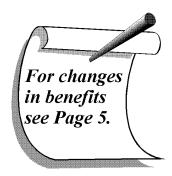
Paramount Health Care

http://www.paramounthealthcare.com

A Health Maintenance Organization



Serving: Northwest and North Central Ohio

Enrollment in this Plan is limited. You must live or work in our Geographic service area to enroll. See pages 7 for requirements.

This plan has commendable accreditation from the NCQA. See the 2002 Guide for more information on accreditation.

Enrollment codes for this Plan: U21 Self Only U22 Self and Family

Authorized for distribution by the:

UNITED STATES OFFICE OF PERSONNELMANAGEMENT RETIREMENT AND INSURANCE SERVICE http://www.opm.gov/insure RI 73-609



2002

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Introduction

Paramount Health Care 1901 Indian Wood Circle Maumee, OH 43537-4068

This brochure describes the benefits of Paramount Health Care under its contract (CS 2672) 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, limitation, 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 member is also entitled to these benefits. You do not have a right to benefits that were available before January 1, 2002, unless those benefits are also shown in this brochure.

OPM negotiates benefits and premiums with each plan annually. Benefit changes are effective January 1, 2002, and are summarized on page 8. Rates are shown at the end of this brochure.

Plain Language

Teams of Government and health plans' staff worked on all FEHB brochures to make them responsive, accessible, and understandable to the public. For instance,

- Except for necessary technical terms, we use common words. For instance, "you" means the enrollee or family member; "we" means Paramount Health Care.
- We limit acronyms to ones you know. FEHB is the Federal Employees Health Benefits Program. OPM is the Office of Personnel Management. If we use others, we tell you what they mean first.
- Our brochure and other FEHB plans' brochures have the same format and similar descriptions to help you compare plans.

If you have comments or suggestions about how to improve this brochure, let OPM know. Visit OPM's "Rate Us" feedback area at <u>www.opm.gov/insure</u> or e-mail OPM at <u>fehbwebcomments@opm.gov</u>. You may also write to OPM at the Office of Personnel Management, Office of Insurance Planning and Evaluation Division, 1900 E Street, NW, Washington, DC 20415.

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 twic 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 419/887-2525 and explain the situation. If we do not resolve the issue, call or write: THE HEALTH CARE FRAUD HOTLINE— 202/418-3300 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 is no longer enrolled in the Plan and tries to obtain benefits. Your agency may also take administrative action against you.

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.

HMO's 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, and coinsurance 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 or coinsurance.

Who provides my health care?

Paramount Health Care is an Individual Practice Association (IPA) type HMO. IPA means that Plan providers are in individual practice throughout the service area. All covered services must be provided by in-network providers and facilities, unless it is an emergency medical condition, or authorized in advance by Paramount.

Paramount has over 590 primary care physicians (PCPs). Your PCP will be your first contact when you are in need of medical care. All female members will have open access to all participating OB/GYNS for treatment of an OB/GYN condition without a referral from their PCP. Paramount has over 1,200 specialists in our network. If you need to be seen by a specialist, your PCP will make a referral to the appropriate specialist. Paramount has 36 hospitals and 3 Centers of Excellence.

Each member may have a different PCP and will receive their own Paramount Health Care ID card which indicates who the PCP is, along with the doctor's phone number and appropriate copayment amounts. Payment of your copayment is expected at the time medical services are delivered.

Your Rights

OPM requires that all FEHB Plans to provide certain information to their FEHB members. You may get information about us, our networks, providers, and facilities. OPM's FEHB website (<u>www.opm.gov/insure</u>) lists the specific types of information that we must make available to you.

If you want information about us, call 419/887-2525 or 1-800-462-3589, or write to Paramount Health Care, 1901 Indian Wood Circle, Maumee, OH 43537. You may also contact us by fax at 419/887-2018 or visit our website at <u>www.paramounthealthcare.com</u>.

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 **Ohio** counties of Defiance, Erie, Fulton, Hancock, Henry, Huron, Lucas, Ottawa, Putnam, Sandusky, Seneca, Williams, and Wood, and portions of Allen, Delaware, and Paulding as described by the following zip codes:

Allen County: 45801,45804, 45805, 45806, 45807, 45817, 45820, 45833, 45850;

Delaware County: 43003, 43015, 43066;

Paulding County: 45813, 45821, 45849, 45855, 45861, 45873, 45879, 45886.

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 benefits. We will not pay for any other health care services out of our service area unless the services have prior plan approval.

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 2002

Do not rely on these change descriptions; this page is not an official statement of benefits. For that, go to Section 5 Benefits. Also, we edited and clarified language throughout the brochure; any language change not shown here is a clarification that does not change benefits.

