

Humana Kansas City, Inc.

<http://www.humana.com>



2001

A Health Maintenance Organization

Serving: The Kansas City metropolitan area



Enrollment in this Plan is limited; see page 6 for requirements.



This plan has Commendable accreditation from the NCQA. See the 2001 Guide for more information on NCQA

Enrollment codes for this plan:

High Option
MS1 Self Only
MS2 Self and Family

Standard Option
MS4 Self Only
MS5 Self and Family

Authorized for distribution by the:



UNITED STATES
OFFICE OF PERSONNEL MANAGEMENT
RETIREMENT AND INSURANCE SERVICE
[HTTP://WWW.OPM.GOV/INSURE](http://www.opm.gov/insure)



Federal Employees
Health Benefits Program

RI73-054

Table of Contents

Introduction.....	4
Plain Language.....	4
Section 1. Facts about this HMO plan.....	5
How we pay providers.....	5
Who provides my health care?.....	5
Patients' Bill of Rights.....	5
Service Area.....	6
Section 2. How we change for 2001.....	7
Program-wide changes.....	7
Changes to this Plan.....	7
Section 3. How you get care.....	8-11
Identification cards.....	8
Where you get covered care.....	8
• Plan providers.....	8
• Plan facilities.....	8
What you must do to get covered care.....	8-10
• Primary care.....	8
• Specialty care.....	8-9
• Hospital care.....	10
Circumstances beyond our control.....	9
Services requiring our prior approval.....	10
Section 4. Your costs for covered services.....	11
• Copayments.....	11
Your out-of-pocket maximum.....	11
Section 5. Benefits.....	13-38
Overview.....	13
(a) Medical services and supplies provided by physicians and other health care professionals.....	13-20
(b) Surgical and anesthesia services provided by physicians and other health care professionals.....	21-25
(c) Services provided by a hospital or other facility, and ambulance services.....	26-28
(d) Emergency services/accidents.....	29-30
(e) Mental health and substance abuse benefits.....	31-32
(f) Prescription drug benefits.....	33-35
(g) Special features.....	36
(h) Dental benefits.....	37
(i) Non-FEHB benefits available to Plan members.....	38

Section 6. General exclusions – things we don't cover.....	39
Section 7. Filing a claim for covered services	40
Section 8. The disputed claims process	41-42
Section 9. Coordinating benefits with other coverage	43-46
When you have...	
• Other health coverage	43-44
• Original Medicare	43-45
• Medicare managed care plan	45
TRICARE/Workers' Compensation/Medicaid	45-46
Other Government agencies	46
When others are responsible for injuries	46
Section 10. Definitions of terms we use in this brochure	47
Section 11. FEHB facts	48-50
Coverage information.....	48
• No pre-existing condition limitation.....	48
• Where you get information about enrolling in the FEHB Program.....	48
• Types of coverage available for you and your family	48
• When benefits and premiums start	48
• Your medical and claims records are confidential.....	49
• When you retire.....	49
When you lose benefits	49-50
• When FEHB coverage ends.....	49
• Spouse equity coverage.....	49
• Temporary Continuation of Coverage (TCC).....	49
• Converting to individual coverage.....	49-50
• Getting a Certificate of Group Health Plan Coverage.....	50
Inspector General advisory	50
Department of Defense/FEHB Demonstration Project.....	51-52
Index.....	53
Summary of benefits	55-56
Rates.....	Back cover

Introduction

Humana Kansas City, Inc.
10450 Holmes
Kansas City, MO 64131

This brochure describes the benefits of Humana Health Plan, under our contract (CS 1773) with the Office of Personnel Management (OPM), as authorized by the Federal Employees Health Benefits law. This brochure is the official statement of benefits. No oral statement can modify or otherwise affect the benefits, limitations, and exclusions of this brochure.

If you are enrolled in this Plan, you are entitled to the benefits described in this brochure. If you are enrolled for Self and Family coverage, each eligible family member is also entitled to these benefits. You do not have a right to benefits that were available before January 1, 2001, unless those benefits are also shown in this brochure.

OPM negotiates benefits and rates with each plan annually. Benefit changes are effective January 1, 2001, and are summarized on page 6. Rates are shown at the end of this brochure.

Plain Language

The President and Vice President are making the Government's communication more responsive, accessible, and understandable to the public by requiring agencies to use plain language. In response, a team of health plan representatives and OPM staff worked cooperatively to make this brochure clearer. Except for necessary technical terms, we use common words. "You" means the enrollee or family member; "we" means Humana Kansas City, Inc.

The plain language team reorganized the brochure and the way we describe our benefits. When you compare this Plan with other FEHB plans, you will find that the brochures have the same format and similar information to make comparisons easier.

If you have comments or suggestions about how to improve this brochure, let us know. Visit OPM's "Rate Us" feedback area at www.opm.gov/insure or e-mail us at fehbwebcomments@opm.gov or write to OPM at Insurance Planning and Evaluation Division, P.O. Box 436, Washington, DC 20044-0436.

Section 1. Facts about this HMO plan

This Plan is a health maintenance organization (HMO). We require you to see specific physicians, hospitals, and other providers that contract with us. These Plan providers coordinate your health care services.

HMOs emphasize preventive care such as routine office visits, physical exams, well-baby care, and immunizations, in addition to treatment for illness and injury. Our providers follow generally accepted medical practice when prescribing any course of treatment.

When you receive services from Plan providers, you will not have to submit claim forms or pay bills. You only pay the copayments, coinsurance, and deductibles described in this brochure. When you receive emergency services from non-Plan providers, you may have to submit claim forms.

You should join an HMO because you prefer the plan's benefits, not because a particular provider is available. You cannot change plans because a provider leaves our Plan. We cannot guarantee that any one physician, hospital, or other provider will be available and/or remain under contract with us.

How we pay providers

We contract with individual physicians, medical groups, and hospitals to provide the benefits in this brochure. These Plan providers accept a negotiated payment from us, and you will only be responsible for your copayments.

Who provides my health care?

The Humana HMO operates in the Kansas City area. All covered services are provided or authorized by primary care physicians you may select from over 350 physicians in group practices and individual practices throughout our service area. In addition, Humana has contracted with over 1,300 specialists and 19 hospitals. Each family member may choose their own primary doctor and may change doctors at any time by calling Member Services.

Patients' Bill of Rights

OPM requires that all FEHB Plans comply with the Patients' Bill of Rights, recommended by the President's Advisory Commission on Consumer Protection and Quality in the Health Care Industry. You may get information about us, our networks, providers and facilities. OPM's FEHB website (www.opm.gov/insure) lists the specific types of information that we must make available to you. Some of the required information is listed below.

- Medical case management is a special Humana program that communicates the provision of care and the management of benefit in cases of catastrophic illness or injury, transplant management and disease management. The program strives to ensure that patients receive the most appropriate, cost-effective care and also derive maximum advantage from plan benefits.
- Humana has adopted preventative care guidelines based on the United States Preventative Health Task Force and subscribes to their Healthy People 2000 goals. Our Patterns of Preventative Care (POPC) program monitors the delivery of well care and uses an automated reminder system to help assure that our members schedule routine preventative services
- Humana provides comprehensive disease management programs to plan members. Key to each program is ongoing education, communication and coordination. Each contracted vendor offers plan members access to a staff of highly specialized nurses and doctors, experienced in the respective disease field. The programs focus on linking the plan member with a specialized nurse or interdisciplinary team to ensure an individualized care development approach. These nurses work closely with the plan member, member's family, member's primary care physician (PCP) and other involved providers to provide information, education and assistance when needed.
- Nationally, Humana has been in the health care business since 1961. Locally, Humana has been in existence since 1982.
- Humana is a for profit corporation which is publicly traded on the New York Stock Exchange (NYSE).

If you want more information about us, call 1-800/4HUMANA, or write to the Plan at 10450 Holmes, Kansas City, MO 64131. You may also contact us by fax at 920/430-0131 or visit our website at www.humana.com.

Service Area

To enroll in this Plan, you must live in or work in our Service Area. This is where our providers practice. Our Service Area is:

The **Kansas** counties of Johnson, Leavenworth, Miami and Wyandotte and the **Missouri** counties of Carroll, Cass, Clay, Jackson, Johnson, Lafayette, Platte and Ray.

Ordinarily, you must get your care from providers who contract with us. If you receive care outside our Service Area, we will pay only for emergency care. We will not pay for any other health care services.

If you or a covered family member move outside of our Service Area, you can enroll in another plan. If your dependents live out of the area (for example, if your child goes to college in another state), you should consider enrolling in a fee-for-service plan or an HMO that has agreements with affiliates in other areas. If you or a family member move, you do not have to wait until Open Season to change plans. Contact your employing or retirement office.

Section 2. How we change for 2001

Program-wide changes

- The plain language team reorganized the brochure and the way we describe our benefits. We hope this will make it easier for you to compare plans.
- This year, the Federal Employees Health Benefits Program is implementing network mental health and substance abuse parity. This means that your coverage for mental health, substance abuse, medical, surgical, and hospital services from providers in our plan network will be the same with regard to deductibles, coinsurance, copays, and day and visit limitations when you follow a treatment plan that we approve. Previously, we placed shorter day or visit limitations on mental health and substance abuse services than we did on services to treat physical illness, injury, or disease.
- Many healthcare organizations have turned their attention this past year to improving healthcare quality and patient safety. OPM asked all FEHB plans to join them in this effort. You can find specific information on our patient safety activities by calling 1-800/4HUMANA, or checking our website, www.humana.com. You can find out more about patient safety on the OPM website, www.opm.gov/insure. To improve your healthcare, take these five steps:
 - Speak up if you have questions or concerns.
 - Keep a list of all the medicines you take.
 - Make sure you get the results of any test or procedure.
 - Talk with your doctor and health care team about your options if you need hospital care.
 - Make sure you understand what will happen if you need surgery.
- We clarified the language to show that anyone who needs a mastectomy may choose to have the procedure performed on an inpatient basis and remain in the hospital up to 48 hours after the procedure. Previously, the language referenced only women.

Changes to this Plan

- Your share of the High Option non-Postal premium will increase by 20.5% for Self Only or 35.1% for Self and Family.
- Your share of the Standard Option non-Postal premium will decrease by 0.8% for Self Only or 0.8% for Self and Family.
- The Standard Option inpatient copay is \$100 per admission.
- There are no High Option changes.

Section 3. How you get care

Identification cards

We will send you an identification (ID) card when you enroll. You should carry your ID card with you at all times. You must show it whenever you receive services from a Plan provider, or fill a prescription at a Plan pharmacy. Until you receive your ID card, use your copy of the Health Benefits Election Form, SF-2809, your health benefits enrollment confirmation (for annuitants), or your Employee Express confirmation letter.

If you do not receive your ID card within 30 days after the effective date of your enrollment, or if you need replacement cards, call us at 1-800/4HUMANA or 1-800/448-6262.

Where you get covered care

You get care from “Plan providers” and “Plan facilities.” You will only pay copayments and you will not have to file claims.

