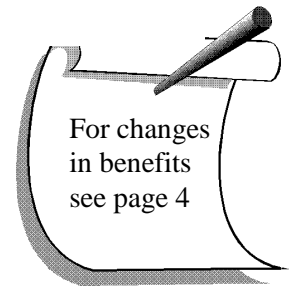


A Health Maintenance Organization



Serving: Central California

Enrollment in this Plan is limited; see page 5 for requirements.

Enrollment code:

MN1 Self Only

MN5 Self and Family

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

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UNITED STATES OFFICE OF
PERSONNEL MANAGEMENT
RETIREMENT AND INSURANCE SERVICE



NATIONAL HEALTH PLANS, 2000
National HMO

Table of Contents	Page
Introduction	1
Plain language	1
How to use this brochure	2
Section 1. Health Maintenance Organizations	3
Section 2. How we change for 2000	4
Section 3. How to get benefits	5
Section 4. What to do if we deny your claim or request for service	9
Section 5. Benefits	12
Section 6. General exclusions – Things we don't cover	28
Section 7. Limitations – Rules that affect your benefits	29
Section 8. FEHB facts	33
Inspector General Advisory: Stop Healthcare Fraud!	39
Summary of benefits	Inside back cover
Premiums	Back cover

NATIONAL HEALTH PLANS, 2000
National HMO

Introduction

National Health Plans
National HMO
1005 West Orangeburg Avenue, Suite B
Modesto California 95350

This brochure describes the benefits you can receive from National HMO under its contract (CS2508) 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 4. Premiums are listed at the end of this brochure.

Plain language

The President and Vice President are making the Government's communication more responsive, accessible, and understandable to the public by requiring agencies to use plain language. 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 NATIONAL HMO 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

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 copayments and coinsurance listed in this brochure. When you receive emergency services, you should notify the Plan within 24 hours.

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.

Section 2. How we change for 2000

Program-wide changes

To keep your premium as low as possible, OPM has set a minimum copay of \$10 for all primary care office visits.

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

How National HMO Changes for 2000

Your share of the non-postal premium will decrease by 13% for Self Only or 13.2% for Self and Family.

San Bernadino, Los Angeles, Orange, Riverside, Tuolumne and Calaveras Counties are no longer part of our Service area.

- Generic prescription unit or refill is a \$5 copayment for a 30 day supply.
- Brand name prescription unit or refill is a \$10 copayment for a 30 day supply.
- Rx Mail Order is a \$13 copayment for a generic 90 day supply, and a \$26 copayment for a brand name 90 day supply.

Do not rely on this page; it is not an official statement of benefits.

Section 3. How to get benefits

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 the California counties (or partial counties) of Alameda, Contra Costa, Fresno, Kings, Madera, Merced, San Joaquin, Stanislaus, and Tulare. Our service area includes the following zip codes: 93230, 93242, 93245, 93602, 93609, 93610, 93611, 93612, 93614, 93616, 93618, 93620, 93625, 93626, 93627, 93630, 93631, 93635, 93637, 93638, 93643, 93644, 93645, 93646, 93648, 93650, 93651, 93652, 93654, 93656, 93657, 93660, 93661, 93662, 93665, 93667, 93675, 93701, 93702, 93703, 93704, 93705, 93706, 93710, 93711, 93720, 93721, 93722, 93725, 93726, 93727, 93728, 93729, 94506, 94506, 94506, 94507, 94526, 94528, 94550, 94551, 94566, 94568, 94582, 94583, 94588, 94595, 94596, 94597, 95201, 95202, 95203, 95204, 95205, 95206, 95207, 95208, 95209, 95210, 95211, 95212, 95213, 95214, 95215, 95219, 95220, 95227, 95230, 95231, 95234, 95236, 95237, 95240, 95241, 95242, 95253, 95258, 95267, 95269, 95301, 95303, 95304, 95307, 95312, 95313, 95315, 95316, 95317, 95319, 95320, 95322, 95323, 95324, 95326, 95328, 95329, 95330, 95333, 95334, 95336, 95337, 95340, 95341, 95342, 95343, 95344, 95348, 95350, 95351, 95352, 95353, 95354, 95355, 95356, 95357, 95358, 95360, 95361, 95363, 95365, 95366, 95367, 95368, 95369, 95374, 95376, 95377, 95378, 95380, 95381, 95382, 95384, 95385, 95386, 95387, 95388, 95686, 96361.

