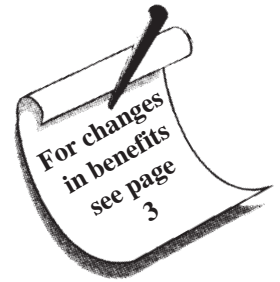


A Health Maintenance Organization



**Serving: Western New York and the Metro/Hudson Area**

Enrollment in this plan is limited; see page 9 for requirements.

**Western New York Area:**

Enrollment code:

- QA1 Self Only
- QA2 Self and Family



This plan has commendable accreditation from NCQA. See the *2000 Guide* for more information on NCQA.

**Metro/Hudson New York Area:**

Enrollment code:

- C11 Self Only
- C12 Self and Family

Visit the OPM website at <http://www.opm.gov/insure>  
and

Visit this Plan's website at <http://www.independenthealth.com>

Authorized for distribution by the:



UNITED STATES OFFICE OF  
PERSONNEL MANAGEMENT  
RETIREMENT AND INSURANCE SERVICE



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## **Introduction**

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*Independent Health 511 Farber Lakes Drive, Buffalo, NY 14221* This brochure describes the benefits you can receive from Independent Health under its contract (CS1933) with the Office of Personnel Management (OPM), as authorized by the Federal Employees Health Benefits (FEHB) law. This brochure is the official statement of benefits on which you can rely. A person enrolled in this Plan is 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.

OPM negotiates benefits and premiums with each plan annually. Benefit changes are effective January 1, 2000, and are shown on page 3. Premiums are listed at the end of this brochure.

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## **Plain language**

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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. Health plan representatives and Office of Personnel Management staff have worked cooperatively to make portions of this brochure clearer. In it you will find common, everyday words, except for necessary technical terms; "you" and other personal pronouns; active voice; and short sentences.

We refer to Independent Health as "this Plan" throughout this brochure even though in other legal documents, you will see a plan referred to as a carrier.

These changes do not affect the benefits or services we provide.

We have rewritten this brochure only to make it more understandable. We have not re-written the Benefits section of this brochure. You will find new benefits language next year.

## How to use this brochure

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This brochure has eight sections. Each section has important information you should read. If you want to compare this Plan's benefits with benefits from other FEHB plans, you will find that the brochures have the same format and similar information to make comparisons easier.

1. Health Maintenance Organizations (HMO). This Plan is an HMO. Turn to this section for a brief description of HMOs and how they work.
2. How we change for 2000. If you are a current member and want to see how we have changed, read this section.
3. How to get benefits. Make sure you read this section; it tells you how to get services and how we operate.
4. What to do if we deny your claim or request for service. This section tells you what to do if you disagree with our decision not to pay for your claim or to deny your request for a service.
5. Benefits. Look here to see the benefits we will provide as well as specific exclusions and limitations. You will also find information about non-FEHB benefits.
6. General exclusions – Things we don't cover. Look here to see benefits that we will not provide.
7. Limitations – Rules that affect your benefits. This section describes limits that can affect your benefits.
8. FEHB FACTS. Read this for information about the Federal Employees Health Benefits (FEHB) Program.

## Section 1. Health Maintenance Organizations

---

Health maintenance organizations (HMOs) are health plans that require you to see Plan providers: specific physicians, hospitals and other providers that contract with us. These providers coordinate your health care services. The care you receive includes preventative care such as routine office visits, physical exams, well-baby care and immunizations, as well as treatment for illness and injury. When you receive services from our providers, you will not have to submit claim forms or pay bills. However, you must pay the copayments and coinsurance listed in this brochure.

When you receive emergency services 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. Our providers follow generally accepted medical practice when prescribing any course of treatment.

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## Section 2. How we change for 2000

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### Program-wide changes.

- This year, you have a right to more information about this Plan, care management, our networks, facilities, and providers.
- If you have a chronic or disabling condition, and your provider leaves the Plan at our request, you may continue to see your specialist for up to 90 days. If your provider leaves the Plan and you are in the second or third trimester of pregnancy, you may be able to continue seeing your OB/GYN until the end of your postpartum care. You have similar rights if this Plan leaves the FEHB program. (See Section 3, How to get benefits, for more information)
- You may review and obtain copies of your medical records on request. If you want copies of your medical records, ask your health care provider for them. You may ask that a physician amend a record that is not accurate, not relevant, or incomplete. If the physician does not amend your record, you may add a brief statement to it. If they do not provide you your records, call us and we will assist you.
- If you are over age 50, all FEHB plans will cover a screening sigmoidoscopy every five years. This screening is for colorectal cancer.

### Changes to this Plan

- Your share of the non-postal premium will increase by 5.5% for Self Only or 5.8% for Self and Family under enrollment code C1.
- Your share of the non-postal premium will increase by 21.6% for Self Only or 21.4% for Self and Family under enrollment code QA.
- Prescription Drug copay has increased. Three copay options are applicable, \$5/\$10/\$25. See page 13.
- The copay for insulin has increased from \$5 to \$8. See page 14.
- Durable Medical Equipment copay has increased. See page 8.
- Coverage for contraceptive devices, including contraceptive diaphragms is being added. See page 14.
- The copay for mammograms has been eliminated. See page 8.
- The copayment for Pneumonia vaccinations and flu shots has been eliminated. See page 8.
- Coverage for Second Opinion Regarding Cancer is explained. See page 9.
- Coverage for prenatal sonograms has been clarified. See page 8.

## Section 3. How to get benefits

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### What is this Plan's service area?

To enroll with us, you must live or work in our service area. This is where our providers practice. Our service area is: Western New York (enrollment code QA) and Metro/Hudson New York (enrollment code C1).

You may also enroll with us if you live or work in the following places: Western New York area: Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans and Wyoming counties. Metro/Hudson New York area: Bronx, Dutchess, Kings, Nassau, New York, Orange, Putnam, Queens, Richmond, Rockland, Suffolk, Ulster, and Westchester counties.

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, as described on pages 11-12. 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.

