Coventry: Bronze $35 Copay Duke Medicine

Coverage Period : 01/01/2016 - 12/31/2016

Summary of Benefits and Coverage: What this Plan Covers & What it Costs **Coverage for:** Individual/Family **| Plan Type:** POS

This is only a summary. If you want more detail about your coverage and costs, you can get the complete terms in the policy or plan document at www.coventryone.com or by calling 1-855-449-2889.

Important Questions	Answers	Why This Matters:
What is the overall deductible?	CHC POS Network: HPN: **$5,500** Individual (Ind)/ **$11,000** Family (Fam). Does not apply to: Certain office visits, Preventive care (PC). CHC POS Network: **$6,750** Ind/**$13,500** Fam. Does not apply to: PC Out-of-Network: **$12,500** Ind/ **$25,000** Fam	You must pay all the costs up to the **deductible** amount before this plan begins to pay for covered services you use. Check your policy or plan document to see when the **deductible** starts over (usually, but not always, January 1st). See the chart starting on page 2 for how much you pay for covered services after you meet the **deductible**.
Are there other deductibles for specific services?	No	You don't have to meet **deductibles** for specific services, but see the chart starting on page 2 for other costs for services this plan covers.
Is there an out-of-pocket limit on my expenses?	CHC POS Network: Yes, HPN: **$6,850** Ind/ **$13,700** Fam. CHC POS Network: **$6,850** Ind/**$13,700** Fam Out-of-Network: No	The **out-of-pocket limit** is the most you could pay during a coverage period (usually one year) for your share of the cost of covered services. This limit helps you plan for health care expenses.
What is not included in the out-of-pocket limit?	Premiums, balance-billed charges, health care this plan does not cover	Even though you pay these expenses, they don't count toward the **out-of-pocket limit**.
Is there an overall annual limit on what the plan pays?	No	The chart starting on page 2 describes any limits on what the plan will pay for *specific* covered services, such as office visits.
Does this plan use a network of providers?	Yes For a list of CHC POS Network providers, see www.coventryone.com or call 1-855-449-2889.	If you use an in-network doctor or other health care **provider**, this plan will pay some or all of the costs of covered services. Be aware, your in-network doctor or hospital may use an out-of-network **provider** for some services. Plans use the term in-network, **preferred**, or participating for **providers** in their **network**. See the chart starting on page 2 for how this plan pays different kinds of **providers**.
Do I need a referral to see a specialist?	No	You can see the **specialist** you choose without permission from this plan.
Are there services this plan doesn't cover?	Yes	Some of the services this plan doesn't cover are listed on page 5. See your policy or plan document for additional information about **excluded services**.

Questions: Call 1-855-449-2889 or visit us at www.coventryone.com.
If you aren't clear about any of the underlined terms used in this form, see the Glossary.
You can view the Glossary at http://cciio.cms.gov/resources/files/Files2/02102012/uniform-glossary-final.pdf or call 1-855-449-2889 to request a copy.

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- **Copayments** are fixed dollar amounts (for example, $15) you pay for covered health care, usually when you receive the service.
- **Coinsurance** is *your* share of the costs of a covered service, calculated as a percent of the **allowed amount** for the service. For example, if the plan's **allowed amount** for an overnight hospital stay is $1,000, your **coinsurance** payment of 20% would be $200. This may change if you haven't met your **deductible**.
- The amount the plan pays for covered services is based on the **allowed amount**. If an out-of-network **provider** charges more than the **allowed amount**, you may have to pay the difference. For example, if an out-of-network hospital charges $1,500 for an overnight stay and the **allowed amount** is $1,000, you may have to pay the $500 difference. (This is called **balance billing**.)
- This plan may encourage you to use CHC POS Network **providers** by charging you lower **deductibles, copayments** and **coinsurance** amounts.

Common Medical Event	Services You May Need	Your Cost If You Use a HPN Provider	Your Cost If You Use a CHC POS Network Provider	Your Cost If You Use a Out-of-Network Provider	Limitations & Exceptions
If you visit a health care provider's office or clinic	Primary care visit to treat an injury or illness	$35 co-payment (co-pay)/visit deductible waived (DW)	$50 co-payment (co-pay)/visit	50% co-insurance (co-ins)	----------none----------
	Specialist visit	$75 co-pay/visit	$100 co-pay/visit	50% co-ins	----------none----------
	Other practitioner office visit	$75 co-pay/chiropractor	$100 co-pay/chiropractor	50% co-ins chiropractor	Coverage is limited to 35 visits per calendar year PT/OT/ST/Chiro combined, rehabilitation & habilitation combined.
	Preventive care/ Screening/Immunization	No Charge	No Charge	30% co-ins	----------none----------
If you have a test	Diagnostic test (x-ray, blood work)	0% co-insurance (co-ins) x-ray 0% co-ins lab	$25 co-pay/service x-ray 0% co-ins lab	50% co-ins x-ray 30% co-ins lab	----------none----------
	Imaging (CT/PET scans, MRIs)	$250 co-pay/service	$500 co-pay/service	50% co-ins	Prior authorization may be required, please see your plan documents.