- Plan providers

Plan providers are physicians and other health care professionals in our service area that we contract with to provide covered services to our members. We credential Plan providers according to national standards.

We list Plan providers in the provider directory, which we update periodically. The list is also on our website at www.humana.com.

- Plan facilities

Plan facilities are hospitals and other facilities in our service area that we contract with to provide covered services to our members. We list these in the provider directory, which we update periodically. The list is also on our website at www.humana.com.

What you must do to get

covered care

It depends on the type of care you need. First, you and each family member must choose a primary care physician. This decision is important since your primary care physician provides or arranges for most of your health care. You may choose your primary care physician from our Provider Directory or our website, or you may call us for assistance.

- Primary care

Your primary care physician can be a family practitioner, internist or pediatrician. Your primary care physician will provide most of your health care, or give you a referral to see a specialist.

If you want to change primary care physicians or if your primary care physician leaves the Plan, call us. We will help you select a new one.

- Specialty care

Your primary care physician will refer you to a specialist for needed care. However, you may see the following participating providers without a referral:

- OB/GYN providers for your annual well-woman exam
- Another doctor your primary care physician has designated to provide patient care when he or she is not available.

When you receive a referral from your primary care doctor, you must return to the primary care doctor after the consultation unless your doctor

authorizes additional visits. All follow-up care must be provided or arranged by the primary care doctor. Do not go to the specialist for a second visit unless your primary care doctor has arranged for and the Plan has issued an authorization for the referral in advance.

Here are other things you should know about specialty care:

- If you need to see a specialist frequently because of a chronic, complex, or serious medical condition, your primary care physician will develop a treatment plan that allows you to see your specialist for a certain number of visits without additional referrals. Your primary care physician will use our criteria when creating your treatment plan (the physician may have to get an authorization or approval beforehand).
- If you are seeing a specialist when you enroll in our Plan, talk to your primary care physician. Your primary care physician will decide what treatment you need. If he or she decides to refer you to a specialist, ask if you can see your current specialist. If your current specialist does not participate with us, you must receive treatment from a specialist who does. Generally, we will not pay for you to see a specialist who does not participate with our Plan.
- If you are seeing a specialist and your specialist leaves the Plan, call your primary care physician, who will arrange for you to see another specialist. You may receive services from your current specialist until we can make arrangements for you to see someone else.
- If you have a chronic or disabling condition and lose access to your specialist because we:
 - terminate our contract with your specialist for other than cause; or
 - drop out of the Federal Employees Health Benefits (FEHB) Program and you enroll in another FEHB Plan; or
 - reduce our service area and you enroll in another FEHB Plan;you may be able to continue seeing your specialist for up to 90 days after you receive notice of the change. Contact us or, if we drop out of the program, contact your new plan.

If you are in the third trimester of pregnancy and you lose access to your specialist based on the above circumstances, you can continue to see your specialist until the end of your postpartum care, even if it is beyond the 90 days.

- Hospital care

Your Plan primary care physician or specialist will make necessary hospital arrangements and supervise your care. This includes admission to a skilled nursing or other type of facility.

If you are in the hospital when your enrollment in our Plan begins, call our customer service department immediately at 1-800/4HUMANA. If you are new to the FEHB Program, we will arrange for you to receive care.

If you changed from another FEHB plan to us, your former plan will pay for the hospital stay until:

- You are discharged, not merely moved to an alternative care center; or
- The day your benefits from your former plan run out; or
- The 92nd day after you become a member of this Plan, whichever happens first.

These provisions apply only to the hospital benefits of the hospitalized person.

Circumstances beyond our control

Under certain extraordinary circumstances, such as natural disasters, we may have to delay your services or we may be unable to provide them. In that case, we will make all reasonable efforts to provide you with the necessary care.

Services requiring our prior approval

Your primary care physician has authority to refer you for most services. For certain services, however, your physician must obtain approval from us. Before giving approval, we consider if the service is covered, medically necessary, and follows generally accepted medical practice.

We call this review and approval process precertification. Your physician must obtain precertification for the following services:

- Growth hormone therapy
- Organ/Tissue transplants
- All elective medical and surgical hospitalizations
- Hysterectomy
- Lumbar laminectomy/disectomy
- Lumbar fusion
- MRI of the lumbar and cervical spine
- Blepharoplasty
- Reduction mammoplasty/breast reconstruction
- Septoplasty/submucous resection (with or without rhinoplasty)
- Rhinoplasty
- Uvulopalatopharyngoplasty (UPPP)
- Continuous positive airway pressure (CPAP)
- Gastric bypass
- Scar revisions
- Mandibular or maxillary osteotomy
- Speech therapy
- All durable medical equipment (DME) over \$500

Your physician must obtain our approval before sending you to a hospital, referring you to a specialist, or recommending follow-up care from a specialist.

Section 4. Your costs for covered services

You must share the cost of some services. You are responsible for:

- **Copayments**

A copayment is a fixed amount of money you pay to the provider when you receive services.

Example: When you see your primary care physician you pay a copayment of \$10 per office visit under the High Option and \$15 under the Standard Option. When you go in the hospital, you pay nothing under the High Option and \$100 per admission copay under the Standard Option.

- **Deductible**

We do not have a deductible.

- **Coinsurance**

We do not have coinsurance.

Your out-of-pocket maximum for copayments

After your copayments or coinsurance total \$500 per person or \$1,250 per family enrollment in any calendar year, you do not have to pay any more for covered services. However, copayments for the following services do not count toward your out-of-pocket maximum, and you must continue to pay copayments for these services:

- Prescription drugs

Be sure to keep accurate records of your copayments since you are responsible for informing us when you reach the maximum.

Section 5. Benefits – OVERVIEW

(See page 6 for how our benefits changed this year and pages 51-52 for a benefits summary.)

NOTE: This benefits section is divided into subsections. Please read the important things you should keep in mind at the beginning of each subsection. . Also read the General Exclusions in Section 6; they apply to the benefits in the following subsections. To obtain claims forms, claims filing advice, or more information about our benefits, contact us 1-800/4HUMANA or at our website at www.humana.com

(a) Medical services and supplies provided by physicians and other health care professionals	13-20
•Diagnostic and treatment services	
•Lab, x-ray, and other diagnostic tests	
•Preventive care, adult	
•Preventive care, children	
•Maternity care	
•Family planning	
•Infertility services	
•Allergy care	
•Treatment therapies	
•Rehabilitative therapies	
•Hearing services (testing, treatment, and supplies)	
•Vision services (testing, treatment, and supplies)	
•Foot care	
•Orthopedic and prosthetic devices	
•Durable medical equipment (DME)	
•Home health services	
•Alternative treatments	
(b) Surgical and anesthesia services provided by physicians and other health care professionals	21-25
•Surgical procedures	
•Reconstructive surgery	
•Oral and maxillofacial surgery	
•Organ/tissue transplants	
•Anesthesia	
(c) Services provided by a hospital or other facility, and ambulance services	26-28
•Inpatient hospital	
•Outpatient hospital or ambulatory surgical center	
•Extended care benefits/skilled nursing care facility benefits	
•Hospice care	
•Ambulance	
(d) Emergency services/accidents	29-30
•Medical emergency	
•Ambulance	
(e) Mental health and substance abuse benefits.....	31-32
(f) Prescription drug benefits	33-35
(g) Special features	36
• Services for deaf and hearing impaired	
• High risk pregnancies	
• Centers of excellence for transplants/heart surgery/etc.	
• 24-hour nurse line	
(h) Dental benefits	37
(i) Non-FEHB benefits available to Plan members	38
Summary of benefits.....	55-56

Section 5 (a). Medical services and supplies provided by physicians and other health care professionals

**I
M
P
O
R
T
A
N
T**

Here are some important things to keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care.
- Be sure to read Section 4, *Your costs for covered services* for valuable information about how cost sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.

**I
M
P
O
R
T
A
N
T**

Benefit Description	You pay	
Diagnostic and treatment services	You pay - Standard Option	You pay - High Option
Professional services of physicians <ul style="list-style-type: none"> • In physician's office • In an urgent care center • Office medical consultations • Second surgical opinion • At home 	\$15 per office visit	\$10 per office visit
Professional services of physicians <ul style="list-style-type: none"> • Initial examination of a newborn child covered under a Self and Family enrollment 	Nothing if you receive services in the hospital.	Nothing if you receive services in the hospital.
Professional services of physicians <ul style="list-style-type: none"> • During a hospital stay • In a skilled nursing facility 	Nothing	Nothing
Lab, x-ray and other diagnostic tests		
Tests, such as: <ul style="list-style-type: none"> • Blood tests • Urinalysis • Non-routine pap tests • Pathology • X-rays • Non-routine Mammograms • CAT Scans/MRI • Ultrasound • Electrocardiogram and EEG 	Nothing	Nothing

Preventive care, adult	You pay – Standard Option	You pay – High Option
<p>Routine screenings, such as:</p> <ul style="list-style-type: none"> • Blood lead level – one annually • Total Blood Cholesterol – once every three years, ages 19 through 64 • Colorectal Cancer Screening, including <ul style="list-style-type: none"> ••Fecal occult blood test ••Sigmoidoscopy, screening – every five years starting at age 50 • Prostate Specific Antigen (PSA test) – one annually for men age 40 and older • Routine pap test <p>Note: The office visit is covered if pap test is received on the same day; see <i>Diagnostic and treatment services</i>, above.</p>	Nothing	Nothing
<p>Routine mammogram – covered for women age 35 and older, as follows:</p> <ul style="list-style-type: none"> • From age 35 through 39, one during this five year period • From age 40 through 64, one every calendar year • At age 65 and older, one every two consecutive calendar years • When prescribed by the doctor as medically necessary to diagnose or treat illness 	Nothing	Nothing
<p><i>Not covered: physical exams and immunizations required for obtaining or continuing employment or insurance, attending schools or camp, or travel.</i></p>	<i>All charges</i>	<i>All charges</i>
<p>Routine Immunizations, limited to:</p> <ul style="list-style-type: none"> • Tetanus-diphtheria (Td) booster – once every 10 years, ages 19 and over (except as provided for under Childhood immunizations) • Influenza/Pneumococcal vaccines, annually, age 65 and over 	Nothing	Nothing
<ul style="list-style-type: none"> • Vitamin B-12 • Gold • Certain hormones (estrogen, progesterone, depotestosterone, depoluprin, depoprovera and depoestradiol) 	\$4 per injection	\$4 per injection

