Specialty Network in order to receive IN-NETWORK benefits. These drugs are limited to a 30-day supply or less. For a list of PRESCRIPTION DRUGS that are considered SPECIALTY DRUGS, visit the website at <a href="http://www.bcbsnc.com/members/ncbar">www.bcbsnc.com/members/ncbar</a>.</p>
Exception Requests	<p>MEMBERS, their authorized representative, or their prescribing PROVIDER may request a standard exception request, an expedited exception request, or an external exception request in order to gain access to RESTRICTED ACCESS/STEP THERAPY DRUGS OR DEVICES if determined to be MEDICALLY NECESSARY and appropriate by the MEMBER'S prescribing PROVIDER and the PRESCRIPTION DRUG is covered under the PLAN.</p> <p>As part of an exception request, the MEMBER'S prescribing PROVIDER must provide supporting information of the request by including an oral or written statement that provides a justification supporting the need for the RESTRICTED-ACCESS (STEP THERAPY) DRUGS or DEVICES to treat the MEMBER'S condition.</p> <p>Exception requests will be granted if supporting information demonstrates any of the following:</p> <ul style="list-style-type: none"> <li>• the MEMBER has tried an alternate drug or drugs while covered by the CORPORATION or their previous health benefit plan;</li> <li>• the alternate drug or drugs has been ineffective in the treatment of the MEMBER'S disease or condition;</li> <li>• the alternate drug or drugs causes or is reasonably expected by the prescribing PROVIDER to cause a harmful or adverse clinical reaction in the MEMBER;</li> <li>• either (i) the drug is prescribed in line with any applicable clinical protocol of the CORPORATION or (ii) the drug has been approved as an exception to the clinical protocol consistent with the CORPORATION'S exception procedure;</li> <li>• the MEMBER'S prescribing PROVIDER certifies in writing that the MEMBER has previously used an alternative nonrestricted access drug or device and the alternative drug or device has been detrimental to the MEMBER'S health or has been ineffective in treating the same condition and, in the prescribing PROVIDER'S opinion, is likely to be detrimental to the MEMBER'S health or ineffective in treating the condition again.</li> </ul>



## COVERED SERVICES *(cont.)*

PRESCRIPTION DRUG samples, coupons or other incentive programs will not be considered a trial and failure of a prescribed drug in place of trying the nonrestricted access PRESCRIPTION DRUG.

MEMBERS (or their authorized representatives) may visit [www.bcbsnc.com/members/ncbar](http://www.bcbsnc.com/members/ncbar) for information about the ways to submit a request. Generally, MEMBERS may submit requests:

- By fax (visit the website above for fax form and numbers)
- By mail to Blue Cross and Blue Shield of North Carolina, Healthcare Management and Operations, Pharmacy Exception, P. O. Box 2291, Durham, NC 27702
- By telephone at 1-800-672-7897

Once the CORPORATION has all necessary and relevant information to make a decision, the CORPORATION will provide a response to the MEMBER and their PROVIDER approving or denying their request (if approved, notice will provide duration of approval) within the following timeframes:

Type of Request	CORPORATION Response
Standard (Non-urgent)	No later than 72 hours following the receipt of request
Expedited*	No later than 24 hours following the receipt of request
External**	No later than 72 hours following the receipt of request (Original request was standard)  No later than 24 hours following the receipt of request (original request was expedited)

\*An expedited request is permissible where a MEMBER is suffering from a health condition that may seriously jeopardize the MEMBER'S life, health, or ability to regain maximum

## COVERED SERVICES *(cont.)*

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	<p>function or when the MEMBER is getting a current course of treatment using a RESTRICTED-ACCESS (STEP THERAPY) DRUG OR DEVICE.</p> <p><b>**An external request will be reviewed by an independent review organization contracted by the CORPORATION.</b></p>
Quantity Limitations	<p>The CORPORATION covers certain PRESCRIPTION DRUGS up to a set quantity based on criteria developed by the CORPORATION to encourage the appropriate use of the drug. For these PRESCRIPTION DRUGS, PRIOR REVIEW and CERTIFICATION are required before excess quantities of these drugs will be covered. When excess quantities are approved, you may be required to pay an additional copayment.</p>
Benefit Limitations	<p>Certain PRESCRIPTION DRUGS are subject to benefit limitations which may include, but not limited to: the amount dispensed per PRESCRIPTION, per day or per defined time period; per lifetime; per month's supply; or the amount dispensed per single copayment, if applicable. Note: excess quantities are not covered. These benefit limitations can be found at <b><a href="http://www.BlueCrossNC.com/umdrug">www.BlueCrossNC.com/umdrug</a></b>.</p>

## WHAT IS NOT COVERED?

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Exclusions for a specific type of service are stated along with the benefit description in "COVERED SERVICES." Exclusions that apply to many services are listed in this section, starting with general exclusions and then the remaining exclusions are listed in alphabetical order. To understand all the exclusions that apply, read "COVERED SERVICES," "Summary of Benefits" and "What Is Not Covered?" The PLAN does not cover services, supplies, drugs or charges for:

- Any condition, disease, ailment, injury or diagnostic service to the extent that benefits are provided or persons are eligible for coverage under Title XVIII of the Social Security Act of 1965, including amendments, except as otherwise provided by federal law
- Conditions that federal, state or local law requires to be treated in a public facility
- Any condition, disease, illness or injury that occurs in the course of employment, if the EMPLOYEE, EMPLOYER or carrier is liable or responsible for the specific medical charge (1) according to a final adjudication of the claim under a state's workers' compensation laws, or (2) by an order of a state Industrial Commission or other applicable regulatory agency approving a settlement agreement
- Benefits that are provided by any governmental unit except as required by law
- Services that are ordered by a court that are otherwise excluded from benefits under this PLAN
- Any condition suffered as a result of any act of war or while on active or reserve military duty
- A dental or medical department maintained by or on behalf of an employer, a mutual benefit association, labor union, trust or similar person or group
- Services received prior to the MEMBER'S EFFECTIVE DATE of coverage
- Services received in excess of any BENEFIT PERIOD MAXIMUM or LIFETIME MAXIMUM
- A benefit, drug, service or supply that is not specifically listed as covered in this benefit booklet
- Any benefit, drug, service, supply, test or charge that is duplicative or inclusive to other COVERED SERVICES.

In addition, the PLAN does not cover the following services, supplies, drugs or charges:

### **A**

**Acupuncture** and acupressure

**Administrative charges** including, but not limited to: charges billed by a provider, including charges for failure to keep a scheduled visit, completion of claim forms, obtaining medical records, late payments, telephone charges, shipping and handling and taxes

Costs in excess of the **ALLOWED AMOUNT** for services usually provided by one DOCTOR, when those services are provided by multiple DOCTORS or medical care provided by more than one DOCTOR for treatment of the same condition

## WHAT IS NOT COVERED? *(cont.)*

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**Alternative** medicine services, which are unproven preventive or treatment modalities, also described as alternative, integrative or complementary medicine, whether performed by a physician or any PROVIDER

### **B**

Collection and storage of **blood** and stem cells taken from the umbilical cord and placenta for future use in fighting a disease

### **C**

**Claims** not submitted to the CORPORATION within 18 months of the date the charge was INCURRED, except in the absence of legal capacity of the MEMBER

Side effects and **complications** of noncovered services, except for EMERGENCY SERVICES in the case of an EMERGENCY

**Convenience** items such as, but not limited to, devices and equipment used for environmental control, urinary incontinence devices (including bed wetting devices) and equipment, heating pads, hot water bottles, ice packs and personal hygiene items

**COSMETIC** services: the removal of excess skin from any area of the body (except panniculectomy), skin tag excisions, cryotherapy, dermabrasion and/or chemical exfoliation for acne and acne scarring, injection of dermal fillers, removal of wrinkles (facelift), services for hair transplants, skin enhancements, electrolysis, liposuction/lipectomy from head, neck, trunk/buttocks, and surgery for psychological or emotional reasons, except as specifically covered by the PLAN.

Services received either before or after the **coverage period** of the PLAN, regardless of when the treated condition occurred, and regardless of whether the care is a continuation of care received prior to the termination.

**Custodial care** designed essentially to assist an individual with activities of daily living, with or without routine nursing care and the supervisory care of a DOCTOR. While some skilled services may be provided, the patient does not require continuing skilled services 24 hours daily. The individual is not under specific medical, surgical, or psychiatric treatment to reduce a physical or mental disability to the extent necessary to enable the patient to live outside either the institution or the home setting with substantial assistance and supervision nor is there reasonable likelihood that the disability will be reduced to that level even with treatment. Custodial care includes, but is not limited to, help in walking, bathing, dressing, feeding, preparation of special diets and supervision over medications that could otherwise be self-administered. Such services and supplies are custodial as determined by the CORPORATION without regard to the place of service or the PROVIDER prescribing or providing the services.

## WHAT IS NOT COVERED? *(cont.)*

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### D

**Dental appliances** except when MEDICALLY NECESSARY for the treatment of temporomandibular joint disease or obstructive sleep apnea

**Dental care**, dentures, dental implants, oral orthotic devices, palatal expanders and orthodontics, except as specifically covered by the PLAN

**DENTAL SERVICES** provided in a HOSPITAL, except as described in “Dental Treatment Covered Under Your Medical Benefit”

The following **drugs**:

- A PRESCRIPTION DRUG not specifically covered in the PLAN
- A PRESCRIPTION DRUG that is in excess of the stated quantity limits
- A PRESCRIPTION DRUG that is purchased to replace a lost, broken, or destroyed PRESCRIPTION DRUG except under certain circumstances during a state of emergency or disaster
- A PRESCRIPTION DRUG where any portion or refill exceeds the maximum supply for which benefits will be provided when dispensed under any one PRESCRIPTION
- Injections by a health care professional of injectable PRESCRIPTION DRUGS which can be self-administered, unless medical supervision is required
- Drugs associated with assisted reproductive technology
- EXPERIMENTAL drugs or any drug not approved by the U.S. Food and Drug Administration (FDA) for the applicable diagnosis or treatment. However, this exclusion does not apply to PRESCRIPTION DRUGS (1) specifically listed as a covered drug in the FORMULARY and a written PRESCRIPTION is provided; or (2) used in covered phases I, II, III and IV clinical trials, or drugs approved by the FDA for treatment of cancer, if prescribed for the treatment of any type of cancer for which the drug has been proven as effective and accepted in any one of the following:
  - EXPERIMENTAL drugs or any drug not approved by the U.S. Food and Drug Administration (FDA) for the applicable diagnosis or treatment. However, this exclusion does not apply to PRESCRIPTION DRUGS (1) specifically listed as a covered drug in the FORMULARY and a written PRESCRIPTION is provided; or (2) used in covered phases I, II, III and IV clinical trials, or drugs approved by the FDA for treatment of cancer, if prescribed for the treatment of any type of cancer for which the drug has been proven as effective and accepted in any one of the following:
    - The National Comprehensive Cancer Network Drugs & Biologics Compendium
    - The Thomson Micromedex ® DRUGDEX ®
    - The Elsevier Gold Standard’s Clinical Pharmacology
    - Any other authoritative compendia as recognized periodically by the United States Secretary of Health and Human Services.

## WHAT IS NOT COVERED? *(cont.)*

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And any other drug that is:

- Purchased over-the-counter, unless specifically listed as a covered drug in the FORMULARY and a written PRESCRIPTION is provided
- Therapeutically equivalent to an over-the-counter drug
- Compounded and does not contain at least one ingredient that is defined as a prescription drug (see “Glossary”). Compounds containing non-FDA approved bulk chemical ingredients are excluded from coverage.
- Contraindicated (should not be used) due to age, drug interaction, therapeutic duplications, dose greater than maximum recommended, or other reasons as determined by FDA’s approved product labeling
- A medical device, unless specifically listed as a covered medical device in the FORMULARY and a written PRESCRIPTION is provided
- A medication that has been repackaged — a pharmaceutical product that is removed from the original manufacturer container (Brand Originator) and repackaged by another manufacturer with a different NDC.
- Institutional packs or clinic packs — a pharmaceutical product that is labeled for Institutional Use Only (for HOSPITALS, institutions or clinics only) and which has a different NDC (National Drug Code) for clinical or institutional use.

### E

Services primarily for **EDUCATIONAL TREATMENT** including, but not limited to, books, tapes, pamphlets, seminars, classroom, Web or computer programs, individual or group instruction and counseling, except as specifically covered by the PLAN

The following **equipment**:

- Devices and equipment used for environmental accommodation requiring vehicle and/or building modifications such as, but not limited to, chair lifts, stair lifts, home elevators, and ramps
- Air conditioners, furnaces, humidifiers, dehumidifiers, vacuum cleaners, electronic air filters and similar equipment
- Physical fitness equipment, hot tubs, Jacuzzis, heated spas, or pools
- Standing frames
- Automatic external defibrillators
- Personal computers.

**EXPERIMENTAL** services including services whose efficacy has not been established by controlled clinical trials, or are not recommended as a preventive service by the U.S. Public Health Service, except as specifically covered by the PLAN

### F

Routine **FOOT CARE** that is palliative or **COSMETIC**, except for the treatment of conditions related to diabetes

## WHAT IS NOT COVERED? *(cont.)*

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### G

**Genetic testing**, except for high risk patients when the identification of a genetic abnormality correlates with the likelihood of a disease or condition, and when the therapeutic or diagnostic course would be determined by the outcome of the testing.

### H

Routine **hearing** examinations and **hearing aids**, including implantable bone-anchored hearing aids (BAHA), or examinations for the fitting of hearing aids for MEMBERS over the age of 22

**Certain home health care** services, including, but not limited to: homemaker services, such as cooking, and housekeeping; dietitian services or meals; services that are provided by a close relative or a member of your household

**Hypnosis** except when used for control of acute or chronic pain

### I

**Inpatient admissions** primarily for the purpose of receiving diagnostic services or a physical examination. Inpatient admissions primarily for the purpose of receiving therapy services, except when the admission is a continuation of treatment following care at an inpatient facility for an illness or accident requiring therapy.

**Inpatient confinements** that are primarily intended as a change of environment

Services that are **INVESTIGATIONAL** in nature or obsolete, including any service, drugs, procedure or treatment directly related to an INVESTIGATIONAL treatment, except as specifically covered by the PLAN

### M

Services or supplies deemed not **MEDICALLY NECESSARY** or not ordered by a PROVIDER

### N

Services that would not be necessary if a noncovered service had not been received, except for EMERGENCY SERVICES in the case of an EMERGENCY. This includes any services, procedures or supplies associated with COSMETIC services, INVESTIGATIONAL services, and services deemed not MEDICALLY NECESSARY, or elective termination of pregnancy if not specifically covered by the PLAN.

### O

The following **obesity** services:

- Bariatric surgery services performed at a non-Blue Distinction Center for Bariatric Surgery®, except as specifically covered by the PLAN
- Any cost associated with membership in a weight management program

## WHAT IS NOT COVERED? *(cont.)*

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- Any treatment or regimen, medical or surgical, for the purpose of reducing or controlling the weight of the MEMBER or for treatment of obesity, except for surgical treatment of morbid obesity, or as specifically covered by the PLAN

### P

#### Body **piercing**

Care or services from a **PROVIDER** who:

- Cannot legally provide or legally charge for the services or services are outside the scope of the PROVIDER'S license or certification
- Provides and bills for services from a licensed health care professional who is in training
- Is in a MEMBER'S immediate family
- Is not recognized by the CORPORATION as an eligible PROVIDER.

### R

The following **residential care** services:

- Care in a self-care unit, apartment or similar facility operated by or connected with a HOSPITAL
- Domiciliary care or rest cures, care provided and billed for by a hotel, health resort, convalescent home, rest home, nursing home or other extended care facility, home for the aged, infirmary, school infirmary, institution providing education in special environments, in residential treatment facilities (except for substance use disorder and mental health treatment), or any similar facility or institution

**RESPITE CARE**, whether in the home or in a facility or inpatient setting, except as specifically covered by the PLAN

### S

**Services or supplies** that are:

- Not performed by or upon the direction of a DOCTOR or OTHER PROVIDER
- Available to a MEMBER without charge

**SEXUAL DYSFUNCTION** unrelated to organic disease

**Shoe lifts** and **shoes** of any type unless part of a brace

### T

The following types of **Temporomandibular Joint (TMJ)** Services:

- Treatment for periodontal disease
- Dental implants or root canals
- Crowns and bridges
- Orthodontic braces
- Occlusal (bite) adjustments



## WHAT IS NOT COVERED? *(cont.)*

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- Extractions

The following types of **therapy**:

- Music therapy, recreational or activity therapy, and all types of animal therapy. Remedial reading and all forms of special education and supplies or equipment used similarly, except as specifically covered by the PLAN
- Massage therapy
- Cognitive rehabilitation
- Group classes for pulmonary rehabilitation

**Travel**, whether or not recommended or prescribed by a DOCTOR or other licensed health care professional, except when approved in advance for transplants

### V

The following **vision** services:

- Radial keratotomy and other refractive eye SURGERY, and related services to correct vision except for surgical correction of an eye injury. Also excluded are premium intraocular lenses or the services related to the insertion of premium lenses beyond what is required for insertion of conventional intraocular lenses, which are small, lightweight, clear disks that replace the distance-focusing power of the eye's natural crystalline lens.
- Eyeglasses or contact lenses, except as specifically covered in "PROSTHETIC APPLIANCES"
- Orthoptics, vision training, and low vision aids
- Lenses for keratoconus or any other eye procedure, except as specifically covered by the PLAN

**Vitamins**, food supplements or replacements, nutritional or dietary supplements, formulas or special foods of any kind, including medical foods with a PRESCRIPTION, except for PRESCRIPTION prenatal vitamins or PRESCRIPTION vitamin B-12 injections for anemias, neuropathies or dementias secondary to a vitamin B-12 deficiency, or certain over-the-counter medications that may be available under your PREVENTIVE CARE benefits for certain individuals. For the most up-to-date list of PREVENTIVE CARE services that are covered under federal law, see the CORPORATION'S website at [www.BlueCrossNC.com/preventive](http://www.BlueCrossNC.com/preventive)

### W

**Wigs**, hairpieces and hair implants for any reason.

## WHEN COVERAGE BEGINS AND ENDS

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This section provides information on who is eligible and how to qualify for coverage under this health benefit plan:

<b>Table of Contents:</b> <ul style="list-style-type: none"><li>• Enrolling in this Health Benefit Plan</li><li>• Adding or Removing a DEPENDENT</li><li>• Qualified Medical Child Support Order</li><li>• Types of coverage</li><li>• Reporting Changes</li><li>• Continuing Coverage</li><li>• Continuation under Federal Law</li><li>• Certificate of CREDITABLE COVERAGE</li><li>• Termination of MEMBER coverage</li><li>• Guaranteed Renewability</li><li>• Plan Amendment or Termination</li></ul>	<b>Key Words:</b> <ul style="list-style-type: none"><li>• EMPLOYEE</li><li>• DEPENDENTS</li><li>• GROUP ADMINISTRATOR</li></ul>
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To be covered under the PLAN, you must be an active full-time EMPLOYEE based on your EMPLOYER'S employment practices, who works a minimum of 20 or more hours per week and is otherwise eligible for coverage. However, your EMPLOYER may establish additional criteria you must meet before you are eligible for coverage. This may include satisfying a probationary period before your coverage begins. Eligibility may also extend to EMPLOYEES who may not be actively at work due to an approved leave of absence, temporary layoff, injury, illness, maternity or personal leave, or disability as a result of injury or illness. If your EMPLOYER extends eligibility as a result of one of the circumstances listed above, coverage shall be limited to the EMPLOYER'S personnel practice or twelve (12) months, whichever is less.

For DEPENDENTS to be covered under the PLAN, you must be covered and your DEPENDENT must be one of the following:

- Your spouse, under a legally valid, existing marriage between persons of the opposite or same sex. Please check with your PLAN ADMINISTRATOR to verify spousal coverage.
- Your or your spouse's DEPENDENT CHILDREN to the end of the month of their 26th birthday, including newborn children from date of birth, stepchildren, adoptive children from date of placement for adoption, FOSTER CHILDREN from date of placement in the foster home, and children for whom health benefit coverage is required under a court or administrative order.
- A DEPENDENT CHILD who in accordance with North Carolina law, is and continues to be either intellectually or physically disabled and incapable of self-support may continue to be covered under the PLAN regardless of age if the condition exists and coverage is in effect when the child reaches the end of eligibility for DEPENDENT CHILDREN. Proof of the disability must be provided within 31 days of the DEPENDENT CHILD'S 26th birthday. The

## WHEN COVERAGE BEGINS AND ENDS *(cont.)*

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disability must be medically certified by the child's DOCTOR and may be verified annually by the CORPORATION.