### How much do I pay for services?

You must share the cost of some services. This is called either a copayment (a set dollar amount) or coinsurance (a set percentage of charges). Please remember you must pay this amount when you receive services, except for:

- Inpatient hospitalization
- Well childcare up to age 19
- Immunizations up to age 19
- Mammograms
- Pap smears
- Laboratory tests
- Pneumonia vaccinations
- Influenza vaccinations

Copayments are required for a few benefits. Your out-of-pocket expenses for benefits covered under this Plan limited to the stated copayments and coinsurance which are required for a few benefits. Copayments are due when a service is rendered, except for emergency care. There may be a cost for the reproduction of your medical records and X-rays. The cost for the records is your responsibility. If they do not provide you your records, call us and we will assist you.

### Do I have to submit claims?

You normally won't have to submit claims to us unless you receive emergency care or services from a provider who doesn't contract with us. If you file a claim, please send us all of the documents for your claim as soon as possible. You must submit claims by December 31 of the year after the year you received the service. Either OPM or we can extend this deadline if you show that circumstances beyond your control prevented you from filing on time.

### Who provides my health care?

Services in Western New York are offered through more than 981 participating primary care doctors and 1,676 specialists; more than 18,000 participating pharmacies nationwide, as well as all of the area hospitals.

Services in the Metro/Hudson area are offered through more than 2,000 participating primary care doctors and 4,300 specialists; more than 53,000 participating pharmacies as well as all of the area hospitals.

The first and most important decision each member must make is the selection of a primary care doctor. The decision is important since it is through this doctor that all other health services, particularly those of specialists, are obtained. It is the responsibility of your primary care doctor to obtain any necessary authorizations from the Plan before referring you to a specialist or making arrangements for hospitalization. Services of other providers are covered only when you have been referred by your primary care doctor. The only exception is that a

### Section 3. How to get benefits *continued*

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**Who provides my health care?** *continued*

woman may see her participating provider of obstetric and gynecological of record directly, with no need to be referred by her primary care doctor.

The Plan's provider directory lists primary care doctors with their locations and phone numbers. Directories are updated on a regular basis and are available at the time of enrollment or upon request by calling the Western New York Marketing Department at 716/631-5392 or 1-800/247-1466 or the Metro/Hudson Marketing Department at 1-914/631-0939. Or 1-800/654-5494; you can also find out if your doctor participates with this Plan by calling this number.

Call us. We will help you select a new one.

**What do I do if my primary care physician leaves the Plan?**

Talk to your Plan physician. If you need to be hospitalized, your primary care physician or specialist will make the necessary hospital arrangements and supervise your care.

**What do I do if I need to go into the hospital?**

**What do I do if I'm in the hospital when I join this Plan?**

First, call our customer service department at (716) 631-5392 in the Western New York area or (914) 631-0939 in the Metro/Hudson region. If you are new to the FEHB Program, we will arrange for you to receive care. If you are currently in the FEHB Program and are switching 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 only apply to the person who is hospitalized.

**How do I get specialty care?**

Your primary care physician will arrange your referral to a plan specialist.

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.

**Second Opinion Regarding Cancer.** A Member who receives a positive or negative diagnosis of cancer or a recurrence of cancer or a recommendation of a course of treatment for cancer is entitled to a second medical opinion by an appropriate specialty physician, including but not limited to a specialty physician affiliated with a specialty care center for the treatment of cancer. This benefit requires a written referral from the Member's Attending or Primary Care Physician. If the Member obtains a referral to a Non-Participating Physician, IHA shall reimburse that Non-Participating Physician at billed charges up to 100 percent of the usual, customary and reasonable cost for the opinion provided. IHA cannot be responsible however for any charges made by a Non-Participating Physician which exceed the usual, customary and reasonable rate, unless IHA determines there is no Participating Physician with the appropriate training and experience. Diagnostic testing performed for the second opinion is covered only when it is preauthorized by the Office of the Medical Director.

**What do I do if I am seeing a specialist when I enroll?**

Your primary care physician will decide what treatment you need. If they decide 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.

**What do I do if my 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.

### **Section 3. How to get benefits *continued***

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**But, what if I have a serious illness and my provider leaves the Plan or this Plan leaves the Program?**

Please contact us if you believe your condition is chronic or disabling. You may be able to continue seeing your specialist for up to 90 days after we notify you that we are terminating our contract with the provider (unless the termination is for cause). If you are in the second or third trimester of pregnancy, you may continue to see your OB/GYN until the end of your postpartum care. You may also be able to continue seeing your specialist if your plan drops out of the FEHB Program and you enroll in a new FEHB plan. Contact the new plan and explain that you have a serious or chronic condition, or are in your second or third trimester. Your new plan will pay for or provide your care for up to 90 days after you receive notice that your prior plan is leaving the FEHB Program. If you are in your second or third trimester, your new plan will pay for the OB/GYN care you receive from your current provider until the end of your postpartum care.

**How do you authorize medical services?**

Your physician must get our approval before sending you to a hospital, referring you to a specialist, or recommending follow-up care. Before giving approval, we consider if the service is medically necessary, and if it follows generally accepted medical practice.

**How do you decide if a service is experimental or investigational?**

Independent Health does not exclude procedures, services, and devices merely because they are investigational or experimental; rather, our medical directors and other qualified physicians from the community evaluate proposed treatments for efficacy. Potential cases are reviewed and assigned a case manager which in turn collects pertinent information from you, the provider and through hospital records. The case manager then coordinates a conference with the medical director and primary physician. A decision is made within 30 days, or within 48 hours if a life threatening situation exists.

Any drug that is not approved by the FDA is considered to be experimental or investigational, and would therefore not be covered. However, upon an individual review, such a drug may be covered if it is determined that, based on evidence and peer reviewed medical literature, that such drugs could positively affect the member's health status and where commonly accepted medical procedures have either proven not to be successful or are known to be harmful or useless to the individual patient.

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### **Section 4. What to do if we deny your claim or request for service**

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If we deny services or won't pay your claim, you may ask us to reconsider our decision. Your request must:

1. Be in writing,
2. Refer to specific brochure wording in explaining why you believe our decision is wrong; and
3. Be made within 30 days from the date of our initial denial or refusal.