Preventive care, children	You pay – Standard Option	You pay – High Option
<ul style="list-style-type: none"> • Childhood immunizations recommended by the American Academy of Pediatrics 	Nothing	Nothing
<ul style="list-style-type: none"> • Examinations, such as: <ul style="list-style-type: none"> ••Eye exams through age 17 to determine the need for vision correction. ••Ear exams through age 17 to determine the need for hearing correction ••Examinations done on the day of immunizations (through age 22) 	\$15 per office visit	\$10 per office visit
<ul style="list-style-type: none"> • Well-child care charges for routine examinations (including comprehensive history), immunizations and care (through age 22) 	Nothing	Nothing
Maternity care		
<p>Complete maternity (obstetrical) care, such as:</p> <ul style="list-style-type: none"> • Prenatal care • Delivery • Postnatal care <p>NOTE: Here are some things to keep in mind:</p> <ul style="list-style-type: none"> • You may remain in the hospital up to 48 hours after a regular delivery and 96 hours after a cesarean delivery. We will extend your inpatient stay if medically necessary. • We cover routine nursery care of the newborn child during the covered portion of the mother’s maternity stay. We will cover other care of an infant who requires non-routine treatment only if we cover the infant under a Self and Family enrollment. • We pay hospitalization and surgeon services (delivery) the same as for illness and injury. See Hospital benefits (Section 5c) and Surgery benefits (Section 5b) 	Nothing	Nothing
<i>Not covered: routine sonograms to determine fetal age, size or sex</i>	<i>All charges</i>	<i>All charges</i>

Family planning	You pay - Standard Option	You pay - High Option
<ul style="list-style-type: none"> • Voluntary sterilization • Surgically implanted contraceptives (such as Norplant) • Contraceptive devices • Injectable contraceptive drugs • Oral contraceptive drugs covered under prescription drug benefits. See Section 5 (f). 	Nothing	Nothing
<i>Not covered: reversal of voluntary surgical sterilization</i>	<i>All charges</i>	<i>All charges</i>
Infertility services		
<ul style="list-style-type: none"> • Diagnosis and treatment of infertility, such as: 	\$20 per office visit	\$20 per office visit
<ul style="list-style-type: none"> • Artificial insemination: <ul style="list-style-type: none"> ••inravaginal insemination (IVI) ••intracervical insemination (ICI) ••intrauterine insemination (IUI) 	\$200 per surgical procedure	\$200 per surgical procedure
<i>Not covered:</i> <ul style="list-style-type: none"> • fertility drugs • assisted reproductive technology (ART) procedures, such as: <ul style="list-style-type: none"> ••embryo transfer and GIFT ••in vitro fertilization • services and supplies related to excluded ART procedures • cost of donor sperm 	<i>All charges</i>	<i>All charges</i>
Allergy care		
<ul style="list-style-type: none"> • Allergy testing and treatment • Allergy serum 	Nothing	Nothing
<ul style="list-style-type: none"> • Allergy injections 	\$4 per injection	\$4 per injection
<i>Not covered: provocative food testing and sublingual allergy desensitization</i>	<i>All charges</i>	<i>All charges</i>

Treatment therapies	You pay - Standard Option	You pay - High Option
<ul style="list-style-type: none"> • Chemotherapy and radiation therapy <p>NOTE: High dose chemotherapy in association with autologous bone marrow transplants are limited to those transplants listed under Organ/Tissue Transplants on page 23.</p> <ul style="list-style-type: none"> • Respiratory and inhalation therapy • Dialysis – Hemodialysis and peritoneal dialysis • Intravenous (IV)/Infusion Therapy – Home IV and antibiotic therapy • Growth hormone therapy (GHT) <p>NOTE: We will only cover Growth Hormone Therapy if the treatment is precertified and there is a laboratory confirmed diagnosis of Growth Hormone Deficiency. You will need to call the precertification telephone number on the back of your medical ID (identification) card. We will also ask that your physician submit information that establishes that the GHT is medically necessary. GHT must be authorized <u>before</u> you begin treatment.</p> <p>See <i>Services requiring our prior approval</i> in Section 3.</p>	Nothing	Nothing
Rehabilitative therapies		
<p>Physical therapy, occupational therapy and speech therapy on an inpatient or outpatient basis–</p> <ul style="list-style-type: none"> • Up to 60 treatments or two consecutive months per condition if significant improvement can be expected within two months. Includes the services of each of the following: <ul style="list-style-type: none"> ••qualified physical therapists; ••speech therapists; and ••occupational therapists. 	\$15 per outpatient visit	\$10 per outpatient visit
<ul style="list-style-type: none"> • Cardiac rehabilitation following a heart transplant, bypass surgery or a myocardial infarction, is provided for up to two months. 	\$15 per office visit	\$10 per office visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>long-term rehabilitative therapy</i> • <i>exercise programs</i> 	<i>All charges.</i>	<i>All charges</i>

Hearing services (testing, treatment, and supplies)	You pay – Standard Option	You pay – High Option
<ul style="list-style-type: none"> Hearing tests, including audiograms Hearing testing for children through age 17 (see <i>Preventive care, children</i>) 	\$15 per office visit	\$10 per office visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> hearing aids, testing and examinations for them 	<i>All charges.</i>	<i>All charges.</i>
Vision services (testing, treatment, and supplies)		
<ul style="list-style-type: none"> One pair of eyeglasses or contact lenses to correct an impairment directly caused by accidental ocular injury or intraocular surgery (such as for cataracts) 	Nothing	Nothing
<ul style="list-style-type: none"> Diagnosis and treatment of diseases of the eye. Screening eye exam to determine the need for vision correction for children through age 17 (see preventive care) 	\$15 per office visit	\$10 per office visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> eyeglasses or contact lenses and, examinations for them eye exercises and orthoptics radial keratotomy and other refractive surgery 	<i>All charges</i>	<i>All charges</i>
Foot care		
<ul style="list-style-type: none"> Routine foot care when you are under active treatment for a metabolic or peripheral vascular disease, such as diabetes. <p>See orthopedic and prosthetic devices for information on podiatric shoe inserts.</p>	\$15 per office visit	\$10 per office visit
<p><i>Not covered, podiatric services:</i></p> <ul style="list-style-type: none"> cutting, trimming or removal of corns, calluses, or the free edge of toenails, and similar routine treatment of conditions of the foot, except as stated above treatment of weak, strained or flat feet or bunions or spurs; and of any instability, imbalance or subluxation of the foot (unless the treatment is by open cutting surgery) 	<i>All charges.</i>	<i>All charges.</i>

Orthopedic and prosthetic devices	You pay – Standard Option	You pay – High Option
<ul style="list-style-type: none"> • Artificial limbs • Externally worn breast prostheses and surgical bras, including necessary replacements, following a mastectomy • Specialized braces • Artificial eyes • Internal prosthetic devices, such as artificial joints. Note: See 5(b) for coverage of the surgery to insert the device. • Corrective orthopedic appliances for non-dental treatment of temporomandibular joint (TMJ) pain dysfunction syndrome. 	Nothing	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>foot orthotics</i> • <i>dental prosthesis</i> • <i>orthopedic braces</i> • <i>orthopedic and corrective shoes</i> • <i>arch supports</i> • <i>heel pads and heel cups</i> • <i>lumbosacral supports</i> • <i>corsets, trusses, elastic stockings, support hose, and other supportive devices</i> • <i>prosthetic replacements unless required by growth or change in medical condition or incorrect initial placement</i> 	<i>All charges</i>	<i>All charges</i>
Durable medical equipment (DME)		
<p>Rental or purchase, at our option, including repair and adjustment, of durable medical equipment prescribed by your Plan physician, such as dialysis equipment. Benefits are provided up to a maximum Plan payment of \$1,000 per member per lifetime. Under this benefit, we also cover:</p> <ul style="list-style-type: none"> • Hospital beds • Wheelchairs 	Nothing	Nothing
<ul style="list-style-type: none"> • Oxygen 	\$25 per month	\$25 per month
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>equipment such as exercise equipment, air cleaners, heating pads or lights, bed lifts</i> 	<i>All charges</i>	<i>All charges</i>

Home health services	You pay – Standard Option	You pay – High Option
<ul style="list-style-type: none"> • Home health care ordered by a Plan physician and provided by a registered nurse (R.N.), licensed practical nurse (L.P.N.), licensed vocational nurse (L.V.N.), or home health aide. • Services include oxygen therapy, intravenous therapy and medications. 	Nothing	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>nursing care requested by, or for the convenience of, the patient or the patient’s family;</i> • <i>nursing care primarily for hygiene, feeding, exercising, moving the patient, homemaking, companionship or giving oral medication.</i> 	<i>All charges</i>	<i>All charges</i>
Alternative treatments		
<ul style="list-style-type: none"> • Chiropractic services 	\$15 per office visit when medically necessary and ordered by your Plan doctor	\$10 per office visit when medically necessary and ordered by your Plan doctor
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>naturopathic services</i> • <i>hypnotherapy</i> • <i>biofeedback</i> 	<i>All charges</i>	<i>All charges</i>
Educational classes and programs		
<p>Lifestyle management programs are offered by Magellan Behavioral Health, e.g. Smoking cessation, stress management and weight management. For information call 1-800-741-1017.</p>	Nothing	Nothing

Section 5 (b). Surgical and anesthesia services provided by physicians and other health care professionals

**I
M
P
O
R
T
A
N
T**

Here are some important things to keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care.
- Be sure to read Section 4, *Your costs for covered services* for valuable information about how cost sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- The amounts listed below are for the charges billed by a physician or other health care professional for your surgical care. Look in Section 5(c) for charges associated with the facility (i.e. hospital, surgical center, etc.).
- **YOU MUST GET PRECERTIFICATION OF SOME SURGICAL PROCEDURES.** Please refer to the precertification information shown in Section 3 to be sure which services require precertification and identify which surgeries require precertification.

**I
M
P
O
R
T
A
N
T**

Benefit Description	You pay	
Surgical procedures	You pay – Standard Option	You pay – High Option
<ul style="list-style-type: none"> • Treatment of fractures, including casting • Normal pre- and post-operative care by the surgeon • Endoscopy procedure • Biopsy procedure • Removal of tumors and cysts • Correction of congenital anomalies (see reconstructive surgery) • Surgical treatment of morbid obesity – a condition in which an individual weighs 100 pounds or 100% over his or her normal weight according to current underwriting standards; eligible members must be age 18 or over. • Insertion of internal prosthetic devices. See 5(a) – Orthopedic braces and prosthetic devices for device coverage information. • Voluntary sterilization • Norplant (a surgically implanted contraceptive) 	<p style="text-align: center;">Nothing for inpatient \$15 per office visit</p>	<p style="text-align: center;">Nothing for inpatient \$10 per office visit</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>reversal of voluntary sterilization</i> 	<i>All charges</i>	<i>All charges</i>

Reconstructive surgery	You pay – Standard Option	You pay – High Option
<ul style="list-style-type: none"> • Surgery to correct a functional defect • Surgery to correct a condition caused by injury or illness if: <ul style="list-style-type: none"> ••the condition produced a major effect on the member’s appearance and ••the condition can reasonably be expected to be corrected by such surgery • Surgery to correct a condition that existed at or from birth and is a significant deviation from the common form or norm. Examples of congenital anomalies are: protruding ear deformities; cleft lip; cleft palate; birth marks; webbed fingers; and webbed toes. • All stages of breast reconstruction surgery following a mastectomy, such as: <ul style="list-style-type: none"> ••surgery to produce a symmetrical appearance on the other breast; ••treatment of any physical complications, such as lymphedemas; ••breast prostheses and surgical bras and replacements (see Prosthetic devices) <p>NOTE: If you need a mastectomy, you may choose to have the procedure performed on an inpatient basis and remain in the hospital up to 48 hours after the procedure.</p>	Nothing	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>cosmetic surgery – any surgical procedure (or any portion of a procedure) performed primarily to improve physical appearance through change in bodily form, except repair of accidental injury</i> • <i>surgeries related to sex transformation</i> 	<i>All charges</i>	<i>All charges</i>