### **Enrolling in the PLAN**

It is very important to consider when you apply for coverage and/or add DEPENDENTS. Your employer allows you to apply for coverage or make changes to your coverage during your EMPLOYER'S annual enrollment period, which is held once a year. Your EMPLOYER does not impose any WAITING PERIOD for pre-existing conditions (a condition, disease, illness or injury for which medical advice, diagnosis, care or treatment was received or recommended within the 6-month period prior to your enrollment date). If you do not apply for coverage within 30 days of when you or your dependents first become eligible, you will have to wait for a future annual enrollment period. Newly eligible children (newborns, adoptive children, or FOSTER CHILDREN), and children added as a result of a court or administrative order such as a Qualified Medical Child Support Order (QMCSO) are not restricted to the annual enrollment period. See also "Adding or Removing a DEPENDENT."

You may also apply for coverage and/or add DEPENDENTS within a 30-day period following any of the triggering/qualifying life events (QLEs) listed below unless otherwise noted. A QLE for one individual within a family qualifies as an event for the MEMBER and all family members, regardless of current enrollment. Coverage is effective no later than the first day of the first month following a completed request for enrollment.

The following are considered QLEs:

- You get married or obtain a DEPENDENT through birth, court or administrative order, adoption, placement in anticipation of adoption, or foster care placement of an eligible child
- You or your DEPENDENTS lose coverage under another health benefit plan, and each of the following conditions is met:
  - you and/or your DEPENDENTS are otherwise eligible for coverage under this PLAN, and
  - you and/or your DEPENDENTS were covered under another health benefit plan at the time this coverage was previously offered and declined enrollment due to the other coverage, and
  - you and/or your DEPENDENTS lose coverage under another health benefit plan due to i) the exhaustion of the COBRA continuation period, or ii) the loss of eligibility for that coverage for reasons including, but not limited to, divorce, loss of DEPENDENT status, death of the EMPLOYEE, termination of employment, or reduction in the number of hours of employment, or iii) the termination of the other plan's coverage, or iv) the offered health benefit plan not providing benefits in your service area and no other health benefit plans are available, or v) the termination of EMPLOYER contributions toward the cost of the other plan's coverage, or vi) meeting or exceeding the lifetime benefit maximum, or vii) the discontinuance of the health benefit plan to similarly situated individuals

## WHEN COVERAGE BEGINS AND ENDS *(cont.)*

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- You or your DEPENDENTS lose coverage due to loss of eligibility under Medicaid or the Children's Health Insurance Program (CHIP) and apply for coverage under the PLAN within 60 days
- You or your DEPENDENTS become eligible for premium assistance with respect to coverage under the PLAN under Medicaid or the Children's Health Insurance Program (CHIP) and apply for coverage under the PLAN within 60 days.

### **Adding or Removing a DEPENDENT**

Do you want to add or remove a DEPENDENT? You must notify the CORPORATION and the PLAN ADMINISTRATOR and fill out any required forms.

For coverage to be effective on the date the DEPENDENT becomes eligible, the proper form must be completed within 30 days after the DEPENDENT becomes eligible.

If you are adding a newborn child, a child placed by court or administrative order, a child legally placed for adoption or a FOSTER CHILD, and adding the DEPENDENT CHILD would not change your coverage type or premiums, the change will be effective on the date the child becomes eligible (the date of birth for a newborn, the date of placement for adoption for adoptive children, or the date of placement of a FOSTER CHILD in your home), as long as coverage was effective on that date. In these cases, notice is not required to the CORPORATION within 30 days after the child becomes eligible, but it is important to provide notification as soon as possible. If you are adding a DEPENDENT CHILD through a court or administrative order and are eligible for family coverage, the DEPENDENT CHILD is not subject to the 30-day notification requirement; however, it is important to provide notification as soon as possible.

You may remove DEPENDENTS from your coverage by contacting the PLAN ADMINISTRATOR and completing the proper form. DEPENDENTS must be removed from coverage when they are no longer eligible, such as when a child is no longer eligible due to age, or when a spouse is no longer eligible due to divorce or death. Failure to timely notify your PLAN ADMINISTRATOR of the need to remove a DEPENDENT could result in loss of eligibility for continuation of coverage.

### **Qualified Medical Child Support Order**

A Qualified Medical Child Support Order (QMCSO) is any judgment, decree or order that is issued by an appropriate court or through an administrative process under state law that: (1) provides for coverage of the child of a MEMBER under Blue Cross NC; and (2) is either issued according to state law or a law relating to medical child support described in Section 1908 of the Social Security Act. A QMCSO must be specific as to the participant whose child(ren) is (are) to be covered, the type of coverage, the child(ren) to be covered and the applicable period of the QMCSO. A copy of the QMCSO procedures may be obtained free of charge from the CORPORATION and the PLAN ADMINISTRATOR.

### **Types of Coverage**

These are the types of coverage available:

## WHEN COVERAGE BEGINS AND ENDS *(cont.)*

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- EMPLOYEE-only coverage — The PLAN covers only you
- EMPLOYEE-spouse coverage — This PLAN covers you and your spouse
- EMPLOYEE-children coverage — This PLAN covers you and your DEPENDENT CHILDREN
- Family coverage — This PLAN covers you, your spouse and your DEPENDENT CHILDREN.

### **Reporting Changes**

Have you moved, added or changed other health coverage, changed your name or phone number? If so, contact the CORPORATION and the PLAN ADMINISTRATOR and fill out the proper form. It will help assure better service if the CORPORATION is kept informed of these changes.

### **Continuing Coverage**

Under certain circumstances, your eligibility for coverage under this PLAN may end. You may have certain options such as enrolling in Medicare or continuing health insurance under this PLAN.

For DEPENDENTS of an active full-time EMPLOYEE who elects Medicare only enrolled prior to October 1, 2015:

- DEPENDENTS of an active full-time EMPLOYEE who elect Medicare only will continue their eligibility under the plan until the time the active EMPLOYEE terminates employment or DEPENDENTS become eligible for Medicare, Medicaid, or other group or individual coverage. All other eligibility provisions apply to these DEPENDENTS.

For DEPENDENTS of an active full-time employee who elects Medicare only enrolled after October 1, 2015:

- DEPENDENTS of an active full-time employee who elect Medicare only after October 1, 2015, who are eligible for COBRA, will have their coverage terminated and COBRA rights will apply for a period not to exceed 36 months. All other eligibility provisions apply to these DEPENDENTS.
- DEPENDENTS of an active full-time employee who elect Medicare only after October 1, 2015, who are eligible for State Continuation, will continue their eligibility for a period of 18 months at which time they will be terminated from the plan and allowed an additional 18 months of continuing coverage under State Continuation. All other eligibility provisions apply to these DEPENDENTS.

### **Medicare**

When you reach age 65, you may be eligible for Medicare Part A hospital, Medicare Part B medical, and Medicare Part D prescription drug benefits. You may be eligible for Medicare benefits earlier if you become permanently disabled or develop end-stage renal disease. Just before either you or your spouse turn 65, or when disability or end-stage

## WHEN COVERAGE BEGINS AND ENDS *(cont.)*

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renal disease occurs, you should contact the nearest Social Security office and apply for Medicare benefits. They can tell you what Medicare benefits are available.

If you are covered by this PLAN when you become eligible for Medicare, consult the PLAN ADMINISTRATOR for advice about continuation of coverage under the PLAN.

### **Continuation Under Federal Law – Employer Groups with 20 or more employees**

Under a federal law known as COBRA, if your EMPLOYER has 20 or more EMPLOYEES, you and your covered DEPENDENTS can elect to continue coverage for up to 18 months by paying applicable fees to the EMPLOYER in the following circumstances:

- Your employment is terminated (unless the termination is the result of gross misconduct)
- Your hours worked are reduced, causing you to be ineligible for coverage.

In addition to their rights above, DEPENDENTS will be able to continue coverage for up to 36 months if their coverage is terminated due to:

- Your death
- Divorce
- Your entitlement to Medicare
- A DEPENDENT CHILD ceasing to be a DEPENDENT under the terms of this coverage.

Children born to or placed for adoption with you during the continuation coverage period are also eligible for the remainder of the continuation period. If you are a retired EMPLOYEE and you, your spouse and your DEPENDENTS lose coverage resulting from a bankruptcy proceeding against your EMPLOYER, you may qualify for continuation coverage under COBRA. Contact the PLAN ADMINISTRATOR for conditions and duration of continuation coverage.

In addition, you and/or your DEPENDENTS, who are determined by the Social Security Administration to be disabled, may be eligible to extend their 18-month period of continuation coverage, for a total maximum of 29 months. The disability has to have started at some time before the 60th day of continuation coverage and must last at least until the end of the 18-month period of continuation coverage. Notice must be provided to the PLAN ADMINISTRATOR within 60 days of the determination of disability by the Social Security Administration and prior to the end of the original 18-month period of continuation coverage. In addition, notice must be provided to the PLAN ADMINISTRATOR within 30 days after the later of the date of determination that the individual is no longer disabled or the date of the initial notification of this notice requirement.

You or your dependents must notify the CORPORATION and the PLAN ADMINISTRATOR within 60 days of the following triggering events:

- Divorce
- Ineligibility of a DEPENDENT CHILD.

You and/or your DEPENDENTS will be offered continuation coverage within 14 days of the date that the COBRA administrator is notified of one of these events resulting in the

## WHEN COVERAGE BEGINS AND ENDS *(cont.)*

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termination of your coverage. Eligible persons have 60 days to elect or reject continuation coverage. Following election, applicable fees must be paid to the COBRA administrator within 45 days.

Continuation coverage will end at the completion of the applicable continuation period or earlier if:

- Your EMPLOYER ceases to provide a health benefit plan to EMPLOYEES (except in the case of solo practitioners who dissolve their law office – in this case continuation coverage will be offered for 6 months)
- The continuing person fails to pay the monthly fee on time
- The continuing person obtains coverage under another group plan
- The continuing person becomes entitled to Medicare after the election of continuation coverage.
- The continuing person is no longer disabled and is within the 11-month extension for disability.

If you are covered by the PLAN and called to the uniformed services, as defined in the Uniformed Services Employment and Reemployment Rights Act (USERRA), consult the PLAN ADMINISTRATOR. The PLAN ADMINISTRATOR will advise you about the continuation of coverage and reinstatement of coverage under this PLAN as required under USERRA.

NOTE: You may have other options available to you when you lose group health coverage. For example, you may be eligible to buy an individual plan through the Health Insurance Marketplace (“Marketplace”). By enrolling in coverage through the Marketplace, you may qualify for lower costs on your monthly premiums and lower out-of-pocket costs. Additionally, you may qualify for a 30-day special enrollment period for another group health plan for which you are eligible (such as a spouse’s plan), even if that plan generally doesn’t accept late enrollees.

If you have any questions about your COBRA rights or continuation of coverage, please contact the PLAN ADMINISTRATOR.

### **Continuation Under State Law**

Under state law, you and your covered DEPENDENTS of any size EMPLOYER group have the option to continue group coverage for 18 months from the date that you and/or your DEPENDENTS cease to be eligible for coverage under the PLAN. You and your DEPENDENTS are not eligible for continuation under state law if:

- Your insurance terminated because you failed to pay the appropriate contribution
- You or your DEPENDENTS are eligible for another group health benefit plan
- You or your DEPENDENTS were covered less than three consecutive months prior to termination.

You and/or your DEPENDENTS must notify the CORPORATION if you or your DEPENDENTS intend to continue coverage and pay the applicable fees within 60 days following the end of eligibility. Upon receipt of the notice of continuation and applicable fees, the



## WHEN COVERAGE BEGINS AND ENDS *(cont.)*

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CORPORATION will reinstate coverage back to the date eligibility ended. The state law continuation benefits run concurrently and not in addition to any applicable federal continuation rights.

Under state law, continuation of coverage under the PLAN will end at the completion of the applicable continuation period or earlier if:

- Your EMPLOYER ceases to provide a health benefit plan to EMPLOYEES (except in the case of solo practitioners who dissolve their law office – in this case continuation coverage will be offered for 6 months)
- The continuing person fails to pay the monthly fee
- The continuing person obtains similar coverage under another group plan.

### **Certificate of CREDITABLE COVERAGE**

The CORPORATION or its designee will supply a Certificate of Creditable Coverage when your or your DEPENDENT'S coverage under the PLAN ends or you exhaust continuation of coverage. Keep the Certificate of Creditable Coverage in a safe place. You may request a Certificate of Creditable Coverage from Customer Service while you are still covered under the PLAN and up to 24 months following your termination. You may call Customer Service at 1-877-275-9787 (toll free), Monday through Friday except holidays, or visit the website at [www.bcbsnc.com/members/nchar](http://www.bcbsnc.com/members/nchar).

### **Termination of MEMBER Coverage**

The CORPORATION will terminate coverage under the PLAN in accordance with eligibility information provided by the EMPLOYER. A MEMBER'S termination shall be effective at 11:59 p.m. on the last day of the month following the date that eligibility ends, unless the termination must be made on the date of the event, such as death or divorce.

Cessation of active work shall be deemed termination of employment, except if an EMPLOYEE is not working because of an EMPLOYER'S approved leave of absence, temporary layoff, injury, illness, disability as a result of injury or illness, maternity or personal reasons. Coverage will be continued during that time until discontinued by the employer according to the Employer's Personnel Practice. Coverage shall be limited to the lesser of the Employer's Personnel Practice or twelve (12) months.

### **Termination for Cause**

A MEMBER'S coverage may be terminated upon 31 days prior written notice for the following reasons:

- The MEMBER fails to pay or to have paid on his or her behalf or to make arrangements to pay any copayments, deductible or coinsurance for services covered under the PLAN
- No IN-NETWORK PROVIDER is able to establish or maintain a satisfactory DOCTOR-patient relationship with a MEMBER, as determined by the PLAN



## WHEN COVERAGE BEGINS AND ENDS *(cont.)*

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- A MEMBER exhibits disruptive, abusive, or fraudulent behavior toward an IN-NETWORK PROVIDER.

As an alternative to termination as stated above, the PLAN, in its sole discretion, may limit or revoke a MEMBER's access to certain IN-NETWORK PROVIDERS.

**A MEMBER'S coverage under the PLAN will be terminated immediately for the following reasons:**

- Fraud or intentional misrepresentation of a material fact by a MEMBER. However, if such termination is made retroactively, including back to the EFFECTIVE DATE of your policy (called a rescission), you will be given 30 days advance written notice of this rescission and may submit an appeal; see "Need To Appeal a Decision?" If your policy is rescinded, any premiums paid will be returned unless the CORPORATION deducts the amount for any claims paid.
- A MEMBER has been convicted of (or a restraining order has been issued for) communicating threats of harm to the CORPORATION'S personnel or property
- A MEMBER permits the use of his or her or any other MEMBER's ID CARD by any other person not enrolled under the PLAN, or uses another person's ID CARD.

**Guaranteed Renewability**

Coverage is renewable at the option of the EMPLOYER, except that coverage may be terminated by the PLAN SPONSOR, as specified by law, for any of the following reasons:

- Nonpayment of premium fees by the EMPLOYER
- Fraud or intentional misrepresentation of a material fact by the EMPLOYER or, with respect to coverage of individual MEMBERS, the MEMBERS or their representatives
- The EMPLOYER fails to comply with contribution or participation rules required under the terms of coverage
- The PLAN SPONSOR ceases to offer coverage in the small EMPLOYER market or the large EMPLOYER market or to both, provided that notice is given to the EMPLOYER and the North Carolina Department of Insurance 180 days prior to cancellation; or
- The PLAN SPONSOR ceases to offer a specific type of health insurance product in the market, provided that notice is given 90 days prior to cancellation and;
  - If the EMPLOYER is a small EMPLOYER, the EMPLOYER is given the option to enroll in any small EMPLOYER product offered by the PLAN SPONSOR; or
  - if the EMPLOYER is not a small EMPLOYER, the EMPLOYER is given the option to enroll in a product chosen by the PLAN SPONSOR.
- EMPLOYER loses eligibility for participation in the PLAN.

**Plan Amendment or Termination**

North Carolina Bar Association Health Benefit Trust reserves the full, absolute and discretionary right to amend, modify, suspend, withdraw, discontinue or terminate the PLAN in whole or in part at any time for any and all participants of the PLAN by formal action taken by the Trustees, or by the execution of a written amendment by the PLAN SPONSOR. If the PLAN is amended, modified, suspended, withdrawn, discontinued or

## WHEN COVERAGE BEGINS AND ENDS *(cont.)*

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terminated, covered EMPLOYEES and covered DEPENDENTS will be entitled to benefits for claims incurred prior to the date of such action. Such changes may include, but are not limited to, the right to (1) change or eliminate benefits, (2) increase or decrease participant contributions, (3) increase or decrease deductibles and/or copayments, and (4) change the class(es) of EMPLOYEES or DEPENDENTS covered by the PLAN.

# UTILIZATION MANAGEMENT

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This section provides information on how certain services are reviewed to determine if they are MEDICALLY NECESSARY.

<b>Table of Contents:</b> <ul style="list-style-type: none"><li>• Rights and Responsibilities</li><li>• PRIOR REVIEW</li><li>• Concurrent Review</li><li>• Retrospective Review</li><li>• Care Management</li><li>• Continuity of Care</li><li>• Delegated UTILIZATION MANAGEMENT</li></ul>	<b>Key Words:</b> <ul style="list-style-type: none"><li>• ADVERSE BENEFIT DETERMINATION</li><li>• MEDICALLY NECESSARY</li><li>• CERTIFICATION</li><li>• PRIOR REVIEW</li></ul>
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To make sure you can have high quality, cost-effective health care, the CORPORATION has a UTILIZATION MANAGEMENT (UM) program. The UM program requires certain health care services to be reviewed and approved by the CORPORATION in order to receive benefits. As part of this process, the CORPORATION looks at whether health care services are MEDICALLY NECESSARY, given in the proper setting and for a reasonable length of time. The CORPORATION will honor a CERTIFICATION to cover medical services or supplies under the PLAN unless the CERTIFICATION was based on:

- a material misrepresentation about your health condition
- you were not eligible for these services under the PLAN due to cancellation of coverage (including your voluntary termination of coverage)
- nonpayment of premiums.

## **Rights and Responsibilities Under the UM Program**

### **Your MEMBER Rights**

Under the UM program, you have the right to:

- A UM decision that is timely, meeting applicable state and federal time frames
- The reasons for the CORPORATION'S ADVERSE BENEFIT DETERMINATION of a requested treatment or health care service, along with an explanation of the UM criteria and treatment protocol used to reach the decision
- Have a medical director (DOCTOR licensed in North Carolina) from the CORPORATION make a final decision of all NONCERTIFICATIONS
- Request a review of an ADVERSE BENEFIT DETERMINATION through our appeals process (see "Need To Appeal a Decision?")
- Have an authorized representative seek payment of a claim or make an appeal on your behalf.

An authorized representative may act on the MEMBER'S behalf with the MEMBER'S written consent. In the event you name an authorized representative, "you" under the

## UTILIZATION MANAGEMENT *(cont.)*

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“UTILIZATION MANAGEMENT” section means “you or your authorized representative.” Your representative will also receive all notices and benefit determinations.

### **The CORPORATION’S Responsibilities**

As part of all UM decisions, the CORPORATION will:

- Give you and your PROVIDER a toll-free phone number to call UM review staff when CERTIFICATION of a health care service is needed.
- Limit what the CORPORATION asks from you or your PROVIDER to information that is needed to review the service in question
- Ask for all information needed to make the UM decision, including related clinical information
- Give you and your PROVIDER timely notification of the UM decision consistent with applicable state and federal law and the PLAN.

In the event that the CORPORATION does not receive all the needed information to approve coverage for a health care service within set time frames, the CORPORATION will let you know of an ADVERSE BENEFIT DETERMINATION in writing. The notice will explain how you may appeal the ADVERSE BENEFIT DETERMINATION.

### **PRIOR REVIEW (Pre-Service)**

Certain services require PRIOR REVIEW as noted in “COVERED SERVICES.” These types of reviews are called pre-service reviews. If PRIOR REVIEW is required by the CORPORATION, you or your PROVIDER must request PRIOR REVIEW regardless of whether the PLAN is your primary or secondary coverage (see “Coordination of Benefits (Overlapping Coverage)”). Approval of a pre-service review for services to be provided by an OUT-OF-NETWORK PROVIDER does not guarantee payment of the OUT-OF-NETWORK PROVIDER billed charges. The CORPORATION pays the ALLOWED AMOUNT for COVERED SERVICES rendered by an OUT-OF-NETWORK PROVIDER. **If neither you nor your PROVIDER requests PRIOR REVIEW and receives CERTIFICATION, this may result in an ADVERSE BENEFIT DETERMINATION.**

General categories of services with this requirement are noted in “COVERED SERVICES.” The list of services that need PRIOR REVIEW may change from time to time. For a detailed list of these services and the most up-to-date information visit the website at [www.bcbsnc.com/members/nchar](http://www.bcbsnc.com/members/nchar) or call Customer Service at the number listed in “Who to Contact?”

If you fail to follow the procedures for filing a request, the CORPORATION will let you know of the failure and the proper steps to be followed in filing your request within five days of receiving the request.