We may extend this time limit if you show that you were unable to make a timely request due to reasons beyond your control. We have 30 days from the date we receive your reconsideration request to:

1. Maintain our denial in writing;
2. Pay the claim;
3. Arrange for a health care provider to give you the service; or
4. Ask for more information

If we ask your medical provider for more information, we will send you a copy of our request. We must make a decision within 30 days after we receive the additional information. If we do not receive the requested information within 30 days, we will make our decision based on the information we already have.

**When may I ask OPM to review a denial?**

You may ask OPM to review the denial after you ask us to reconsider our initial denial or refusal. OPM will determine if we correctly applied the terms of our contract when we denied your claim or request for service.



## **Section 4. What to do if we deny your claim or request for service *continued***

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**What if I have a serious or life threatening condition and you haven't responded to my request for service?**

Call our Advocacy Department at 716-635-3950, our Member Services Department at 1-800-501-3934 or send a fax to 716-635-3504, attention: Member Advocate, and we will expedite our review.

**What if you have denied my request for care and my condition is serious or life threatening?**

If we expedite your review due to serious medical condition and deny your claim, we will inform OPM so that they can give your claim expedited treatment too. Alternatively, you may call OPM's health benefit Contracts Division III at (202) 606-0755 between 8 a.m. and 5 p.m. Serious or life-threatening conditions are ones that may cause permanent loss of bodily functions or death if they are not treated as soon as possible.

**Are there other time limits?**

You must write to OPM and ask them to review our decision within 90 days after we uphold our initial denial or refusal of service. You may also ask OPM to review your claim if:

1. We do not answer your request within 30 days. In this case, OPM must receive your request within 120 days of the date you asked us to reconsider your claim.
2. You provided us with additional information we asked for, and we did not answer within 30 days. In this case, OPM must receive your request within 120 days of the date we asked you for additional information.

**What do I send to OPM?**

Your request must be complete, or OPM will return it to you. You must send the following information:

1. A statement about why you believe our decision is wrong, based on specific benefit provisions in this brochure;
2. Copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms;
3. Copies of all letters you sent us about the claim;
4. Copies of all letters we sent you about the claim; and
5. Your daytime phone number and the best time to call. If you want OPM to review different claims, you must clearly identify which documents apply to which claim.

**Who can make the request?**

Those who have a legal right to file a disputed claim with OPM are:

1. Anyone enrolled in the Plan;
2. The estate of a person once enrolled in the Plan; and
3. Medical providers, legal counsel, and other interested parties who are acting as the enrolled person's representative. They must send a copy of the person's specific written consent with the review request.

**Where should I mail my disputed claim?**

Send your request for review to: Office of Personnel Management, Office of Insurance Programs, Contract Division III, P. O. Box 436, Washington, D.C. 20044.

**What if OPM upholds the Plan's denial?**

OPM's decision is final. There are no other administrative appeals. If OPM agrees with our 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 or supplies.

**What laws apply if I file a lawsuit?**

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 made its decision on your claim. You may recover only the amount of benefits in dispute. You (or a person acting on your behalf) may not sue to recover benefits on a claim for treatment, services, supplies, or drugs covered by us until you have completed the OPM review procedure described above.

**Your records and the Privacy Act**

Your records and the Privacy Act Chapter 89 of title 5, United States Code allows OPM to use the information it collects from you and us to determine if our denial of your claim is correct. The information OPM collects during the review process becomes a permanent part of your disputed claims file, and is subject to the provisions of the Freedom of Information Act and the Privacy Act. OPM may disclose this information to support the disputed claim decision. If you file a lawsuit, this information will become part of the court record.

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## Section 5. BENEFITS

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### Medical and Surgical Benefits

#### What is covered

A comprehensive range of preventive, diagnostic and treatment services is provided by Plan doctors and other Plan providers. This includes all necessary office visits; **you pay** a \$10 office visit copay and a \$10 copay for X-rays, but no additional copay for laboratory tests. No copay is charged for prenatal and postnatal office visits, after the initial visit. However, sonograms are subject to the \$10 copay for X-rays, even as part of a prenatal visit. Within the service area, house calls will be provided if in the judgement of the Plan doctor such care is necessary and appropriate; **you pay** a \$10 copay for a doctor's house call and a \$10 copay for home visits by nurses and health aides.

The following services are included:

- Preventive care, including well-child care (up to age 19, with no copayment), and periodic check-ups
- Mammograms are covered in full, with no copayment, as follows: for women age 35 through age 39, one mammogram every one or two years; for women age 40 through 49, one mammogram every one or two years; for women age 50 through 64, one mammogram every year; and for women age 65 and above, one mammogram every two years. In addition to routine screening, mammograms are covered when prescribed by the doctor as medically necessary to diagnose or treat your illness.
- Routine immunizations and boosters
- Pneumonia vaccinations and flu shots are covered in full with no copayment
- Consultations by specialists
- Diagnostic procedures, such as laboratory tests and X-rays
- Complete obstetrical (maternity) care for all covered females, including prenatal, delivery and postnatal care by a Plan doctor. The mother, at her option, may remain in the hospital up to 48 hours after a regular delivery and 96 hours after a caesarian delivery. Inpatient stays will be extended if medically necessary. If enrollment in the Plan is terminated during pregnancy, benefits will not be provided after coverage under the Plan has ended. Ordinary nursery care of the newborn child during the covered portion of the mother's hospital confinement for maternity will be covered under either a Self Only or Self and Family enrollment; other care of an infant who requires definitive treatment will be covered only if the infant is covered under a Self and Family enrollment.
- Voluntary sterilization and family planning services
- Injectable Depro Provera contraceptive; **you pay** a \$10 office visit copay
- Diagnosis and treatment of diseases of the eye
- Allergy testing and treatment, including testing and treatment materials (such as allergy serum)
- The insertion of internal prosthetic devices, such as pacemakers and artificial joints.
- Prosthetics which are devices that replace all or part of a body organ such as, artificial eyes, artificial limbs, ostomy supplies and breast prostheses or surgical bras and their replacements. In addition, appliances which are devices used to support weak or a deformed part of the body such as trusses, or rigid devices which support the orthopedic system.
- Nonexperimental transplants, including kidney, heart, corneal, liver, heart/lung, lung (single or double) and pancreas transplants; allogeneic (donor) bone marrow transplants; autologous bone marrow transplants (autologous stem cell and peripheral stem cell support) and high dose chemotherapy for the following conditions: acute lymphocytic or non-lymphocytic leukemia, advanced Hodgkin's lymphoma, advanced non-Hodgkin's lymphoma, advanced neuroblastoma, testicular, mediastinal, retroperitoneal and ovarian germ cell tumors; multiple myeloma, breast cancer and epithelial ovarian cancer. Related medical and hospital expenses of the donor are covered when the recipient is covered by this Plan. Benefits are subject to approval of the Medical Director.
- Durable medical equipment, such as wheelchairs and hospital beds (**You pay** a 50% copay per device).
- Women who undergo mastectomies may, at their option, have this procedure performed on an inpatient basis and remain in the hospital up to 48 hours after the procedure.
- Dialysis