Oral and maxillofacial surgery		
<p>Oral surgical procedures, limited to:</p> <ul style="list-style-type: none"> • Reduction of fractures of the jaws or facial bones; • Surgical correction of cleft lip, cleft palate or severe functional malocclusion; • Removal of stones from salivary ducts; • Excision of leukoplakia or malignancies; • Excision of cysts and incision of abscesses when done as independent procedures; and • Other surgical procedures that do not involve the teeth or their supporting structures. 	Nothing	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>oral implants and transplants</i> • <i>procedures that involve the teeth or their supporting structures (such as the periodontal membrane, gingiva, and alveolar bone)</i> • <i>dental care involved in the treatment of temporomandibular joint (TMJ) pain dysfunction syndrome</i> 	<i>All charges</i>	<i>All charges</i>

Organ/tissue transplants	You pay – Standard Option	You pay – High Option
<p>Limited to:</p> <ul style="list-style-type: none"> • Cornea • Heart • Lung: Single-Double • Heart/Lung • Kidney • Kidney/Pancreas • Liver • Pancreas • Allogeneic (donor) bone marrow transplants • Autologous bone marrow transplants (autologous stem cell and peripheral stem cell support) for the following conditions: acute lymphocytic or non-lymphocytic leukemia; advanced Hodgkin’s lymphoma; advanced non-Hodgkin’s lymphoma; advanced neuroblastoma; breast cancer; multiple myeloma; epithelial ovarian cancer; Wiskott-Aldrich syndrome; severe combined immunodeficiency syndrome; aplastic anemia; ewings sarcoma; and testicular, mediastinal, retroperitoneal and ovarian germ cell tumors <p>Humana has a National Transplant Network with over 35 facilities within 20 states.</p> <p>NOTE: We cover related medical and hospital expenses of the donor when we cover the recipient. Donor expenses are covered subject to coordination of benefits with any coverage the donor may have. All transplants must be precertified.</p>	Nothing	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>donor screening tests and donor search expenses, except those performed for the actual donor</i> • <i>implants of artificial organs</i> • <i>transplants not listed as covered</i> 	<i>All charges</i>	<i>All charges</i>

Anesthesia	You pay – Standard Option	You pay – High Option
Professional services provided in – <ul style="list-style-type: none"> • Hospital (inpatient) 	Nothing	Nothing
Professional services provided in – <ul style="list-style-type: none"> • Hospital outpatient department • Skilled nursing facility • Ambulatory surgical center • Office 	Nothing	Nothing

Section 5(c). Services provided by a hospital or other facility, and ambulance services

**I
M
P
O
R
T
A
N
T**

Here are some important things to remember about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care and you must be hospitalized in a Plan facility.
- Be sure to read Section 4, *Your costs for covered services* for valuable information about how cost sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- The amounts listed below are for the charges billed by the facility (i.e., hospital or surgical center) or ambulance service for your surgery or care. Any costs associated with the professional charge (i.e., physicians, etc.) are covered in Section 5(a) or (b).

**I
M
P
O
R
T
A
N
T**

Benefit Description	You pay	
Inpatient hospital	You pay – Standard Option	You pay – High Option
Room and board, such as <ul style="list-style-type: none"> • Semiprivate, intensive care or cardiac care accommodations; • Private accommodations when medically necessary; • General nursing care; • Private duty nursing when Plan doctor determines medically necessary; and • Meals and special diets. NOTE: If you want a private room when it is not medically necessary, you pay the additional charge above the semiprivate room rate.	\$100 per admission	Nothing

Inpatient hospital (<i>Continued</i>)	You pay – Standard Option	You pay – High Option
<p>Other hospital services and supplies, such as:</p> <ul style="list-style-type: none"> • Operating, recovery, maternity, and other treatment rooms • Prescribed drugs and medicines • Diagnostic laboratory tests and x-rays • Administration of blood, blood plasma, and other biologicals • Blood and blood components if not replaced • Dressings, splints, casts, and sterile tray services • Medical supplies and equipment, including oxygen • Anesthetics, including nurse anesthetist services • Take-home items • Medical supplies, appliances, medical equipment, and any covered items billed by a hospital for use at home 	Nothing	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Cost of blood and blood components if replaced</i> • <i>Custodial care, rest cures, domiciliary or convalescent care</i> • <i>Personal comfort items, such as telephone and television</i> 	<i>All charges</i>	<i>All charges</i>

Outpatient hospital or ambulatory surgical center	You pay – Standard Option	You pay – High Option
<ul style="list-style-type: none"> • Operating, recovery, and other treatment rooms • Prescribed drugs and medicines • Laboratory tests, x-rays, and pathology services • Administration of blood, blood plasma, and other biologicals • Blood and blood components if not replaced • Pre-surgical testing • Dressings, casts, and sterile tray services • Medical supplies, including oxygen • Anesthetics and anesthesia service <p>NOTE: We cover hospital services and supplies related to dental procedures when necessitated by a non-dental physical impairment. We do not cover the dental procedures.</p>	Nothing	Nothing
<i>Not covered: Cost of blood and blood components if replaced</i>	<i>All charges</i>	<i>All charges</i>
Extended care benefits/skilled nursing care facility benefits		
<p>Extended care benefit:</p> <ul style="list-style-type: none"> • Up to 60 days per calendar year, including <ul style="list-style-type: none"> •• bed and board; •• general nursing care •• drugs, biologicals, supplies and equipment provided by the facility <p>NOTE: Coverage is provided when full-time skilled nursing care is necessary and confinement in a skilled nursing facility is medically appropriate as determined by a Plan doctor and approved by the Plan.</p>	Nothing	Nothing
<i>Not covered: custodial care</i>	<i>All charges</i>	<i>All charges</i>

Hospice care	You pay – Standard Option	You pay – High Option
<ul style="list-style-type: none"> Supportive and palliative care for a terminally ill member is covered in the home. Care must be arranged through our case management program. <p>NOTE: These services are provided under the direction of a Plan doctor who certifies that the patient is in the terminal stages of illness, with a life expectancy of approximately six months or less.</p>	Nothing	Nothing
<i>Not covered: independent nursing, homemaker services</i>	<i>All charges</i>	<i>All charges</i>
Ambulance		
<ul style="list-style-type: none"> Local professional ambulance service when medically appropriate 	Nothing	Nothing

Section 5 (d). Emergency services/accidents

I
M
P
O
R
T
A
N
T

Here are some important things to keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure.
- Be sure to read Section 4, *Your costs for covered services* for valuable information about how cost sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.

I
M
P
O
R
T
A
N
T

What is a medical emergency?

A medical emergency is the sudden and unexpected onset of a condition or an injury that you believe endangers your life or could result in serious injury or disability, and requires immediate medical or surgical care. Some problems are emergencies because, if not treated promptly, they might become more serious; examples include deep cuts and broken bones. Others are emergencies because they are potentially life-threatening, such as heart attacks, strokes, poisonings, gunshot wounds, or sudden inability to breathe. There are many other acute conditions that we may determine are medical emergencies – what they all have in common is the need for quick action.

What to do in case of emergency:

Emergencies within our service area: If you are in an emergency situation, please call your primary care doctor. In extreme emergencies, if you are unable to contact your doctor, contact the local emergency system (e.g., the 911 telephone system) or go to the nearest hospital emergency room. Be sure to tell the emergency room personnel that you are a Plan member so they can notify the Plan. You or a family member must notify the Plan within 48 hours unless it was not reasonably possible to do so. It is your responsibility to ensure that the Plan has been timely notified.

If you need to be hospitalized, the Plan must be notified within 48 hours or on the first working day following your admission, unless it was not reasonably possible to notify the Plan within that time. If you are hospitalized in non-Plan facilities and a Plan doctor believes care can be better provided in a Plan hospital, you will be transferred when medically feasible with any ambulance charges covered in full.

Benefits are available for care from non-Plan providers in a medical emergency only if delay in reaching a Plan provider would result in death, disability or significant jeopardy to your condition.

To be covered by this Plan, any follow-up care recommended by non-Plan providers must be approved by the Plan or provided by Plan providers.

Emergencies outside our service area: Benefits are available for any medically necessary health service that is immediately required because of injury or unforeseen illness.

If you need to be hospitalized, the Plan must be notified within 48 hours or on the first working day following your admission, unless it was not reasonably possible to notify the Plan within that time. If a Plan doctor believes care can be better provided in a Plan hospital, you will be transferred when medically feasible with any ambulance charges covered in full.

To be covered by this Plan, any follow-up care recommended by non-Plan providers must be approved by the Plan or provided by Plan providers.

Benefit Description	You pay	
	You pay – Standard Option	You pay - High Option
Emergency within our service area		
<ul style="list-style-type: none"> • Emergency care at a doctor’s office • Emergency care at an urgent care center 	\$15 per visit	\$10 per visit
<ul style="list-style-type: none"> • Emergency care as an outpatient at a hospital, including doctors’ services 	\$25 per visit; if the emergency results in admission to a hospital the copay is waived.	\$25 per visit; if the emergency results in admission to a hospital, the copay is waived.
<i>Not covered: elective care or non-emergency care</i>	<i>All charges</i>	<i>All charges</i>
Emergency outside our service area		
<ul style="list-style-type: none"> • Emergency care at a doctor’s office • Emergency care at an urgent care center 	\$15 per visit	\$10 per visit
<ul style="list-style-type: none"> • Emergency care as an outpatient at a hospital, including doctors’ services 	\$25 per visit; if the emergency results in admission to a hospital the copay is waived.	\$25 per visit; if the emergency results in admission to a hospital, the copay is waived.
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>elective care or non-emergency care</i> • <i>emergency care provided outside the service area if the need for care could have been foreseen before leaving the service area</i> • <i>medical and hospital costs resulting from a normal full-term delivery of a baby outside the service area</i> 	<i>All charges</i>	<i>All charges</i>
Ambulance		
<ul style="list-style-type: none"> • Professional ambulance service approved by the Plan. See 5(c) for non-emergency service. <p>NOTE: Air ambulance is covered only when point of pick-up is inaccessible by land vehicle; or great distances or other obstacles are involved in getting a patient to the nearest hospital with appropriate facilities when prompt admission is essential</p>	Nothing	Nothing

Section 5 (e). Mental health and substance abuse benefits

I M P O R T A N T	<p>Parity</p> <p>Beginning in 2001, all FEHB plans’ mental health and substance abuse benefits will achieve “parity” with other benefits. This means that we will provide mental health and substance abuse benefits differently than in the past.</p> <p>When you get our approval for services and follow a treatment plan we approve, cost-sharing and limitations for Plan mental health and substance abuse benefits will be no greater than for similar benefits for other illnesses and conditions.</p> <p>Here are some important things to keep in mind about these benefits:</p> <ul style="list-style-type: none"> • All benefits are subject to the definitions, limitations, and exclusions in this brochure. • Be sure to read Section 4, <i>Your costs for covered services</i> for valuable information about how cost sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare. • YOU MUST GET PREAUTHORIZATION OF THESE SERVICES. See the instructions after the benefits description below. 	I M P O R T A N T
--	---	--

Description	You pay	
Mental health and substance abuse benefits	You pay - Standard Option	You pay - High Option
<p>All diagnostic and treatment services recommended by a Plan provider and contained in a treatment plan that we approve. The treatment plan may include services, drugs, and supplies described elsewhere in this brochure.</p> <p>NOTE: Plan benefits are payable only when we determine the care is clinically appropriate to treat your condition and only when you receive the care as part of a treatment plan that we approve.</p>	<p>Your cost sharing responsibilities are no greater than for other illness or conditions.</p>	<p>Your cost sharing responsibilities are no greater than for other illness or conditions.</p>
<ul style="list-style-type: none"> • Professional services, including individual or group therapy by providers such as psychiatrists, psychologists, or clinical social workers • Medication management 	<p>\$15 per office visit</p>	<p>\$10 per office visit</p>
<ul style="list-style-type: none"> • Diagnostic tests 	<p>Nothing</p>	<p>Nothing</p>
<ul style="list-style-type: none"> • Services provided by a hospital or other facility • Services in approved alternative care settings such as partial hospitalization, half-way house, residential treatment, full-day hospitalization, facility based intensive outpatient treatment 	<p>\$100 per admission</p>	<p>Nothing</p>

Mental health and substance abuse benefits – Continued on next page.

