

Summary of Benefits and Coverage: What this <u>Plan</u> Covers & What You Pay For Covered Services Community Complete HMO - 87% CSR (Silver)

Coverage Period: 01/01/2021 through 12/31/2021 Coverage for: Individual and Family | Plan Type: HMO

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately.

This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, visit <u>www.healthoptions.org</u> or call (855) 624-6463. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms see the Glossary. You can view the Glossary at <u>www.healthcare.gov/sbc-glossary/</u> or call (855) 624-6463 (TTY/TDD:711) to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible?	In-Network- \$800/individual or \$1,600/family	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
Are there services covered before you meet your deductible?	Yes. Preventive Care (as defined in your Member Benefit Agreement) and most services that require a <u>copayment</u> .	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at https://www.healthcare.gov/coverage/preventive-care-benefits/ . Refer to your Member Benefit Agreement for more information.
Are there other deductibles for specific services?	Yes, \$50/child for pediatric dental coverage.	Pediatric Dental Benefits are provided in partnership with Northeast Delta Dental. You must pay all of the costs (except where indicated) for these services up to the specific deductible amount before this plan begins to pay for these services.
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	In-Network- \$2,400/individual or \$4,800/family	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
What is not included in the out-of-pocket limit?	Premiums, <u>balance billing</u> charges (charges above the <u>allowed amount</u>), and health care this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the out-of-pocket limit.
Will you pay less if you use a <u>network provider</u> ?	Yes. See www.healthoptions.org or call 1-855-624-6463 for a list of network providers .	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays (<u>balance billing</u>). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.

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Do you need a referral to	
see a specialist?	

Yes.

This <u>plan</u> will pay some or all of the costs to see a <u>specialist</u> for covered services but only if you have a <u>referral</u> before you see the <u>specialist</u>.



All **coinsurance** costs shown in this chart are after your **deductible** has been met, if a **deductible** applies.

Common		What You Will Pay		Limitations, Exceptions, & Other Important
Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Information
If you visit a health care provider's office or clinic	Primary care visit to treat an injury or illness	1st visit @ \$0, then \$5 Copay	Not Covered	The first visit to your Network PCP is free. This plan requires all Members to select a PCP that is a Plan Provider.
	Specialist visit	20% Coinsurance after Deductible	Not Covered	Depending on the services provided in a single appointment it is possible you may be financially responsible for copay(s), your deductible, and or coinsurance for one date of service.
	Preventive care/screening/ immunization	\$0 Copay	Not Covered	You may have to pay for services that aren't preventive. Ask your provider if the services needed are preventive. Then check what your plan will pay for.
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	20% Coinsurance after Deductible	Not Covered	None.
	Imaging (CT/PET scans, MRIs)	20% Coinsurance after Deductible	Not Covered	None.

^{*} For more information about limitations and exceptions, see the plan or policy document at HealthOptions.org

Common		What You Will Pay		Limitations, Exceptions, & Other Important
Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Information
	Preferred generic drugs (Tier 1)	\$5 Copay (retail) and \$10 Copay (mail order)	Not Covered	Refer to the Member Benefit Agreement for details on our mail-order program.
If you need drugs to treat your illness or	Generic drugs (Tier 2)	\$5 Copay (retail) and \$10 Copay (mail order)	Not Covered	
condition More information about prescription drug coverage is available at https://www.healthoptions.org/Formulary	Preferred brand drugs (Tier 3)	20% Coinsurance Deductible does not apply (retail and mail order)	Not Covered	
	Non-preferred brand drugs (Tier 4)	30% Coinsurance after Deductible (retail and mail order)	Not Covered	
	Specialty drugs (Tier 5)	30% Coinsurance after Deductible (retail and mail order)	Not Covered	Specialty drugs must be filled through our Preferred Specialty Pharmacy or you will be required to pay 100% of the allowed drug cost.
If you have outpatient	Facility fee (e.g., ambulatory surgery center)	20% Coinsurance after Deductible	Not Covered	None.
surgery	Physician/surgeon fees	20% Coinsurance after Deductible	Not Covered	None.
If you need immediate medical attention	Emergency room care	35% Coinsurance after Deductible	35% Coinsurance after Deductible	None.
	Emergency medical transportation	35% Coinsurance after Deductible	35% Coinsurance after Deductible	None.
	<u>Urgent care</u>	\$95 Copay	Not Covered	None.