Program-wide changes

• We changed the address for sending disputed claims to OPM. (Section 8)

Changes to this Plan

- Your share of the non-Postal premium will increase by 16.6% for Self Only or 21.4% for Self and Family.
- We now cover certain intestinal transplants. (Section 5(b))
- We changed speech therapy benefits by removing the requirement that services must be required to restore functional speech, and we now provide speech therapy coverage for 30 visits per condition subject to a \$10 copay per visit. (Section 5(a))
- Physical therapy and occupational therapy now will have a combined 30 visit limitation per condition, subject to a \$10 copay per visit. (Section 5 (a))
- We now have a \$20 copay for a visit to a specialist. (Section 5 (a))
- Prescription drugs prescribed by a Plan physician and obtained at a Plan pharmacy will be dispensed for up to a 30-day supply per prescription unit or refill, subject to the following copays:

-- A \$5 copay per prescription unit or refill for generic drugs;

- -- A \$15 copay per prescription unit or refill for preferred name brand drugs; and
- -- A \$25 copay per prescription unit or refill for non-preferred name brand drugs. (Section 5 (f))
- We now pay 80% of the cost of covered orthopedic and prosthetic devices. (Section 5 (a))
- We now pay 80% of the cost of covered durable medical equipment (DME). (Section 5 (a))
- We no longer have a Non-FEHB page.

Section 3. What you must do to get covered care

Identification cards	We will send you an identification (ID) card. 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 cards within 30 days after the effective date of your enrollment, or if you need replacement cards, call us at 419/887-2525 or 1-800/462-3589.	
Where you get covered care	e You get care from "Plan providers" and "Plan facilities." You will only pay copayments, and/or coinsurance, 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.	
• 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 our provider directory, which we update periodically. This list is also on our website.	
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.	
	If you need information about the qualifications of any participating physicians, you may call the Academy of Medicine. You also can call any of the physician referral services listed in the <i>Participating Physicians and Facilities</i> directory.	
• 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 do not need a referral for the following: a visit to an OB/GYN, have a routine eye exam, are treated for medical emergencies, or go to another doctor when a primary care physician has designated another physician to see his or her patients. Referral to a participating specialist is given at the primary care physician's discretion; if non-Plan specialists or consultants are required, the primary care physician will arrange appropriate referrals. When you receive a referral from your primary care physician, you must return to the primary care physician after the consultation unless your physician authorizes additional visits. All follow-up care must be provided or authorized by the primary care physician. Do not go to the specialist for a second visit unless your primary care physician 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. Your PCP will consult with your specialist regarding a plan of treatment. The specialist will send regular consultation reports to keep your PCP advised of your progress. The PCP may authorize the referral for up to a twelve (12) month period. Once this has been approved, you will receive a "Referral Confirmation." If further services are required beyond the twelve (12) month period, you, your PCP and the specialist should agree to a new treatment plan.
- 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 second or 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 the 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 Member Service Department immediately at 419/887-2525 or 800/462-3589. 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 became a member of this Plan, whichever happens first.

These provisions apply only to the 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 prior authorization. Your physician must obtain prior authorization for the following services: Growth Hormone Treatment (GHT) Surgical treatment of morbid obesity Transplant procedures Sleep studies Before giving approval, we consider if the service is medically necessary, and if it follows generally accepted medical practice. A service is "medically necessary" if: 1) It is needed to prevent, diagnose and/or treat a specific condition; 2) It is specifically related to the condition being treated or evaluated and; 3) It is provided in the most medically appropriate setting; that is, an outpatient setting must be used rather than a hospital or inpatient facility, unless the services cannot be provided safely in an outpatient setting. It is the responsibility

of the Plan physician or provider to obtain authorization when required.

Section 4. Your costs for covered services

You must share in 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, and when you see a specialist you pay a copayment of \$20 per visit.

• **Deductible** We do not have a deductible.

Note: If you change plans during open season, you do not have to start a new deductible under your old plan between January 1 and the effective date of your new plan. If you change plans at another time during the year, you must begin a new deductible under your new plan.

• **Coinsurance** Coinsurance is the percentage of our negotiated fee that you must pay for your care.

Example: In our Plan, you pay 20% of charges for nicotine patches or other smoking deterrents, as well as for charges for durable medical equipment and orthopedic and prosthetic devices, and 30% of charges for diagnosis and treatment of infertility.

Your catastrophicAfter your copayments and/or coinsurance total \$1,500 per person or \$3,000 per familyprotection out-of-pocketenrollment in any calendar year, you do not have to pay any more for covered services.maximum forHowever, copayments and/or coinsurance for the following services do not count towardcoinsurance andyour out-of-pocket maximum and you must continue to pay copayments and/orcoinsurance for these services:coinsurance for these services:

- Prescription drugs
- Durable Medical Equipment
- Orthopedic and prosthetic devices
- Infertility services
- Vision Care Services
- Office visits
- Emergency Care
- Urgent Care visits

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

Section 5. Benefits – OVERVIEW (See page 8 for how our benefits changed this year and page 47 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 claim forms, claims filing advice, or more information about our benefits, contact us at 419/887-2525 or 1-800/462-3589 or at our website at WWW.paramounthealthcare.com.