Mental health and substance abuse benefits – *CONTINUED*

<p><i>Not covered: services we have not approved.</i></p> <p><i>NOTE: OPM will base its review of disputes about treatment plans on the treatment plan's clinical appropriateness. OPM will generally not order us to pay or provide one clinically appropriate treatment plan in favor of another.</i></p>	<p><i>All charges.</i></p>	<p><i>All charges.</i></p>
---	----------------------------	----------------------------

Preauthorization

To be eligible to receive these benefits you must follow your treatment plan and all of the following authorization processes.

- Please contact Magellan Behavioral Health at 1-800/777-7753 to obtain Mental Health/Substance Abuse treatment services.

Special transitional benefit

If a mental health or substance abuse professional provider is treating you under our plan as of January 1, 2001, you will be eligible for continued coverage with your provider for up to 90 days under the following conditions:

- If your mental health or substance abuse professional provider with whom you are currently in treatment leaves the plan at our request for other than cause.

If this condition applies to you, we will allow you reasonable time to transfer your care to a Plan mental health or substance abuse professional provider. During the transitional period, you may continue to see your treating provider and will not pay any more out-of-pocket than you did in the year 2000 for services. This transitional period will begin with our notice to you of the change in coverage and will end 90 days after you receive our notice. If we write to you before October 1, 2000, the 90-day period ends before January 1 and this transitional benefit does not apply.

Limitation

We may limit your benefits if you do not follow your treatment plan.

Section 5 (f). Prescription drug benefits

I M P O R T A N T	<p>Here are some important things to keep in mind about these benefits:</p> <ul style="list-style-type: none"> • We cover prescribed drugs and medications, as described in the chart beginning on the next page. • All benefits are subject to the definitions, limitations and exclusions in this brochure and are payable only when we determine they are medically necessary. • Be sure to read Section 4, <i>Your costs for covered services</i> for valuable information about how cost sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare. 	I M P O R T A N T
<p>There are important features you should be aware of. These include:</p> <ul style="list-style-type: none"> • Who can write your prescription. A plan physician or referral doctor must write the prescription. • Where you can obtain them. You must fill the prescription at a plan pharmacy, or by mail for a prescribed maintenance medication. Maintenance medications are drugs that are generally prescribed for the treatment of long term chronic sicknesses or injuries • We use a formulary. Our formulary is a continually updated list of drug products including strengths, dispensing limits and any prior authorization requirements that represent the current clinical judgment of the members of our Pharmacy and Therapeutics Committee. This committee is comprised of both physicians and pharmacists. The formulary contains both brand name and generic drugs, all of which have FDA approval. <p>A generic drug is a drug that is manufactured, distributed and available from several pharmaceutical manufacturers and identified by the chemical name; or as defined by the national pricing standard.</p> <p>A brand name drug is a drug that is manufactured and distributed by only one pharmaceutical manufacturer; or as defined by the national pricing standard.</p> <p>Proposed additions or deletions to the Formulary are welcomed at any time and will be reviewed by the Committee.</p> <ul style="list-style-type: none"> • These are the dispensing limitations. Prescription drugs dispensed at a Plan pharmacy will be dispensed for up to a 30-day supply. You may receive up to a 90-day supply of a prescribed maintenance medication through our mail-order program. 		

Prescription drug benefits begin on the next page.

Benefit Description	You pay	
Covered medications and supplies	You pay – Standard Option	You pay – High Option
<p>We cover the following medications and supplies prescribed by a Plan physician and obtained from a Plan pharmacy or through our mail order program:</p> <ul style="list-style-type: none"> • Drugs and medicines that by Federal law of the United States require a physician’s prescription for their purchase. • Insulin • Disposable needles and syringes for the administration of covered medications • Diabetic supplies including testing agents, lancet devices, alcohol swabs, glucose elevating agents, and insulin delivery devices • Self administered injectable drugs • Oral contraceptive drugs and contraceptive devices <p>NOTE: Drugs to treat sexual dysfunction are limited. Contact the Plan for dosage limits. You pay the applicable drug copay up to the dosage limits, and all charges after that.</p>	<p>\$10 for generic drugs listed on our formulary</p> <p>\$20 for brand name drugs with no generic equivalent listed on our formulary.</p> <p>\$35 for generic or brand name drugs not listed on our formulary.</p> <p>3 applicable copays for a 90-day supply of prescribed maintenance drugs, when ordered through our mail-order program.</p> <p>NOTE: If there is no generic equivalent available, you pay the brand name formulary copay.</p>	<p>\$5 for generic drugs listed on our formulary</p> <p>\$10 for brand name drugs with no generic equivalent listed on our formulary.</p> <p>\$25 for generic or brand name drugs not listed on our formulary.</p> <p>3 applicable copays for a 90-day supply of prescribed maintenance drugs, when ordered through our mail-order program.</p> <p>NOTE: If there is no generic equivalent available, you pay the brand name formulary copay</p>

Here are some things to keep in mind about our prescription drug program:

- A generic equivalent will be dispensed if it is available, unless your physician specifically requires a name brand. If you receive a name brand drug when a Federally-approved generic drug is available, and your physician has not specified Dispense as Written for the name brand drug, you have to pay the difference in cost between the name brand drug and the generic.
- We have an open formulary. If your physician believes a name brand product is necessary or there is no generic available, your physician may prescribe a name brand drug from a formulary list. This list of name brand drugs is a preferred list of drugs that we selected to meet patient needs at a lower cost. To order a prescription drug brochure, call 1-800/4HUMANA.

Covered medications and supplies (<i>Continued</i>)	You pay – Standard Option	You pay – High Option
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>drugs available without a prescription, or for which there is a non-prescription equivalent available</i> • <i>drugs and supplies for cosmetic purposes</i> • <i>vitamins, fluoride, nutrients and food supplements even if a physician prescribes or administers them</i> • <i>drugs obtained at a non-Plan pharmacy except for out of area emergencies</i> • <i>drugs to enhance athletic performance</i> • <i>smoking cessation drugs and medications, including nicotine patches</i> • <i>any drug used for the purpose of weight control</i> • <i>prescriptions that are to be taken by or administered to the member in whole or part, while a patient in a hospital, skilled nursing facility, convalescent hospital, inpatient facility or other facility where drugs are ordinarily provided by the facility on an inpatient basis</i> • <i>medical supplies such as dressings and antiseptics</i> • <i>fertility drugs</i> 	<i>All charges</i>	<i>All charges</i>

Section 5 (g). Special Features

Feature	Description
Services for deaf and hearing impaired	Humana offers telecommunication devices for the deaf (TDD) and Teletype (TTY) phone lines for the hearing impaired. Call 1-800-432-7482 to access the service.
High risk pregnancies	HumanaBeginnings is an outreach program that provides high-risk plan members support and educational materials so care can be actively managed during pregnancy.
Centers of excellence for transplants/heart surgery/etc.	Members can use any facility that is within Humana's contracted National Transplant Network. This network has over 35 transplant facilities located in more than 20 states.
24-hour nurse line	For any of your health concerns, 24 hours a day, 7 days a week, you may call HumanaFirst® at 1-800-622-9529 and talk with a registered nurse who will discuss treatment options and answer your health questions.

Section 5 (h). Dental benefits

**I
M
P
O
R
T
A
N
T**

Here are some important things to keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan dentists must provide or arrange your care.
- We cover hospitalization for dental procedures only when a nondental physical impairment exists which makes hospitalization necessary to safeguard the health of the patient; we do not cover the dental procedure unless it is described below.
- Be sure to read Section 4, *Your costs for covered services* for valuable information about how cost sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.

**I
M
P
O
R
T
A
N
T**

Accidental injury benefit	You pay – Standard Option	You pay – High Option
We cover restorative services and supplies necessary to promptly repair (but not replace) sound natural teeth. The need for these services must result from an accidental injury.	Nothing	Nothing

Dental benefits

We have no other dental benefits.

Section 5 (i). Non-FEHB benefits available to Plan members

The benefits on this page are not part of the FEHB contract or premium, **and you cannot file an FEHB disputed claim about them.** Fees you pay for these services do not count toward FEHB deductibles or out-of-pocket maximums.

Dental benefits

- DEN-998

- Oral exams and cleanings (every 6 months) are provided for a \$15 charge per service when provided by a participating general dentist.
- 20 percent discount on all other dental services when provided by a participating general dentist.
- No additional premium required; no application to complete.
- Administered by HumanaDental 1-800-955-0782.

- DEN-816

- Additional premium of \$89.50 per member per year.
- Diagnostic and most preventive services provided at no charge when received from participating general dentists. Other services including restorative care, endodontics, periodontics, prosthodontics, oral surgery, as provided by participating general dentists, are offered at copayments listed in the separate plan description. When you receive services from a participating specialist, you will receive a 20% discount off of their charges.
- Administered by HumanaDental 1-800-955-0782.

CREDIT CARD PAYMENT AVAILABLE.

See application for details

Vision care

• VIS-606

- Discounts (listed in the separate Plan description) for frames and lenses (including contacts) at participating vision care providers.
- No additional premium required.

Medicare prepaid plan enrollment – This plan offers Medicare recipients the opportunity to enroll in the Plan through Medicare. As indicated on page 47, annuitants and former spouses with FEHB coverage and Medicare Part B may elect to drop their FEHB coverage and enroll in a Medicare prepaid plan when one is available in their area. They may then later reenroll in the FEHB program. Most Federal annuitants have Medicare Part A. Those without Medicare Part A may join this Medicare prepaid plan, but will probably have to pay for hospital coverage in addition to the Part B premium. Before you join the plan, ask whether the plan covers hospital benefits and, if so, what you will have to pay. Contact your retirement system for information on dropping your FEHB enrollment and changing to a Medicare prepaid plan. Contact us at 800/238-7157 for information on the Medicare prepaid plan and the cost of that enrollment.