The CORPORATION will make a decision on your request for CERTIFICATION within a reasonable amount of time taking into account the medical circumstances. The decision will be made and communicated to you and your PROVIDER within three business days after the

## UTILIZATION MANAGEMENT *(cont.)*

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CORPORATION receives all necessary information. However, it will be no later than 15 calendar days from the date the CORPORATION received the request. The CORPORATION may extend this period one time for up to 15 days if additional information is required and the CORPORATION will let you and your PROVIDER know before the end of the initial 15-day period of the information needed and the date by which the CORPORATION expects to make a decision. You will have 45 days to provide the requested information. As soon as the CORPORATION receives all the requested information, or at the end of the 45 days, whichever is earlier, the CORPORATION will make a decision within three business days. The CORPORATION will let you and the PROVIDER know of an ADVERSE BENEFIT DETERMINATION electronically or in writing.

### **Urgent PRIOR REVIEW**

You have a right to an urgent review when the regular time frames for a decision: (i) could seriously jeopardize your life, health, or safety or the life, health or safety of others, due to your psychological state, or (ii) in the opinion of a practitioner with knowledge of your medical or behavioral condition, would subject you to adverse health consequences without the care or treatment that is the subject of the request. The CORPORATION will let you and your provider know of its decision within 72 hours after receiving the request. Your PROVIDER will be notified of the decision, and if the decision results in an ADVERSE BENEFIT DETERMINATION, written notification will be given to you and your PROVIDER. If the CORPORATION needs more information to process your urgent review, the CORPORATION will let you and your PROVIDER know of the information needed as soon as possible but no later than 24 hours following the receipt of your request. You will then be given a reasonable amount of time, but not less than 48 hours, to provide the requested information. The CORPORATION will make a decision on your request within a reasonable time but no later than 48 hours after receipt of requested information or within 48 hours after the time period given to the PROVIDER to submit necessary clinical information, whichever comes first.

An urgent review may be requested by calling Customer Service at the number given in "Who to Contact?"

### **Concurrent Reviews**

The CORPORATION will also review health care services at the time you receive them. These types of reviews are concurrent reviews

If a request for an extension of treatment is non-urgent, a decision will be made and communicated to the requesting PROVIDER within three business days after receipt of all necessary clinical information, but no later than 15 calendar days after the CORPORATION receives the request.

In the event of an ADVERSE BENEFIT DETERMINATION, the CORPORATION will let you, your hospital's or other facility's UM department and/or your PROVIDER know within three business

## UTILIZATION MANAGEMENT *(cont.)*

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days after receipt of all necessary clinical information, but no later than 15 calendar days after the CORPORATION receives the request. Written confirmation of the decision will also be sent to your home by U.S. mail. For concurrent reviews, the CORPORATION will remain responsible for COVERED SERVICES you are receiving until you or your representatives have been notified of the ADVERSE BENEFIT DETERMINATION.

### **Urgent Concurrent Review**

If a request for an extension of treatment is urgent, and the request is received at least 24 hours before the expiration of a previously approved inpatient stay or course of treatment at the requesting hospital or other facility, a decision will be made and given to the requesting HOSPITAL or other facility as soon as possible. However, the decision will be no later than 24 hours after the CORPORATION receives the request.

If a request for extension of treatment is urgent, and the request is not received at least 24 hours before the expiration of a previously approved inpatient stay or course of treatment at the requesting HOSPITAL or other facility, a decision will be made and communicated as soon as possible, but no later than 72 hours after the CORPORATION receives the request.

If the CORPORATION needs more information to process your urgent concurrent review, the CORPORATION will let the requesting HOSPITAL or other facility know of the information needed as soon as possible but no later than 24 hours after receiving the request. The requesting HOSPITAL or other facility will then be given a reasonable amount of time, but not less than 24 hours, to provide the requested information. The CORPORATION will make a decision within 72 hours after receipt of the request.

### **Retrospective Reviews (Post-Service)**

The CORPORATION also reviews the coverage of health care services after you receive them (retrospective/post-service reviews). Retrospective review may include a review to see if services received in an EMERGENCY setting qualify as an EMERGENCY. All decisions will be based on MEDICAL NECESSITY and whether the service received was a benefit under this PLAN.

The CORPORATION will make all retrospective review decisions and let you and your PROVIDER know of its decision within a reasonable time but no later than 30 calendar days from the date the CORPORATION received the request for coverage. If more information is needed, before the end of the initial 30-day period, the CORPORATION will let you know of the information needed. You will then have 90 days to provide the requested information. As soon as the CORPORATION gets the requested information, or at the end of the 90 days, whichever is earlier, the CORPORATION will make a decision within 15 calendar days. Regardless if additional information is needed, in the event of a NONCERTIFICATION, the CORPORATION will let you and your PROVIDER know in writing within five business days after making the NONCERTIFICATION.

Services that were approved in advance by the CORPORATION will not be subject to denial for MEDICAL NECESSITY once the claim is received, unless the CERTIFICATION was based on a material misrepresentation about your health condition or you were not eligible for these

## UTILIZATION MANAGEMENT *(cont.)*

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services under this health benefit plan due to termination of coverage or nonpayment of premiums. All other services may be subject to retrospective review and could be denied for MEDICAL NECESSITY or for a benefit limitation or exclusion.

### **Care Management**

MEMBERS with complicated and/or chronic medical needs may be eligible for care management services. Care management (case management as well as disease management) encourages MEMBERS with complicated or chronic medical needs, their PROVIDERS, and the PLAN to work together to meet the individual's health needs and promote quality outcomes.

To accomplish this, MEMBERS enrolled in or eligible for care management programs may be contacted by the CORPORATION or by a representative of CORPORATION. The PLAN is not obligated to give the same benefits or services to a MEMBER at a later date or to any other MEMBER. Information about these services can be found by calling Customer Service. You may also want to talk to your PCP or SPECIALIST.

In addition to the CORPORATION'S care management programs for MEMBERS with complicated and/or chronic medical needs, MEMBERS may receive a reduced or waived out-of-pocket costs in connection with programs and/or promotions. These are designed to encourage MEMBERS to seek appropriate, high quality, efficient care based on CORPORATION criteria.

### **Continuity of Care**

Continuity of care is a process that allows MEMBERS to continue receiving care from an OUT-OF-NETWORK PROVIDER or a non-Blue Distinction Center for an ongoing special condition at the IN-NETWORK benefit level or when the PROVIDER is no longer in the Blue Options network. If the PCP or SPECIALIST leaves the Blue Options PROVIDER network and they are currently treating a MEMBER for an ongoing special condition that meets this continuity of care criteria, the CORPORATION will notify you in writing 30 days before the PROVIDER'S termination, as long as the CORPORATION receives timely notification from the PROVIDER. To be eligible for continuity of care, the MEMBER must be actively being seen by an OUT-OF-NETWORK PROVIDER for an ongoing special condition and the PROVIDER must agree to abide by the CORPORATION's requirements for continuity of care.

An ongoing special condition means:

- an acute illness, a condition that is serious enough to require medical care or treatment to avoid a reasonable possibility of death or permanent harm;
- a chronic illness or condition, a disease or condition that is life-threatening, degenerative, or disabling, and requires medical care or treatment over a prolonged period of time;
- pregnancy during the second and third trimesters;
- a terminal illness, an individual has a medical prognosis that the MEMBER'S life expectancy is six months or less.



## UTILIZATION MANAGEMENT *(cont.)*

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The allowed transitional period shall extend up to 90 days, as decided by the provider, except in the cases of:

- scheduled SURGERY, organ transplantation, or inpatient care which shall extend through the date of discharge and post-discharge follow-up care or other inpatient care occurring within 90 days of the date of discharge; and
- second trimester pregnancy which shall extend through the provision of postpartum care; and
- terminal illness which shall extend through the remainder of the individual's life for care directly related to the treatment of the terminal illness.

Continuity of care requests must be submitted to the CORPORATION within 45 days of the PROVIDER termination date. Continuity of care requests will be reviewed by a medical professional based on the information given about specific medical conditions. If your continuity of care request is denied, you may request a review through our appeals process (see "Need To Appeal a Decision?"). Claims for approved continuity of care services will be subject to your IN-NETWORK benefit level. In these situations, benefits are based on the billed amount. However, you may be responsible for charges billed separately by the PROVIDER which are not eligible for additional reimbursement. Continuity of care will not be given when the PROVIDER'S contract was terminated for reasons relating to quality of care or fraud. Such a decision may not be reviewed on appeal.

Please call Customer Service at the number listed in "Who to Contact?" for more information.

### **FURTHER REVIEW OF UTILIZATION MANAGEMENT DECISIONS**

If you receive an ADVERSE BENEFIT DETERMINATION as part of the PRIOR REVIEW process, you have the right to request that the PLAN review the decision through the appeals process. See "Need to Appeal a Decision?"

### **Delegated UTILIZATION MANAGEMENT**

The CORPORATION delegates certain UM services for particular benefits to other companies not associated with the CORPORATION. Please see [www.bcbsnc.com/members/nbar](http://www.bcbsnc.com/members/nbar) for a detailed list of these companies and benefits. While some benefits have been identified under "COVERED SERVICES," the list of benefits and/or companies may change from time to time; for the most up-to-date information visit [www.bcbsnc.com/members/nbar](http://www.bcbsnc.com/members/nbar).



## NEED TO APPEAL A DECISION?

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This section tells you more about how the appeal process works and what steps you need to take to file an appeal.

<b>Table of Contents:</b> <ul style="list-style-type: none"><li>• First and Second Level Appeals</li><li>• Expedited Appeals</li><li>• External Review</li></ul>	<b>Key Words:</b> <ul style="list-style-type: none"><li>• ADVERSE BENEFIT DETERMINATION</li><li>• GRIEVANCE</li><li>• MEDICALLY NECESSARY</li></ul>
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In addition to the UTILIZATION MANAGEMENT (UM) program, the PLAN offers a voluntary appeals process for our MEMBERS. An appeal is another review of your case.

If you want to appeal an ADVERSE BENEFIT DETERMINATION or have a GRIEVANCE, you can request that the CORPORATION review the decision or GRIEVANCE. The process may be requested by the MEMBER or an authorized representative acting on the MEMBER'S behalf with the MEMBER's written consent. In the event you name an authorized representative, "you" under this section means "you or your authorized representative". Your representative will also receive all notices and benefit determinations from the appeal. You may also ask for, at no charge, reasonable access to, and copies of, all documents, records, and other information relevant to your claim for benefits. Additionally, you will be provided with, at no charge, any new or additional evidence that is relied upon or generated by the PLAN or the CORPORATION in connection with the claim being appealed. References to the CORPORATION throughout this section refer to the CORPORATION or its designee.

### **Steps to Follow in the Appeals Process**

For each step in this process, there are set time frames for filing an appeal and for letting you or your PROVIDER know of the decision. The type of ADVERSE BENEFIT DETERMINATION or GRIEVANCE will determine the steps that you will need to follow in the appeals process. For appeals about an ADVERSE BENEFIT DETERMINATION, the review must be requested in writing, within 180 days of an ADVERSE BENEFIT DETERMINATION or by the date listed on your Explanation of Benefits.

#### **Any request for review should include:**

- EMPLOYEE'S ID number
- EMPLOYEE'S name
- Patient's name
- The nature of the appeal
- Any other information that may be helpful for the review.

To request a form to submit a request for review, visit the website at [www.bcbsnc.com/members/nchar](http://www.bcbsnc.com/members/nchar) or call Customer Service at the number listed in "Who to Contact?"

All information related to a request for a review through the CORPORATION'S appeals process should be sent to:

## NEED TO APPEAL A DECISION? *(cont.)*

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Blue Cross NC  
Appeals Department  
PO Box 30055  
Durham, NC 27702-3055

MEMBERS may also receive help with ADVERSE BENEFIT DETERMINATIONS and GRIEVANCES from Health Insurance Smart NC. To reach this Program, contact:

Health Insurance Smart NC  
North Carolina Department of Insurance  
1201 Mail Service Center  
Raleigh, NC 27699-1201  
Tel (toll free): (855)-408-1212

You may also receive help from the Employee Benefits Security Administration at 1-866-444-3272.

After request for review, a staff member who works in a separate department from the staff members who denied your first request will look at your appeal. The appeals staff members have not reviewed your case or information before. The denial of the initial claim will not have an effect on the review.

If a claims denial is based on medical judgment, including determinations about whether a certain treatment, drug or other item is EXPERIMENTAL, INVESTIGATIONAL, or not MEDICALLY NECESSARY or appropriate, the CORPORATION shall seek advice from a health care professional with an appropriate level of training and expertise in the field of medicine involved (as determined by the CORPORATION). The health care professionals have not reviewed your case or information before.

You will have exhausted the CORPORATION'S internal appeals process after pursuing a first level appeal. Unless specifically noted below, upon completion of the first level appeal you may (1) pursue a second level appeal; (2) pursue an external review; or (3) pursue a civil action under 502(a) of ERISA or under state law, as applicable. You will be deemed to have exhausted the CORPORATION'S internal appeals process at any time it is determined that the CORPORATION failed to strictly adhere to all claim determinations and appeal requirements under federal law (other than minor errors that are not likely to cause prejudice or harm to you and were for good cause or situation beyond the CORPORATION'S control). In the event you are deemed to have exhausted the CORPORATION'S internal appeals process and, unless specifically noted below, you may pursue items (2) or (3) described above.

### **Timeline for Appeals**

For appeals about an ADVERSE BENEFIT DETERMINATION, the review must be requested in writing, within 180 days of an ADVERSE BENEFIT DETERMINATION or by the date listed on your Explanation of Benefits.

## NEED TO APPEAL A DECISION? *(cont.)*

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	First Level Appeal	Second Level Appeal	Expedited Appeal
The CORPORATION Contacts You	Within 3 business days after receipt of request	Within 10 business days after receipt of request	N/A
Notice of Decision	30 days after receipt of request	7 days after the appeal meeting	72 hours after receipt of request – Oral 4 days after receipt of request – Written

### **First Level Appeal**

The CORPORATION will provide you with the name, address and phone number of the appeals coordinator within three business days after receipt of a review request. The CORPORATION will also give you instructions on how to submit written materials.

Although you are not allowed to attend a first level appeal, you may provide and/or present written evidence and testimony. The CORPORATION asks that you send all of the written material you feel is necessary to make a decision. The CORPORATION will use the material provided in the request for review, along with other available information, to reach a decision.

If your appeal is due to a NONCERTIFICATION, your appeal will be reviewed by a North Carolina licensed medical doctor who was not involved in the initial NONCERTIFICATION decision. You may receive, in advance, any new information or rationale that the CORPORATION may use in making a decision so that you may have an opportunity to respond prior to the notice of an ADVERSE BENEFIT DETERMINATION.

The CORPORATION will send you and your PROVIDER notification of the decision in clear written terms within a reasonable time but no later than 30 days from the date The CORPORATION received the request. You may then request all information that was relevant to the review.

### **Quality of Care Complaints**

For quality of care complaints, an acknowledgement will be sent by the CORPORATION within ten business days. We will defer the complaint to our quality assurance committee for review and consideration or any appropriate action against the PROVIDER. State law does not allow for a second-level grievance review for grievances concerning quality of care.

## NEED TO APPEAL A DECISION? *(cont.)*

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### **Second Level Appeal**

#### **Second Level Appeal Timeline**

The CORPORATION Notifies You	Within 10 business days after receipt of request
Second Level Appeal Meeting	Occurs within 45 days after receipt of request
Notice of the Appeal Meeting	15 days before the appeal meeting
Notice of Decision	7 days after the appeal meeting

Since the PLAN is subject to ERISA, the first level appeal is the only level that you must complete before you can pursue your appeal in an action in federal court.

Otherwise, if you do not agree with the first level appeal decision, you have the right to a second level appeal. Second level appeals are not allowed for benefits or services that are clearly excluded by this benefit booklet, or quality of care complaints. Within ten business days after the CORPORATION receives your request for a second level appeal, the CORPORATION will send you an acknowledgement letter which will include the following:

- Name, address, and phone number of the appeals coordinator
- Availability of Health Insurance Smart NC including address and phone number
- A statement of your rights, including the right to:
  - request and receive from the CORPORATION all information that applies to your appeal
  - take part in the second level appeal meeting
  - present your case to the review panel
  - submit supporting material before and during the review meeting
  - ask questions of any member of the review panel
  - be assisted or represented by a person of your choosing, including a family member, an EMPLOYER representative, or an attorney
  - pursue other voluntary alternative dispute resolution options as applicable.

The second level appeal meeting will be conducted by a review panel arranged by the CORPORATION. The panel will include external physicians and/or benefit experts. This will be held within 45 days after the CORPORATION receives a second level appeal. The CORPORATION will give you notice of the meeting date and time at least 15 days before the meeting. The meeting will be held by teleconference. You have the right to a full review of your appeal even if you do not take part in the meeting. A written decision will be issued to you within seven business days of the review meeting.

## NEED TO APPEAL A DECISION? *(cont.)*

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### **Notice of Decision**

If any claim (whether expedited or nonexpedited) shall be wholly or partially denied at either the first level appeal or the second level appeal, a written notice shall be provided to the MEMBER worded in an understandable manner and shall set forth:

- The specific reason(s) for the denial
- Reference to the specific health benefit plan provisions on which the decision is based
- A statement that the MEMBER is entitled to receive reasonable access to, and copies of, all documents, records, and other information relevant to the MEMBER'S claim for benefits upon request at no additional cost
- If applicable, a statement describing any voluntary appeals procedures and the MEMBER'S right to receive information about the procedures as well as the MEMBER'S right to bring a civil action under Section 502(a) of ERISA following an adverse determination upon review
- A copy of any internal rule, guideline, protocol, or other similar criteria relied on in making the decision or a statement that such specific rule, guideline, protocol, or other similar criteria was relied upon in making the decision upon request at no charge
- If the decision is based on MEDICAL NECESSITY or EXPERIMENTAL treatment or a similar exclusion or limit, either an explanation of the scientific or clinical judgment for the determination, applying the terms of this health benefit plan to the MEMBER'S medical circumstances, or a statement that such explanation will be provided at no cost upon request; and
- The following statement: "You may have other voluntary alternative dispute resolution options, such as mediation. One way to find out what may be available is to contact your local U.S. Department of Labor Office and your State insurance regulatory agency."

### **Final Review**

After the second level appeal is completed, you may request review of the appeal by your PLAN ADMINISTRATOR for a final decision. After the appeals process is completed, or in those circumstances where the appeals process does not apply, you may request review of the appeal by your PLAN ADMINISTRATOR for a final decision.

### **Expedited Appeals (Available only for NONCERTIFICATIONS)**

You have the right to a more rapid or expedited review of a NONCERTIFICATION if a delay: (i) would reasonably appear to seriously jeopardize your or your DEPENDENT'S life, health, or ability to regain maximum function; or (ii) in the opinion of your PROVIDER, would subject you or your DEPENDENT to severe pain that cannot be adequately managed without the requested care or treatment.

You can request an expedited second level review even if you did not request that the initial review be expedited. To start the process of an expedited appeal, you can call Customer Service at the phone number given in "Who to Contact?" An expedited review

## NEED TO APPEAL A DECISION? *(cont.)*

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will take place in consultation with a medical DOCTOR. All of the same conditions for a first level or second level appeal apply to an expedited review. The CORPORATION will communicate the decision by phone to you and your PROVIDER as soon as possible, taking into account the medical circumstances. The decision will be communicated no later than 72 hours after receiving the request. A written decision will be communicated within four days after receiving the request for the expedited appeal. Information initially given by telephone must also be given in writing.

After requesting an expedited review, the PLAN will remain responsible for covered health care services you are receiving until you have been notified of the review decision.

### **External Review (Available only for NONCERTIFICATIONS)**

Federal and state law allows for a review of ADVERSE BENEFIT DETERMINATIONS by an external, independent review organization (IRO). The North Carolina Department of Insurance (NCDI) administers this service at no charge to you. NCDI will arrange for an IRO to review your case once the NCDI confirms that your request is complete and eligible for review. The CORPORATION will let you know of your right to request an external review each time you receive:

- an ADVERSE BENEFIT DETERMINATION, or
- an appeal decision upholding an ADVERSE BENEFIT DETERMINATION, or
- a second level appeal decision upholding an ADVERSE BENEFIT DETERMINATION.

However, in order for your request to be eligible for an external review, the NCDI must determine the following:

- your request is about a MEDICAL NECESSITY determination that resulted in an ADVERSE BENEFIT DETERMINATION (e.g. NONCERTIFICATION);
- you had coverage with the PLAN when the ADVERSE BENEFIT DETERMINATION was issued;
- the service for which the ADVERSE BENEFIT DETERMINATION was issued appears to be a COVERED SERVICE; and
- you have exhausted or have been deemed to have exhausted the PLAN'S internal appeals process as described below.