Ordinarily, you must get your care from providers who contract with us. If you receive care outside our service area, we will pay only for emergency care. We will not pay for any other health care services that are not coordinated by your Primary Care Physician.

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. **National HMO offers a Student Plan rider for students temporarily residing outside of our service area. Please call 1-800-468-8600 for more information.** 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.

NATIONAL HEALTH PLANS, 2000

National HMO

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.

There is an out-of-pocket maximum for hospital copays of \$750 per member and \$2,250 per family, per calendar year. In addition, copayments will not be required for the remainder of the calendar year after your out-of-pocket expenses for all services provided or arranged by the Plan reach \$3,475 for yourself, or \$8,641 for yourself and family. This is called a catastrophic limit. However, copayments for your prescription drugs, dental, vision, or chiropractic services do not count toward these limits and you must continue to make these copayments.

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

Do I have to submit claims? You normally won't have to submit claims to us unless you receive emergency 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? This Plan is an Independent Practice Association (IPA) model HMO that contracts with physicians and other healthcare providers operating out of their own private offices and facilities. Each member enrolling in the Plan may select his/her own primary care physician from the Plan's participating provider roster. All specialty care (except OB/GYN specialists) must be arranged through the member's primary care physician. Members may change their doctor selection by notifying the Plan by the 25th of each month. The change will then be effective the first day of the following month.

What do I do if my primary care physician leaves the Plan? Call us. We will help you select a new one. If you are receiving services from a doctor who leaves the Plan, the Plan will pay for covered services until the Plan can arrange for you to be seen by another participating doctor.

NATIONAL HEALTH PLANS, 2000

National HMO

What do I do if I need to go into the hospital? 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'm in the hospital when I join this Plan? First, call our customer service department at 1-800-468-8600. 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 specialist. *A woman may see her plan gynecologist for unlimited visits without a referral.*

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. Do not go to the specialist unless your primary care physician has arranged for the visit, and the plan has issued an authorization for the referral in advance.

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.

NATIONAL HEALTH PLANS, 2000

National HMO

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 provider 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 provider 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? The Plan's Medical Director is responsible for evaluation of new technologies including medical, surgical, drugs and devices, and new application of existing technologies. The evidence in literature and the opinions of relevant medical experts, when available, are reviewed to assist the Medical Director in making determinations.

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

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 explaining why you believe our decision is wrong; and
3. Be made within six months 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 60 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.

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

Call us at 1-800-468-8600 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. Alternately, you can call OPM's Health Benefits Contract Division IV at (202) 606-0737 between 8:00 a.m. and 5:00 p.m. EST. 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.

NATIONAL HEALTH PLANS, 2000
National HMO

- 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.
- What address should I send my disputed claim to?** Send your request for review to: Office of Personnel Management, Office of Insurance Programs, Contract Division IV, 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 OPM.
- 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** 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.

Section 5. Benefits

What is covered

A comprehensive range of preventative, diagnostic and treatment services are provided by Plan doctors and other Plan providers. This includes all necessary office visits; **you pay** a \$10 copay per primary care office visit or a \$10 copay for specialist office visit, but no additional copay for laboratory tests and x-rays. **You pay** a \$10 copay for office visits after 6:00 p.m. and on weekends and holidays. Within the Service Area, house calls will be provided if in the judgment of the Plan doctor such care is necessary and appropriate; **you pay** a \$10 copay for a doctor's house call, nothing for home visits by nurses and health aides.