- Diagnostic and treatment services • Speech therapy • Hearing services (testing, treatment, and supplies) • Lab, X-ray, and other diagnostic tests • Vision services (testing, treatment, and supplies) • Preventive care, adult • Preventive care, children • Foot care • Maternity care • Orthopedic and prosthetic devices • Family Planning • Durable medical equipment (DME) • Infertility services • Home health services • Allergy care • Chiropractic • Treatment therapies • Alternative treatments • Physical and occupational therapies Educational classes and programs • Surgical procedures • Oral and maxillofacial surgery • Reconstructive surgery • Organ/tissue transplants • Anesthesia • Inpatient hospital • Extended care benefits/skilled nursing care • Outpatient hospital or ambulatory facility benefits surgical facility • Hospice care • Ambulance • Ambulance • Medical emergency

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

	Here are some important things to keep in mind about these benefits.		
I M P O R T A N T	 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, <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	

Benefit Description	You pay
Diagnostic and treatment services	
Professional services of physiciansIn physician's office	\$10 per visit to your primary care physician \$20 per visit to a specialist
 Professional services of physicians In an urgent care center During a hospital stay In a skilled nursing facility Office medical consultations Second surgical opinion 	Nothing
At home	\$10 per visit by your primary care physician \$20 per visit by a specialist

Lab, X-ray and other diagnostic tests	You pay
 Tests, such as: Blood tests Urinalysis Non-routine pap tests Pathology X-rays Non-routine Mammograms Cat Scans/MRI Ultrasound Electrocardiogram and EEG 	Nothing if you receive these services during your office visit: otherwise, \$10 per visit at your primary care physician; \$20 per visit at a specialist
Preventive care, adult	
 Annual routine vision exam Annual GYN exam Total Blood Cholesterol – One annually Colorectal Cancer Screening Prostate Specific Antigen (PSA) test – one annually Routine pap test 	\$10 per visit at your primary care physician \$20 per visit at a specialist
 Routine mammogram – covered for women age 35 and older, as follows: 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 	\$10 per visit at your primary care physician \$20 per visit at a specialist
Not covered: Physical exams required for obtaining or continuing employment or insurance, attending schools or camp, or travel.	All charges.
 Routine immunizations, limited to: 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 	\$10 per visit

Preventive care, children	You pay
• Childhood immunizations recommended by the American Academy of Pediatrics	\$10 per visit
 Well-child care charges for routine examinations, immunizations and care (up to age 22) Examinations, such as: 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 (up to age 22). 	\$10 per visit at your primary care physician \$20 per visit at a specialist
Maternity care	
 Complete maternity (obstetrical) care, such as: Prenatal care Delivery Postnatal care Note: Here are some things to keep in mind: You may remain in the hospital up to 48 hours after a regular delivery and 96 hours after a cesarean delivery. We will extend you inpatient stay if medically necessary. 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 	Nothing
Surgery benefits (Section 5b)	
Not covered: Routing sonograms to determine fetal age, size or sex	All charges.
Family planning	
 A broad range of voluntary family planning services, limited to Voluntary sterilization Surgically implanted contraceptives (such as Norplant) Injectable contraceptive devices (such as Depo provera) Intrauterine devices (IUDs) Diaphragms NOTE: We cover oral contraceptives under the prescription drug 	\$10 per visit at your primary care physician \$20 per visit at a specialist
benefit.	

Family planning (Continued)	You pay
Not covered: reversal of voluntary surgical sterilization, genetic counseling.	All charges.
Infertility services	
 Diagnosis and treatment of infertility, such as: Artificial insemination: intrauterine insemination (IUI) Fertility drugs administered in physician's office 	30% of charges
 Not covered: Intracervical insemination (ICI) Intravaginal insemination (IVI) Assisted reproductive technology (ART) procedures, such as: in vitro fertilization embryo transfer, gamete GIFT and zygote ZIFT Zygote transfer Services and supplies related to excluded ART procedures Cost of donor sperm Cost of donor egg Self-administered fertility drugs 	All charges.
Allergy care	
Testing	\$25 per visit
Allergy injection	\$10 per visit at your primary care physician \$20 per visit at a specialist
Allergy serum	Nothing
Not covered: provocative food testing and sublingual allergy desensitization	All charges.

Treatment therapies	You pay
• Chemotherapy and radiation therapy	\$20 per visit
Note: High dose chemotherapy in association with autologous bone marrow transplants is limited to those transplants listed under Organ/Tissue Transplants on page xx.	
 Respiratory and inhalation therapy Dialysis – Hemodialysis and peritoneal dialysis Intravenous (IV)/Infusion Therapy – Home IV and antibiotic therapy Growth hormone therapy (GHT) 	
Note: - We will only cover GHT when we preauthorize the treatment. The treatment must be ordered by a Plan Endocrinologist. The specialist must call our Utilization Review department for prior authorization. If prior authorization is not requested or if we determine GHT is not medically necessary, we will not cover the GHT or related services and supplies. See <i>Services requiring our prior approval</i> in Section 3.	
Physical and occupational therapies	
 30 visits combined per condition for the services of each of the following: qualified physical therapists and occupational therapists. 	\$10 per visit
Note: We only cover therapy to restore bodily function when there has been a total or partial loss of bodily function due to illness or injury.	
• Cardiac rehabilitation following a heart transplant, bypass surgery or a myocardial infarction is covered at a Plan facility	Nothing
Not covered: • long-term rehabilitative therapy • exercise programs	All charges.
Speech therapy	
• 30 visits per condition for the services of qualified speech therapists	\$10 per visit