For a standard external review, you will have exhausted the internal appeals process if you have:

- completed the PLAN'S first and second level appeals and received a written second level determination from the CORPORATION, or
- filed a second level appeal and have not requested or agreed to a delay in the second level appeals process, but have not received the CORPORATION'S written decision within 60 days of the date you can show that the appeal was filed with the CORPORATION, or
- received written notification that the CORPORATION has agreed to waive the requirement to exhaust the internal appeal and/or second level appeals process

## NEED TO APPEAL A DECISION? *(cont.)*

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- determined that the CORPORATION failed to strictly adhere to all claim determinations and appeal requirements under federal law (as discussed above).

External reviews are performed on a standard or expedited basis. The basis depends on which is requested and whether medical circumstances meet the criteria for expedited review.

### **Standard External Review**

For all requests for a standard external review, you must file your request with the NCDOL within 120 days of receiving one of the notices listed above.

If the request for an external review is related to a retrospective ADVERSE BENEFIT DETERMINATION (an ADVERSE BENEFIT DETERMINATION which takes place after you have already received the services in question), the 60-day time limit for receiving the CORPORATION'S second level determination does not apply. You will not be eligible to request an external review until you have completed the internal appeals process and have received a written second level determination from the CORPORATION.

### **Expedited External Review**

An expedited external review may be available if the time required to complete either an expedited internal first or second level appeal or a standard external review would be expected to seriously jeopardize your life or health or to jeopardize your ability to regain maximum function. If you meet this requirement, you may file a request to the NCDOL for an expedited external review, after you receive:

- an ADVERSE BENEFIT DETERMINATION from the CORPORATION and have filed a request with the CORPORATION for an expedited first level appeal; or
- a first level appeal decision upholding an ADVERSE BENEFIT DETERMINATION and have filed a request with the CORPORATION for an expedited second level appeal; or
- a second level appeal decision (also known as a final internal ADVERSE BENEFIT DETERMINATION) from the CORPORATION.

Prior to your discharge from an inpatient facility, you may also request an expedited external review after receiving a first level appeal or final internal ADVERSE BENEFIT DETERMINATION of the admission, availability of care, continued stay or EMERGENCY health care services.

If your request is not accepted for expedited review, the NCDOL may:

- (1) accept the case for standard external review if you have completed the internal appeals process; or
- (2) require the completion of the internal appeals process and another request for an external review. An expedited external review is not available for retrospective (post-service) ADVERSE BENEFIT DETERMINATIONS.

When processing your request for an external review, the NCDOL will require you to provide them with a written, signed authorization for the release of any of your medical records that need to be reviewed for the external review.



## NEED TO APPEAL A DECISION? *(cont.)*

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For further information or to request an external review, contact the NCDOI at:

(Mail)	(In person)
North Carolina Department of Insurance Health Insurance Smart NC 1201 Mail Service Center Raleigh, NC 27699-1201	North Carolina Department of Insurance  For the physical address for Health Insurance Smart NC, please visit the webpage  <a href="https://www.ncdoi.gov/consumers/health-insurance/health-claim-denied">https://www.ncdoi.gov/consumers/health-insurance/health-claim-denied</a> Tel (toll free): (855) 408-1212, Monday - Friday, 8:00 a.m. - 5:00 p.m. EST

(Web): <https://www.ncdoi.gov/consumers/health-insurance/health-claim-denied/request-external-review>  
for external review information and request form

The Health Insurance Smart NC program provides consumer counseling on utilization review and appeals issues.

Within ten business days (or, for an expedited review, within two days) after receipt of your request for an external review, the NCDOI will let you and your PROVIDER know in writing whether your request is complete and whether it has been accepted.

If the NCDOI notifies you that your request is incomplete, you must provide all requested information to the NCDOI within 150 days of the written notice from Blue Cross NC upholding an ADVERSE BENEFIT DETERMINATION (generally the notice of a second level appeal decision), which initiated your request for an external review.

If the NCDOI accepts your request, the acceptance notice will include the following:

- (i) name and contact information for the IRO assigned to your case;
- (ii) a copy of the information about your case that Blue Cross NC has provided to the NCDOI; and
- (iii) a notification that you may submit additional written information and supporting documentation relevant to the initial ADVERSE BENEFIT DETERMINATION to the assigned IRO within seven days after the receipt of the notice.

It is presumed that you have received written notice two days after the notice was mailed. Within seven days of the CORPORATION'S receipt of the acceptance notice (or, for an expedited review, within the same business day), the CORPORATION shall provide the IRO and you, by the same or similar quick means of communication, the documents and any information considered in making the ADVERSE BENEFIT DETERMINATION or the second level appeal decision.

If you choose to give any additional information to the IRO, you must also give that same information to the CORPORATION at the same time and by the same means of communication



## NEED TO APPEAL A DECISION? *(cont.)*

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(e.g., you must fax the information to the CORPORATION if you faxed it to the IRO). When sending additional information to the CORPORATION, send it to:

Blue Cross NC  
Appeals Department  
PO Box 30055  
Durham, NC 27702-3055

Please note that you may also give this additional information to the NCDOI within the seven-day deadline rather than sending it directly to the IRO and the CORPORATION. The NCDOI will forward this information to the IRO and the CORPORATION within two days after receiving the additional information.

The IRO will send you written notice of its decision within 45 days (or, for an expedited review, within three days) after the date the NCDOI received your external review request. If the IRO's decision is to reverse the ADVERSE BENEFIT DETERMINATION, the CORPORATION will, within three business days (or, for an expedited review, within the same day) after receiving notice of the IRO's decision, reverse the ADVERSE BENEFIT DETERMINATION and provide coverage for the requested service or supply.

If you are no longer covered by the PLAN at the time the CORPORATION receives notice of the IRO's decision to reverse the ADVERSE BENEFIT DETERMINATION, the PLAN will only provide coverage for those services or supplies you actually received or would have received prior to disenrollment if the service had not been noncertified when first requested.

The IRO's external review decision is binding on the PLAN and you, except to the extent you may have other actions available under applicable federal or state law. You may not file a subsequent request for an external review involving the same ADVERSE BENEFIT DETERMINATION for which you have already received an external review decision.

## ADDITIONAL TERMS OF YOUR COVERAGE

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This section provides information on:

<b>Table of Contents:</b> <ul style="list-style-type: none"><li>• Benefits to Which MEMBERS are Entitled</li><li>• Disclosure of Protected Health Information (PHI)</li><li>• Administrative Discretion</li><li>• North Carolina PROVIDER Reimbursement</li><li>• Services Received Outside of North Carolina</li><li>• Right of Recovery Provision</li><li>• Notice of Claim</li><li>• Notice of Benefit Determination</li><li>• Limitation of Actions</li><li>• Evaluating New Technology</li><li>• Coordination of Benefits (Overlapping Coverage)</li><li>• Important Information for MEMBERS eligible for Medicare</li></ul>	<b>Key Words:</b> <ul style="list-style-type: none"><li>• COVERED SERVICES</li><li>• PROVIDERS</li></ul>
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### **Benefits to Which MEMBERS Are Entitled**

If a MEMBER resides with a custodial parent or legal guardian who is not the EMPLOYEE, the PLAN will, at its option, make payment to either the PROVIDER of the services or to the custodial parent or legal guardian for services provided to the MEMBER. If the EMPLOYEE or custodial parent or legal guardian receives payment, it is his or her responsibility to pay the PROVIDER.

Benefits for COVERED SERVICES specified in the PLAN will be provided only for services and supplies that are performed by a PROVIDER as specified in the PLAN and regularly included in the ALLOWED AMOUNT. The CORPORATION establishes coverage determination guidelines that specify how services and supplies must be billed in order for payment to be made under the PLAN.

Any amounts paid by the PLAN for noncovered services or that are in excess of the benefit provided under your Blue Options coverage may be recovered by the CORPORATION. The CORPORATION may recover the amounts by deducting from a MEMBER'S future claims payments. This can result in a reduction or elimination of future claims payments. In addition, under certain circumstances, if the CORPORATION pays the PROVIDER amounts that are your responsibility, such as deductible, copayments or coinsurance, the CORPORATION may collect such amounts directly from you.

## ADDITIONAL TERMS OF YOUR COVERAGE *(cont.)*

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Amounts paid by the PLAN for work-related accidents, injuries, or illnesses covered under state workers' compensation laws will be recovered upon final adjudication of the claim or an order of the applicable state agency approving a settlement agreement. It is the legal obligation of the MEMBER, the employer or the workers' compensation insurer (whoever is responsible for payment of the medical expenses) to notify the CORPORATION in writing that there has been a final adjudication or settlement.

PROVIDERS are independent contractors, and they are solely responsible for injuries and damages to MEMBERS resulting from misconduct or negligence.

### **Disclosure of Protected Health Information (PHI)**

The CORPORATION takes your privacy seriously and handles all PHI as required by state and federal laws and regulations and accreditation standards. The PLAN has developed a privacy notice that explains the procedures. The privacy notice is in the back of this benefit booklet.

### **Administrative Discretion**

The CORPORATION has the authority to use its discretion to make reasonable determinations in the administration of coverage. These determinations will be final. Such determinations include decisions concerning coverage of services, care, treatment, or supplies, and reasonableness of charges. The CORPORATION'S medical policies are guides considered when making coverage determinations.

### **North Carolina PROVIDER Reimbursement**

The CORPORATION has contracts with certain PROVIDERS of health care services for the provision of, and payment for, health care services provided to all North Carolina Bar Association Health Benefit Trust MEMBERS entitled to health care benefits. The CORPORATION'S payment to PROVIDERS may be based on an amount other than the billed charges, including without limitation, an amount per confinement or episode of care, agreed upon schedule of fees, or other methodology as agreed upon by the CORPORATION and the PROVIDER. Under certain circumstances, a contracting PROVIDER may receive payments from the CORPORATION greater than the charges for services provided to an eligible MEMBER, or the CORPORATION may pay less than charges for services, due to negotiated contracts. The MEMBER is not entitled to receive any portion of the payments made under the terms of contracts with PROVIDERS. The MEMBER'S liability when defined as a percent of charge shall be calculated based on the lesser of the ALLOWED AMOUNT or the PROVIDER'S billed charge for COVERED SERVICES provided to a MEMBER.

Some OUT-OF-NETWORK PROVIDERS have other agreements with the CORPORATION that affect their reimbursement provided to Blue Options MEMBERS. These PROVIDERS agree not to bill MEMBERS for any charges higher than their agreed upon, contracted amount. In these situations, MEMBERS will be responsible for the difference between the Blue Options ALLOWED AMOUNT and the contracted amount. OUT-OF-NETWORK PROVIDERS may bill you directly. If you are billed, you will be responsible for paying the bill and filing a claim with the CORPORATION.

## ADDITIONAL TERMS OF YOUR COVERAGE *(cont.)*

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### **Services Received Outside of North Carolina**

The CORPORATION has a variety of relationships with other Blue Cross and/or Blue Shield licensees, generally referred to as “Inter-Plan Arrangements.” As a MEMBER of the PLAN, you have access to PROVIDERS outside the state of North Carolina.

Your ID CARD tells PROVIDERS that you are a MEMBER of the PLAN. While the CORPORATION maintains its contractual obligation to provide benefits to MEMBERS for COVERED SERVICES, the Blue Cross and/or Blue Shield licensee in the state where you receive services (“Host Blue”) is responsible for contracting with and generally handling all interactions with its participating PROVIDERS.

All claim types are eligible to be processed through Inter-Plan Arrangements, as described above, except for DENTAL SERVICES (unless provided under your medical benefits), PRESCRIPTION DRUG or vision care benefits that may be administered by a third party contracted by the CORPORATION to provide the specific service or services.

Whenever you obtain health care services outside the area in which the CORPORATION'S network operates, the claims for these services may be processed through one of these Inter-Plan Arrangements, which include the BlueCard Program and may include Negotiated National Account Arrangements available between the CORPORATION and other Blue Cross and/or Blue Shield Licensees.

Under the BlueCard Program, the amount you pay toward such COVERED SERVICES, such as deductibles, copayments or coinsurance, is usually based on the **lesser** of:

- The billed charges for your COVERED SERVICES, or
- The negotiated price that the Host Blue passes on to the CORPORATION.

This “negotiated price” can be:

- A simple discount that reflects the actual price paid by the Host Blue to your PROVIDER
- An estimated price that factors in special arrangements with your PROVIDER or with a group of PROVIDERS that may include types of settlements, incentive payments, and/or other credits or charges
- An average price, based on a discount that reflects the expected average savings for similar types of health care PROVIDERS after taking into account the same types of special arrangements as with an estimated price.

The estimated or average price may be adjusted in the future to correct for over- or underestimation of past prices. However, such adjustments will not affect the price that the CORPORATION uses for your claim because they will not be applied retroactively to claims already paid.

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

## ADDITIONAL TERMS OF YOUR COVERAGE *(cont.)*

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As an alternative to the BlueCard Program and depending on your geographic location, your claim may be processed through a Negotiated National Account Arrangement with a Host Blue. In these situations, the amount you pay for COVERED SERVICES will be calculated based on the lower of the participating PROVIDER'S billed covered charges or the negotiated price made available to the CORPORATION by the Host Blue.

If you receive COVERED SERVICES from a nonparticipating PROVIDER outside the state of North Carolina, the amount you pay will generally be based on either the Host Blue's nonparticipating PROVIDER local payment or the pricing arrangements required by applicable state law. However, in certain situations, the PLAN may use other payment bases, such as billed charges, to determine the amount the PLAN will pay for COVERED SERVICES from a nonparticipating PROVIDER. In any of these situations, you may be liable for the difference between the nonparticipating PROVIDER'S billed amount and any payment the PLAN would make for the COVERED SERVICES.

### Value-Based Programs: BlueCard® Program

If you receive COVERED SERVICES under a Value-Based Program inside a Host Blue's service area, you will not be responsible for paying any of the PROVIDER Incentives, risk-sharing, and/or Care Coordinator Fees that are a part of such an arrangement, except when a Host Blue passes these fees to the CORPORATION through average pricing or fee schedule adjustments.

### Value Based Programs: Negotiated (non-BlueCard Program) Arrangements

If the CORPORATION has entered into a Negotiated National Account Arrangement with a Host Blue to provide Value-Based Programs to your EMPLOYER on your behalf, the CORPORATION will follow the same procedures for Value-Based Programs administration and Care Coordinator Fees as noted above for the BlueCard Program.

### Blue Cross Blue Shield Global Core:

If you are outside the United States (hereinafter "BlueCard service area"), you may be able to take advantage of Blue Cross Blue Shield Global Core when accessing COVERED SERVICES. Blue Cross Blue Shield Global Core is unlike the BlueCard Program available in the BlueCard service area in certain ways. For instance, although Blue Cross Blue Shield Global Core assists you with accessing a network of inpatient, outpatient and professional PROVIDERS, the network is not served by a Host Blue. As such, when you receive care from PROVIDERS outside the BlueCard service area, you will typically have to pay the PROVIDERS and submit the claims yourself to obtain reimbursement for these services.

If you need medical assistance services (including locating a doctor or hospital) outside the BlueCard service area, you should call the service center at 1-800-810-BLUE (2583) or call collect at 1-804-673-1177, 24 hours a day, seven days a week. An assistance coordinator, working with a medical professional, can arrange a physician appointment or hospitalization, if necessary.

## ADDITIONAL TERMS OF YOUR COVERAGE *(cont.)*

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- Inpatient Services

In most cases, if you contact the Service Center for assistance, hospitals will not require you to pay for covered inpatient services, except for any applicable copay, deductible or coinsurance amounts. In such cases, the hospital will submit your claims to the service center to begin claims processing. However, if you paid in full at the time of service, you must submit a claim to receive reimbursement for COVERED SERVICES. You must contact the CORPORATION to obtain precertification for non-emergency inpatient services.

- Outpatient Services

Physicians, URGENT CARE centers and other outpatient PROVIDERS located outside the BlueCard service area will typically require you to pay in full at the time of service. You must submit a claim to obtain reimbursement for COVERED SERVICES.

- Submitting a Blue Cross Blue Shield Global Core Claim

When you pay for COVERED SERVICES outside the BlueCard service area, you must submit a claim to obtain reimbursement. For institutional and professional claims, you should complete a claim form and send the claim form with the PROVIDER'S itemized bill(s) to the service center (the address is on the form) to initiate claims processing. Following the instructions on the claim form will help ensure timely processing of your claim. The claim form is available from the CORPORATION, the service center or online at **[www.bcbsglobalcore.com](http://www.bcbsglobalcore.com)**. If you need assistance with your claim submission, you should call the service center at 1-800-810-BLUE (2583) or call collect at 1-804-673-1177, 24 hours a day, seven days a week.

### **Right of Recovery Provision**

The Right of Recovery of the PLAN, as outlined below, shall apply and be effective only when the benefits paid on behalf of a MEMBER exceed \$225,000 in the current plan year.

The provisions of this section apply to all current or former PLAN participants and also to the parents, guardian, or other representative of a DEPENDENT CHILD who incurs claims and is or has been covered by the PLAN. The PLAN'S right to recover (whether by subrogation or reimbursement) shall apply to the personal representative of your estate, your decedents, minors, and incompetent or disabled persons. "MEMBER" includes anyone on whose behalf the PLAN pays benefits. No adult covered person hereunder may assign any rights that it may have to recover medical expenses from any tortfeasor or other person or entity to any minor child or children of said adult covered person without the prior express written consent of the PLAN.

As used throughout this provision, the term "responsible party" means any party possibly responsible for making any payment to a MEMBER due to a MEMBER'S injuries or illness or any insurance coverage including, but not limited to, uninsured motorist coverage, underinsured motorist coverage, personal umbrella coverage, medical payments coverage, workers'



## ADDITIONAL TERMS OF YOUR COVERAGE *(cont.)*

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compensation coverage, no-fault automobile insurance coverage, or any first party insurance coverage.

The PLAN is always secondary to automobile no-fault coverage, personal injury protection coverage, or medical payments coverage.

No disbursement of any settlement proceeds or other recovery funds from any insurance coverage or other source will be made until the plan's subrogation and reimbursement interest are fully satisfied.

The right of subrogation means the PLAN is entitled to pursue any claims that the MEMBER may have in order to recover the benefits paid by the PLAN. Immediately upon paying or providing any benefit under the PLAN, the PLAN shall be subrogated to all rights of recovery a MEMBER has against any party potentially responsible for making any payment to a MEMBER due to a MEMBER'S injuries, illness or condition, to the full extent of benefits provided or to be provided by the PLAN. The PLAN may assert a claim or file suit in the MEMBER'S name and take appropriate action to assert its subrogation claim, with or without your consent. The PLAN is not required to pay the MEMBER part of any recovery it may obtain, even if it files suit in the MEMBER'S name.

In addition, if a MEMBER receives any payment from any potentially responsible party as a result of an injury, illness or condition, the PLAN has the right to recover from, and be reimbursed by, the MEMBER for all amounts the PLAN has paid and will pay as a result of that injury or illness, up to and including the full amount the MEMBER receives from all potentially responsible parties. The MEMBER agrees that if the MEMBER receives any payment from any potentially responsible party as a result of an injury or illness, the MEMBER will serve as a constructive trustee over the funds for the benefit of the PLAN. Failure to hold such funds in trust will be deemed a breach of the MEMBER'S fiduciary duty to the PLAN. No disbursement of any settlement proceeds or other recovery funds from any insurance coverage or other source will be made until the PLAN'S subrogation and reimbursement interest are fully satisfied.

Further, the PLAN will automatically have a lien, to the extent of benefits advanced, upon any recovery whether by settlement, judgment or otherwise, that a MEMBER receives from any third party, any third party's insurer or any other source as a result of the MEMBER'S injuries. The lien is in the amount of benefits paid by the PLAN for the treatment of the illness, injury or condition for which another party is responsible.

The lien can be filed with or enforced against any party who possesses funds or proceeds representing the amount of benefits paid by the PLAN including, but not limited to, the MEMBER; the MEMBER'S representative or agent; responsible party; responsible party's insurer, representative or agent; and/or any other source possessing funds representing the amount of benefits paid by the PLAN. In order to secure the PLAN'S recovery rights, the MEMBER agrees to assign to the PLAN any benefits or claims or rights of recovery they have under any automobile policy or other coverage, to the full extent of the plan's subrogation

## ADDITIONAL TERMS OF YOUR COVERAGE *(cont.)*

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and reimbursement claims. This assignment allows the PLAN to pursue any claim the MEMBER may have, whether or not they choose to pursue the claim.

The MEMBER acknowledges that the PLAN'S recovery rights are a first priority claim against all potentially responsible parties and are to be paid to the PLAN before any other claim for the MEMBER'S damages. The MEMBER further acknowledges that the PLAN may file a claim in the MEMBER'S name if the MEMBER fails to do so. The PLAN shall be entitled to full reimbursement first from any potential responsible party payments, even if such payment to the PLAN will result in a recovery to the MEMBER which is insufficient to make the MEMBER whole or to compensate the MEMBER in part or in whole for the damages sustained. It is further understood that the PLAN is not required to participate in or pay court costs or attorney fees to any attorney hired by the MEMBER to pursue their damage claim.