Common Medical Event	Services You May Need	Your Cost If You Use a HPN Provider	Your Cost If You Use a CHC POS Network Provider	Your Cost If You Use a Out-of-Network Provider	Limitations & Exceptions
If you need drugs to treat your illness or condition. More information about **prescription drug coverage** is available at www.coventryone.com.	Generic drugs	$20 co-pay/Retail, $60 co-pay/Mail, Tier 1	Same as HPN Network	50% co-ins/Retail, Not Covered (NC)/Mail, Tier 1	Up to 90 days supply. 31 day supply=retail cost share: 32-90 day supply=MOD cost share. Non-Preferred Generic same benefit as Non-Preferred Brand.
	Preferred brand drugs	$50 co-pay/Retail, $150 co-pay/Mail, Tier 2	Same as HPN Network	50% co-ins/Retail, NC/Mail, Tier 2	Up to 90 days supply. 31 day supply=retail cost share: 32-90 day supply=MOD cost share.
	Non-preferred brand drugs	$75 co-pay/Retail, $225 co-pay/Mail, Tier 3	Same as HPN Network	50% co-ins/Retail, NC/Mail, Tier 3	Up to 90 days supply. 31 day supply=retail cost share: 32-90 day supply=MOD cost share.
	Speciality drugs	40% co-ins/Retail, Tier 4; 50% co-ins/Retail, Tier 5	Same as HPN Network	50% co-ins/Retail, NC/Mail, Tier 4; 50% co-ins/Retail, NC/Mail, Tier 5	Up to 90 days supply. 31 day supply=retail cost share: 32-90 day supply=MOD cost share. HPN: Tier 4 and 5 mail - Not Covered.
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	$250 co-pay/service	$500 co-pay/service	50% co-ins	----------none----------
	Physician/surgeon fees	$50 co-pay/service	$100 co-pay/service	50% co-ins	----------none----------
If you need immediate medical attention	Emergency room services	$250 co-pay/visit	$250 co-pay/visit	$250 co-pay/visit	Co-pay waived if admitted.
	Emergency medical transportation	$250 co-pay/visit	$250 co-pay/visit	$250 co-pay/visit	----------none----------
	Urgent care	$60 co-pay/visit	$150 co-pay/visit	50% co-ins	----------none----------
If you have a hospital stay	Facility fee (e.g., hospital room)	$250 co-pay/admit	$500 co-pay/admit	50% co-ins	Prior authorization may be required, please see your plan documents.
	Physician/surgeon fee	0% co-ins	0% co-ins	30% co-ins	----------none----------
If you have mental health, behavioral health, or substance abuse needs	Mental/Behavioral health outpatient services	$75 co-pay/visit	$100 co-pay/visit	50% co-ins	Preauth may be required.
	Mental/Behavioral health inpatient services	$250 co-pay/admit	$500 co-pay/admit	50% co-ins	Not covered without preauth.

Common Medical Event	Services You May Need	Your Cost If You Use a HPN Provider	Your Cost If You Use a CHC POS Network Provider	Your Cost If You Use a Out-of-Network Provider	Limitations & Exceptions
If you have mental health, behavioral health, or substance abuse needs	Substance use disorder outpatient services	$75 co-pay/visit	$100 co-pay/visit	50% co-ins	Preauth may be required.
	Substance use disorder inpatient services	$250 co-pay/admit	$500 co-pay/admit	50% co-ins	Not covered without preauth.
If you are pregnant	Prenatal and postnatal care	Prenatal: No Charge, Postnatal and Delivery: 0% co-ins/pregnancy	Prenatal: No Charge, Postnatal and Delivery: 0% co-ins/pregnancy	30% co-ins	----------none----------
	Delivery and all inpatient services	$250 co-pay/admit	$500 co-pay/admit	50% co-ins	Prior authorization may be required, please see your plan documents.
If you need help recovering or have other special health needs	Home health care	$250 co-pay/occurrence	$500 co-pay/occurrence	50% co-ins	Coverage is limited to 120 visits per calendar year.
	Rehabilitation services	Inpatient $250 co-pay/admit Outpatient $75 co-pay/occurrence	Inpatient $500 co-pay/admit Outpatient $100 co-pay/occurrence	Inpatient 50% co-ins Outpatient 50% co-ins	Prior authorization may be required, please see your plan documents. Coverage is limited to 35 visits per calendar year PT/OT/ST/Chiro combined, rehabilitation & habilitation combined.
	Habilitation services	$75 co-pay/occurrence	$100 co-pay/occurrence	50% co-ins	Prior authorization may be required, please see your plan documents. Coverage is limited to 35 visits per calendar year PT/OT/ST/Chiro combined, rehabilitation & habilitation combined.
	Skilled nursing care	$250 co-pay/admit	$500 co-pay/admit	50% co-ins	Prior authorization may be required, please see your plan documents. Coverage is limited to 90 days per calendar year.
	Durable medical equipment	50% co-ins	50% co-ins	50% co-ins	----------none----------
	Hospice Service	Inpatient: $250 co-pay/admit, Outpatient: $250 co-pay/occurrence	Inpatient: $500/admit, OutPatient: $500 co-pay/occurrence	50% co-ins	Prior authorization may be required, please see your plan documents.