Benefits on this page are not part of the FEHB contract.

Section 6. General exclusions – things we don't cover

The exclusions in this section apply to all benefits. **Although we may list a specific service as a benefit, we will not cover it unless your Plan doctor determines it is medically necessary to prevent, diagnose, or treat your illness, disease, injury or condition.**

We do not cover the following:

- Care by non-Plan providers except for authorized referrals or emergencies (see Emergency Benefits);
- Services, drugs, or supplies you receive while you are not enrolled in this Plan;
- Services, drugs, or supplies that are not medically necessary;
- Services, drugs, or supplies not required according to accepted standards of medical, dental, or psychiatric practice;
- Experimental or investigational procedures, treatments, drugs or devices;
- Services, drugs, or supplies related to abortions, except when the life of the mother would be endangered if the fetus were carried to term or when the pregnancy is the result of an act of rape or incest;
- Services, drugs, or supplies related to sex transformations; or
- Services, drugs, or supplies you receive from a provider or facility barred from the FEHB Program.

Section 7. Filing a claim for covered services

When you see Plan physicians, receive services at Plan hospitals and facilities, or obtain your prescription drugs at Plan pharmacies, you will not have to file claims. Just present your identification card and pay your copayment.

You will only need to file a claim when you receive emergency services from non-plan providers. Sometimes these providers bill us directly. Check with the provider. If you need to file the claim, here is the process:

Medical and hospital benefits

In most cases, providers and facilities file claims for you. Physicians must file on the form HCFA-1500, Health Insurance Claim Form. Facilities will file on the UB-92 form. For claims questions and assistance, call us at 1-800/4HUMANA or 1-800-448-6262.

When you must file a claim – such as for out-of-area care – submit it on the HCFA-1500 or a claim form that includes the information shown below. Bills and receipts should be itemized and show:

- Covered member's name and ID number;
- Name and address physician or facility that provided the service or supply;
- Dates you received the services or supplies;
- Diagnosis;
- Type of each service or supply;
- The charge for each service or supply;
- A copy of the explanation of benefits, payments, or denial from any primary payer – such as the Medicare Summary Notice (MSN); and
- Receipts, if you paid for your services.

**Submit your claims to: Humana Kansas City, Inc.
P.O. Box 19051
Green Bay, WI 54307-9051**

Deadline for filing your claim

Send us all of the documents for your claim as soon as possible. You must submit the claim by December 31 of the year after the year you received the service, unless timely filing was prevented by administrative operations of Government or legal incapacity, provided the claim was submitted as soon as reasonably possible.

When we need more information

Please reply promptly when we ask for additional information. We may delay processing or deny your claim if you do not respond.

Section 8. The disputed claims process

Follow this Federal Employees Health Benefits Program disputed claims process if you disagree with our decision on your claim or request for services, drugs, or supplies – including a request for preauthorization:

Step	Description
------	-------------

- | | |
|----------|---|
| 1 | Ask us in writing to reconsider our initial decision. You must:
(a) Write to us within 6 months from the date of our decision; and
(b) Send your request to us at: Humana Kansas City, Inc., P.O. Box 19051, Green Bay, WI 54307-9051; and
(c) Include a statement about why you believe our initial decision was wrong, based on specific benefit provisions in this brochure; and
(d) Include copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms. |
| 2 | We have 30 days from the date we receive your request to:
(a) Pay the claim (or, if applicable, arrange for the health care provider to give you the care); or
(b) Write to you and maintain our denial – go to step 4; or
(c) Ask you or your provider for more information. If we ask your provider, we will send you a copy of our request – go to step 3. |
| 3 | You or your provider must send the information so that we receive it within 60 days of our request. We will then decide within 30 more days.

If we do not receive the information within 60 days, we will decide within 30 days of the date the information was due. We will base our decision on the information we already have.

We will write to you with our decision. |
| 4 | If you do not agree with our decision, you may ask OPM to review it.

You must write to OPM within: <ul style="list-style-type: none">• 90 days after the date of our letter upholding our initial decision; or• 120 days after you first wrote to us – if we did not answer that request in some way within 30 days; or• 120 days after we asked for additional information. |

Write to OPM at: Office of Personnel Management, Office of Insurance Programs, Contracts Division III, P.O. Box 436, Washington, D.C. 20044-0436.

The disputed claims process – Continued on next page

Step	Description
------	-------------

Send OPM the following information:

- A statement about why you believe our decision was wrong, based on specific benefit provisions in this brochure;
- Copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms;
- Copies of all letters you sent to us about the claim;
- Copies of all letters we sent to you about the claim; and
- Your daytime phone number and the best time to call.

NOTE: If you want OPM to review different claims, you must clearly identify which documents apply to which claim.

NOTE: You are the only person who has a right to file a disputed claim with OPM. Parties acting as your representative, such as medical providers, must provide a copy of your specific written consent with the review request.

NOTE: The above deadlines may be extended if you show that you were unable to meet the deadline because of reasons beyond your control.

5 OPM will review your disputed claim request and will use the information it collects from you and us to decide whether our decision is correct. OPM will send you a final decision within 60 days. There are no other administrative appeals.

6 If you do not agree with OPM's decision, your only recourse is to sue. If you decide to sue, you must file the suit against OPM in Federal court by December 31 of the third year after the year in which you received the disputed services, drugs or supplies. This is the only deadline that may not be extended.

OPM may disclose the information it collects during the review process to support their disputed claim decision. This information will become part of the court record.

You may not sue until you have completed the disputed claims process. Further, Federal law governs your lawsuit, benefits, and payment of benefits. The Federal court will base its review on the record that was before OPM when OPM decided to uphold or overturn our decision. You may recover only the amount of benefits in dispute.

NOTE: If you have a serious or life threatening condition (one that may cause permanent loss of bodily functions or death if not treated as soon as possible), and

(a) We haven't responded yet to your initial request for care or preauthorization/prior approval, then call us at 1-800/4HUMANA and we will expedite our review; or

(b) We denied your initial request for care or preauthorization/prior approval, then:

- If we expedite our review and maintain our denial, we will inform OPM so that they can give your claim expedited treatment too, or
- You can call OPM's Health Benefits Contracts Division III at 202/606-0737 between 8 a.m. and 5 p.m. eastern time.

Section 9. Coordinating benefits with other coverage

When you have other health coverage

You must tell us if you are covered or a family member is covered under another group health plan or have automobile insurance that pays health care expenses without regard to fault. This is called “double coverage.”

When you have double coverage, one plan normally pays its benefits in full as the primary payer and the other plan pays a reduced benefit as the secondary payer. We, like other insurers, determine which coverage is primary according to the National Association of Insurance Commissioners' guidelines.

When we are the primary payer, we will pay the benefits described in this brochure.

When we are the secondary payer, we will determine our allowance. After the primary plan pays, we will pay what is left of our allowance, up to our regular benefit. We will not pay more than our allowance. If we are the secondary payer, we may be entitled to receive payment from your primary plan.

• What is Medicare?

Medicare is a Health Insurance Program for:

- People 65 years of age and older.
- Some people with disabilities, under 65 years of age.
- People with end-stage renal disease (permanent kidney failure requiring dialysis or a transplant).

Medicare has two parts:

- Part A (Hospital Insurance). Most people do not have to pay for Part A.
- Part B (Medical Insurance). Most people pay monthly for Part B.

If you are eligible for Medicare, you may have choices in how you get your health care. Medicare managed care plan is the term used to describe the various health plan choices available to Medicare beneficiaries. The information in the next few pages shows how we coordinate benefits with Medicare, depending on the type of Medicare managed care plan you have.

• The Original Medicare Plan

The Original Medicare Plan is available everywhere in the United States. It is the way most people get their Medicare Part A and Part B benefits. You may go to any doctor, specialist, or hospital that accepts Medicare. Medicare pays its share and you pay your share. Some things are not covered under Original Medicare, like prescription drugs.

When you are enrolled in this Plan and Original Medicare, you still need to follow the rules in this brochure for us to cover your care. Your care must continue to be authorized by your Plan PCP.

We will not waive any of our copayments or coinsurance.

Tell us if you or a family member is enrolled in Medicare Part A or B. Medicare will determine who is responsible for paying medical services and we will coordinate the payments. On occasion, you may need to file a Medicare claim form.

(Primary payer chart begins on next page.)

The following chart illustrates whether Original Medicare or this Plan should be the primary payer for you according to your employment status and other factors determined by Medicare. It is critical that you tell us if you or a covered family member has Medicare coverage so we can administer these requirements correctly.

Primary Payer Chart		
A. When either you – or your covered spouse – are age 65 or over and ...	Then the primary payer is...	
	Original Medicare	This Plan
1) Are an active employee with the Federal government (including when you or a family member are eligible for Medicare solely because of a disability),		✓
2) Are an annuitant,	✓	
3) Are a reemployed annuitant with the Federal government when... a) The position is excluded from FEHB, b) Or the position is not excluded from FEHB Ask your employing office which of these applies to you.	✓	
		✓
4) Are a Federal judge who retired under title 28, U.S.C., or a Tax Court judge who retired under Section 7447 of title 26, U.S.C. (or if your covered spouse is this type of judge),	✓	
5) Are enrolled in Part B only, regardless of your employment status,	✓ (for Part B services)	✓ (for other services)
6) Are a former Federal employee receiving Workers' Compensation and the Office of Workers' Compensation Programs has determined that you are unable to return to duty,	✓ (except for claims related to Workers' Compensation.)	
B. When you – or a covered family member – have Medicare based on end stage renal disease (ESRD) and...		
1) Are within the first 30 months of eligibility to receive Part A benefits solely because of ESRD,		✓
2) Have completed the 30-month ESRD coordination period and are still eligible for Medicare due to ESRD,	✓	
3) Become eligible for Medicare due to ESRD after Medicare became primary for you under another provision,	✓	
C. When you or a covered family member have FEHB and...		
1) Are eligible for Medicare based on disability, a) Are an annuitant, or b) Are an active employee	✓	
		✓

Claims process – You probably will never have to file a claim form when you have both our Plan and Medicare.

- When we are the primary payer, we process the claim first.
- When Original Medicare is the primary payer, Medicare processes your claim first. In most cases, your claims will be coordinated automatically and we will pay the balance of covered charges. You will not need to do anything. To find out if you need to do something about filing your claims, contact us at 1-800/4HUMANA.

We do not waive costs when you have Medicare – When Medicare is the primary payer, we will not waive out-of-pocket costs.