The terms of this entire right of recovery provision shall apply and the PLAN is entitled to full recovery regardless of whether any liability for payment is admitted by any potentially responsible party and regardless of whether the settlement or judgment received by the MEMBER identifies the medical benefits the PLAN provided or purports to allocate any portion of such settlement or judgment to payment of expenses other than medical expenses. The PLAN is entitled to recover from **any and all** settlements or judgments, even those designated as pain and suffering or non-economic damages and/or general damages only. The PLAN'S claim will not be reduced due to your own negligence.

The MEMBER acknowledges that the CORPORATION has been delegated authority by the PLAN ADMINISTRATOR to assert and pursue the right of subrogation and/or reimbursement on behalf of the PLAN. The MEMBER shall fully cooperate with the CORPORATION'S efforts to recover benefits paid by the PLAN. It is the duty of the MEMBER to notify the CORPORATION in writing of the MEMBER'S intent to pursue a claim against any potentially responsible party, within 30 days of the date when any notice is given to any party, including an insurance company or attorney, of the intention to pursue or investigate a claim to recover damages or obtain compensation due to injuries or illness sustained by the MEMBER. The MEMBER and their agents agree to provide the PLAN or its representatives notice of any recovery the MEMBER or the MEMBER'S agents obtain prior to receipt of such recovery funds or within 5 days if no notice was given prior to receipt. Further, the MEMBER and the MEMBER'S agents shall provide notice prior to any disbursement of settlement or any other recovery funds obtained. The MEMBER shall provide all information requested by the CORPORATION or its representative including, but not limited to, completing and submitting any applications or other forms or statements as the CORPORATION may reasonably request and all documents related to or filed in personal injury litigation.

The MEMBER shall do nothing to prejudice the PLAN'S recovery rights as herein set forth. This includes, but is not limited to, refraining from entering into any settlement or recovery that attempts to reduce, waive, bar or exclude the full cost of all benefits provided by the PLAN.

The MEMBER acknowledges that the PLAN has the right to conduct an investigation regarding the injury, illness or condition to identify potential sources of recovery. The PLAN reserves



## ADDITIONAL TERMS OF YOUR COVERAGE *(cont.)*

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the right to notify all parties and his/her agents of its lien. Agents include, but are not limited to, insurance companies and attorneys.

The MEMBER acknowledges that the PLAN has notified them that it has the right pursuant to the Health Insurance Portability & Accountability Act ("HIPAA"), 42 U.S.C. Section 1301 *et seq*, to share your personal health information in exercising its subrogation and reimbursement rights.

In the event that any claim is made that any part of this right of recovery provision is ambiguous or questions arise concerning the meaning or intent of any of its terms, the MEMBER and the PLAN agree that the PLAN ADMINISTRATOR shall have the sole authority and discretion to resolve all disputes regarding the interpretation of this provision.

The MEMBER agrees that any legal action or proceeding with respect to this provision may be brought in any court of competent jurisdiction in North Carolina as the CORPORATION may elect.

### **Notice of Claim**

The PLAN will not be liable for payment of benefits unless proper notice is furnished to the CORPORATION that COVERED SERVICES have been provided to a MEMBER. If the MEMBER files the claim, written notice must be given to the CORPORATION within 18 months after the MEMBER incurs the COVERED SERVICE, except in the absence of legal capacity of the MEMBER. The notice must be on an approved claim form and include the data necessary for the CORPORATION to determine benefits.

### **Notice of Benefit Determination**

The CORPORATION will provide an explanation of benefits determination to the MEMBER or the MEMBER'S authorized representative within 30 days of the CORPORATION'S receipt of a notice of claim if the MEMBER has financial liability on the claim other than a copayment or other services where payment was made at the point of service. The CORPORATION may take an extension of up to 15 more days to complete the benefits determination if additional information is needed. If the CORPORATION takes an extension, the CORPORATION will notify the MEMBER or the MEMBER'S authorized representative of the extension and of the information needed. You will then have 90 days to provide the requested information. As soon as the CORPORATION receives the requested information, or at the end of the 90 days, whichever is earlier, the CORPORATION will make a decision within 15 days.

Such notice will be worded in an understandable manner and will include:

- The specific reason(s) for the denial of benefits
- Reference to the benefit booklet sections on which the denial of benefits is based
- A description of any additional information needed for you to perfect the claim and an explanation of why such information is needed

## ADDITIONAL TERMS OF YOUR COVERAGE *(cont.)*

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- A description of the review procedures and the time limits applicable to such procedures, including the MEMBER'S right to bring a civil action under Section 502(a) of ERISA following a denial of benefits
- A copy of any internal rule, guideline, protocol or other similar criteria relied on, if any, in making the benefit determination or a statement that it will be provided without charge upon request
- If the denial of benefits is based on MEDICAL NECESSITY or EXPERIMENTAL treatment or a similar exclusion or limit, either an explanation of the scientific or clinical judgment, applying the terms of the PLAN to the MEMBER'S medical circumstances, or a statement that this will be provided without charge upon request; and
- In the case of a denial of benefits involving URGENT CARE, a description of the expedited review process available to such claims.

Upon receipt of a denial of benefits, you have the right to file an appeal with the CORPORATION. See "Need To Appeal a Decision?" for more information.

### **Limitation of Actions**

You must complete all of the required steps under the PLAN'S administrative claims and appeals procedures. Since the PLAN is subject to ERISA, this means that you must timely file an initial claim (if applicable) and timely file and complete a first level appeal of any ADVERSE BENEFIT DETERMINATION before bringing suit under ERISA.

Any lawsuit that you file must be filed within the earlier of (1) within one year after receiving a final ADVERSE BENEFIT DETERMINATION regarding your first level appeal or (2) three years from the date the charge giving rise to the claim is INCURRED (or, if there are no such charges, the date your claim arose). Failure to follow the PLAN'S administrative claims and appeals procedures in a timely manner will cause you to lose your right to sue regarding an ADVERSE BENEFIT DETERMINATION and/or to recover benefits. Generally, this means that any claim, action or suit filed in court or in another tribunal will be dismissed.

### **Evaluating New Technology**

In an effort to allow for continuous quality improvement, the CORPORATION has processes in place to evaluate new medical technology, procedures and equipment. These policies allow the CORPORATION to determine the best services and products to offer MEMBERS. They also help the CORPORATION keep pace with the ever-advancing medical field. Before implementing any new or revised policies, the CORPORATION reviews professionally supported scientific literature as well as state and federal guidelines, regulations, recommendations, and requirements. The CORPORATION then seeks additional input from PROVIDERS who know the needs of the patients they serve.

### **Coordination of Benefits (Overlapping Coverage)**

If a MEMBER is also enrolled in another group health plan, the PLAN may take into account benefits paid by the other plan. Coordination of benefits (COB) means that if a MEMBER is

## ADDITIONAL TERMS OF YOUR COVERAGE *(cont.)*

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covered by more than one group insurance plan, benefits under one group insurance plan are determined before the benefits are determined under the second group insurance plan. The group insurance plan that determines benefits first is called the primary group insurance plan. The other group insurance plan is called the secondary group insurance plan.

Benefits paid by the secondary group insurance plan may be reduced to avoid paying benefits between the two plans that are greater than the cost of the health care service. Most group health insurance plans include a COB provision. COB is explained in more detail in the Administrative Services Agreement between your EMPLOYER and the CORPORATION; however, the rules used to determine which plan is primary and secondary are listed in the following chart. The “participant” is the person who is signing up for group health insurance coverage.

### Important Information for MEMBERS Eligible for Medicare

If you are eligible for or enrolled in Medicare, the PLAN will determine Medicare primacy in accordance with the Medicare Secondary Payer rules and will coordinate benefits based on your Medicare eligibility. Information regarding how Medicare works with other insurance benefits like those offered by the PLAN can be found on [www.medicare.gov](http://www.medicare.gov). If you or your DEPENDENTS are covered under the PLAN, and are eligible for Medicare, **the PLAN may take into account the benefits that you or your DEPENDENTS are eligible for under Medicare, regardless of whether you have actually enrolled for such coverage.** In other words, even if you have not enrolled in Medicare, the PLAN may reduce a claim based on the benefits you are eligible for under Medicare, and then pay the remaining claim amount under the terms of the PLAN and in accordance with the Medicare Secondary Payer rules. As a result, if you are eligible for Medicare and Medicare would pay benefits primary to the PLAN, your out-of-pocket costs may be higher if you do not enroll in Medicare. The Medicare Secondary Payer rules that determine when Medicare pays benefits primary to other insurance benefits like those offered by the PLAN are complex and will not result in higher out-of-pocket costs in every instance. Therefore, if you become eligible for Medicare and are unsure about how the PLAN will coordinate benefits with Medicare, please contact your PLAN ADMINISTRATOR for more information.

When a person is covered by 2 group health plans, and	Then	Primary	Secondary
One plan does not have a COB provision	The plan without the provision is	√	
	The plan with the provision is		√
The person is the participant under one plan and a DEPENDENT under the other	The plan covering the person as the participant is	√	
	The plan covering the person as a DEPENDENT is		√

## ADDITIONAL TERMS OF YOUR COVERAGE *(cont.)*

When a person is covered by 2 group health plans, and	Then	Primary	Secondary
<p>The person is covered as a DEPENDENT CHILD under both plans and parents are either:</p> <ol style="list-style-type: none"> <li>1) Married or living together; or</li> <li>2) Divorced/separated or not living together and a court decree* states that they have joint custody without specifying which parent is responsible for the DEPENDENT CHILD's health care coverage; or</li> <li>3) Divorced/separated or not living together and a court decree* states that both parents have responsibility for the DEPENDENT CHILD's health care coverage; or</li> <li>4) Divorced/separated or not living together with no court decree for coverage for the DEPENDENT CHILD's health care coverage and the person is age 18 or older</li> </ol>	The plan of the parent whose birthday occurs earlier in the calendar year (known as the birthday rule; see exception below) is	√	
	The plan of the parent whose birthday is later in the calendar year is		√
	<p><i>Note: When the parents have the same birthday, the plan that covered the parent longer is</i></p> <p><i>Exception: If DEPENDENT CHILD is age 18 or older the birthday rule will be used to determine primary only if the parents are still married or living together.</i></p>	√	

## ADDITIONAL TERMS OF YOUR COVERAGE *(cont.)*

When a person is covered by 2 group health plans, and	Then	Primary	Secondary
The person is covered as a DEPENDENT CHILD under both plans and parents are divorced/separated or not living together with no court decree* for coverage	The custodial parent's plan is	√	
	The plan of the spouse of the custodial parent is		√
	Or, if the custodial parent covers the child through their spouse's plan, the plan of the spouse is	√	
	The non-custodial parent's plan is		√
	<i>Note: The custodial parent is considered to be the parent awarded custody of a child by a court decree*; or in the absence of a court decree, the parent with whom the child resides more than one half of the calendar year. Unless otherwise stated, a court decree is not applicable to a DEPENDENT CHILD age 18 years or older. If a court decree does specify coverage over the age of 18 the court decree will succeed any prior rule.</i>		
The person is covered as a DEPENDENT CHILD under both plans and parents are divorced/separated or not living together, and coverage is stipulated in a court decree*	The plan of the parent primarily responsible for health coverage under the court decree is	√	
	The plan of the other parent is		√
	<i>Note: If there is a court decree that requires a parent to assume financial responsibility for the child's health care coverage, and the CORPORATION or the PLAN ADMINISTRATOR has actual knowledge of those terms of the court decree, benefits under that parent's health benefit plan are</i>	√	
The person is 18 years old or older and is covered as a SUBSCRIBER/EMPLOYEE under one plan and a	The plan that covers a person as a SUBSCRIBER/EMPLOYEE is	√	

## ADDITIONAL TERMS OF YOUR COVERAGE *(cont.)*

When a person is covered by 2 group health plans, and	Then	Primary	Secondary
DEPENDENT CHILD under the other	The plan that covers a person as a DEPENDENT CHILD is		√
The person is 18 years old or older and is covered as a spouse under one plan and a DEPENDENT CHILD under the other	The plan that has been in effect longer is	√	
	The plan that has been in effect the shorter amount of time is		√
The person is 18 years old or older and is covered as a DEPENDENT CHILD under both plans with the subscriber's relationship to the person being a biological parent under one of the plans and a step-parent (married to the same biological parent) under the other	The plan of the biological parent is	√	
	The plan of the step-parent is		√
The person is covered as a laid-off or retired EMPLOYEE or that EMPLOYEE'S DEPENDENT, on one of the plans, including coverage under COBRA	The plan that covers a person other than as a laid-off or retired EMPLOYEE or as that EMPLOYEE'S DEPENDENT is	√	
	The plan that covers a person as a laid-off or retired EMPLOYEE or the DEPENDENT of a laid-off or retired EMPLOYEE		√
	<i>Note: This rule does not apply if it results in a conflict with any of the other rules for determining order of benefits</i>		
The person is the participant in two active group health plans and none of the rules above apply	The plan that has been in effect longer is	√	
	The plan that has been in effect the shorter amount of time is		√

**\*Note:** You may be required to submit a copy of the court or administrative order or legal documentation in these instances.

## ADDITIONAL TERMS OF YOUR COVERAGE *(cont.)*

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Please note that payment by the CORPORATION under the PLAN takes into account whether or not the PROVIDER is a participating PROVIDER. If the PLAN is the secondary plan, and the MEMBER uses a participating PROVIDER, the PLAN will coordinate up to the ALLOWED AMOUNT. The participating PROVIDER has agreed to accept the ALLOWED AMOUNT as payment in full. However, if neither the primary nor secondary plan covers a particular service, the MEMBER will be responsible for payment for that service.

The CORPORATION may request information about the other plan from the MEMBER. A prompt reply will help the CORPORATION process payments quickly. There will be no payment until primary coverage is determined. It is important to remember that even when benefits are coordinated with other group health plans, benefits for COVERED SERVICES are still subject to program requirements, such as PRIOR REVIEW and CERTIFICATION procedures.

# FEDERAL NOTICES

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The following Federal notices describe benefits that are included as part of your ESSENTIAL HEALTH BENEFITS. See “COVERED SERVICES” for more details.

## **Statement of Rights Under the Newborns' and Mothers' Health Protection Act**

Under federal law, group health plans and health insurance issuers offering group health insurance coverage generally may not restrict benefits for any HOSPITAL length of stay in connection with childbirth for the mother or newborn child to less than 48-hours following a vaginal delivery, or less than 96-hours following a delivery by Cesarean section. However, the plan or issuer may pay for a shorter stay if the attending PROVIDER (e.g., your DOCTOR, nurse midwife or physician assistant), after consultation with the mother, discharges the mother or newborn earlier.

Also, under federal law, group health plans and health insurance issuers may not set the level of benefits or out-of-pocket costs so that any later portion of the 48 hour (or 96 hour) stay is treated in a manner less favorable to the mother or newborn than any earlier portion of the stay.

In addition, a plan or issuer may not, under federal law, require that a DOCTOR or other health care PROVIDER obtain CERTIFICATION for prescribing a length of stay of up to 48 hours (or 96 hours). However, to use certain PROVIDERS or facilities, or to reduce your out-of-pocket costs, you may be required to obtain CERTIFICATION.

## **Mastectomy Benefits**

Under the Women's Health and Cancer Rights Act of 1998, the Plan provides for the following services related to mastectomy surgery:

- Reconstruction of the breast on which the mastectomy has been performed
- SURGERY and reconstruction of the nondiseased breast to produce a symmetrical appearance, without regard to the lapse of time between the mastectomy and the reconstructive SURGERY
- Prostheses and physical complications of all stages of the mastectomy, including lymphedemas.

Please note that the decision to discharge the patient following mastectomy SURGERY is made by the attending physician in consultation with the patient.

The benefits described above are subject to the same applicable copayment, deductible or coinsurance and limitations as applied to other medical and surgical benefits provided under the PLAN.



# SPECIAL PROGRAMS

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## **Programs Outside Your Regular Benefits**

The PLAN ADMINISTRATOR and the CORPORATION may agree to offer or provide programs that are outside your regular benefits. These offers or programs may be changed from time to time. Following are examples of programs that may be included outside your regular benefits:

- Discounts or promotional offers on goods and services from other companies including certain types of PROVIDERS
- Health and wellness programs
- Service programs for MEMBERS identified with complex health care needs, including a dedicated administrative contact, consolidated claims data information, and supportive gift items
- Clinical Opportunities Notification Program involves the analysis of claims and subsequent notification to PROVIDERS suggesting consideration of certain patient-specific treatment options along with medical literature addressing these treatment options
- Rewards or drawings for gifts based on activities related to online tools found on the CORPORATION'S website
- Rewards or drawings for gifts based on participation in initiatives and/or programs to reduce health care costs
- Periodic drawings for gifts, which may include club memberships and trips to special events, based on submitting information
- Charitable donations made on your behalf by the CORPORATION.

The PLAN or the CORPORATION may not provide some or all of items directly, but may instead arrange these for your convenience. These discounts or promotional offers are outside the PLAN benefits. Neither the PLAN nor the CORPORATION is liable for problems resulting from goods and services it does not provide directly, such as goods and services not being provided or being provided negligently. The gifts and charitable donations are also outside the PLAN benefits. Neither the PLAN nor the CORPORATION is liable for third party providers' negligent provision of the gifts. The PLAN or the CORPORATION may stop or change these programs at any time.

## **Health and Wellness Programs**

The PLAN offers health and wellness programs at no additional cost to MEMBERS. These confidential programs can help MEMBERS improve their health and manage specific health care needs.

Programs provide educational materials, tools and other resources. These programs also offer benefits to MEMBERS with certain conditions. Programs include:

**Nurse Support** – provides support to MEMBERS with high-risk health conditions to better manage the daily challenges of those conditions. MEMBERS work one-on-one with a nurse by phone or digitally.

## SPECIAL PROGRAMS *(cont.)*

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**Maternity** – provides support to MEMBERS 18 years of age and older who are currently pregnant and through six weeks after delivery. This program offers a free mobile application called My Pregnancy to track the pregnancy, learn helpful tips on staying healthy, store appointment information, and more. Women also have access to nurses by telephone for extra support.

**Wellness** – provides wellness programs on-line to help MEMBERS improve their health. This program includes a health assessment, virtual coaching programs, a personal health record, and a variety of tools, trackers, and newsletter articles.

**Nurse Line** – provides a toll-free number called Health Line Blue that MEMBERS can call for help in making health care decisions. Highly trained registered nurses are available 24/7 to give MEMBERS with chronic and acute illnesses, injuries, and other health care issues, advice on the best solution at the lower cost.

Program information, including how to get started, are located on the website at [www.bcbsnc.com/members/nccbar](http://www.bcbsnc.com/members/nccbar). Programs are available at the discretion of your EMPLOYER.

### **Health Information Services**

If you have certain health conditions, the CORPORATION or a representative of the CORPORATION may contact you to provide information about your condition, answer questions and tell you about resources that may be available to you. Your participation is voluntary, and your medical information will be kept confidential.

# GLOSSARY

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These definitions will help you understand the PLAN. Please note that some of these terms may not apply to the PLAN.

## **ADAPTIVE BEHAVIOR TREATMENT**

Behavioral and developmental interventions that systematically manage instructional and environmental factors or the consequences of behavior that have been shown to be clinically effective through research published in peer reviewed scientific journals and based upon randomized, quasi-experimental, or single subject designs. All services performed must be within the PROVIDER'S scope of license or certification to be eligible for reimbursement.

## **ADVERSE BENEFIT DETERMINATION**

A denial, reduction, or termination of, or failure to provide or make full or partial payment for a benefit, including one that results from the application of any utilization review, or 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. Rescission of coverage is also included as an adverse benefit determination.

## **ALLOWED AMOUNT**

The maximum amount that the CORPORATION determines is reasonable for COVERED SERVICES provided to a MEMBER. The allowed amount includes any the CORPORATION payment to the PROVIDER, plus any deductible, coinsurance or copayment. For PROVIDERS that have entered into an agreement with the CORPORATION, the allowed amount is the negotiated amount that the PROVIDER has agreed to accept as payment in full. Except as otherwise specified in "EMERGENCY and Ambulance Services," for PROVIDERS that have not entered into an agreement with the CORPORATION, the allowed amount will be the lesser of the PROVIDER'S billed charge or an amount based on an OUT-OF-NETWORK fee schedule established by the CORPORATION or through the BlueCard system that is applied to comparable PROVIDERS for similar services under a similar health benefit plan. Where the CORPORATION has not established an OUT-OF-NETWORK fee schedule amount for the billed service, the allowed amount will be the lesser of the PROVIDER'S billed charge or an amount established by the CORPORATION or through the BlueCard system using a methodology that is applied to comparable PROVIDERS who may have entered into an agreement with the CORPORATION for similar services under a similar health benefit plan. Other than as described above, the CORPORATION will not pay the OUT-OF-NETWORK PROVIDER'S billed charge unless do so is required in order to comply with North Carolina Statutes. Calculation of the allowed amount is based on several factors including the CORPORATION medical, payment and administrative guidelines. Under the guidelines, some procedures charged separately by the PROVIDER may be combined into one procedure for reimbursement purposes.