Hearing services (testing, treatment, and supplies)	You pay
 First hearing aid and testing only when necessitated by accidental injury 	\$20 per visit
• Hearing testing for children through age 17 (see <i>Preventive care</i> , <i>children</i>)	\$10 per visit at your primary care physician \$20 per visit at a specialist
 Not covered: All other hearing testing Hearing aids, testing and examinations for them, except as above. 	All charges.
Vision services (testing, treatment, and supplies)	
 Eye exam to determine the need for vision correction for children through age 17 (see Preventive care, children) Annual eye refractions 	\$20 per visit
 Not covered: Eye exercises and orthoptics Corrective lenses and frames Radial keratotomy and other refractive surgery 	All charges.
Foot care	
Routine foot care when you are under active treatment for a metabolic or peripheral vascular disease, such as diabetes.	\$20 per visit
See orthopedic and prosthetic devices for information on podiatric shoe inserts.	
Not covered:	All charges.
 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) 	

Orthopedic and prosthetic devices	You pay
 Artificial limbs and lenses following cataract removal (only initial prosthetic device required as a result of surgery) Externally worn breast prostheses and surgical bras, including necessary replacements, following a mastectomy Internal prosthetic devices, such as artificial joints, pacemakers, and surgically implanted breast implant following mastectomy. 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. 	20% of charges
 Not covered: Orthopedic and corrective shoes Arch supports Foot orthotics Heel pads and heel cups Lumbosacral supports and braces Corsets and trusses The cost of a cochlear implanted device The cost of a penile implanted device Repair and/or replacement of Prosthetic devices 	All charges.
Durable medical equipment (DME)	
 Rental or purchase, at our option, including repair and adjustment, of durable medical equipment prescribed by your Plan physician, such as oxygen and dialysis equipment. Under this benefit, we also cover: Hospital beds; Standard wheelchairs; Crutches; Walkers; Ostomy supplies; Blood glucose monitors; Lancets; Chem strips; and Medical support hose NOTE: We follow Medicare Part B Guidelines for DME 	20% of charges
 Not covered: Exercise equipment Bite plates Disposable medical supplies Services not covered by Medicare Part B 	All charges.

Home health services	You pay	
 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, medications, physician services, skilled nursing care, physical, occupation and other related therapies, supplies and equipment. 	Nothing	
 Not covered: Nursing care requested by, or for the convenience of, the patient or the patient's family; Home care primarily for personal assistance that does not include a medical component and is not diagnostic, therapeutic, or rehabilitative; Convalescent and custodial services. 	All charges.	
Chiropractic		
No benefit	All charges.	
Alternative treatments		
Not covered: • Naturopathic services • Acupuncture • Hypnotherapy • Biofeedback • Massage therapy	All charges.	
Educational classes and programs		
 Coverage is limited to: Smoking Cessation – Up to \$300 for one smoking cessation program per member per lifetime, including all related expenses such as drugs. 	20% of charges for nicotine patches or other smoking deterrents furnished on a prescription basis, if you have completed a smoking cessation class approved by the Plan	
Diabetes self-management	Nothing	

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

		Here are some important things to keep in mind about th	nese benefits.		
	I P O R T A N T	 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 provide or arrange your care. Plan physicians must provide or arrange your care. 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. The amounts listed below are for the charges billed by a physician or other health 			
		Benefit Description	You pa	IV	
Surgi	cal pr	ocedures		<i>u</i>	
 Op Tree No Co Ene Bio Ren Co Sun ind acc be Ins pro Vo Tree Note: C 	berative eatment ormal pro- prrection doscopy opsy pro- emoval of prection rgical t lividual cording age 18 sertion osthetic buntary eatment General the proc	ive range of services, such as: procedures of fractures, including casting re- and post-operative care by the surgeon of amblyopia and strabismus y procedures occdures of tumors and cysts of congenital anomalies (see reconstructive surgery) treatment of morbid obesity – a condition in which an weighs 100 pounds or 100% over his or her normal weight to current underwriting standards; eligible members must or over of internal prosthetic devices. See 5(a) – Orthopedic and devices for device coverage information. sterilization of burns ly, we pay for internal prostheses (devices) according to cedure is done. For example, we pay Hospital benefits for a Surgery benefits for insertion of the pacemaker.	\$20 per office visit; no visits	thing for	hospital

 Not covered: Reversal of voluntary sterilization Routine treatment of conditions of the foot; see Foot care 	All charges.

Reconstructive surgery	You pay
 Surgery to correct a functional defect Surgery to correct a condition caused by injury or illness if: 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: 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) 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. 	\$20 per office visit; nothing for hospital visits
 Not covered: 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 Surgeries related to sex transformation 	All charges.
Oral and maxillofacial surgery	
 Oral surgical procedures, limited to: 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. 	\$20 per office visit; nothing for hospital visits
 Not covered: Oral implants and transplants Procedures that involve the teeth or their supporting structures(such as the periodontal membrane, gingiva, and alveolar bone) 	All charges.