^{*} For more information about limitations and exceptions, see the plan or policy document at HealthOptions.org

Common		What You Will Pay		Limitations, Exceptions, & Other Important
Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Information
If you have a hospital	Facility fee (e.g., hospital room)	20% Coinsurance after Deductible	Not Covered	None.
stay	Physician/surgeon fees	20% Coinsurance after Deductible	Not Covered	None.
If you need mental health, behavioral health, or substance	Outpatient services	\$5 Copay Waived for 1st 3 visits	Not Covered	Cost-sharing is waived for the 1st 3 outpatient MH/BH/SA office visits with a Network Provider.
abuse services	Inpatient services	20% Coinsurance after Deductible	Not Covered	None.
If you are pregnant	Office visits	20% Coinsurance after Deductible	Not Covered	Cost sharing does not apply for preventive services.
	Childbirth/delivery professional services	20% Coinsurance after Deductible	Not Covered	Cost sharing does not apply for preventive services.
	Childbirth/delivery facility services	20% Coinsurance after Deductible	Not Covered	Cost sharing does not apply for preventive services.
	Home health care	20% Coinsurance after Deductible	Not Covered	None.
	Rehabilitation services	20% Coinsurance after Deductible	Not Covered	PT/OT/ST Benefits are limited to 60 total
If you need help recovering or have other special health needs	Habilitation services	20% Coinsurance after Deductible	Not Covered	combined visits per year.
	Skilled nursing center	20% Coinsurance after Deductible	Not Covered	Benefit is limited to 150 days per Member per Calendar Year.
	Durable medical equipment	50% Coinsurance after Deductible	Not Covered	Refer to the Member Benefit Agreement, Durable Medical Equipment section for details.
	Hospice services	20% Coinsurance after Deductible	Not Covered	Limited to One 48-hour Respite period, once per lifetime.

^{*} For more information about limitations and exceptions, see the plan or policy document at HealthOptions.org

Common	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important
Medical Event		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Information
If your child needs dental or eye care	Children's eye exam	20% Coinsurance after Deductible	Not Covered	Preventive vision screening for all children as specified by the Affordable Care Act is provided with no cost-sharing when received in-network and is limited to one visit per Calendar year. Pediatric eye exams that are not covered under federal guidance as "preventive" are subject to cost-sharing.
	Children's glasses	20% Coinsurance after Deductible	Not Covered	Eyewear includes standard (CR39) eyeglass lenses with factory scratch coating at no additional cost (up to 55mm), basic frames and contact lenses. Designer and deluxe glasses and frames are excluded.
	Children's dental check-up	0% Coinsurance	0% Coinsurance	Pediatric Dental Benefits are provided in partnership with Northeast Delta Dental. Refer to your Member Benefit Agreement and Schedule of Benefits for more information.

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Excluded Services & Other Covered Services:

Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)				
Acupuncture	Infertility treatment	Routine foot care		
Cosmetic Surgery	Long-term care	Weight loss programs		
 Covered services provided outside the U.S. 	Private-duty nursing			
Dental care (Adult)	Routine eye care (Adult)			
Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)				
Abortion for which public funding is prohibited	Chiropractic care			
Bariatric surgery	Hearing aids			

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Health Options at 1-855-624-6463. You may also contact the Maine Bureau of Insurance at 800-300-5000 or (in-state) 207-624-8475. You may also visit www.maine.gov/pfr/insurance. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit www.HealthCare.gov or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice, or assistance, contact: Health Options at 1-855-624-6463. You may also contact the Maine Bureau of Insurance at 800-300-5000 or (in-state) 207-624-8475. You may also visit www.maine.gov/pfr/insurance.

Does this plan provide Minimum Essential Coverage? Yes

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

Does this plan meet the Minimum Value Standards? Not Applicable

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

About these Coverage Examples:



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

20%

Peg is Having a Baby

(9 months of in-network pre-natal care and a hospital delivery)

■ The plan's overall deductible \$800

■ **Specialist coinsurance** 20%

■ Hospital (facility) <u>coinsurance</u> 20%

■ Other coinsurance 20%

This EXAMPLE event includes services like:

Specialist office visits (prenatal care)
Childbirth/Delivery Professional Services
Childbirth/Delivery Facility Services
Diagnostic tests (ultrasounds and blood work)
Specialist visit (anesthesia)

In this example, Peg would pay:

Cost Sharing			
Deductibles	\$800		
Copayments	\$0		
Coinsurance	\$1,600		
What isn't covered			
Limits or exclusions \$0			
The total Peg would pay is \$2,400			

Managing Joe's Type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

- The plan's overall deductible \$800
- Specialist coinsurance 20%
- Hospital (facility) coinsurance 20%
- Other <u>coinsurance</u>

This EXAMPLE event includes services like:

<u>Primary care physician</u> office visits (*including disease education*)

Diagnostic tests (blood work)

Prescription drugs

Durable medical equipment (glucose meter)

In this example, Joe would pay:

Cost Sharing		
Deductibles	\$423	
Copayments	\$141	
Coinsurance	\$831	
What isn't covered		
Limits or exclusions	\$0	
The total Joe would pay is	\$1,395	

Mia's Simple Fracture

(in-network emergency room visit and follow up care)

- The plan's overall deductible \$800
- Specialist coinsurance 20%
- Hospital (facility) <u>coinsurance</u> 20%
- Other coinsurance 20%

This EXAMPLE event includes services like:

Emergency room care (including medical supplies)

Diagnostic tests (x-ray)

<u>Durable medical equipment</u> (crutches)

Rehabilitation services (physical therapy)

Total Example Cost	\$2,800

In this example, Mia would pay:

Cost Sharing	
Deductibles	\$800
Copayments	\$5
Coinsurance	\$548
What isn't covered	
Limits or exclusions	\$0
The total Mia would pay is	\$1,353