## **AMBULATORY INFUSION SUITE**

An Ambulatory Infusion Suite is a free-standing facility that solely provides infusion services under the supervision of a nurse or medical director.

## GLOSSARY *(cont.)*

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### **AMBULATORY SURGICAL CENTER**

A NONHOSPITAL FACILITY with an organized staff of DOCTORS, which is licensed or certified in the state where located, and which:

- a) Has permanent facilities and equipment for the primary purpose of performing surgical procedures on an outpatient basis
- b) Provides nursing services and treatment by or under the supervision of DOCTORS whenever the patient is in the facility
- c) Does not provide inpatient accommodations
- d) Is not other than incidentally, a facility used as an office or clinic for the private practice of a DOCTOR or OTHER PROVIDER.

### **ANCILLARY PROVIDER**

Independent clinical laboratories, durable/home medical equipment and supply PROVIDERS, or specialty pharmacies. Ancillary PROVIDERS are considered IN-NETWORK if they contract directly with the Blue Cross or Blue Shield plan in the state where services are received, based on the following criteria:

- For independent clinical laboratories, services are received in the state where the specimen is drawn
- For durable/home equipment and supply PROVIDERS, services are received in the state where the equipment or supply is shipped (receiving address) or if purchased at a retail store the vendor must be contracted with the plan in the state where the retail store is located
- For specialty pharmacies, services are received in the state where the ordering physician is located.

### **BENEFIT PERIOD**

The period of time, as stated in the "Summary of Benefits" and GROUP CONTRACT, during which charges for COVERED SERVICES provided to a MEMBER must be INCURRED in order to be eligible for payment by the PLAN. A charge shall be considered INCURRED on the date the service or supply was provided to a MEMBER.

### **BENEFIT PERIOD MAXIMUM**

The maximum dollar amount for COVERED SERVICES or number of visits in a BENEFIT PERIOD that will be covered on behalf of a MEMBER. Services in excess of a benefit period maximum are not COVERED SERVICES, and MEMBERS may be responsible for the entire amount of the PROVIDER'S billed charge.

### **BIOLOGIC**

A complex large molecule drug produced from protein or living organisms.

## GLOSSARY *(cont.)*

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### **BIOSIMILAR**

PRESCRIPTION DRUG products approved by the U.S. Food and Drug Administration (FDA) that are subsequent versions of previously approved BIOLOGIC drugs, also known as follow-on biologics. Biosimilar drugs are manufactured after the patent and exclusivity protection of the BIOLOGIC drug has expired.

### **BRAND NAME**

The proprietary name of the PRESCRIPTION DRUG that the manufacturer owning the patent places upon a drug product or on its container, label or wrapping at the time of packaging. A brand-name drug has a trade name and is protected by a patent and can only be produced and sold by the manufacturer owning the patent. The CORPORATION makes the final determination of the classification of brand-name drug products based on information provided by the manufacturer and other external classification sources, such as the U.S. Food and Drug Administration (FDA) and nationally-recognized drug databases.

### **CERTIFICATION**

The determination by the CORPORATION that an admission, availability of care, continued stay, or other services, supplies or drugs have been reviewed and, based on the information provided, satisfy our requirements for MEDICALLY NECESSARY services and supplies, appropriateness, health care setting, level of care and effectiveness.

### **COMPLICATIONS OF PREGNANCY**

Medical conditions whose diagnoses are distinct from pregnancy, but are adversely affected or caused by pregnancy, resulting in the mother's life being in jeopardy or making the birth of a viable infant impossible and which require the mother to be treated prior to the full term of the pregnancy (except as otherwise stated below), including, but not limited to: abruption of placenta; acute nephritis; cardiac decompensation; documented hydramnios; eclampsia; ectopic pregnancy; insulin dependent diabetes mellitus; missed abortion; nephrosis; placenta previa; Rh sensitization; severe pre-eclampsia; trophoblastic disease; toxemia; immediate postpartum hemorrhage due to uterine atony; retained placenta or uterine rupture occurring within 72 hours of delivery; or, the following conditions occurring within ten days of delivery: urinary tract infection, mastitis, thrombophlebitis, and endometritis. EMERGENCY cesarean section will be considered eligible for benefit application only when provided in the course of treatment for those conditions listed above as a complication of pregnancy. Common side effects of an otherwise normal pregnancy, conditions not specifically included in this definition, episiotomy repair and birth injuries are not considered complications of pregnancy.

### **CONGENITAL**

Existing at, and usually before, birth referring to conditions that are apparent at birth regardless of their causation.

## GLOSSARY *(cont.)*

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### **CORPORATION**

Blue Cross NC.

### **COSMETIC**

To improve appearance. This does not include restoration of physiological function resulting from accidental injury, trauma or previous treatment that would be considered a COVERED SERVICE. This also does not include reconstructive SURGERY to correct CONGENITAL or developmental anomalies that have resulted in functional impairment.

### **COVERED SERVICE(S)**

A service, drug, supply or equipment specified in this benefit booklet for which MEMBERS are entitled to benefits in accordance with the terms and conditions of the plan. Any services in excess of a BENEFIT PERIOD MAXIMUM or LIFETIME MAXIMUM are not covered services.

### **CREDITABLE COVERAGE**

Accepted health insurance coverage carried prior to the PLAN'S coverage can be group health insurance, an employee welfare benefit plan to the extent that the plan provides medical care to employees and/or their dependents directly or through insurance, reimbursement, or otherwise, individual health insurance, short-term limited duration health insurance coverage, public health plan, Children's Health Insurance Program (CHIP), Medicare, Medicaid, and any other coverage defined as creditable coverage under state or federal law. Creditable coverage does not include coverage consisting solely of excepted benefits.

### **DENTAL SERVICE(S)**

Dental care or treatment provided by a DENTIST or OTHER PROFESSIONAL PROVIDER in the DENTIST'S office to a covered MEMBER while the policy is in effect, provided such care or treatment is recognized by the CORPORATION as a generally accepted form of care or treatment according to prevailing standards of dental practice.

### **DENTIST**

A dental practitioner who is duly licensed and qualified under the law of jurisdiction in which treatment is received to provide DENTAL SERVICES, perform dental SURGERY or administer anesthetics for dental SURGERY. All services performed must be within the scope of license or certification to be eligible for reimbursement.

### **DEPENDENT**

A MEMBER other than the EMPLOYEE as specified in "When Coverage Begins And Ends."

### **DEPENDENT CHILD(REN)**

A child, until the end of the month of their 26th birthday, who is either: 1) the EMPLOYEE'S biological child, stepchild, legally adopted child (or child placed for adoption with the EMPLOYEE and/or spouse), FOSTER CHILD, or 2) a child for whom legal guardianship has been awarded to the EMPLOYEE and/ or spouse, or 3) a child for whom the SUBSCRIBER and/or

## GLOSSARY *(cont.)*

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spouse has been court-ordered to provide coverage. The spouse or children of a dependent child are not considered DEPENDENTS.

### **DOCTOR**

Includes the following: a doctor of medicine, a doctor of osteopathy, licensed to practice medicine or SURGERY by the Board of Medical Examiners in the state of practice, a doctor of dentistry, a doctor of podiatry, a doctor of chiropractic, a doctor of optometry, or a doctor of psychology who must be licensed or certified in the state of practice and has a doctorate degree in psychology and at least two years clinical experience in a recognized health setting or has met the standards of the National Register of Health Service Providers in Psychology. All of the above must be duly licensed to practice by the state in which any service covered by the contract is performed, regularly charge and collect fees as a personal right, subject to any licensure or regulatory limitation as to location, manner or scope of practice. All services performed must be within the scope of license or certification to be eligible for reimbursement.

### **DURABLE MEDICAL EQUIPMENT**

Items designated by the CORPORATION which can withstand repeated use, are used primarily to serve a medical purpose, are not useful to a person in the absence of illness, injury or disease, and are appropriate for use in the patient's home.

### **EDUCATIONAL TREATMENT**

Services provided to foster acquisition of skills and knowledge to assist development of an individual's cognitive independence and personal responsibility. These services include academic learning, socialization, adaptive skills, communication, amelioration of interfering behaviors, and generalization of abilities across multiple environments.

### **EFFECTIVE DATE**

The date on which coverage for a MEMBER begins, according to "When Coverage Begins and Ends."

### **EMERGENCY(IES)**

A medical condition manifesting itself by acute symptoms of sufficient severity, including, but not limited to, severe pain, or by acute symptoms developing from a chronic medical condition that would lead a prudent layperson, possessing an average knowledge of health and medicine, to reasonably expect the absence of immediate medical attention to result in any of the following:

- a) placing the health of an individual, or with respect to a pregnant woman, the health of the woman or her unborn child in serious jeopardy,
- b) serious physical impairment to bodily functions,
- c) serious dysfunction of any bodily organ or part.



## GLOSSARY *(cont.)*

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Heart attacks, strokes, uncontrolled bleeding, poisonings, major burns, prolonged loss of consciousness, spinal injuries, shock, and other severe, acute conditions are examples of emergencies.

### **EMERGENCY SERVICES**

Health care items and services furnished or required to screen for or treat an EMERGENCY medical condition until the condition is STABILIZED, including pre-HOSPITAL care and ancillary services routinely available in the emergency department.

### **EMPLOYEE**

The person who is eligible for coverage under this health benefit plan due to employment with the EMPLOYER and who is enrolled for coverage.

### **EMPLOYER**

An EMPLOYER participating in the North Carolina Bar Association Health Benefit Trust whose EMPLOYEES are eligible to participate in the PLAN.

### **ERISA**

The Employee Retirement Income Security Act of 1974.

### **ESSENTIAL HEALTH BENEFITS**

The core set of services as defined by federal law that includes the following ten categories: (1) ambulatory patient services, (2) EMERGENCY SERVICES, (3) hospitalization, (4) maternity and newborn care, (5) mental health and substance use disorder services, including behavioral health treatment, (6) PRESCRIPTION DRUGS, (7) REHABILITATIVE and HABILITATIVE SERVICES and devices, (8) laboratory services, (9) preventive and wellness services and chronic disease management, and (10) pediatric services, including oral and vision care. The PLAN may cover ESSENTIAL HEALTH BENEFITS, in which case no annual or lifetime dollar limits can apply to these services.

### **EXPERIMENTAL**

See INVESTIGATIONAL.

### **FACILITY SERVICES**

COVERED SERVICES provided and billed by a HOSPITAL or NONHOSPITAL FACILITY. All services performed must be within the scope of license or certification to be eligible for reimbursement.

### **FORMULARY**

The list of outpatient PRESCRIPTION DRUGS, insulin, and certain over-the-counter drugs that may be available to MEMBERS.



## GLOSSARY *(cont.)*

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### **FOSTER CHILD(REN)**

Children under age 18 i) for whom a guardian has been appointed by a clerk of superior court of any county in North Carolina or ii) whose primary or sole custody has been assigned by court or administrative order with proper jurisdiction and who are residing with a person appointed as guardian or custodian for so long as the guardian or custodian has assumed the legal obligation for total or partial support of the children with the intent that the children reside with the guardian or custodian on more than a temporary or short-term basis.

### **GENERIC**

A PRESCRIPTION DRUG that has the same active ingredient as a BRAND-NAME drug, has the same dosage form and strength as the BRAND-NAME drug, and has the same mechanism of action in the body as the BRAND-NAME drug. The classification of a PRESCRIPTION DRUG as a generic is determined by the CORPORATION based on commercially available data resources and other external classification sources, such as the U.S. Food and Drug Administration (FDA) and nationally-recognized drug databases.

### **GRIEVANCE**

Grievances include dissatisfaction with any decisions, policies or actions related to the availability, delivery or quality of health care services, or with the contractual relationship between the MEMBER and the PLAN.

### **HABILITATIVE SERVICES**

Health care services that help a person keep, learn or improve skills and functioning for daily living. Examples include therapy for a child who is not walking or talking at the expected age. These services may include physical and occupational therapy, speech-language pathology and other services for people with disabilities in a variety of inpatient and/or outpatient settings.

### **HOMEBOUND**

A MEMBER who cannot leave their home or temporary residence due to a medical condition which requires both the assistance of another person and the aid of supportive devices or the use of special transportation. To be homebound means that leaving home takes considerable and taxing effort. A MEMBER is not considered homebound solely because the assistance of another person is required to leave the home.

### **HOME HEALTH AGENCY**

A NONHOSPITAL FACILITY which is primarily engaged in providing home health care services medical or therapeutic in nature, and which:

- a) Provides skilled nursing and other services on a visiting basis in the MEMBER's home,
- b) Is responsible for supervising the delivery of such services under a plan prescribed by a DOCTOR,
- c) Is accredited and licensed or certified in the state where located,

## GLOSSARY *(cont.)*

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- d) Is certified for participation in the Medicare program, and
- e) Is acceptable to the CORPORATION.

### **HOSPICE**

A NONHOSPITAL FACILITY that provides medically related services to persons who are terminally ill, and which:

- a) Is accredited, licensed or certified in the state where located,
- b) Is certified for participation in the Medicare program, and
- c) Is acceptable to the CORPORATION.

### **HOSPITAL**

An accredited institution for the treatment of the sick that is licensed as a hospital by the appropriate state agency in the state where located. All services performed must be within the scope of license or certification to be eligible for reimbursement.

### **IDENTIFICATION CARD (ID CARD)**

The card issued to our MEMBERS upon enrollment which provides group/MEMBER identification numbers, names of the MEMBERS, and key benefit information, phone numbers and addresses.

### **INCURRED**

The date on which a MEMBER receives the service, drug, equipment or supply for which a charge is made.

### **INFERTILITY**

The inability after 12 consecutive months of unsuccessful attempts to conceive a child.

### **IN-NETWORK**

Designated as participating in the Blue Options network. The CORPORATION'S payment for in-network COVERED SERVICES is described in this benefit booklet as in-network benefits or in-network benefit levels.

### **IN-NETWORK PROVIDER**

A HOSPITAL, DOCTOR, other medical practitioner or PROVIDER of medical services and supplies that has been designated as a Blue Options PROVIDER by the CORPORATION or a PROVIDER participating in the BlueCard Program. ANCILLARY PROVIDERS outside North Carolina are considered IN-NETWORK only if they contract directly with the Blue Cross or Blue Shield plan in the state where services are received, even if they participate in the BlueCard program.

### **INVESTIGATIONAL (EXPERIMENTAL)**

The use of a service or supply including, but not limited to, treatment, procedure, facility, equipment, drug, or device that Blue Cross NC does not recognize as standard medical care

## GLOSSARY *(cont.)*

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of the condition, disease, illness, or injury being treated. The following criteria are the basis for the CORPORATION'S determination that a service or supply is investigational:

- a) Services or supplies requiring federal or other governmental body approval, such as drugs and devices that do not have unrestricted market approval from the U.S. Food and Drug Administration (FDA) or final approval from any other governmental regulatory body for use in treatment of a specified condition. Any approval that is granted as an interim step in the regulatory process is not a substitute for final or unrestricted market approval.
- b) There is insufficient or inconclusive scientific evidence in peer-reviewed medical literature to permit the CORPORATION'S evaluation of the therapeutic value of the service or supply
- c) There is inconclusive evidence that the service or supply has a beneficial effect on health outcomes
- d) The service or supply under consideration is not as beneficial as any established alternatives
- e) There is insufficient information or inconclusive scientific evidence that, when utilized in a non-investigational setting, the service or supply has a beneficial effect on health outcomes and is as beneficial as any established alternatives.

If a service or supply meets one or more of the criteria, it is deemed investigational except for clinical trials as described under this health benefit plan. Determinations are made solely by the CORPORATION'S after independent review of scientific data. Opinions of experts in a particular field and/or opinions and assessments of nationally recognized review organizations may also be considered by the CORPORATION but are not determinative or conclusive.

### **LICENSED PRACTICAL NURSE (LPN)**

A nurse who has graduated from a formal practical nursing education program and is licensed by the appropriate state authority.

### **LIFETIME MAXIMUM**

The benefit maximum of certain COVERED SERVICES, such as INFERTILITY services, INFERTILITY drugs and orthotic devices for POSITIONAL PLAGIOCEPHALY, that will be reimbursed on behalf of a MEMBER while covered under the plan. Services in excess of any lifetime maximum are not COVERED SERVICES, and MEMBERS may be responsible for the entire amount of the PROVIDER'S billed charge.

### **MEDICAL SUPPLIES**

Health care materials that include ostomy supplies, catheters, oxygen and diabetic supplies.

## GLOSSARY *(cont.)*

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### **MEDICALLY NECESSARY (or MEDICAL NECESSITY)**

Those COVERED SERVICES or supplies that are:

- a) Provided for the diagnosis, treatment, cure, or relief of a health condition, illness, injury, or disease; and, except for clinical trials as described under the plan, not for EXPERIMENTAL, INVESTIGATIONAL, or COSMETIC purposes,
- b) Necessary for and appropriate to the diagnosis, treatment, cure, or relief of a health condition, illness, injury, disease, or its symptoms,
- c) Within generally accepted standards of medical care in the community, and
- d) Not solely for the convenience of the insured, the insured's family, or the PROVIDER.

For medically necessary services, the CORPORATION may compare the cost-effectiveness of alternative services, settings or supplies when determining which of the services or supplies will be covered and in what setting medically necessary services are eligible for coverage.

### **MEMBER**

A SUBSCRIBER or DEPENDENT, who is currently enrolled in the PLAN and for whom premium is paid.

### **MENTAL ILLNESS**

(1) When applied to an adult MEMBER, an illness which so lessens the capacity of the individual to use self-control, judgment, and discretion in the conduct of his/her affairs and social relations as to make it necessary or advisable for him/her to be under treatment, care, supervision, guidance, or control; and (2) when applied to a DEPENDENT CHILD, in accordance with North Carolina law, a mental condition, other than intellectual disability alone, that so impairs the DEPENDENT CHILD'S capacity to exercise age adequate self-control or judgment in the conduct of his/her activities and social relationships so that he/she is in need of treatment; and a mental disorder defined in the current edition of the Diagnostic and Statistical Manual of Mental Disorders of the American Psychiatric Association, Washington, DC ("DSM-V"). Those mental disorders coded in the DSM-V as autism spectrum disorder, substance-related disorders, SEXUAL DYSFUNCTION not due to organic disease, and those coded as "V" codes are not included in the definition of Mental Illness.

### **NONCERTIFICATION**

An ADVERSE BENEFIT DETERMINATION by the CORPORATION that a service covered under this health benefit plan has been reviewed and does not meet THE CORPORATION requirements for MEDICAL NECESSITY/CLINICAL NECESSITY, appropriateness, health care setting, level of care or effectiveness or the prudent layperson standard for coverage of EMERGENCY SERVICES and, as a result, the requested service is denied, reduced or terminated. The determination that a requested service is EXPERIMENTAL, INVESTIGATIONAL or COSMETIC is considered a noncertification. A noncertification is not a decision based solely on the fact that the requested service is specifically excluded under your benefits.

## GLOSSARY *(cont.)*

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### **NONHOSPITAL FACILITY**

An institution or entity other than a HOSPITAL that is accredited and licensed or certified in the state where located to provide COVERED SERVICES and is acceptable to THE CORPORATION. All services performed must be within the scope of license or certification to be eligible for reimbursement.

### **OFFICE VISIT**

Services provided in a PROVIDER'S office, including, but not limited to the following:

- Medical care
- SURGERY
- Diagnostic services
- REHABILITATIVE THERAPY and HABILITATIVE SERVICES
- MEDICAL SUPPLIES
- Mental health and substance use disorder services (evaluation and diagnosis, group therapy, individual and family counseling).

### **OTHER PROFESSIONAL PROVIDER**

A person or entity other than a DOCTOR who is accredited and licensed or certified in the state where located to provide COVERED SERVICES and which is acceptable to THE CORPORATION. Examples may include physician assistants (PAs), nurse practitioners (NPs), or certified registered nurse anesthetists (CRNAs). All services performed must be within the scope of license or certification to be eligible for reimbursement.

### **OTHER PROVIDER**

An institution or entity other than a HOSPITAL, which is accredited and licensed or certified in the state where located to provide COVERED SERVICES and which is acceptable to THE CORPORATION. All services performed must be within the scope of license or certification to be eligible for reimbursement.

### **OTHER THERAPY(IES)**

The following services and supplies, both inpatient and outpatient, ordered by a DOCTOR or OTHER PROVIDER to promote recovery from an illness, disease or injury when provided by a DOCTOR, OTHER PROVIDER or professional employed by a PROVIDER licensed in the state of practice.

- a) Cardiac rehabilitative therapy—reconditioning the cardiovascular system through exercise, education, counseling and behavioral change
- b) Chemotherapy (including intravenous chemotherapy)—the treatment of malignant disease by chemical or biological antineoplastic agents which have received full, unrestricted market approval from the U.S. Food and Drug Administration (FDA)
- c) Dialysis treatments—the treatment of acute renal failure or chronic irreversible renal insufficiency for removal of waste materials from the body to include hemodialysis or peritoneal dialysis

## GLOSSARY *(cont.)*

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- d) Pulmonary therapy—programs that combine exercise, training, psychological support and education in order to improve the patient’s functioning and quality of life
- e) Radiation therapy—the treatment of disease by x-ray, radium, or radioactive isotopes
- f) Respiratory therapy—introduction of dry or moist gases into the lungs for treatment purposes.