Organ/tissue transplants	You pay
Limited to: Bowel Cornea Heart Heart/lung Kidney Kidney/Pancreas Liver Lung: Single – Double	\$20 per office visit to evaluate the need for a transplant; nothing for hospital visits
 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; and testicular, mediastinal, retroperitoneal and ovarian germ cell tumors Intestinal transplants (small intestine) and the small intestine with the liver or small intestine with multiple organs such as the liver, stomach, and pancreas Note: We cover related medical and hospital expenses of the donor when we cover the recipient. 	
 Not covered: Donor screening tests and donor search expenses, except those performed for the actual donor Implants of artificial organs Transplants not listed as covered 	All charges.
Anesthesia	
 Professional services provided in – Hospital (inpatient) 	Nothing
 Professional services provided in - Hospital outpatient department Skilled nursing facility Ambulatory surgical center Office 	\$20 per visit

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

ambulance services

	Here are some important things to keep in mind about these benefits:	
I M P O R T A N T	 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, <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. The amounts listed below are for the charges billed by the facility (i.e., hospital or surgical center) or ambulance service for your surgery care. Any costs associated with the professional charge (i.e., physicians, etc.) are covered in Sections 5 (a) or (b). 	I M P O R T A N T

Benefit Description	You pay
Inpatient hospital	
 Room and board, such as Ward, semiprivate, or intensive care accommodations; General nursing care; and Meals and special diets. 	Nothing
Note: If you want a private room when it is not medically necessary, you pay the additional charge above the semiprivate room rate.	
 Other hospital services and supplies, such as: Operating , recovery, maternity, and other treatment rooms Prescribed drugs and medicines Diagnostic laboratory tests and X-rays Administration of blood and blood products Blood or blood plasma, if not donated or 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 	
 Not covered: Custodial care Non-covered facilities, such as nursing homes, schools Personal comfort items, such as telephone, television, barber services, guest meals and beds Private nursing care 	All charges.

Outpatient hospital or ambulatory surgical center	You pay
 Operating, recovery, and other treatment rooms Prescribed drugs and medicines Diagnostic laboratory tests, X-rays, and pathology services Administration of blood, blood plasma, and other biologicals Blood or blood plasma, if not donated or replaced Pre-surgical testing Dressings, casts, and sterile tray services Medical supplies, including oxygen Anesthetics and anesthesia service 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.	Nothing
Not covered: blood and blood derivatives not replaced by the member	All charges.
Extended care benefits/skilled nursing care facility benefits	
Extended care benefit: We provide a comprehensive range of benefits for up to 100 days per calendar year when full-time skilled nursing care is necessary and confinement in a skilled nursing facility is medically appropriate as determined by a Plan physician and approved by the Plan.	Nothing
Not covered: custodial care	All charges.
Hospice care	
Supportive and palliative care for a terminally ill member is covered in the home or hospice facility. Services include inpatient and outpatient care, and family counseling; these services are provided under the direction of a Plan physician who certifies that the patient is in the terminal stages of illness, with a life expectancy of approximately six months or less.	Nothing
Not covered: Independent nursing, homemaker services	All charges.
Ambulance	
Local professional ambulance service when medically appropriate	Nothing

Section 5 (d). Emergency services/accidents

I	Не	re are some important things to keep in mind about these benefits.	Ι
M P O	•	Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure.	M P O
R T A N T	•	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.	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 the Plan may determine are medical emergencies -- what they all have in common is the need for quick action.

What to do in case of emergency: Call your Primary Care Physician first, unless you believe the situation to be lifethreatening. Follow the doctor's instructions.

Emergencies within our service area:

If you are in an emergency situation, please call your primary care physician. In extreme emergencies, if you are unable to contact your physician, 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 should notify the Plan 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 in a non-Plan facility, 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 Plan doctors believe 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, you or a family member must notify the Plan within 48 hours or on the first working day following your admission, unless it was not reasonably possible to do so. If a Plan physician 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
Emergency within our service area	
 Emergency care at a doctor's office Emergency care at an urgent care center Emergency care as an outpatient or inpatient at a hospital, including doctors' services 	 \$10 per visit at your primary care physician \$20 per visit at a specialist \$25 per visit \$50 per visit, waived if admitted to a hospital
Not covered: Elective care or non-emergency care	All charges.
Emergency outside our service area	
 Emergency care at a doctor's office Emergency care at an urgent care center Emergency care as an outpatient or inpatient at a hospital, including doctors' services 	 \$10 per visit at your primary care physician \$20 per visit at a specialist \$25 per visit \$50 per visit, waived if admitted to a hospital
 Not covered: Elective care or non-emergency care Emergency care provided outside the service area if the need for care could have been foreseen before leaving the service area Medical and hospital costs resulting from a normal full-term delivery of a baby outside the service area 	All charges.
Ambulance	
Professional ambulance service, including air ambulance, when medically appropriate See 5 (c) for non-emergency service.	Nothing

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

When you get our approval for services and follow a treatment plan we approve, cost-I Ι sharing and limitations for Plan mental health and substance abuse benefits will be no Μ Μ greater than for similar benefits for other illnesses and conditions. Р Р 0 0 Here are some important things to keep in mind about these benefits: R R Т Т All benefits are subject to the definitions, limitations, and exclusions in this Α Α brochure. Ν Ν Be sure to read Section 4, Your costs for covered services, for valuable Т Т 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.