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## Section 5. BENEFITS *continued*

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### Medical and Surgical Benefits *continued*

#### What is covered *continued*

- Chemotherapy, radiation therapy, and inhalation therapy
- Autologous blood, when medically necessary (**you pay** a 20% member copayment)
- Surgical treatment of morbid obesity
- Home health services of nurses and health aides, including intravenous fluids and medications when confinement in a hospital or skilled nursing facility would otherwise be required in the absence of home health care and when prescribed by your Plan doctor, who will periodically review the program for continuing appropriateness and need
- All necessary medical or surgical care in a hospital or extended care facility from Plan doctors and other Plan providers, at no additional cost to you except for a \$10 copay for outpatient surgery visits.
- Chiropractic Care: Coverage will be provided for care by a Plan licensed chiropractor for symptoms or conditions determined to be medically necessary by the Medical Director. This care must be provided in connection with the detection and correction by manual or mechanical means, of any structural imbalance, distortion or subluxation in the human body. Chiropractic care is provided only when your plan Primary Care Physician issues a referral for such services. Each covered chiropractic visit is subject to a \$10 copay.
- Second Opinion regarding cancer is covered only when it is preauthorized by the Office of the Medical Director.

#### Limited benefits

- Oral and maxillofacial surgery is provided for nondental surgical and hospitalization procedures for congenital defects, such as cleft lip and cleft palate, and for medical or surgical procedures occurring within or adjacent to the oral cavity or sinuses including, but not limited to, treatment of fractures and excision of tumors and cysts. Second opinions for these procedures are required. All other procedures involving the teeth or areas surrounding the teeth are not covered, including shortening of the mandible or maxillae for cosmetic purposes, correction of malocclusion, and any dental care involved in treatment of temporomandibular joint (TMJ) pain dysfunction syndrome.
- Reconstructive surgery will be provided to correct a condition resulting from a functional defect or from an injury or surgery that has produced a major effect on the member's appearance and if the condition can reasonably be expected to be corrected by such surgery. A patient and her attending physician will decide whether or not to have breast reconstruction surgery following a mastectomy, including whether or not to have surgery on the other breast in order to produce a symmetrical appearance.
- Short-term rehabilitative therapy (physical, speech and occupational) is provided on an inpatient or outpatient basis for up to two consecutive months per condition if significant improvement can be expected within two months; **you pay** a \$15 copay per outpatient session. Speech therapy is limited to treatment of certain speech impairments of organic origin. Occupational therapy is limited to services that assist the member to achieve and maintain self-care and improved functioning in other activities of daily living.
- Diagnosis and treatment of infertility is covered including drug treatment when pre-approved by the Medical Director; **you pay** 20%. Intracervical insemination (ICI) and intrauterine insemination (IUI) is covered; **you pay** 20%. Cost of donor sperm is not covered. Fertility drugs are covered under the Prescription Drug Benefit; **you pay** 20%. Other assisted reproductive technology (ART) procedures, such as in vitro fertilization and embryo transfer, are not covered.
- Cardiac rehabilitation following a heart transplant, bypass surgery or a myocardial infarction, is provided at a Plan facility for up to 36 visits; **you pay** \$10 copay per visit.

#### What is not covered

- Physical examinations that are not necessary for medical reasons, such as those required for obtaining or continuing employment or insurance, attending school or camp, or travel
- Costs related to travel, food and lodging for transplant recipient or donor.
- Reversal of voluntary, surgically-induced sterility
- Surgery primarily for cosmetic purposes
- Hearing aids
- Homemaker services
- Orthopedic devices, such as braces and foot orthotics

## Section 5. BENEFITS *continued*

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### Hospital/Extended Care Benefits

#### What is covered

##### Hospital care

The Plan provides a comprehensive range of benefits with no dollar or day limit when you are hospitalized under the care of a Plan doctor. **You pay** nothing. All necessary services are covered, including:

- Semi-private room accommodations; when a Plan doctor determines it is medically necessary, the doctor may prescribe private accommodations
- Specialized care units, such as intensive care or cardiac care units

##### Extended care

The Plan provides a comprehensive range of benefits up to 45 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 doctor and approved by the Plan. **You pay** nothing. All necessary services are covered, including:

- Bed, board and general nursing care
- Drugs, biologicals, supplies, and equipment ordinarily provided or arranged by the skilled nursing facility when prescribed by a Plan doctor.

##### 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 doctor who certifies that the patient is in the terminal stages of illness, with a life expectancy of approximately six months or less. The member certified shall be eligible for up to 210 days of Hospice Services on an inpatient and outpatient basis including medically necessary supplies and drugs. In addition, family members covered by this contract are entitled to five (5) visits of bereavement counseling.

##### Ambulance service

Benefits are provided for ambulance transportation ordered or authorized by a Plan doctor; **you pay** a \$25 copay.

