

Summary of Benefits and Coverage: What this <u>Plan</u> Covers & What You Pay For Covered Services Community Complete HMO - 94% 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- \$250/individual or \$500/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, \$20/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- \$750/individual or \$1,500/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 | 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 |
| | Primary care visit to treat an injury or illness | \$0 Copay | Not Covered | This plan requires all Members to select a PCP that is a Plan Provider. |
| If you visit a health care provider's office or clinic | <u>Specialist</u> visit | 10% 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) | 10% Coinsurance after Deductible | Not Covered | None. |
| | Imaging (CT/PET scans, MRIs) | 10% 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) | \$0 Copay (retail and mail order) | Not Covered | Refer to the Member Benefit Agreement for |
| If you need drugs to treat your illness or condition | Generic drugs (Tier 2) | \$5 Copay (retail) and \$10 Copay (mail order) | Not Covered | |
| More information about prescription drug coverage is available at https://www.healthoptio | Preferred brand drugs (Tier 3) | 10% Coinsurance Deductible does not apply (retail and mail order) | Not Covered | details on our mail-order program. |
| ns.org/Formulary | Non-preferred brand drugs (Tier 4) | 15% Coinsurance after Deductible (retail and mail order) | Not Covered | |
| | Specialty drugs (Tier 5) | 15% 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) | 10% Coinsurance after Deductible | Not Covered | None. |
| surgery | Physician/surgeon fees | 10% Coinsurance after Deductible | Not Covered | None. |
| If you need immediate medical attention | Emergency room care | 25% Coinsurance after Deductible | 25% Coinsurance after Deductible | None. |
| | Emergency medical transportation | 25% Coinsurance after Deductible | 25% Coinsurance after Deductible | None. |
| | <u>Urgent care</u> | \$95 Copay | Not Covered | None. |

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| Common | 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 stay | Facility fee (e.g., hospital room) | 10% Coinsurance after Deductible | Not Covered | None. |
| | Physician/surgeon fees | 10% Coinsurance after Deductible | Not Covered | None. |
| If you need mental health, behavioral health, or substance | Outpatient services | \$0 Copay | Not Covered | None |
| abuse services | Inpatient services | 10% Coinsurance after Deductible | Not Covered | None. |
| | Office visits | 10% Coinsurance after Deductible | Not Covered | Cost sharing does not apply for preventive services. |
| If you are pregnant | Childbirth/delivery professional services | 10% Coinsurance after Deductible | Not Covered | Cost sharing does not apply for preventive services. |
| | Childbirth/delivery facility services | 10% Coinsurance after Deductible | Not Covered | Cost sharing does not apply for preventive services. |
| | Home health care | 10% Coinsurance after Deductible | Not Covered | None. |
| | Rehabilitation services | 10% Coinsurance after Deductible | Not Covered | PT/OT/ST Benefits are limited to 60 total combined visits per year. |
| If you need help recovering or have other special health needs | Habilitation services | 10% Coinsurance after Deductible | Not Covered | |
| | Skilled nursing center | 10% 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 | 10% 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 |
| | Children's eye exam | 10% 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. |
| If your child needs dental or eye care | Children's glasses | 10% 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 <u>plan</u> 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.

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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.

10%

Peg is Having a Baby

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

■ The plan's overall deductible \$250

■ <u>Specialist coinsurance</u> 10%

■ Hospital (facility) <u>coinsurance</u> 10%

■ Other coinsurance 10%

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 | \$250 | | |
| Copayments | \$0 | | |
| Coinsurance | \$500 | | |
| What isn't covered | | | |
| Limits or exclusions \$0 | | | |
| The total Peg would pay is \$750 | | | |

Managing Joe's Type 2 Diabetes

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

■ The plan's overall deductible \$250

■ Specialist coinsurance 10%

■ Hospital (facility) coinsurance 10%

■ Other coinsurance

This EXAMPLE event includes services like:

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

Diagnostic tests (blood work)

Prescription drugs

<u>Durable medical equipment</u> (glucose meter)

Total Example Cost \$5,600

In this example, Joe would pay:

| Cost Sharing | | |
|----------------------------|-------|--|
| Deductibles | \$250 | |
| Copayments | \$20 | |
| Coinsurance | \$437 | |
| What isn't covered | | |
| Limits or exclusions | \$0 | |
| The total Joe would pay is | \$707 | |

Mia's Simple Fracture

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

■ The plan's overall deductible \$250

■ Specialist coinsurance 10%

■ Hospital (facility) <u>coinsurance</u> 10%

■ Other coinsurance 10%

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 | \$250 | |
| Copayments | \$0 | |
| Coinsurance | \$500 | |
| What isn't covered | | |
| Limits or exclusions | \$0 | |
| The total Mia would pay is | \$750 | |