• **Medicare managed care plan**

If you are eligible for Medicare, you may choose to enroll in and get your Medicare benefits from a Medicare managed care plan. These are health care choices (like HMOs) in some areas of the country. In most Medicare managed care plans, you can only go to doctors, specialists, or hospitals that are part of the plan. Medicare managed care plans cover all Medicare Part A and B benefits. Some cover extras, like prescription drugs. To learn more about enrolling in a Medicare managed care plan, contact Medicare at 1-800-MEDICARE (1-800-633-4227) or at www.medicare.gov. If you enroll in a Medicare managed care plan, the following options are available to you:

This Plan and our Medicare managed care plan: You may enroll in our Medicare managed care plan and also remain enrolled in our FEHB plan. In this case, we do not waive any of our copayments, coinsurance, or deductibles for your FEHB coverage.

This Plan and another Plan’s Medicare managed care plan: You may enroll in another plan’s Medicare managed care plan and also remain enrolled in our FEHB plan. We will still provide benefits when your Medicare managed care plan is primary, even out of the managed care plan’s network and/or service area (if you use our Plan providers), but we will not waive any of our copayments.

Suspended FEHB coverage and a Medicare managed care plan: If you are an annuitant or former spouse, you can suspend your FEHB coverage and enroll in a Medicare managed care plan, eliminating your FEHB premium. (OPM does not contribute to your Medicare managed care plan premium.) For information on suspending your FEHB enrollment, contact your retirement office. If you later want to re-enroll in the FEHB Program, generally you may do so only at the next open season unless you involuntarily lose coverage or move out of the Medicare managed care service area.

• **Enrollment in Medicare Part B**

NOTE: If you choose not to enroll in Medicare Part B, you can still be covered under the FEHB Program. We cannot require you to enroll in Medicare.

TRICARE

TRICARE is the health care program for eligible dependents of military persons, and retirees of the military. TRICARE includes the CHAMPUS program. If both TRICARE and this Plan cover you, we pay first. See your TRICARE Health Benefits Advisor if you have questions about TRICARE coverage.

Workers' Compensation

We do not cover services that:

- you need because of a workplace-related disease or injury that the Office of Workers' Compensation Programs (OWCP) or a similar Federal or State agency determines they must provide; or
- OWCP or a similar agency pays for through a third party injury settlement or other similar proceeding that is based on a claim you filed under OWCP or similar laws.

Once OWCP or similar agency pays its maximum benefits for your treatment, we will cover your benefits. You must use our providers.

Medicaid

When you have this Plan and Medicaid, we pay first.

When other Government agencies are responsible for your care

We do not cover services and supplies when a local, State, or Federal Government agency directly or indirectly pays for them.

When others are responsible for injuries

When you receive money to compensate you for medical or hospital care for injuries or illness caused by another person, you must reimburse us for any expenses we paid. However, we will cover the cost of treatment that exceeds the amount you received in the settlement.

If you do not seek damages you must agree to let us try. This is called subrogation. If you need more information, contact us for our subrogation procedures.

Section 10. Definitions of terms we use in this brochure

Calendar year	January 1 through December 31 of the same year. For new enrollees, the calendar year begins on the effective date of their enrollment and ends on December 31 of the same year.
Copayment	A copayment is a fixed amount of money you pay when you receive covered services. See page 9.
Covered services	Care we provide benefits for, as described in this brochure.
Custodial Care	Services provided to you such as assistance with dressing, bathing, preparation and feeding of special diets, walking, supervision of medication which is ordinarily self-administered, getting in and out of bed, and maintaining continence and are not likely to improve your condition.
Experimental or investigational services	<p>A drug, biological product, device, medical treatment, or procedure is determined to be experimental or investigational if reliable evidence shows it meets one of the following criteria:</p> <ul style="list-style-type: none">• when applied to the circumstances of a particular patient is the subject of ongoing phase I, II or III clinical trials, or• when applied to the circumstances of a particular patient is under study with written protocol to determine maximum tolerated dose, toxicity, safety, efficacy, or efficacy in comparison to conventional alternatives, or• is being delivered or should be delivered subject to the approval and supervision of an Institutional Review Board as required and defined by the USFDA or Department of Health and Human Services• is not generally accepted by the medical community <p>Reliable evidence means, but is not limited to, published reports and articles in authoritative medical scientific literature or regulations and other official actions and publications issued by the USFDA or the Department of Health and Human Services.</p>
Medical Necessity	Services necessary for the treatment or product that a licensed Physician or licensed healthcare provider would provide his or her patient for the purpose of diagnosing, treating a sickness, illness, disease or its symptoms.
Us/We	Us and we refer Humana Kansas City, Inc.
You	You refers to the enrollee and each covered family member.

Section 11. FEHB facts

No pre-existing condition limitation

We will not refuse to cover the treatment of a condition that you had before you enrolled in this Plan solely because you had the condition before you enrolled.

Where you can get information about enrolling in the FEHB Program

See www.opm.gov/insure. Also, your employing or retirement office can answer your questions, and give you a *Guide to Federal Employees Health Benefits Plans*, brochures for other plans, and other materials you need to make an informed decision about:

- When you may change your enrollment;
- How you can cover your family members;
- What happens when you transfer to another Federal agency, go on leave without pay, enter military service, or retire;
- When your enrollment ends; and
- When the next open season for enrollment begins.

We don't determine who is eligible for coverage and, in most cases, cannot change your enrollment status without information from your employing or retirement office.

Types of coverage available for you and your family

Self Only coverage is for you alone. Self and Family coverage is for you, your spouse, and your unmarried dependent children under age 22, including any foster children or stepchildren your employing or retirement office authorizes coverage for. Under certain circumstances, you may also continue coverage for a disabled child 22 years of age or older who is incapable of self-support.

If you have a Self Only enrollment, you may change to a Self and Family enrollment if you marry, give birth, or add a child to your family. You may change your enrollment 31 days before to 60 days after that event. The Self and Family enrollment begins on the first day of the pay period in which the child is born or becomes an eligible family member. When you change to Self and Family because you marry, the change is effective on the first day of the pay period that begins after your employing office receives your enrollment form; benefits will not be available to your spouse until you marry.

Your employing or retirement office will **not** notify you when a family member is no longer eligible to receive health benefits, nor will we. Please tell us immediately when you add or remove family members from your coverage for any reason, including divorce, or when your child under age 22 marries or turns 22.

If you or one of your family members is enrolled in one FEHB plan, that person may not be enrolled in or covered as a family member by another FEHB plan.

When benefits and premiums start

The benefits in this brochure are effective on January 1. If you are new to this Plan, your coverage and premiums begin on the first day of your first pay period that starts on or after January 1. Annuitants' premiums begin on January 1.

Your medical and claims records are confidential

We will keep your medical and claims information confidential. Only the following will have access to it:

- OPM, this Plan, and subcontractors when they administer this contract;
- This Plan, and appropriate third parties, such as other insurance plans and the Office of Workers' Compensation Programs (OWCP), when coordinating benefit payments and subrogating claims;
- Law enforcement officials when investigating and/or prosecuting alleged civil or criminal actions;
- OPM and the General Accounting Office when conducting audits;
- Individuals involved in bona fide medical research or education that does not disclose your identity; or
- OPM, when reviewing a disputed claim or defending litigation about a claim.

When you retire

When you retire, you can usually stay in the FEHB Program. Generally, you must have been enrolled in the FEHB Program for the last five years of your Federal service. If you do not meet this requirement, you may be eligible for other forms of coverage, such as temporary continuation of coverage (TCC).

When you lose benefits

- When FEHB coverage ends

You will receive an additional 31 days of coverage, for no additional premium, when:

- Your enrollment ends, unless you cancel your enrollment, or
- You are a family member no longer eligible for coverage.

You may be eligible for spouse equity coverage or Temporary Continuation of Coverage.

- Spouse equity coverage

If you are divorced from a Federal employee or annuitant, you may not continue to get benefits under your former spouse's enrollment. But, you may be eligible for your own FEHB coverage under the spouse equity law. If you are recently divorced or are anticipating a divorce, contact your ex-spouse's employing or retirement office to get RI 70-5, the *Guide to Federal Employees Health Benefits Plans for Temporary Continuation of Coverage and Former Spouse Enrollees*, or other information about your coverage choices.

- TCC

If you leave Federal service, or if you lose coverage because you no longer qualify as a family member, you may be eligible for Temporary Continuation of Coverage (TCC). For example, you can receive TCC if you are not able to continue your FEHB enrollment after you retire.

You may not elect TCC if you are fired from your Federal job due to gross misconduct.

Get the RI 79-27, which describes TCC, and the RI 70-5, the *Guide to Federal Employees Health Benefits Plans for Temporary Continuation of Coverage and Former Spouse Enrollees*, from your employing or retirement office or from www.opm.gov/insure.

- Converting to individual coverage

You may convert to a non-FEHB individual policy if:

- Your coverage under TCC or the spouse equity law ends. If you canceled your coverage or did not pay your premium, you cannot convert;

- You decided not to receive coverage under TCC or the spouse equity law; or
- You are not eligible for coverage under TCC or the spouse equity law.

If you leave Federal service, your employing office will notify you of your right to convert. You must apply in writing to us within 31 days after you receive this notice. However, if you are a family member who is losing coverage, the employing or retirement office will **not** notify you. You must apply in writing to us within 31 days after you are no longer eligible for coverage.

Your benefits and rates will differ from those under the FEHB Program; however, you will not have to answer questions about your health, and we will not impose a waiting period or limit your coverage due to pre-existing conditions.

Getting a Certificate of Group Health Plan Coverage

If you leave the FEHB Program, we will give you a Certificate of Group Health Plan Coverage that indicates how long you have been enrolled with us. You can use this certificate when getting health insurance or other health care coverage. Your new plan must reduce or eliminate waiting periods, limitations, or exclusions for health related conditions based on the information in the certificate, as long as you enroll within 63 days of losing coverage under this Plan.

If you have been enrolled with us for less than 12 months, but were previously enrolled in other FEHB plans, you may also request a certificate from those plans.

Inspector General Advisory

Stop health care fraud! Fraud increases the cost of health care for everyone. If you suspect that a physician, pharmacy, or hospital has charged you for services you did not receive, billed you twice for the same service, or misrepresented any information, do the following:

- Call the provider and ask for an explanation. There may be an error.
- If the provider does not resolve the matter, call us at 1-800/4HUMANA and explain the situation.
- If we do not resolve the issue, call **THE HEALTH CARE FRAUD HOTLINE – 202/418-3300** or write to: The United States Office of Personnel Management, Office of the Inspector General Fraud Hotline, 1900 E Street, NW, Room 6400, Washington, DC 20415.

Penalties for Fraud

Anyone who falsifies a claim to obtain FEHB Program benefits can be prosecuted for fraud. Also, the Inspector General may investigate anyone who uses an ID card if the person tries to obtain services for someone who is not an eligible family member, or are no longer enrolled in the Plan and tries to obtain benefits. Your agency may also take administrative action against you

Department of Defense/FEHB Demonstration Project

What is it?

The Department of Defense/FEHB Demonstration Project allows some active and retired uniformed service members and their dependents to enroll in the FEHB Program. The demonstration will last for three years and began with the 1999 open season for the year 2000. Open season enrollments will be effective January 1, 2001. DoD and OPM have set up some special procedures to implement the Demonstration Project, noted below. Otherwise, the provisions described in this brochure apply.