### **OUT-OF-NETWORK**

Not designated as participating in the PPO network, and not certified in advance by THE CORPORATION to be considered as IN-NETWORK. Our payment for out-of-network COVERED SERVICES is described in this benefit booklet as out-of-network benefits or out-of-network benefit levels.

### **OUT-OF-NETWORK PROVIDER**

A PROVIDER that has not been designated as a PPO PROVIDER by THE CORPORATION.

### **OUTPATIENT CLINIC(S)**

An accredited institution/facility associated with or owned by a HOSPITAL. An outpatient clinic may bill for outpatient visits, including professional services and ancillary services, such as diagnostic tests. These services may be subject to the Outpatient Services benefit. All services performed must be within the scope of the professional or facility license or certification to be eligible for reimbursement.

### **PLAN**

The North Carolina Bar Association Health Benefit Trust.

### **PLAN ADMINISTRATOR**

Lawyers Insurance Agency, Inc.

### **PLAN SPONSOR**

North Carolina Bar Association. For purposes of ERISA, the PLAN ADMINISTRATOR has the discretionary authority and responsibility to manage and direct the operation of the PLAN.

### **POSITIONAL PLAGIOCEPHALY**

The asymmetrical shape of an infant’s head due to uneven external pressures on the skull in either the prenatal or postnatal environment. This does not include asymmetry of an infant’s head due to premature closure of the sutures of the skull.

### **PRESCRIPTION**

An order for a drug issued by a DOCTOR duly licensed to make such a request in the ordinary course of professional practice; or requiring such an order.

## GLOSSARY *(cont.)*

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### **PRESCRIPTION DRUG**

A drug that has been approved by the U.S. Food and Drug Administration (FDA) and is required, prior to being dispensed or delivered, to be labeled "Caution: Federal law prohibits dispensing without prescription," or labeled in a similar manner, and is appropriate to be administered without the presence of a medical supervisor.

### **PREVENTIVE CARE**

Medical services provided by or upon the direction of a DOCTOR or OTHER PROVIDER that detect disease early in patients who do not show any signs or symptoms of a disease. Preventive care services include immunizations, medications that delay or prevent a disease, and screening and counseling services. Screening services are specific procedures and tests that identify disease and/or risk factors before the beginning of any signs and symptoms.

### **PRIMARY CARE PROVIDER (PCP)**

An IN-NETWORK PROVIDER who has been designated by the CORPORATION as a PCP.

### **PRIOR REVIEW**

The consideration of benefits for an admission, availability of care, continued stay, or other services, supplies or drugs, based on the information provided and requirements for a determination of MEDICAL NECESSITY of services and supplies, appropriateness, health care setting, or level of care and effectiveness. Prior review results in CERTIFICATION or NONCERTIFICATION of benefits.

### **PROSTHETIC APPLIANCES**

Fixed or removable artificial limbs or other body parts, which replace absent natural ones following permanent loss of the body part.

### **PROVIDER**

A HOSPITAL, NONHOSPITAL FACILITY, DOCTOR, or OTHER PROVIDER, accredited, licensed or certified where required in the state of practice, performing within the scope of license or certification. All services performed must be within the scope of license or certification to be eligible for reimbursement.

### **PROVIDER-ADMINISTERED SPECIALTY DRUGS**

Specialty drugs that are available on the medical benefit typically require close provider supervision and are generally dispensed in an office, outpatient setting, or through an infusion agency.

### **REGISTERED NURSE (RN)**

A nurse who has graduated from a formal program of nursing education (diploma school, associate degree or baccalaureate program), and is licensed by the appropriate state authority in the state of practice.



## GLOSSARY *(cont.)*

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### **REHABILITATIVE THERAPY**

Services and supplies both inpatient and outpatient, ordered by a DOCTOR or OTHER PROVIDER to promote the recovery of the MEMBER from an illness, disease or injury when provided by a DOCTOR, OTHER PROVIDER or professional employed by a PROVIDER licensed by the appropriate state authority in the state of practice and subject to any licensure or regulatory limitation as to location, manner or scope of practice.

- a) Occupational therapy—treatment by means of constructive activities designed and adapted to promote the restoration of the person's ability to satisfactorily accomplish the ordinary tasks of daily living and those required by the person's particular occupational role after such ability has been impaired by disease, injury or loss of a body part
- b) Physical therapy—treatment by physical means, hydrotherapy, heat or similar modalities, physical agents, biomechanical and neurophysiological principles and devices to relieve pain, restore maximum function and prevent disability following disease, injury or loss of a body part
- c) Speech therapy—treatment for the restoration of speech impaired by disease, SURGERY, or injury; certain significant physical CONGENITAL conditions such as cleft lip and palate; or swallowing disorders related to a specific illness or injury.

### **RESIDENTIAL TREATMENT FACILITY**

A residential treatment facility is a facility that either: (1) offers treatment for patients that require close monitoring of their behavioral and clinical activities related to their chemical dependency or addiction to drugs or alcohol, or (2) offers treatment for patients that require psychiatric services for the diagnosis and treatment of MENTAL ILLNESS. All services performed must be within the scope of license or certification to be eligible for reimbursement.

### **RESPIRE CARE**

Services provided by an alternate caregiver or facility to allow the primary caregiver time away from those activities. Respite care is provided in-home or at an alternative location for a short stay. Services include support of activities of daily living such as feeding, dressing, bathing, routine administration of medicines, and can also include intermittent skilled nursing services that the caregiver has been trained to provide.

### **RESTRICTED-ACCESS (STEP THERAPY) DRUGS OR DEVICES**

Covered PRESCRIPTION DRUGS or devices for which reimbursement by the CORPORATION is conditioned on: (1) the CORPORATION'S giving CERTIFICATION to prescribe the drug or device or (2) the PROVIDER prescribing one or more alternative drugs or devices before prescribing the drug or device in question.



## GLOSSARY *(cont.)*

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### **ROUTINE FOOT CARE**

Hygiene and preventive maintenance of feet, such as trimming of corns, calluses or nails that do not usually require the skills of a qualified PROVIDER of foot care services.

### **SEXUAL DYSFUNCTION**

Any of a group of sexual disorders characterized by inhibition either of sexual desire or of the psychophysiological changes that usually characterize sexual response. Included are female sexual arousal disorder, male erectile disorder and hypoactive sexual desire disorder.

### **SKILLED NURSING FACILITY**

A NONHOSPITAL FACILITY licensed under state law that provides skilled nursing, rehabilitative and related care where professional medical services are administered by a registered or LICENSED PRACTICAL NURSE. All services performed must be within the scope of license or certification to be eligible for reimbursement.

### **SPECIALIST**

A DOCTOR who is recognized by the CORPORATION as specializing in an area of medical practice.

### **SPECIALTY DRUG(S)**

Those medications classified by the CORPORATION that generally have unique indications or uses, or require special dosing or administration, or are typically prescribed by a SPECIALIST, or are significantly more expensive than alternative therapies. Specialty drugs may be self-administered or provider-administered and classified as GENERIC, BRAND-NAME, BIOLOGIC, or BIOSIMILAR.

### **STABILIZE**

To provide medical care that is appropriate to prevent a material deterioration of the MEMBER'S condition, within reasonable medical certainty.

### **STEP THERAPY**

See RESTRICTED-ACCESS (STEP THERAPY) DRUGS OR DEVICES

### **SUBSCRIBER**

The person who is eligible for coverage under the PLAN due to employment and who is enrolled for coverage.

### **SURGERY**

The performance of generally accepted operative and cutting procedures including specialized instrumentations, endoscopic examinations and other invasive procedures, such as:

- a) The correction of fractures and dislocations
- b) Usual and related preoperative and postoperative care

## GLOSSARY *(cont.)*

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- c) Other procedures as reasonable and approved by the CORPORATION.

### **TOTAL OUT-OF-POCKET LIMIT**

The maximum amount listed in “Summary of Benefits” that is payable by the MEMBER in a BENEFIT PERIOD before the CORPORATION pays 100% of COVERED SERVICES. It consists of the out-of-pocket expense (which is the annual maximum amount of coinsurance and any copayments) plus the deductible.

### **URGENT CARE**

Services provided for a condition that occurs suddenly and unexpectedly, requiring prompt diagnosis or treatment, such that in the absence of immediate care the individual could reasonably be expected to suffer chronic illness, prolonged impairment, or require a more hazardous treatment. Fever over 101 degrees Fahrenheit, ear infection, sprains, some lacerations and dizziness are examples of conditions that would be considered urgent.

### **UTILIZATION MANAGEMENT (UM)**

A set of formal processes that are used to evaluate the MEDICAL NECESSITY, quality of care, cost-effectiveness and appropriateness of many health care services, including procedures, treatments, medical devices, PROVIDERS and facilities.

### **WAITING PERIOD**

The amount of time that must pass before a MEMBER is eligible to be covered for benefits under the terms of this health benefit PLAN.

# SUMMARY PLAN DESCRIPTION OF HEALTH CARE BENEFITS

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## **Summary Plan Description**

The following information, together with the information contained in the benefit booklet furnished to EMPLOYEES by the PLAN ADMINISTRATOR, is intended to furnish the Summary Plan Description required by Section 102 of the Employee Retirement Income Security Act of 1974 (ERISA):

### **Name and Number of PLAN(S)**

Plan Number 501 - North Carolina Bar Association Health Benefit Trust

### **Name, Address and Telephone Number of PLAN SPONSOR**

North Carolina Bar Association

PO Box 1929

Cary, NC 27512-1929

919-677--0561

### **Employer Identification Number of PLAN SPONSOR**

56--6595155

### **Identification of PLAN ADMINISTRATOR**

Lawyers Insurance Agency, Inc.

8000 Weston Parkway, Suite 200

Cary, NC 27513

### **Benefits Provided by PLAN(S)**

Medical Insurance—The specific coverages provided by the PLAN are set forth in your benefit booklet.

### **Type of PLAN Administration**

The general administration of the PLAN is provided by the PLAN SPONSOR. The processing of claims for benefits under the terms of the Plan is provided by Blue Cross and Blue Shield of North Carolina through an administrative services agreement.

### **Contributions to the Cost of the PLAN(S)**

The cost of the medical plan is paid by the EMPLOYER and the EMPLOYEES.

### **Financial Records**

The financial records of the PLAN(S) are kept on a Plan Year basis. Each PLAN year ends September 30.

### **Agent for Service of Legal Process**

It is not anticipated that it will ever be necessary to have a lawsuit; however, if a lawsuit is to be brought, legal process may be served on the PLAN ADMINISTRATOR at the address above.

## **ERISA Rights Statement**

As a participant in the PLAN, you are entitled to certain rights and protections under the Employee Retirement Income Security Act of 1974 (ERISA). ERISA provides that all MEMBERS shall be entitled to:

- Examine, without charge, at the PLAN ADMINISTRATOR'S office and at other specified locations, such as worksites, all PLAN documents, including insurance contracts, 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.
- 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 copies of the latest annual report (Form 5500 Series) and updated Summary Plan Descriptions. The PLAN ADMINISTRATOR may make a reasonable charge for the copies.
- Receive a summary of the PLAN'S financial report. The PLAN ADMINISTRATOR is required by law to furnish each MEMBER with a copy of this summary annual report.
- Continue health care coverage for yourself, spouse or DEPENDENTS if there is a loss of coverage under the PLAN as a result of a QLE. 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.

In addition to creating rights for MEMBERS, ERISA imposes duties upon the people who are responsible for the operation of the PLAN. The people who operate the Plan, called "fiduciaries" of the PLAN, have a duty to do so prudently and in the interest of you and other PLAN MEMBERS and beneficiaries. No one, including your employer or any other person, may fire you or otherwise discriminate against you in any way to prevent you from obtaining a welfare benefit or exercising your rights under ERISA. If your claim for a welfare benefit is denied in whole or in part you must receive a written explanation of the reason for the denial. You have the right to have your claim reviewed and reconsidered. Under ERISA, there are steps you can take to enforce the above rights. For instance, if you request materials 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 \$156 a day until you receive the materials, unless the materials were not sent because of reasons beyond the control of the PLAN ADMINISTRATOR. If you have a claim for benefits which 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 medical child support order, you may file suit in Federal court. If it should happen that the 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 your claim is frivolous. If you have any questions about your PLAN, you should contact the PLAN ADMINISTRATOR. If you have any questions about this statement or about your rights

under ERISA, you should contact the nearest office of the Employee Benefits Security Administration, U.S. Department of Labor, listed in your telephone directory or the Division of Technical Assistance and Inquiries, Employee Benefits Security Administration, U.S. Department of Labor, 200 Constitution Avenue, N.W., Washington, DC 20210. You may also obtain certain publications about your rights and responsibilities under ERISA by calling the publications hotline of the Employee Benefits Security Administration.

## NOTICE REGARDING HEALTH BENEFIT PREMIUMS/CONTRIBUTIONS

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### NOTICE REGARDING HEALTH BENEFIT PREMIUMS/CONTRIBUTIONS

UNDER NORTH CAROLINA GENERAL STATUTE SECTION 58-50-40, NO PERSON, EMPLOYER, PRINCIPAL, AGENT, TRUSTEE, OR THIRD PARTY ADMINISTRATOR, WHO IS RESPONSIBLE FOR THE PAYMENT OF GROUP HEALTH OR LIFE INSURANCE OR GROUP HEALTH PLAN PREMIUMS, SHALL: (1) CAUSE THE CANCELLATION OR NONRENEWAL OF GROUP HEALTH OR LIFE INSURANCE, HOSPITAL, MEDICAL, OR DENTAL SERVICE CORPORATION PLAN, MULTIPLE EMPLOYER WELFARE ARRANGEMENT, OR GROUP HEALTH PLAN COVERAGES AND THE CONSEQUENTIAL LOSS OF THE COVERAGES OF THE PERSONS INSURED, BY WILLFULLY FAILING TO PAY THOSE PREMIUMS IN ACCORDANCE WITH THE TERMS OF THE INSURANCE OR PLAN CONTRACT, AND (2) WILLFULLY FAIL TO DELIVER, AT LEAST 45 DAYS BEFORE THE TERMINATION OF THOSE COVERAGES, TO ALL PERSONS COVERED BY THE GROUP POLICY A WRITTEN NOTICE OF THE PERSON'S INTENTION TO STOP PAYMENT OF PREMIUMS. THIS WRITTEN NOTICE MUST ALSO CONTAIN A NOTICE TO ALL PERSONS COVERED BY THE GROUP POLICY OF THEIR RIGHTS TO HEALTH INSURANCE CONVERSION POLICIES UNDER ARTICLE 53 OF CHAPTER 58 OF THE GENERAL STATUTES AND THEIR RIGHTS TO PURCHASE INDIVIDUAL POLICIES UNDER THE FEDERAL HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT AND UNDER ARTICLE 68 OF CHAPTER 58 OF THE GENERAL STATUTES. VIOLATION OF THIS LAW IS A FELONY. ANY PERSON VIOLATING THIS LAW IS ALSO SUBJECT TO A COURT ORDER REQUIRING THE PERSON TO COMPENSATE PERSONS INSURED FOR EXPENSES OR LOSSES INCURRED AS A RESULT OF THE TERMINATION OF THE INSURANCE.

# NORTH CAROLINA BAR ASSOCIATION HEALTH BENEFIT TRUST NOTICE OF PRIVACY PRACTICES

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## **Your Information, Your Rights, Our Responsibilities**

This notice followed by the North Carolina Bar Association Health Benefit Trust, describes how medical information about you may be used and disclosed and how you can get access to this information. The effective date of this notice is October 1, 2015. Please review it carefully.

## **Your Rights**

You have the right to:

- Get a copy of your health and claims records
- Correct your health and claims records
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated.

## **Your Choices**

You have some choices in the way that we use and share information as we:

- Answer coverage questions from your family and friends
- Provide disaster relief
- Market our services and sell your information

## **Our Uses and Disclosures**

We may use and share your information as we:

- Help manage the health care treatment you receive
- Run our organization
- Pay for your health services
- Administer your health plan
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests and work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

## **Your Rights**

**When it comes to your health information, you have certain rights.** This section explains your rights and some of our responsibilities to help you.

### **Get a copy of health and claims record**

- You can ask to see or get a copy of your health and claims records and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health and claims records, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

### **Ask us to correct health and claims records**

- You can ask us to correct your health and claims records if you think they are incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

### **Request confidential communications**

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will consider all reasonable requests, and must say “yes” if you tell us you would be in danger if we do not.

### **Ask us to limit what we use or share**

- You can ask us not to use or share certain health information for treatment, payment, or our operations.
- We are not required to agree to your request, and we may say “no” if it would affect your care.

### **Get a list of those with whom we’ve shared information**

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

### **Get a copy of this privacy notice**

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

### **Choose someone to act for you**

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

### **File a complaint if you feel your rights are violated**



- You can complain if you feel we have violated your rights by contacting us using the information on page 1.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1- 877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).
- We will not retaliate against you for filing a complaint.

## **Your Choices**

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in payment for your care
- Share information in a disaster relief situation

*If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.*

In these cases we *never* share your information unless you give us written permission:

- Marketing purposes
- Sale of your information

## **Our Uses and Disclosures**

### **How do we typically use or share your health information?**

We typically use or share your health information in the following ways.

#### **Help manage the health care treatment you receive**

We can use your health information and share it with professionals who are treating you.

*Example: A doctor sends us information about your diagnosis and treatment plan so we can arrange additional services.*

#### **Run our organization**

- We can use and disclose your information to run our organization and contact you when necessary.
- We are not allowed to use genetic information to decide whether we will give you coverage and the price of that coverage. This does not apply to long term care plans.

*Example: We use health information about you to develop better services for you.*

#### **Pay for your health services**

We can use and disclose your health information as we pay for your health services.

*Example: We share information about you with your dental plan to coordinate payment for your dental work.*

#### **Administer your plan**

We may disclose your health information to your health plan sponsor for plan administration.

*Example: Your company contracts with us to provide a health plan, and we provide your company with certain statistics to explain the premiums we charge.*

#### **How else can we use or share your health information?**

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html).

#### **Help with public health and safety issues**

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

#### **Do research**

We can use or share your information for health research.

#### **Comply with the law**

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

#### **Respond to organ and tissue donation requests and work with a medical examiner or funeral director**

- We can share health information about you with organ procurement organizations.
- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

#### **Address workers' compensation, law enforcement, and other government requests**

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

#### **Respond to lawsuits and legal actions**

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

#### **OUR RESPONSIBILITIES**

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see:

[www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html).

#### **Changes to the Terms of this Notice**

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, on our web site, and we will mail a copy to you.

If you have any questions please contact:

Lawyers Insurance Agency, Inc.  
Attn: Privacy Officer  
8000 Weston Parkway, Suite 200  
Cary, NC 27513  
(919) 677-8900

# NON-DISCRIMINATION AND ACCESSIBILITY NOTICE

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## **Discrimination is Against the Law**

- Blue Cross NC (“the CORPORATION”) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
- The corporation does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The CORPORATION:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages
- If you need these services, contact Customer Service 1-888-206-4697, TTY and TDD, call 1-800-442-7028.
- If you believe that the CORPORATION 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 with:

Blue Cross NC, PO Box 2291, Durham, NC 27702, Attention: Civil Rights Coordinator- Privacy, Ethics & Corporate Policy Office, Telephone 919-765-1663, Fax 919-287-5613, TTY 1-888-291-1783 [civilrightscordinator@bcbsnc.com](mailto:civilrightscordinator@bcbsnc.com)

- You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator- Privacy, Ethics & Corporate Policy Office 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: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.
- This Notice and/or attachments may have important information about your application or coverage through the corporation. Look for key dates. You may need to take action by

certain deadlines to keep your health coverage or help with costs. You have the right to get this information and help in your language at no cost. Call Customer Service 1-877-275-9787.

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call [1-888-206-4697 (TTY: 1-800-442-7028)].

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al [1-888-206-4697 (TTY: 1-800-442-7028)].

注意：如果您講廣東話或普通話，您可以免費獲得語言援助服務。請致電 [1-888-206-4697 (TTY : 1-800-442-7028)]。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số [1-888-206-4697 (TTY: 1-800-442-7028)].

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. [1-888-206-4697 (TTY: 1-800-442-7028)]번으로 전화해 주십시오.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le [1-888-206-4697 (ATS : 1-800-442-7028)].

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-206-4697. المبرقة الكاتبة: 1-800-442-7028.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau [1-888-206-4697 (TTY: 1-800-442-7028)].

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните [1-888-206-4697] (телетайп: [1-800-442-7028]).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa [1-888-206-4697 (TTY: 1-800-442-7028)].