Benefit Description	You pay
Mental health and substance abuse benefits	
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.	Your cost sharing responsibilities are no greater than for other illnesses or conditions.
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.	
 Professional services, including individual or group therapy by providers such as psychiatrists, psychologists, or clinical social workers Medication management Diagnostic tests 	\$20 per visit
 Dragnostic tests Services provided by a hospital or other facility Services in approved alternative care settings such as partial hospitalization, full-day hospitalization, facility based intensive outpatient treatment 	Nothing
Not covered: Services we have not approved. 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.	All charges.

Preauthorization To be eligible to receive these benefits you must obtain a treatment plan and follow all of the following authorization processes:

Members must get a referral from their primary care physician (PCP) to access mental health services. Members may also contact their Employee Assistance Program (EAP), if available, for a referral. Yet another alternative is that members may contact the Plan's Utilization/Case Management Department at 419/887-2420, or toll-free at 800/891-2520.

Limitation We may limit your benefits if you do not obtain a treatment plan.

Section 5 (f). Prescription drug benefits

Ι	Here are some important things to keep in mind about these benefits:	Ι
M P O	• We cover prescribed drugs and medications, as described in the chart beginning on the next page.	M P O
R T A	• All benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.	R T A
N T	• 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.	N T

There are important features you should be aware of. These include:

- Who can write your prescription. A Plan physician or licensed dentist must write the prescription.
- Where you can obtain them. You must fill the prescription at a Plan pharmacy.

We use a preferred drug list. In the wake of dramatic increases in drug costs, employer groups, physicians and members challenged us to develop an innovative prescription drug benefit that helps reduce drug benefit costs while maintaining physicians' freedom to select the most appropriate drugs. In response to this request, we have introduced the *Three-Tier Preferred Drug* prescription benefit with the following copay structure:

- Generic drugs at the lowest copay \$5
- Preferred name brand drugs at a mid-level copay \$15
- Non-preferred name brand drugs at the highest copay \$25

When generic pharmaceuticals are used, you are assured the lowest copay. A preferred name brand drug is a name brand drug found on the Paramount Health Care Preferred Drug List. Preferred drugs are selected name brand medications that are periodically reviewed and updated by a committee of physicians, pharmacists and other allied health professionals (Pharmacy and Therapeutics Working Group) to ensure the highest level of clinical efficacy and cost effectiveness. Non-preferred name brand medications are also covered (subject to any benefit limits), but at a higher copay. To order a preferred prescription drug list, call 1-800/462-3589 or 419/887-2525.

- These are the dispensing limitations. Prescription drugs obtained at a Plan pharmacy will be dispensed for up to a 30-day supply. Specific maintenance legend drugs may be dispensed for up to a 30-day supply or 100-unit supply, whichever is greater. The maintenance list is reviewed periodically, and the Plan reserves the right to change the maintenance list. When generic substitution is permissible (i.e., a generic drug is available and the prescribing doctor does not require the use of a name brand drug, but you request the name brand drug, you pay the price difference between the generic and name brand drug, as well as the applicable copay. A generic equivalent will be dispensed, unless the prescribing physician has specified on the prescription, "Dispense as Written" or "DAW."
- Why use generic drugs? Generic drugs offer a safe and economic way to meet your prescription drug needs. The generic name of a drug is its chemical name; the name brand is the name under which the manufacturer advertises and sells a drug. Under federal law, generic and name brand drugs must meet the same standards for safety, purity, strength, and effectiveness. You can save money by using generic drugs. However, you and your physician have the option to request a name brand if a generic option is available. Using the most cost-effective medication saves money.

When you have to file a claim. Send your claim to Paramount Health Care, P.O. Box 928, Toledo, OH 43697.

Benefit Description	You pay
Covered medications and supplies	• •
We cover the following medications and supplies prescribed by a Plan physician and obtained from a Plan pharmacy:	For up to a 30-day supply: A \$5 copay per prescription unit or refill for generic drugs;
 Drugs and medicines that by State law or Federal law of the United States require a physician's prescription for their purchase, except those listed as <i>Not covered</i>. Insulin; a copay charge applies to each 30 day supply Disposable needles and syringes for the administration of covered medications, including insulin Oral contraceptive drugs Sexual dysfunction drugs are subject to dosage limits set by the Plan. Contact the Plan for details. 	 A \$15 copay per prescription unit or refill for preferred name brand drugs; and A \$25 copay per prescription unit or refill for non-preferred name brand drugs. Note: If there is no generic equivalent available, you will still have to pay the name brand copay.
 Not covered: Drugs and supplies for cosmetic purposes 	All charges.
 Drugs available without a prescription or for which there is a nonprescription equivalent available Drugs obtained at a non-Plan pharmacy except for out-of-area emergencies Vitamins and nutritional substances that can be purchased without a prescription 	
 Medical supplies such as dressings and antiseptics Drugs to enhance athletic performance Fertility drugs, except those administered in a doctor's office (See Section 5(a)—Infertility services) Growth Hormones 	

Ι	Here are some important things to keep in mind about these benefits:	Ι
M P O R	• 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.	M P O R
T A N T	• 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.	T A N T
	• 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.	