The following services are included:

- Preventative care, including well-baby care and periodic check-ups; **you pay** a \$10 copay for each check-up after age two.
- Mammograms are covered as needed when prescribed by a Plan physician. 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; **you pay** a \$5 copay in addition to the office visit copay, except for Hepatitis B, for which **you pay** 20% of charges plus the office visit copay. Children pay only the office visit copay for routine immunizations, boosters and Hepatitis B vaccinations.
- 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. (**You pay** a \$10 copay for each maternity care visit.) The mother, at her option, may remain in the hospital for up to 48 hours after a regular delivery, and 96 hours after 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

NATIONAL HEALTH PLANS, 2000
National HMO

Only or Self and Family enrollment; other care of the infant requiring definitive treatment will be covered only if the infant is covered under a Self and Family enrollment. **You pay** a \$25 copayment per day, up to \$100 per admission, subject to the \$750 per member/\$2250 per family per year inpatient copay maximum.

- Eye and Ear examinations for children through age 17.
- Diagnosis and treatment of diseases of the eye.
- The insertion of internal prosthetic devices, such as pacemakers and artificial joints.
- Cornea, heart/lung, kidney, single lung, double lung, liver and pancreas transplants; allogenic (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. Treatment for breast cancer, multiple myeloma, and epithelial ovarian cancer is limited to non-randomized clinical trials performed at Plan Centers of Excellence. Related medical and hospital expenses of the donor are covered when the recipient is covered by the Plan.
- 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.
- Chemotherapy, radiation therapy, and inhalation therapy.
- Surgical treatment of morbid obesity.
- Orthopedic devices, such as braces.
- Home health services of nurses and health aides, 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.
- The medical management of mental conditions will be covered under the Plan's Medical and Surgical Benefits provisions. Related drug costs for psychological testing and psychotherapy will be covered under this Plan's Mental Conditions Benefits. See page 22 for more information.

NATIONAL HEALTH PLANS, 2000
National HMO

**Chiropractic
Benefit**

Chiropractic care is covered. **You pay** a \$10 copayment per visit. Services must be provided by a Plan provider. Copayment amounts do not accumulate toward the copayment maximum for covered services and services are subject to an annual \$1000 maximum allowable benefit. Services covered include manipulations and adjustment and diagnostic radiology and laboratory services. Up to three visits per calendar year may be used for maintenance care.

Limited benefits

Oral and Maxillofacial surgery is provided for non-dental 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. All other procedures involving the teeth or intra-oral areas surrounding the teeth are not covered, including any dental care involved in treatment of temporomandibular (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 the condition can reasonable be expected to be corrected by such surgery. A patient and her attending physician may decide whether to have breast reconstruction surgery following a mastectomy and whether surgery on the other breast is needed to produce a symmetrical appearance.

Short-term rehabilitative therapy (physical, speech, occupational and cognitive) is provided on an inpatient or outpatient basis for up to two months per condition if significant improvement can be expected within two months; **you pay** a \$5 copayment 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.

Voluntary family planning services and sterilization are covered. **You pay** \$25 for an IUD insertion, \$50 for a vasectomy, and \$100 for a tubal ligation.

Diagnosis and treatment of infertility is covered; fertility drugs are covered under the Prescription Drug Benefit. The following types of

NATIONAL HEALTH PLANS, 2000
National HMO

artificial insemination are covered: intravaginal insemination (IVI); intracervical insemination (ICI); and intrauterine insemination (IUI), **you pay** the specialist office visit copay of \$10 per visit; cost of donor sperm is not covered. Other assisted reproductive technology (ART) procedures, such as in-vitro fertilization and embryo transfer (and drugs related to such procedures) are not covered.

Cardiac rehabilitation following a heart transplant, bypass surgery or a myocardial infarction, is provided for up to 12 consecutive weeks per calendar year; **you pay** a \$20 copayment per visit.

Allergy testing and treatment, including allergy serum, test and treatment materials are covered. **You pay** a \$25 copay per visit for allergy testing and \$10 per visit for allergy treatments.

Nutritional Counseling in conjunction with Plan approved disease management programs, when referred by a Plan doctor and approved by the Plan. **You pay** nothing.