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃસુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો [1-888-206-4697 (TTY: 1-800-442-7028)].

ចំណាំ: ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ សេវាកម្មជំនួយផ្នែកភាសាមានផ្តល់ជូនសម្រាប់លោកអ្នកដោយមិនគិតថ្លៃ។ សូមទំនាក់ទំនងតាមរយៈលេខ៖ [1-888-206-4697 (TTY: 1-800-442-7028)]។

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: [1-888-206-4697 (TTY: 1-800-442-7028)].

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। [1-888-206-4697 (TTY: 1-800-442-7028)] पर कॉल करें।

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ [1-888-206-4697 (TTY: 1-800-442-7028)].

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。[1-888-206-4697 (TTY: 1-800-442-7028)]まで、お電話にてご連絡ください。



### MEMBER'S AUTHORIZATION REQUEST FORM

You may give the North Carolina Bar Association Health Benefit Trust and its administrator Blue Cross and Blue Shield of North Carolina (BCBSNC) written authorization to disclose your protected health information (PHI) to anyone that you designate and for any purpose. If you wish to authorize a person or entity to receive your PHI, please complete the information below. **Completion of this form will not change the way that North Carolina Bar Association Health Benefit Trust and BCBSNC communicate with members or subscribers. For example, explanation of benefits (EOB) will continue to be sent to the subscriber.**

Member's Name \_\_\_\_\_ Subscriber's Name (if different) \_\_\_\_\_ Member's Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_

Subscriber ID Number \_\_\_\_\_ Group Number (from ID card, if applicable): \_\_\_\_\_

At my request, I authorize disclosure of my Protected Health Information to: (enter name of person/entity who will receive your PHI)

(Name) \_\_\_\_\_ (Address) \_\_\_\_\_ (Relationship to Member) \_\_\_\_\_

Please provide the following information to the person you have authorized so that we may verify the person's identity and authority to receive your PHI: (i) your subscriber ID number, (ii) your date of birth, and (iii) your address.

I authorize disclosure of the following PHI to the person/entity listed above. Check all that apply:

- ☐ Any information requested    ☐ Enrollment information    ☐ Benefit information    ☐ Premium payment information
- ☐ All claims information    ☐ Explanation of Benefits (EOB) information
- ☐ All services from a specific health care provider (List provider's name): \_\_\_\_\_
- ☐ Other (Please list specific PHI): \_\_\_\_\_

If you want to authorize someone to have access to your mental health or substance abuse PHI, please call the mental health/substance abuse telephone number on the back of your membership card to request a separate authorization form.

I would like this authorization to expire on (enter date): \_\_\_\_/\_\_\_\_/\_\_\_\_ **OR** ☐ When my policy expires.  
(If no expiration date is provided, this authorization will expire twelve (12) months from the date of receipt)

**I understand that I may revoke this authorization at any time by giving written notice mailed to the address below. However, if I revoke this authorization, I also understand that the revocation will *not* affect any action in reliance on this authorization before receipt of my written notice of revocation.**

**I also understand that the provision of health plan benefits is not conditioned on this authorization.**

**I also understand that if the persons or entities I authorize to receive my PHI are not health plans, covered health care providers or health care clearinghouses subject to the Health Insurance Portability and Accountability Act (HIPAA) or other federal health information privacy laws, they may further disclose the PHI and it may no longer be protected by HIPAA or federal health information privacy laws.**

Signature \_\_\_\_\_ Date \_\_\_\_\_

If signed by a personal representative, Print your full name: \_\_\_\_\_

Describe your authority to act for the member (e.g. power of attorney, court order, parent of minor child, etc): \_\_\_\_\_

**Please attach the legal document naming you as the personal representative if you have not previously submitted it to us.**

**Note: We will consider the effective date of this authorization to be the date it is entered into the business system, typically 5 days following receipt. If you would like this authorization to become effective on a later date, please insert the date here:**  
\_\_\_\_/\_\_\_\_/\_\_\_\_.

**RETURN THIS AUTHORIZATION TO:** Commercial Operations / IDC  
Blue Cross and Blue Shield of North Carolina  
P. O. Box 2291  
Durham, NC 27702

# NEW HEALTH INSURANCE MARKETPLACE COVERAGE OPTIONS AND YOUR HEALTH COVERAGE

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Beginning in 2014, there is a new way to buy health insurance: the **Health Insurance Marketplace**. To assist you as you evaluate options for you and your family, this notice provides some basic information about the new Marketplace.

## **What is the Health Insurance Marketplace?**

The Marketplace is designed to help you find health insurance that meets your needs and fits your budget. The Marketplace offers "one-stop shopping" to find and compare private health insurance options. You may also be eligible for a new kind of tax credit that lowers your monthly premium right away.

Each year, the open enrollment period for health insurance coverage through the Marketplace runs from Nov. 1 through Dec. 15 of the previous year. After Dec. 15, you can get coverage through the Marketplace only if you qualify for a special enrollment period or are applying for Medicaid or the Children's Health Insurance Program (CHIP).

## **Can I Save Money on my Health Insurance Premiums in the Marketplace?**

You may qualify to save money and lower your monthly premium, but only if your employer does not offer coverage, or offers coverage that doesn't meet certain standards. The savings on your premium that you're eligible for depends on your household income.

## **Does Employer Health Coverage Affect Eligibility for Premium Savings through the Marketplace?**

Yes. If you have an offer of health coverage from your employer that meets certain standards, you will not be eligible for a tax credit through the Marketplace and may wish to enroll in your employer's health plan. However, you may be eligible for a tax credit that lowers your monthly premium or a reduction in certain cost-sharing if your employer does not offer coverage to you at all or does not offer coverage that meets certain standards.

If the cost of a plan from your employer that would cover you (and not any other members of your family) is more than 9.5 percent (as adjusted each year after 2014) of your household income for the year, or if the coverage your employer provides does not meet the "minimum value" standard set by the Affordable Care Act, you may be eligible for a tax credit. (An employer-sponsored health plan meets the "minimum value standard" if the plan's share of the total allowed benefit costs covered by the plan is no less than 60 percent of such costs.)

**Note:** If you purchase a health plan through the Marketplace instead of accepting health coverage offered by your employer, then you may lose the employer contribution (if any) to the employer-offered coverage. Also, this employer contribution—as well as your employee contribution to employer-offered coverage—is often excluded from income for federal and state income tax purposes. Your payments for coverage through the Marketplace are made on an after-tax basis.

## **How Can I Get More Information?**



For more information about your coverage offered by your employer, please check your summary plan description or contact your HR department.

The Marketplace can help you evaluate your coverage options, including your eligibility for coverage through the Marketplace and its cost. Please visit **HealthCare.gov** for more information, as well as an online application for health insurance coverage and contact information for a Health Insurance Marketplace in your area.

## PREMIUM ASSISTANCE UNDER MEDICAID AND THE CHILDREN'S HEALTH INSURANCE PROGRAM (CHIP)

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### Premium Assistance Under Medicaid and the Children's Health Insurance Program (CHIP)

If you or your children are eligible for Medicaid or CHIP and you're eligible for health coverage from your employer, your state may have a premium assistance program that can help pay for coverage, using funds from their Medicaid or CHIP programs. If you or your children aren't eligible for Medicaid or CHIP, you won't be eligible for these premium assistance programs but you may be able to buy individual insurance coverage through the Health Insurance Marketplace. For more information, visit [www.healthcare.gov](http://www.healthcare.gov).

If you or your dependents are already enrolled in Medicaid or CHIP and you live in a State listed below, contact your State Medicaid or CHIP office to find out if premium assistance is available.

If you or your dependents are NOT currently enrolled in Medicaid or CHIP, and you think you or any of your dependents might be eligible for either of these programs, contact your State Medicaid or CHIP office or dial 1- 877-KIDS NOW or [www.insurekidsnow.gov](http://www.insurekidsnow.gov) to find out how to apply. If you qualify, ask your state if it has a program that might help you pay the premiums for an employer-sponsored plan.

If you or your dependents are eligible for premium assistance under Medicaid or CHIP, as well as eligible under your employer plan, your employer must allow you to enroll in your employer plan if you aren't already enrolled. This is called a "special enrollment" opportunity, and **you must request coverage within 60 days of being determined eligible for premium assistance**. If you have questions about enrolling in your employer plan, contact the Department of Labor at [www.askebsa.dol.gov](http://www.askebsa.dol.gov) or call 1-866-444-EBSA (3272).

**If you live in one of the following states, you may be eligible for assistance paying your employer health plan premiums. The following list of states is current as of January 31, 2021. Contact your State for more information on eligibility –**

ALABAMA – Medicaid	COLORADO – Health First Colorado (Colorado's Medicaid Program) & Child Health Plan Plus (CHP+)
Website: <a href="http://myalhipp.com/">http://myalhipp.com/</a> Phone: 1-855-692-5447	Health First Colorado Website: <a href="https://www.healthfirstcolorado.com/">https://www.healthfirstcolorado.com/</a> Health First Colorado Member Contact Center: 1-800-221-3943/ State Relay 711

	<p>CHP+:  <a href="https://www.colorado.gov/pacific/hcpf/child-health-plan-plus">https://www.colorado.gov/pacific/hcpf/child-health-plan-plus</a></p> <p>CHP+ Customer Service: 1-800-359-1991/  State Relay 711</p> <p>Health Insurance Buy-In Program (HIBI):  <a href="https://www.colorado.gov/pacific/hcpf/health-insurance-buy-program">https://www.colorado.gov/pacific/hcpf/health-insurance-buy-program</a></p> <p>HIBI Customer Service: 1-855-692-6442</p>
<b>ALASKA – Medicaid</b>	<b>FLORIDA – Medicaid</b>
<p>The AK Health Insurance Premium Payment Program Website: <a href="http://myakhipp.com/">http://myakhipp.com/</a></p> <p>Phone: 1-866-251-4861</p> <p>Email: <a href="mailto:CustomerService@MyAKHIPP.com">CustomerService@MyAKHIPP.com</a></p> <p>Medicaid Eligibility:  <a href="http://dhss.alaska.gov/dpa/Pages/medicaid/default.aspx">http://dhss.alaska.gov/dpa/Pages/medicaid/default.aspx</a></p>	<p>Website:  <a href="https://www.flmedicaidtplrecovery.com/flmedicaidtplrecovery.com/hipp/index.html">https://www.flmedicaidtplrecovery.com/flmedicaidtplrecovery.com/hipp/index.html</a></p> <p>Phone: 1-877-357-3268</p>
<b>ARKANSAS – Medicaid</b>	<b>GEORGIA – Medicaid</b>
<p>Website: <a href="http://myarhipp.com/">http://myarhipp.com/</a></p> <p>Phone: 1-855-MyARHIPP (855-692-7447)</p>	<p>Website:  <a href="https://medicaid.georgia.gov/health-insurance-premium-payment-program-hipp">https://medicaid.georgia.gov/health-insurance-premium-payment-program-hipp</a></p> <p>Phone: 678-564-1162 ext 2131</p>
<b>CALIFORNIA – Medicaid</b>	<b>INDIANA – Medicaid</b>
<p>Website: Health Insurance Premium Payment (HIPP) Program  <a href="http://dhcs.ca.gov/hipp">http://dhcs.ca.gov/hipp</a></p> <p>Phone: 916-445-8322</p> <p>Email: <a href="mailto:hipp@dhcs.gov">hipp@dhcs.gov</a></p>	<p>Healthy Indiana Plan for low-income adults 19-64</p> <p>Website: <a href="http://www.in.gov/fssa/hip/">http://www.in.gov/fssa/hip/</a></p> <p>Phone: 1-877-438-4479</p> <p>All other Medicaid</p>
<b>IOWA – Medicaid and CHIP (Hawki)</b>	<b>MONTANA – Medicaid</b>
<p>Medicaid Website:  <a href="https://dhs.iowa.gov/ime/members">https://dhs.iowa.gov/ime/members</a></p> <p>Medicaid Phone: 1-800-338-8366</p> <p>Hawki Website: <a href="http://dhs.iowa.gov/Hawki">http://dhs.iowa.gov/Hawki</a></p>	<p>Website:  <a href="http://dphhs.mt.gov/MontanaHealthcarePrograms/HIPP">http://dphhs.mt.gov/MontanaHealthcarePrograms/HIPP</a></p> <p>Phone: 1-800-694-3084</p>

Hawki Phone: 1-800-257-8563 HIPP Website: <a href="https://dhs.iowa.gov/ime/members/medicaid-a-to-z/hipp">https://dhs.iowa.gov/ime/members/medicaid-a-to-z/hipp</a> HIPP Phone: 1-888-346-9562	
<b>KANSAS – Medicaid</b>	<b>NEBRASKA – Medicaid</b>
Website: <a href="https://www.kancare.ks.gov/">https://www.kancare.ks.gov/</a> Phone: 1-800-792-4884	Website: <a href="http://www.ACCESSNebraska.ne.gov">http://www.ACCESSNebraska.ne.gov</a> Phone: 1-855-632-7633 Lincoln: 402-473-7000 Omaha: 402-595-1178
<b>KENTUCKY – Medicaid</b>	<b>NEVADA – Medicaid</b>
Kentucky Integrated Health Insurance Premium Payment Program (KI-HIPP) Website: <a href="https://chfs.ky.gov/agencies/dms/member/Pages/kihipp.aspx">https://chfs.ky.gov/agencies/dms/member/Pages/kihipp.aspx</a> Phone: 1-855-459-6328 Email: KIHIPP.PROGRAM@ky.gov KCHIP Website: <a href="https://kidshealth.ky.gov/Pages/index.aspx">https://kidshealth.ky.gov/Pages/index.aspx</a> Phone: 1-877-524-4718 Kentucky Medicaid Website: <a href="https://chfs.ky.gov">https://chfs.ky.gov</a>	Medicaid Website: <a href="http://dhcfp.nv.gov">http://dhcfp.nv.gov</a> Medicaid Phone: 1-800-992-0900
<b>LOUISIANA – Medicaid</b>	<b>NEW HAMPSHIRE – Medicaid</b>
Website: <a href="http://www.medicaid.la.gov">www.medicaid.la.gov</a> or <a href="http://www.ldh.la.gov/lahipp">www.ldh.la.gov/lahipp</a> Phone: 1-888-342-6207 (Medicaid hotline) or 1-855-618-5488 (LaHIPP)	Website: <a href="https://www.dhhs.nh.gov/oii/hipp.htm">https://www.dhhs.nh.gov/oii/hipp.htm</a> Phone: 603-271-5218 Toll free number for the HIPP program: 1-800-852-3345, ext 5218
<b>MAINE – Medicaid</b>	<b>NEW JERSEY – Medicaid and CHIP</b>

<p>Enrollment Website:  <a href="https://www.maine.gov/dhhs/ofi/applications-forms">https://www.maine.gov/dhhs/ofi/applications-forms</a></p> <p>Phone: 1-800-442-6003</p> <p>TTY: Maine relay 711</p> <p>Private Health Insurance Premium Webpage:  <a href="https://www.maine.gov/dhhs/ofi/applications-forms">https://www.maine.gov/dhhs/ofi/applications-forms</a></p> <p>Phone: -800-977-6740.</p> <p>TTY: Maine relay 711</p>	<p>Medicaid Website:  <a href="http://www.state.nj.us/humanservices/dmahs/clients/medicaid/">http://www.state.nj.us/humanservices/dmahs/clients/medicaid/</a></p> <p>Medicaid Phone: 609-631-2392 CHIP</p> <p>Website:  <a href="http://www.njfamilycare.org/index.html">http://www.njfamilycare.org/index.html</a></p> <p>CHIP Phone: 1-800-701-0710</p>
<b>MASSACHUSETTS – Medicaid and CHIP</b>	<b>NEW YORK – Medicaid</b>
<p>Website: <a href="https://www.mass.gov/info-details/masshealth-premium-assistance-pa">https://www.mass.gov/info-details/masshealth-premium-assistance-pa</a></p> <p>Phone: 1-800-862-4840</p>	<p>Website:  <a href="https://www.health.ny.gov/health_care/medicaid/">https://www.health.ny.gov/health_care/medicaid/</a></p> <p>Phone: 1-800-541-2831</p>
<b>MINNESOTA – Medicaid</b>	<b>NORTH CAROLINA – Medicaid</b>
<p>Website:  <a href="https://mn.gov/dhs/people-we-serve/children-and-families/health-care/health-care-programs/programs-and-services/other-insurance.jsp">https://mn.gov/dhs/people-we-serve/children-and-families/health-care/health-care-programs/programs-and-services/other-insurance.jsp</a></p> <p>Phone: 1-800-657-3739</p>	<p>Website: <a href="https://medicaid.ncdhhs.gov/">https://medicaid.ncdhhs.gov/</a></p> <p>Phone: 919-855-4100</p>
<b>MISSOURI – Medicaid</b>	<b>NORTH DAKOTA – Medicaid</b>
<p>Website:  <a href="http://www.dss.mo.gov/mhd/participants/pages/hipp.htm">http://www.dss.mo.gov/mhd/participants/pages/hipp.htm</a></p> <p>Phone: 573-751-2005</p>	<p>Website: <a href="http://www.nd.gov/dhs/services/medicalserv/medicaid/">http://www.nd.gov/dhs/services/medicalserv/medicaid/</a></p> <p>Phone: 1-844-854-4825</p>
<b>OKLAHOMA – Medicaid and CHIP</b>	<b>UTAH – Medicaid and CHIP</b>
<p>Website: <a href="http://www.insureoklahoma.org">http://www.insureoklahoma.org</a></p> <p>Phone: 1-888-365-3742</p>	<p>Medicaid Website:  <a href="https://medicaid.utah.gov/">https://medicaid.utah.gov/</a></p> <p>CHIP Website: <a href="http://health.utah.gov/chip">http://health.utah.gov/chip</a></p> <p>Phone: 1-877-543-7669</p>

<b>OREGON – Medicaid</b>	<b>VERMONT– Medicaid</b>
Website: <a href="http://healthcare.oregon.gov/Pages/index.aspx">http://healthcare.oregon.gov/Pages/index.aspx</a> <a href="http://www.oregonhealthcare.gov/index-es.html">http://www.oregonhealthcare.gov/index-es.html</a> Phone: 1-800-699-9075	Website: <a href="http://www.greenmountaincare.org/">http://www.greenmountaincare.org/</a> Phone: 1-800-250-8427
<b>PENNSYLVANIA – Medicaid</b>	<b>VIRGINIA – Medicaid and CHIP</b>
Website: <a href="https://www.dhs.pa.gov/providers/Providers/Pages/Medical/HIPP-Program.aspx">https://www.dhs.pa.gov/providers/Providers/Pages/Medical/HIPP-Program.aspx</a> Phone: 1-800-692-7462	Website: <a href="https://www.coverva.org/hipp/">https://www.coverva.org/hipp/</a> Medicaid Phone: 1-800-432-5924 CHIP Phone: 1-855-242-8282
<b>RHODE ISLAND – Medicaid and CHIP</b>	<b>WASHINGTON – Medicaid</b>
Website: <a href="http://www.eohhs.ri.gov/">http://www.eohhs.ri.gov/</a> Phone: 1-855-697-4347, or 401-462-0311 (Direct Rlte Share Line)	Website: <a href="https://www.hca.wa.gov/">https://www.hca.wa.gov/</a> Phone: 1-800-562-3022
<b>SOUTH CAROLINA – Medicaid</b>	<b>WEST VIRGINIA – Medicaid</b>
Website: <a href="https://www.scdhhs.gov">https://www.scdhhs.gov</a> Phone: 1-888-549-0820	Website: <a href="http://mywvhipp.com/">http://mywvhipp.com/</a> Toll-free phone: 1-855-MyWVHIPP (1-855-699-8447)
<b>SOUTH DAKOTA - Medicaid</b>	<b>WISCONSIN – Medicaid and CHIP</b>
Website: <a href="http://dss.sd.gov">http://dss.sd.gov</a> Phone: 1-888-828-0059	Website: <a href="https://www.dhs.wisconsin.gov/badgercareplus/p-10095.htm">https://www.dhs.wisconsin.gov/badgercareplus/p-10095.htm</a> Phone: 1-800-362-3002
<b>TEXAS – Medicaid</b>	<b>WYOMING – Medicaid</b>
Website: <a href="http://gethipptexas.com/">http://gethipptexas.com/</a> Phone: 1-800-440-0493	Website: <a href="https://health.wyo.gov/healthcarefin/mc/mc-eligibility/">https://health.wyo.gov/healthcarefin/mc/mc-eligibility/</a> Phone: 1-800-251-1269

To see if any other states have added a premium assistance program since January 31, 2021, or for more information on special enrollment rights, contact either:

U.S. Department of Labor

Employee Benefits Security Administration

U.S. Department of Health and Human  
Services

Centers for Medicare & Medicaid Services

**www.dol.gov/agencies/ebsa**  
1-866-444-EBSA (3272)

**www.cms.hhs.gov**  
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**OMB Control Number 1210-0137 (expires 1/31/2023)**

North Carolina Bar Association Plan 20  
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