Common Medical Event	Services You May Need	Your Cost If You Use a HPN Provider	Your Cost If You Use a CHC POS Network Provider	Your Cost If You Use a Out-of-Network Provider	Limitations & Exceptions
If your child needs dental or eye care	Eye exam	No Charge	No Charge	30% co-ins	Coverage is limited to 1 exam per calendar year.
	Glasses	No Charge	No Charge	30% co-ins	Coverage is limited to 1 set of frames and 1 set of contact lenses or eyeglass lenses per calendar year.
	Dental check-up	Not Covered	Not Covered	Not Covered	Not Covered

Excluded Services & Other Covered Services:

Services Your Plan Does NOT Cover (This isn't a complete list. Check your policy or plan document for other excluded services.)

- Acupuncture
- Child/Dental check-up
- Cosmetic surgery
- Dental care (Adult)
- Infertility treatment
- Long-term care
- Non-emergency care when traveling outside the U.S.
- Routine eye care (Adult)
- Routine foot care
- Weight loss programs

*Abortion - except in cases of rape, incest, or when the life of the mother is endangered

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

- Bariatric surgery
- Chiropractic care
- Hearing aids
- Private-duty nursing

Your Rights to Continue Coverage:

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

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

For more information on your rights to continue coverage, contact the insurer at 1-855-449-2889. You may also contact your state insurance department at

North Carolina Department of Insurance 1201 Mail Service Center Raleigh, NC 27699-1201. (Toll-Free) 855-408-1212.

Your Grievance and Appeals Rights:

If you have a complaint or are dissatisfied with a denial of coverage for claims under your plan, you may be able to **appeal** or file a **grievance**. For questions about your rights, this notice, or assistance, you can contact:

North Carolina Department of Insurance 1201 Mail Service Center Raleigh, NC 27699-1201. (Toll-Free) 855-408-1212

A consumer assistance program can help you file your appeal. Contact Health Insurance Smart NC North Carolina Department of Insurance, 1201 Mail Service Center, Raleigh, NC 27699-1201. (Toll-Free) 855-408-1212. http://ncdoi.com/Smart/

Does this Coverage Provide Minimum Essential Coverage?

The Affordable Care Act requires most people to have health care coverage that qualifies as "minimum essential coverage." **This plan or policy does provide minimum essential coverage.**

Does this Coverage Meet the Minimum Value Standard?

The Affordable Care Act establishes a minimum value standard of benefits of a health plan. The minimum value standard is 60% (actuarial value). **This health coverage does meet the minimum value standard for the benefits it provides.**

Language Access Services:

Spanish (Espanol): Para obtener asistencia en Espanol, llame al 1-855-449-2889.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-855-449-2889.

Chinese (中文): 如果需要中文的帮助，请拨打这个号码 1-855-449-2889.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-855-449-2889.

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

About these Coverage Examples:

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

This is not a cost estimator.

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

See the next page for important information about these examples.

Having a baby
(normal delivery)

- **Amount owed to providers:** $7,540
- **Plan pays** $2,140
- **Patient pays** $5,400

Sample care costs:

Hospital charges (mother)	$2,700
Routine Obstetric Care	$2,100
Hospital Charges (baby)	$900
Anesthesia	$900
Laboratory tests	$500
Prescriptions	$200
Radiology	$200
Vaccines, other preventive	$40
Total	**$7,540**

Patient pays:

Deductibles	$5,200
Copays	$0
Coinsurance	$0
Limits or exclusions	$200
Total	**$5,400**

Managing type 2 diabetes
(routine maintenance of a well-controlled condition)

- **Amount owed to providers:** $5,400
- **Plan pays** $20
- **Patient pays** $5,380

Sample care costs:

Prescriptions	$2,900
Medical equipment and supplies	$1,300
Office Visits and Procedures	$700
Education	$300
Laboratory tests	$100
Vaccines, other preventive	$100
Total	**$5,400**

Patient pays:

Deductibles	$5,300
Copays	$0
Coinsurance	$0
Limits or exclusions	$80
Total	**$5,380**

Questions and answers about the Coverage Examples:

What are some of the assumptions behind the Coverage Examples?

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

What does a Coverage Example show?

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

Does the Coverage Example predict my own care needs?

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

Does the Coverage Example predict my future expenses?

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

Can I use Coverage Examples to compare plans?

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

Are there other costs I should consider when comparing plans?

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