#### Limited benefits

##### Inpatient dental procedures

Hospitalization for certain dental procedures is covered when a Plan doctor determines there is a need for hospitalization for reasons totally unrelated to the dental procedure; the Plan will cover the hospitalization, but not the cost of the professional dental services. Conditions for which hospitalization would be covered include hemophilia and heart disease; the need for anesthesia, by itself, is not such a condition.

##### Acute inpatient detoxification

Hospitalization for medical treatment of substance abuse is limited to emergency care, diagnosis, treatment of medical conditions, and medical management of withdrawal symptoms (acute detoxification) if the Plan doctor determines that outpatient management is not medically appropriate. See page 13 for non-medical substance abuse benefits.

#### What is not covered

- Personal comfort items, such as telephone and television
- Custodial care, rest cures, domiciliary or convalescent care

## Section 5. BENEFITS *continued*

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### Emergency Benefits

#### What is a medical emergency?

A medical emergency means 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.

#### Emergencies within the 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 should notify the Plan within 48 hours. 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.

#### Plan pays...

Reasonable charges for emergency services to the extent the services would have been covered if received from Plan providers.

#### You pay...

\$35 per hospital emergency room visit or \$35 per urgent care center visit for emergency services that are covered benefits of this Plan. If the emergency results in admission to a hospital, the copay is waived.

#### Emergencies outside the 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.

#### Plan pays...

Reasonable charges for emergency services to the extent the services would have been covered if received from Plan providers.

#### You pay...

\$35 per hospital emergency room visit or \$35 per urgent care center visit for emergency services that are covered benefits of this Plan. If the emergency results in admission to a hospital, the copay is waived.

#### What is covered

- Emergency care at a doctor's office or an urgent care center
- Emergency care as an outpatient or inpatient at a hospital, including doctors' services
- Ambulance service approved by the Plan

## **Section 5. BENEFITS** *continued*

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### **What is not covered**

- Elective care or nonemergency 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

### **Filing claims for non-Plan providers**

With your authorization, the Plan will pay benefits directly to the providers of your emergency care upon receipt of their claims. Physician claims should be submitted on the HCFA 1500 claim form. If you are required to pay for the services, submit itemized bills and your receipts to the Plan along with an explanation of the services and the identification information from your ID card.

Payment will be sent to you (or the provider if you did not pay the bill), unless the claim is denied. If it is denied, you will receive notice of the decision, including the reasons for the denial and the provisions of the contract on which denial was based. If you disagree with the Plan's decision, you may request reconsideration in accordance with the disputed claims procedure described on pages 6-8.



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## Section 5. BENEFITS *continued*

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### Mental Conditions/Substance Abuse Benefits

#### Mental conditions

**What is covered**

To the extent shown below, the Plan provides the following services necessary for the diagnosis and treatment of acute psychiatric conditions, including the treatment of mental illness or disorders:

- Diagnostic evaluation
- Psychological testing
- Psychiatric treatment (including individual and group therapy)
- Hospitalization (including inpatient professional services)

Any office service performed by a participating psychiatrist specifically for pharmacotherapy/pharmaceutical management as treatment for a mental health condition will be covered as a medical office visit subject to a \$10 copayment. Any tests or visits to monitor the pharmaceutical will be covered as a medical benefit not a mental health benefit.

**Outpatient care**

Up to 20 outpatient visits to Plan doctors, consultants or other psychiatric personnel each calendar year; **you pay** \$15 copay per visit for each visit up to 20 visits and all charges thereafter.

**Inpatient care**

Up to 30 days of hospitalization each calendar year; **you pay** nothing for first 30 days, **you pay** all charges thereafter; 20 visits by your Plan doctor are covered while hospitalized.

**What is not covered**

- Care for psychiatric conditions that in the professional judgment of Plan doctors are not subject to significant improvement through relatively short-term treatment
- Psychiatric evaluation or therapy on court order or as a condition of parole or probation, unless determined by a Plan doctor to be necessary and appropriate
- Psychological testing that is not medically necessary to determine the appropriate treatment of a short-term psychiatric condition

#### Substance abuse

**What is covered**

This Plan provides medical and hospital services such as acute detoxification services for the medical, non-psychiatric aspects of substance abuse, including alcoholism and drug addiction, the same as for any other illness or condition, and, to the extent shown below, the services necessary for diagnosis and treatment.

**Outpatient care**

The Plan provides up to 60 outpatient visits per calendar year for the diagnosis and treatment of alcoholism and drug addiction, of which up to twenty (20) visits may be for family therapy; **you pay** a \$10 copay for each covered visit and all charges thereafter.

**Inpatient care**

One 30 day substance abuse rehabilitation program per calendar year in an Alcohol Detoxification Center or Rehabilitation Center approved by the Plan; **you pay** nothing during the benefit period. **You pay** all charges thereafter.

**What is not covered**

- Treatment that is not authorized by a Plan doctor.

### Prescription Drug Benefits

**What is covered**

Prescription drugs prescribed by a Plan or designated doctor and obtained at a Plan pharmacy will be dispensed for up to a 30-day supply. Drugs are prescribed by Plan doctors and dispensed in accordance with the Plan's formulary. **You pay** a \$5 copay per prescription unit or refill for generic formulary drugs. **You pay** a \$10 copay per prescription unit or refill for brand name formulary drugs. **You pay** a \$25 copay per prescription unit or refill for non-formulary generic and brand name drugs.

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## Section 5. BENEFITS *continued*

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### Prescription Drug Benefits

*continued*

#### What is covered *continued*

Formulary drug inclusion-All formulary decisions are based on recommendations from Independent Health's Pharmacy & Therapeutics Committee which are forwarded to the Independent Health Board after each quarterly meeting. The Independent Health board reviews the recommendation and makes a decision regarding the pharmaceutical.

Independent Health's formulary is currently available to members upon request.