Accidental injury benefit	You pay
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. Treatment must be received within 48 hours of the accident, unless the member's medical condition indicates the dental care must be delayed.	Nothing
Dental benefits	

We have no other dental benefits.

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 physician determines it is medically necessary to prevent, diagnose, or treat your illness, disease, injury, or condition and we agree, as discussed under *What Services Require Our Prior Approval* on page 11.

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 fill your prescription drugs at Plan pharmacies, you will not have to file claims. Just present your identification card and pay your copayment, or coinsurance.

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, hospital and drug 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 419/887-2525 or 1-800/462-3589.	
	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 of the 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. 	
	Box 928, Toledo, OH 43697.	
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: Paramount Health Care Claims Department, P.O. Box 928, Toledo, OH 43697.
 - (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:

- 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 3, 1900 E Street, NW, Washington, DC 20415-3630

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 include 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.

The Disputed Claims process (Continued)

- 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 or from the year in which you were denied precertification or prior approval. 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 419/887-2525 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 3 at 202/606-0755 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.
•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. If you or your spouse worked for at least 10 years in Medicare-covered employment, you should be able to qualify for premium-free Part A insurance. (Someone who was a Federal employee on January 1, 1983 or since automatically qualifies.) Otherwise, if you are age 65 or older, you may be able to buy it. Contact 1-800-MEDICARE for more information. Part B (Medical Insurance). Most people pay monthly for Part B. Generally, Part B premiums are withheld from your monthly Social Security check or your retirement check.
	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 (Part A or Part B)	The Original Medicare Plan (Original Medicare) is available everywhere in the United States. It is the way everyone used to get Medicare benefits and is the way most people get their Medicare Part A and Part B benefits now. You may go to any doctor, specialist, or hospital that accepts Medicare. The Original Medicare Plan pays its share and you pay your share. Some things are not covered under Original Medicare, like prescription drugs.
	When you are enrolled in Original Medicare along with this Plan, 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.
	(Primary payer chart begins on next page).

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

A. When either you – or your covered spouse – are age 65 or over and Then the primary payer				
al Medicare	This Plan			
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1				
✓ rt B services)	(for other services)			
✓ t for claims to Worker's ensation)				
ll disease (ESRD)	and			
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Please note, if your Plan physician does not participate in Medicare, you will have to file a claim with Medicare.

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

- When we are the primary payer, we process the claim first.
- When Original Medicare is the primary payer, Medicare processes the 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, call us at 419/887-2525 or 800/462-3589 or visit our website at www.paramounthealthcare.com.

•Medicare managed care plan	If you are eligible for Medicare, you may choose to enroll in and get your Medicare benefits from another type of Medicare+Choice plan a Medicare managed care plan. These are health care choices (like HMO's) 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 provide all the benefits that Original Medicare covers. 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 <u>www.medicare.gov</u> .
	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 or coinsurance 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 or coinsurance. If you enroll in a Medicare managed care plan, tell us. We will need to know whether you are in the Original Medicare Plan or in a Medicare managed care plan so we can correctly coordinate benefits with Medicare.
	Suspended FEHB coverage to enroll in 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 plan's service area.
●If you do not enroll in Medicare Part A or Part B	If you do not have one or both Parts of Medicare, you can still be covered under the FEHB Program. We will not require you to enroll in Medicare Part B and, if you can't get premium-free Part A, we will not ask you to enroll in it.
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 illness or injury that the Office of Workers' Compensation Programs (OWCP) or a similar Federal or State agency determine 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 care. 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.
Coinsurance	Coinsurance is the percentage of our allowance that you must pay for your care. See page 12.
Copayment	A copayment is a fixed amount of money you pay when you receive covered services. See page 12.
Covered services	Care we provide benefits for, as described in this brochure.
Experimental or investigational services	Paramount investigates all requests for coverage of new technology using the HAYES Medical Technology Directory as a guide. If further information is needed, Paramount utilizes additional sources including Medicare and Medicaid policy, Food and Drug Administration (FDA) releases and current medical literature. This information is evaluated by Paramount's Medical Director and other physician advisors.
Plan allowance	Plan allowance is the amount we use to determine our payment and your coinsurance for covered services. Plans determine their allowances in different ways. We determine our allowances as follows: base Plan allowance on the reasonable and customary charge. Plan providers accept the plan allowance as payment in full.
Us/We	Us and we refer to Paramount Health Care.
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 <u>www.opm.gov/insure</u>. Also, your employing or retirement office can answer your questions, and give you a <i>Guide to Federal Employees Health Benefits Plans</i>, 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 The next Open Season for enrollment. 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 joined this Plan during Open Season, your coverage and premiums begin on the first day of your first pay period that starts on or after January 1. Annuitants' coverage and premiums begin January 1. If you joined at any other time during the year, your employing office will tell you the effective date of coverage.				