Who is eligible

DoD determines who is eligible to enroll in the FEHB Program. Generally, you may enroll if:

- You are an active or retired uniformed service member and are eligible for Medicare;
- You are a dependent of an active or retired uniformed service member and are eligible for Medicare;
- You are a qualified former spouse of an active or retired uniformed service member and you have not remarried; or
- You are a survivor dependent of a deceased active or retired uniformed service member; and
- You live in one of the geographic demonstration areas.

If you are eligible to enroll in a plan under the regular Federal Employees Health Benefits Program, you are not eligible to enroll under the DoD/FEHBP Demonstration Project.

The demonstration areas

- Dover AFB, DE
- Fort Knox, KY
- Dallas, TX
- New Orleans, LA
- Adair County, IA area
- Commonwealth of Puerto Rico
- Greensboro/Winston Salem/High Point, NC
- Humboldt County, CA area
- Naval Hospital, Camp Pendleton, CA
- Coffee County, GA area

When you can join

You may enroll under the FEHB/DoD Demonstration Project during the 2000 open season, November 13, 2000, through December 11, 2000. Your coverage will begin January 1, 2001. DoD has set-up an Information Processing Center (IPC) in Iowa to provide you with information about how to enroll. IPC staff will verify your eligibility and provide you with FEHB Program information, plan brochures, enrollment instructions and forms. The toll-free phone number for the IPC is 1-877/DOD-FEHB (1-877/363-3342).

You may select coverage for yourself (Self Only) or for you and your family (Self and Family) during the 2000 and 2001 open seasons. Your coverage will begin January 1 of the year following the open season during which you enrolled.

If you become eligible for the DoD/FEHB Demonstration Project outside of open season, contact the IPC to find out how to enroll and when your coverage will begin.

DoD has a web site devoted to the Demonstration Project. You can view information such as their Marketing/Beneficiary Education Plan, Frequently Asked Questions, demonstration area locations and zip code lists at www.tricare.osd.mil/fehbp. You can also view information about the

demonstration project, including “The 2001 Guide to Federal Employees Health Benefits Plans Participating in the DoD/FEHB Demonstration Project,” on the OPM web site at www.opm.gov.

TCC eligibility

See Section 11, FEHB Facts; it explains temporary continuation of coverage (TCC). Under this DoD/FEHB Demonstration Project the **only** individual eligible for TCC is one who ceases to be eligible as a “member of family” under your self and family enrollment. This occurs when a child turns 22, for example, or if you divorce and your spouse does not qualify to enroll as an unremarried former spouse under title 10, United States Code. For these individuals, TCC begins the day after their enrollment in the DoD/FEHB Demonstration Project ends. TCC enrollment terminates after 36 months or the end of the Demonstration Project, whichever occurs first. You, your child, or another person must notify the IPC when a family member loses eligibility for coverage under the DoD/FEHB Demonstration Project.

TCC is not available if you move out of a DoD/FEHB Demonstration Project area, you cancel your coverage, or your coverage is terminated for any reason. TCC is not available when the demonstration project ends.

Other features

The 31-day extension of coverage and right to convert do not apply to the DoD/FEHB Demonstration Project.

Index

Do not rely on this page; it is for your convenience and does not explain your benefit coverage.

Allergy care	16	Infertility	16	Prosthetic devices	19
Alternative treatment	20	Inhospital physician care	13, 26	Psychologist.....	31
Ambulance.....	28, 30	Inpatient Hospital Benefits	26-27	Radiation therapy	17
Anesthesia	25, 27	Insulin	34	Rehabilitation therapies	17
Autologous bone marrow transplant.....	24	Laboratory and pathological services	13, 27	Room and board	26, 28
Blood and blood plasma	27	Machine diagnostic tests	13, 27	Second surgical opinion	13
Breast cancer screening.....	13-14	Magnetic Resonance Imagings (MRIs)	13	Skilled nursing facility care.....	28
Casts	27	Mail-order prescription drugs	33-35	Smoking cessation	20
Changes for 2001.....	7	Mammograms	13-14	Speech therapy	17
Chemotherapy.....	17	Maternity Benefits	15	Splints	27
Cholesterol tests	14	Medicaid.....	46	Sterilization procedures	16
Chiropractic services	20	Medical necessity	47	Stress management	20
Claims	40	Medicare	43-45	Subrogation.....	46
Colorectal cancer screening.....	14	Members	51	Substance abuse.....	31-32
Congenital anomalies	22	Mental Conditions/Substance Abuse Benefits	31-32	Surgery	21-25
Contraceptive devices and drugs	16, 34	Newborn care.....	15	• Anesthesia	25
Coordination of benefits	43, 46	Non-FEHB Benefits	38	• Oral.....	23
Covered services	47	Nurse		• Outpatient.....	27-28
Covered providers	8, 11	Licensed Practical Nurse.....	20	• Reconstructive.....	22
Definitions	47	Licensed Vocational Nurse.....	20	Syringes	34
Dental care	37	Nurse Anesthetist.....	27	Temporary continuation of coverage.....	49
Diagnostic services	13, 27	Registered Nurse	20, 36	Transplants	24
Dialysis	17	Obstetrical care	8-10, 15, 27	Treatment therapies	17
Disputed claims review.....	41-42	Occupational therapy	17	Vision services	18
Donor expenses (transplants).....	24	Office visits	13	Well child care	15
Dressings	27, 35	Oral and maxillofacial surgery	23	Weight management.....	20
Durable medical equipment (DME)	19	Orthopedic devices	19	Wheelchairs	19
Effective date of enrollment	48	Out-of-pocket expenses	11	Workers' compensation.....	46
Emergency.....	29-30	Outpatient facility care.....	28	X-rays	13, 27
Experimental or investigational...	47	Oxygen	19, 27		
Eyeglasses	18	Pap test	13, 14		
Family planning.....	16	Physical examination	14, 15		
Fecal occult blood test.....	14	Physical therapy.....	17		
Foot care	18	Physician	8, 13		
General Exclusions	39	Preventive care, adult	14		
Hearing services	18	Preventive care, children	15		
Home health services	13, 20	Prescription drugs.....	33-35		
Hospice care	28	Preventive services	14-15		
Home nursing care	20	Prior approval.....	10		
Hormones	14	Prostate cancer screening.....	14		
Hospital.....	26-28				
Immunizations	14-15				

NOTES:

Summary of benefits for Humana Kansas City, Inc. – 2001

High Option

- **Do not rely on this chart alone.** All benefits are provided in full unless indicated and are subject to the definitions, limitations, and exclusions in this brochure. On this page we summarize specific expenses we cover; for more detail, look inside.
- If you want to enroll or change your enrollment in this Plan, be sure to put the correct enrollment code from the cover on your enrollment form.
- We only cover services provided or arranged by Plan physicians, except in emergencies.

Benefits	You Pay	Page
Medical services provided by physicians: • Diagnostic and treatment services provided in the office	Office visit copay: \$10 primary care; \$10 specialist	13
Services provided by a hospital: • Inpatient	Nothing	26-27
• Outpatient	Nothing	28
Emergency benefits: • In-area (at a hospital)	\$25 per visit	30
• In-area (at a doctor's office or urgent care center).....	\$10 per visit	30
• Out-of-area	\$25 per visit	30
Mental health and substance abuse treatment	Regular cost sharing	31-32
Prescription drugs: • Generic formulary drugs	\$5 copay	34
• Brand name formulary drugs.....	\$10 copay	34
• Non formulary drugs.....	\$25 copay	34
• Maintenance drugs (90-day supply) when ordered through our mail-order program.....	3 applicable copays	34
Dental Care • Accidental injury benefit	Nothing	37
Vision Care	No benefit	18
Special features: <i>TDD and TTY phone lines; HumanaBeginnings; National Transplant Network; and HumanaFirst[®]</i>		36
Out-of-pocket maximum.....	Nothing after \$500/per person or \$1,250/per family enrollment. Some costs do not count toward this protection.	11

Summary of benefits for Humana Kansas City, Inc. – 2001 Standard Option

- **Do not rely on this chart alone.** All benefits are provided in full unless indicated and are subject to the definitions, limitations, and exclusions in this brochure. On this page we summarize specific expenses we cover; for more detail, look inside.
- If you want to enroll or change your enrollment in this Plan, be sure to put the correct enrollment code from the cover on your enrollment form.
- We only cover services provided or arranged by Plan physicians, except in emergencies.

Benefits	You Pay	Page
Medical services provided by physicians: • Diagnostic and treatment services provided in the office.....	Office visit copay: \$15 primary care; \$15 specialist	13
Services provided by a hospital: • Inpatient.....	\$100 per admission up to the out-of-pocket maximum	26-27
• Outpatient.....	Nothing	28
Emergency benefits: • In-area (at a hospital).....	\$25 per visit	30
• In-area (at a doctor's office or urgent care center)	\$15 per visit	30
• Out-of-area.....	\$25 per visit	30
Mental health and substance abuse treatment.....	Regular cost sharing	31-32
Prescription drugs: • Generic formulary drugs.....	\$10 copay	34
• Brand name formulary drugs	\$20 copay	34
• Non formulary drugs	\$35 copay	34
• Maintenance drugs (90-day supply) when ordered through our mail-order program.....	3 applicable copays	34
Dental Care • Accidental injury benefit.....	Nothing	37
Vision Care	No Benefit	18
Special features: <i>TDD and TTY phone lines; HumanaBeginnings; National Transplant Network; and HumanaFirst®</i>		36
Out-of-pocket maximum.....	Nothing after \$500/per person or \$1,250/per family enrollment. Some costs do not count toward this protection.	11

2001 Rate Information for Humana Kansas City

Non-Postal rates apply to most non-Postal enrollees. If you are in a special enrollment category, refer to the FEHB Guide for that category or contact the agency that maintains your health benefits enrollment.

Postal rates apply to career Postal Service employees. Most employees should refer to the FEHB Guide for United States Postal Service Employees, RI 70-2. Different postal rates apply and special FEHB guides are published for Postal Service Nurses and Tool & Die employees (see RI 70-2B); and for Postal Service Inspectors and Office of Inspector General (OIG) employees (see RI 70-2IN).

Postal rates do not apply to non-career postal employees, postal retirees, or associate members of any postal employee organization. Refer to the applicable FEHB Guide.

Type of Enrollment	Code	Non-Postal Premium				Postal Premium	
		Biweekly		Monthly		Biweekly	
		Gov't Share	Your Share	Gov't Share	Your Share	USPS Share	Your Share
High Option Self Only	MS1	\$85.07	\$28.36	\$184.33	\$61.44	\$100.67	\$12.76
High Option Self and Family	MS2	\$195.82	\$76.31	\$424.28	\$165.34	\$231.17	\$40.96
Standard Option Self Only	MS4	\$65.94	\$21.98	\$142.87	\$47.62	\$78.03	\$9.89
Standard Option Self and Family	MS5	\$158.18	\$52.73	\$342.73	\$114.24	\$187.18	\$23.73