Covered medications and accessories include:

- Drugs for which a prescription is required by law
- Growth hormones; **you pay** a \$10 copay per formulary or \$25 copay for non-formulary prescription unit or refill
- Insulin, with an \$8 copay charge applied to each vial
- Smoking cessation drugs and medication, including nicotine patches, nicotine replacement therapy (covered only in conjunction with the Plan's stop smoking program)
- Disposable needles and syringes needed to inject covered prescribed medication; **you pay** a 20% copayment
- Oral contraceptives and contraceptive devices, including contraceptive diaphragms
- Implanted time-release medications, such as Norplant; **you pay** a 20% copayment
- Nutritional supplements medically necessary for the treatment of phenylketonuria (PKU) and other related disorders
- Self-administered injectable drugs, which must have written pre-approval by the Medical Director; **you pay** a \$5 copay per prescription until or refill copay
- Infertility drugs: **you pay** 20% of the cost of the drug
- Diabetic supplies and equipment. Pre-authorization by IHA's Medical Director is required for medically necessary diabetic durable medical equipment. This equipment includes items such as: injection aids, insulin pumps and appurtenances thereto, insulin infusion devices, data management systems, blood glucose monitors and blood glucose monitors for the legally blind; **you pay** an \$8 member copay for each item.
- Up to a thirty (30) day supply of test strips for glucose monitors and visual reading and urine testing strips, syringes, lancets and cartridges for the legally blind; **you pay** the lesser of a 20% member copay of the total cost of the item or an \$8 member copay for each item.
- Intravenous fluids and medication for home use, implantable drugs, and some injectable drugs, such as Depro Provera, are covered under Medical and Surgical Benefits.

#### Limited Benefits

#### What is not covered

- Sexual dysfunction drugs have dispensing limitations. Contact the plan for details.
- 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 except as shown above
- Medical supplies such as dressings and antiseptics
- Drugs for cosmetic purposes
- Drugs to enhance athletic performance

DRUGS MUST BE PRESCRIPTION BY A PLAN DOCTOR OR DESIGNATED DOCTOR



## Section 5. BENEFITS *continued*

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### Other Benefits

#### Dental care

##### What is covered

##### Accidental injury benefit

Restorative services and supplies necessary to promptly repair (but not replace) sound natural teeth are covered. The need for these services must result from an accidental injury occurring while the member is covered under the FEHB Program; **you pay** a \$10 copay per visit.

##### What is not covered

Other dental services not shown as covered.

#### Vision care

##### What is covered

In addition to the medical and surgical benefits provided for diagnosis and treatment of diseases of the eye, eye refractions are covered once every two calendar years; **you pay** a \$10 copayment.

##### What is not covered

- Eye glass corrective lenses or frames, contact lenses, services and procedures to correct vision
- Eye exercises

## Non-FEHB Benefits Available to Plan Members

The benefits described on this page are neither offered nor guaranteed under the contract with the FEHB Program, but are made available to all enrollees and family members who are members of this Plan. The cost of the benefits described on this page is not included in the FEHB premium and any charges for these services do not count toward any FEHB deductibles or out-of-pocket maximums. These benefits are not subject to the FEHB disputed claims procedure.

### Fitness Programs

Independent Health covers a number of wellness programs through our Feeling Fit program. These include: Stop Smoking classes, Nutritional Consulting, Parenting Classes and Stress Management workshops to name just a few. Please contact Independent Health's Feeling Fit Department Line at **1-800-834-9565** in Western New York or Membership Services in the Metro/Hudson area at 1-800-654-5494 for more information on these expanded benefits as well as our new Member Discount program. The Discount program includes savings on vision, dental services, entertainment, sporting goods and more.

### Medicare prepaid enrollment

This Plan offers Medicare recipients the opportunity to enroll in the Plan through Medicare. As indicated on page 19, 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 re-enroll 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 the 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 the Medicare prepaid plan. Contact us at 716/631-9452 or 1-800-453-1910 for information on the Medicare plan and the cost of that enrollment.

If you are Medicare eligible and are interested in enrolling in a Medicare+Choice HMO, Encompass 65, sponsored by this Plan without dropping your enrollment in this Plan's FEHB plan, call 1-800-453-1910 for information on the benefits available under the Medicare HMO.

#### Independent Health's Medicare+Choice Plan: Encompass 65

Independent Health's Encompass 65® is a comprehensive, flexible health plan for Medicare beneficiaries in Western New York. To be eligible for Independent Health's Encompass 65 coverage, you must be enrolled in Medicare's Medical Insurance Part A and Part B, or Part B only. If you have Part B only, you will need to pay a higher premium or purchase Part A from the Social Security Administration office. You must live in Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans, or Wyoming county in New York State and not be out of the service area for more than 90 consecutive days.

If you are interested in enrolling, contact your retirement system for information on canceling your FEHB enrollment and joining Independent Health's Encompass 65®. You may also choose to enroll in Independent Health's Encompass 65® and retain your enrollment in Independent Health's FEHB plan. For more information on plan benefits, copayments, and premiums, contact Independent Health's marketing department at 716-631-9452 or 1-800-453-1910, Monday through Friday, 8 a.m. until 8 p.m.

For more information, be sure to visit our website at [www.independenthealth.com](http://www.independenthealth.com).

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

## **Section 6. General exclusions — Things we don't cover**

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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 or condition.

We do not cover the following:

- Services, drugs or supplies that are not medically necessary;
- Services not required according to accepted standards of medical, dental, or psychiatric practice;
- Care by non-Plan providers except for authorized referrals or emergencies; (see Emergency Benefits)
- Experimental or investigational procedures, treatments, drugs or devices;
- Procedures, services, drugs and 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;
- Procedures, services, drugs and supplies related to sex transformations;
- Services or supplies you receive from a provider or facility barred from the FEHB Program; and
- Expenses you incurred while you were not enrolled in this Plan.

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## **Section 7. Limitations – Rules that affect your benefit**

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### **Medicare**

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

If you are eligible for Medicare, you may enroll in a Medicare+Choice plan and also remain enrolled with us.

If you are an annuitant or former spouse, you can suspend your FEHB coverage and enroll in a Medicare+Choice plan when one is available in your area. For information on suspending your FEHB enrollment and changing to a Medicare+Choice plan, 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.