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 benefit	ts
•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.
•Spouse equity coverage	You may be eligible for spouse equity coverage or Temporary Continuation of 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 <i>Guide to Federal Employees</i> <i>Health Benefits Plans for Temporary Continuation of Coverage and Former Spouse Enrollees</i> , or other information about your coverage choices.
•Temporary Continuation of Coverage (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, if you lose your job, if you are a covered dependent child and you turn 22 or marry, etc. You may not elect TCC if you are fired from your Federal job due to gross misconduct.
	Enrolling in TCC . Get the RI 79-27, which describes TCC, and the RI 70-5, <i>the Guide to Federal Employees Health Benefits Plans for Temporary Continuation of Coverage and Former Spouse Enrollees</i> , from your employing or retirement office or from <u>www.opm.gov/insure</u> . It explains what you have to do to enroll.

•Converting to individual coverage	You may convert to a non-FEHB individual policy if:
coverage	• 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	The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a Federal law that offers limited Federal protections for health coverage availability and continuity to people who lose employer group 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.
	For more information, get OPM pamphlet RI79-27, Temporary continuation of Coverage (TCC) under the FEHB Program. See also the FEHB web site (<u>www.opm.gov/insure/health)</u> : refer to the "TCC and HIPAA" frequently asked questions. These highlight HIPAA rules, such as the requirement that Federal employees must exhaust any TCC eligibility as one condition for guaranteed access to individual health coverage under HIPAA, and have information about Federal and State agencies you can contact for more information.

Long Term Care Insurance Is Coming Later in 2002!

- Many FEHB enrollees think that their health plan and/or Medicare will cover their long-term care needs. Unfortunately, they are *WRONG*!
- How are YOU planning to pay for the future custodial or chronic care you may need?
- You should consider buying long-term care insurance.

The Office of Personnel Management (OPM) will sponsor a high-quality long-term care insurance program effective in October 2002. As part of its educational effort, OPM asks you to consider these questions:

What is long term care (LTC) insurance?	It's insurance to help pay for long term care services you may need if you can't take care of yourself because of an extended illness or injury, or an age-related disease such as Alzheimer's. LTC insurance can provide broad, flexible benefits for nursing home care, care in an assisted living facility, care in your home, adult day care, hospice care, and more. <i>LTC insurance can supplement care provided by family members, reducing the burden you place on them.</i>
I'm healthy, I won't need long term care. Or, will I?	76% of Americans believe they will never need long term care, but the facts are that about half of them will. And it's not just the old folks. About 40% of people needing long term care are under age 65. They may need chronic care due to a serious accident, a stroke, or developing multiple sclerosis, etc.
Is long term care • expensive? •	Yes, it can be very expansive. A year in a nursing home can exceed \$50,000. Home care for only three 8-hour shifts a week can exceed \$20,000 a year. And that's before inflation! Long term care can easily exhaust your savings. <i>Long term care insurance can protect your savings.</i>
But won't my FEHB Plan, Medicare or Medicaid cover my long term care?	brochure. Health plans don't cover custodial care or a stay in an assisted living facility or a continuing need for a home health aide to help you get in and out of bed and with other activities of daily living. Limited stays in skilled nursing facilities can be covered in some circumstances.
When will I get more information on how to apply for this new insurance coverage?	Employees will get more information from their agencies during the LTC open enrollment period in the late summer/early fall of 2002. Retirees will receive information at home.
How can I find out more • about the program NOW?	Our toll-free teleservice center will begin mid-2002. In the meantime, you can learn more about the program on our web site at <u>www.opm.gov/insure/ltc</u> .

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Do not rely on this page; it is for your convenience and may not show all pages where the terms appear.

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Summary of benefits for Paramount Health Care – 2002

- **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; \$20 specialist	14
Services provided by a hospital:		25
Inpatient	Nothing	
Outpatient	Nothing	26
Emergency benefits:		28
• In-area	\$50 per visit	20
Out-of-area	\$50 per visit	28
Mental health and substance abuse treatment	Regular cost sharing	29
Prescription drugs	\$5 copay for generic drugs	30
Up to a 30-day supply per prescription unit or refill	\$15 copay for preferred name brand drugs	
	\$25 copay for non-preferred name brand drugs	
Dental Care	Nothing	32
Accidental injury benefit only		
Vision Care	\$10 copay per visit	19
Annual eye refractions from Plan providers		
Protection against catastrophic costs	Nothing after \$1,500/Self Only or \$3,000/Family enrollment per year	10
(your out-of-pocket maximum)	Some costs do not count toward this	12
	protection	

2002 Rate Information for PARAMOUNT HEALTH CARE

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, 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 who are not career postal employees. Refer to the applicable FEHB Guide.

		Non-Postal Premium				Postal Premium		
		Biweekly		Monthly		Biweekly		
Type of Enrollment	Code	Gov't Share	Your Share	Gov't Share	Your Share	USPS Share	Your Share	

Self Only	U21	\$97.31	\$32.44	\$210.85	\$70.28	\$115.15	\$14.60
Self and Family	U22	\$223.41	\$120.62	\$484.06	\$261.34	\$263.75	\$80.28