If you involuntarily lose coverage, or move out of the Medicare+Choice service area, you may re-enroll in the FEHB Program at any time.

If you do not have Medicare Part A or B, you can still be covered under the FEHB Program and your benefits will not be reduced. We cannot require you to enroll in Medicare.

For information on Medicare+Choice plans, contact your local Social Security Administration (SSA) office or request it from SSA at 1-800/638-6833. For information on the Medicare+Choice plan offered by this Plan, see page 16.

### **Other group insurance coverage**

When anyone has coverage with us and with another group health plan, it is called double coverage. You must tell us if you or a family member has double coverage. You must also send us documents about other insurance if we ask for them.

When you have double coverage, one plan is the primary payer; it pays benefits first. The other plan is secondary; it pays benefits next. We decide which insurance is primary according to the National Association of Insurance Commissioners' Guidelines.

If we pay second, we will determine what the reasonable charge for the benefit should be. After the first plan pays, we will pay either what is left of the reasonable charge or our regular benefit, whichever is less. We will not pay more than the reasonable charge. If we are the secondary payer, we may be entitled to receive payment from your primary plan.

We will always provide you with the benefits described in this brochure. Remember: even if you do not file a claim with your other plan, you must still tell us that you have double coverage.

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## Section 7. Limitations – Rules that affect your benefit *continued*

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### **Circumstances beyond our control**

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

### **When others are responsible for injuries**

When you receive money to compensate you for medical or hospital care for injuries or illness that another person caused, you must reimburse us for whatever services we paid for. 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.

### **TRICARE**

TRICARE is the health care program for members, eligible dependents, and retirees of the military. TRICARE includes the CHAMPUS program. If both TRICARE and this Plan cover you, we are the primary payer. 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 determine they must provide;
- 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 the OWCP or similar agency has paid its maximum benefits for your treatment, we will provide your benefits.

### **Medicaid**

We pay first if both Medicaid and this Plan cover you.

### **Other Government Agencies**

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

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## Section 8. FEHB FACTS

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### **You have a right to information about your HMO.**

OPM requires that all FEHB plans comply with the Patients' Bill of Rights, which gives you the right to information about your health plan, its networks, providers and facilities. You can also find out about care management, which includes medical practice guidelines, disease management programs and how we determine if procedures are experimental or investigational. OPM's website ([www.opm.gov](http://www.opm.gov)) lists the specific types of information that we must make available to you.

If you want specific information about us in Western New York, call (716) 631-5392, or write to 511 Farber Lakes Drive, Buffalo, NY 14221. You may also contact us by fax at (716) 631-8554 or visit our website at [www.independenthealth.com](http://www.independenthealth.com).

If you want specific information about us in the Metro/Hudson region, call (914) 631-0939 or write to 200 White Plains Road, Tarrytown, NY 10591. You may also contact us by fax at (914) 631-2103 or visit our website at [www.independenthealth.com](http://www.independenthealth.com).

### **Where do I get information about enrolling in the FEHB Program?**

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
- The next Open Season for enrollment.

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

## **Section 8. FEHB FACTS** *continued*

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**When are my benefits and premiums effective?**

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 January 1.

**What happens when I 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, which is described later in this section.

**What types of coverage are available for my family and me?**

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 or step children. Under certain circumstances, you may also get 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 you give birth or add the child to your family. The benefits and premiums for your Self and Family enrollment begin on the first day of the pay period in which the child is born or becomes an eligible family member.

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.

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

**Are my medical and claims records confidential?**

We will keep your medical and claims information confidential. Only the following will have access to it without your permission:

- 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.

## **Information for new members**

**Identification cards**

We will send you an Identification (ID) card. Use your copy of the Health Benefits Election Form, SF-2809, or the OPM annuitant confirmation letter until you receive your ID card. You can also use an Employee Express confirmation letter.

**What if I paid a deductible under my old plan?**

Your old plan's deductible continues until our coverage begins.

**Pre-existing conditions**

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

## When you lose benefits

### What happens if my enrollment in this Plan 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 former spouse coverage or Temporary Continuation of Coverage.

### What is former spouse 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 more information about your coverage choices.

### What is TCC?

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 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.

Key points about TCC:

- You can pick a new plan;
- If you leave Federal service, you can receive TCC for up to 18 months after you separate;
- If you no longer qualify as a family member, you can receive TCC for up to 36 months;
- Your TCC enrollment starts after regular coverage ends.
- If you or your employing office delay processing your request, you still have to pay premiums from the 32<sup>nd</sup> day after your regular coverage ends, even if several months have passed.
- **You pay** the total premium, and generally a 2-percent administrative charge. The government does not share your costs.
- You receive another 31-day extension of coverage when your TCC enrollment ends, unless you cancel your TCC or stop paying the premium.
- You are not eligible for TCC if you can receive regular FEHB Program benefits.

### How do I enroll in TCC?

If you leave Federal service your employing office will notify you of your right to enroll under TCC. You must enroll within 60 days of leaving, or receiving this notice, whichever is later.

Children: You must notify your employing or retirement office within 60 days after your child is no longer an eligible family member. That office will send you information about enrolling in TCC. You must enroll your child within 60 days after they become eligible for TCC, or receive this notice, whichever is later.

Former spouses: You or your former spouse must notify your employing or retirement office within 60 days of one of these qualifying events:

- Divorce
- Loss of spouse equity coverage within 36 months after the divorce.

Your employing or retirement office will then send your former spouse information about enrolling in TCC. Your former spouse must enroll within 60 days after the event, which qualifies them for coverage, or receiving the information, whichever is later.

Note: Your child or former spouse loses TCC eligibility unless you or your former spouse notify your employing or retirement office within the 60-day deadline.

## **When you lose benefits** *continued*

### **How can I convert to individual coverage?**

You may convert to an 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 if individual coverage is available. 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.

### **How can I get 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. You must arrange for the other coverage within 63 days of leaving this Plan. Your new plan must reduce or eliminate waiting periods, limitations or exclusions for health related conditions based on the information in the certificate.

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



## **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 (716) 631-5392 in Western New York or (914) 631-2103 in the Metro/Hudson Region and explain the situation.
- If we do not resolve the issue, call or write:

### **THE HEALTH CARE FRAUD HOTLINE**

**202/418-3300**

**U.S. Office of Personnel Management**

**Office of the Inspector General Fraud Hotline**

**1900 E Street, NW, Room 6400 Washington, D.C. 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 they:

- Try to obtain services for a person who is not an eligible family member; or
- Are no longer enrolled in the Plan and try to obtain benefits.

Your agency may also take administrative action against you.



**Notes:**

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**Notes:**

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## Summary of Benefits for Independent Health Association- 2000

Do not rely on this chart alone. All benefits are provided in full unless otherwise indicated subject to the limitations and exclusions set forth in the brochure. This chart merely summarizes certain important expenses covered by the Plan. If you wish to enroll or change your enrollment in this Plan, be sure to indicate the correct enrollment code on your enrollment form (codes appear on the cover of this brochure). **ALL SERVICES COVERED UNDER THIS PLAN, WITH THE EXCEPTION OF EMERGENCY CARE, ARE COVERED ONLY WHEN PROVIDED OR ARRANGED BY PLAN DOCTORS.**

	<b>Benefits</b>	<b>Plan pays/provides</b>	<b>Page</b>
<b>Inpatient care</b>	<b>Hospital</b>	Comprehensive range of medical and surgical services without dollar or day limit. Includes in-hospital doctor care, room and board, general nursing care, private room and private nursing care if medically necessary, diagnostic tests, drugs and medical supplies, use of operating room, intensive care and complete maternity care. <b>You pay</b> nothing ..	10
	<b>Extended care</b>	All necessary services, for up to 45 days. <b>You pay</b> nothing .....	10
	<b>Mental conditions</b>	Diagnosis and treatment of acute psychiatric conditions for 30 days of inpatient care per year. <b>You pay</b> nothing .....	13
	<b>Substance abuse</b>	All necessary services, for up to 30 days per year in a substance abuse treatment program. <b>You pay</b> nothing .....	13
<b>Outpatient care</b>		Comprehensive range of services such as diagnosis and treatment of illness or injury, including specialist's care; preventive care, including well-baby care, periodic check-ups and routine immunizations; laboratory tests and X-rays; complete maternity care. <b>You pay</b> \$10 per office visit and for a doctor's house call; and \$10 copay for X-rays .....	8
	<b>Home health care</b>	All necessary visits by nurses and health aides. <b>You pay</b> \$10 copay ....	9
	<b>Mental conditions</b>	Up to 20 outpatient visits per year. <b>You pay</b> a \$15 copay per visit .....	13
	<b>Substance abuse</b>	Up to 60 outpatient visits per year. <b>You pay</b> a \$10 copay per visit .....	13
<b>Emergency care</b>		Reasonable charges for services and supplies required because of a medical emergency. <b>You pay</b> a \$35 copay to the hospital for each emergency room visit and \$35 per urgent care visit and any charges for services that are not covered by this Plan .....	11
<b>Prescription drugs</b>		Drugs prescribed by a Plan doctor and obtained at a Plan pharmacy. <b>You pay</b> a \$ 5 copay per prescription unit or refill for generic drugs; a \$10 copay per prescription unit or refill for formulary brand name drugs; <b>you pay</b> a \$25 copay per prescription unit or refill for non-formulary generic and non-formulary brand .....	13-14
<b>Dental care</b>		Accidental injury benefit; <b>you pay</b> a \$10 copay per visit .....	15
<b>Vision care</b>		Routine eye exam covered once every two calendar years. <b>You pay</b> a \$10 copay per visit.....	15
<b>Out-of-pocket maximum</b>		Your out-of-pocket expenses for benefits under this Plan are limited to the stated co-payments that are required for a few benefits. ....	4

## 2000 Rate Information for Independent Health Association

**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 most career U.S. Postal Service employees. In 2000, two categories of contribution rates, referred to as Category A rates and Category B rates, will apply for certain career employees. If you are a career postal employee but not a member of a special postal employment class, refer to the category definitions in “The Guide to Federal Employees Health Benefits Plans for United States Postal Service Employees” RI 70-2, to determine which rate applies to you.

Postal rates do not apply to non-career postal employees, postal retirees, certain special postal employment classes or associate members of any postal employee organization. Such persons not subject to postal rates must refer to the applicable “Guide to Federal Employees Health Benefits Plans.”

Type of Enrollment	Code	<u>Non-Postal Premium</u>				<u>Postal Premium A</u>		<u>Postal Premium B</u>	
		<u>Biweekly</u>		<u>Monthly</u>		<u>Biweekly</u>		<u>Biweekly</u>	
		Gov't Share	Your Share	Gov't Share	Your Share	USPS Share	Your Share	USPS Share	Your Share
Western New York									
Self Only	<b>QA1</b>	<b>\$51.92</b>	<b>\$17.31</b>	<b>\$112.50</b>	<b>\$37.50</b>	<b>\$61.44</b>	<b>\$7.79</b>	<b>\$61.44</b>	<b>\$7.79</b>
Self and Family	<b>QA2</b>	<b>\$145.81</b>	<b>\$48.60</b>	<b>\$315.92</b>	<b>\$105.30</b>	<b>\$172.54</b>	<b>\$21.87</b>	<b>\$172.54</b>	<b>\$21.87</b>
Metro Hudson									
Self Only	<b>C11</b>	<b>\$78.83</b>	<b>\$29.16</b>	<b>\$170.80</b>	<b>\$63.18</b>	<b>\$93.06</b>	<b>\$14.93</b>	<b>\$93.26</b>	<b>\$14.73</b>
Self and Family	<b>C12</b>	<b>\$175.97</b>	<b>\$110.85</b>	<b>\$381.27</b>	<b>\$240.17</b>	<b>\$207.74</b>	<b>\$79.08</b>	<b>\$201.02</b>	<b>\$85.80</b>