Total parenteral nutrition is covered. **You pay** 20% of charges.

Durable medical equipment and prosthetic devices, such as wheelchairs and hospital beds and artificial limbs, are covered. **You pay** 50% of covered charges up to maximum Plan payment of \$2500 per year. Durable medical equipment and prosthetic devices are combined benefits that are subject to a maximum of \$2500 per calendar year. Drugs used in conjunction with durable medical equipment are covered under the Prescription Drug Benefit and are subject to applicable copayments. Supplies such as tubing, masks and nebulizers are considered durable medical equipment and are subject to the 50% copayment.

Outpatient surgical procedures are provided in the outpatient department of a hospital or a surgical facility on a same day (in and out) basis. **You pay** a \$25 copay per outpatient surgical procedure, up to the \$750 per member (\$2250 per family per year inpatient copay maximum).

NATIONAL HEALTH PLANS, 2000
National HMO

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;
- Blood and blood derivatives not replaced by the member;
- Reversal of voluntary, surgically-induced sterility;
- Transplants not listed as covered;
- Hearing aids;
- Refractions, including lens prescriptions ;
- Surgical refractive procedures, including, but not limited to, radial keratotomy, photorefractive keratectomy, keratomileusis and synthetic intracorneal rings;
- Corrective eyeglasses and frames or contact lenses (including the fitting of the lenses);
- Long term rehabilitation therapy;
- Homemaker services;
- Foot orthotics.

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

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** a \$25 copay per day up to \$100 per admission, up to the annual inpatient copay maximum of \$750 per member/\$2250 per family per calendar year. **All necessary services are covered, including:**

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

What is covered - extended care

The plan provides a comprehensive range of benefits for up to 60 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** a \$25 copay per day up to \$100 per admission, up to the annual copay maximum of \$750 per member/\$2250 per family calendar year. All necessary services are covered, including:

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

What is covered – hospice care

Supportive and palliative care for a terminally ill member is covered in the home. 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.

- Ambulance services;
- Benefits are provided for ambulance transportation ordered or authorized by a Plan doctor.

NATIONAL HEALTH PLANS, 2000

National HMO

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. **You pay** a \$25 copay per day up to \$100 per admission subject to the annual inpatient copay maximum of \$750 per member/\$2250 per family per calendar year.

Limited benefits – 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 the outpatient management is not medically appropriate.

What is not covered

- Personal comfort items, such as telephone and television;
- Blood and blood derivatives not replaced by the member;
- Custodial care, rest cures, domiciliary or convalescent care.

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

Emergency benefits

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.

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 24 hours. It is your responsibility to ensure that the Plan has been timely notified.

If you need to be hospitalized, the Plan must be notified within 24 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 Plan or non-Plan providers must be coordinated through your Primary Care Physician or approved by National HMO.

NATIONAL HEALTH PLANS, 2000
National HMO

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

You pay...\$25 copay per hospital emergency room visit, or a \$10 copay per urgent care center visit for emergency services that are covered benefits of this Plan. If the emergency results in admission to a hospital, **you pay** a \$25 copay per day up to \$100 per admission, if you have not met the annual inpatient copay maximum. The emergency room visit copay will apply to this maximum.

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 Plan on non-Plan providers must be coordinated through your Primary Care Physician or approved by National HMO.

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

You pay...\$25 copay per hospital emergency room visit, or a \$25 copay per urgent care center visit for emergency services that are covered benefits of this Plan. If the emergency results in admission to a hospital, **you pay** a \$25 copay per day up to \$100 per admission, if you have not met the annual inpatient copay maximum. The emergency room visit copay will apply to this maximum.

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.

NATIONAL HEALTH PLANS, 2000

National HMO

What is 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.

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 provision 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. See Section 4, page 9.

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).

**Mental conditions –
outpatient care**

Up to 20 outpatient visits to Plan doctors, consultants, or other psychiatric personnel each calendar year; **you pay** a \$20 copay per individual visit or a \$10 copay per group visit – all charges thereafter.

Two group therapy visits equal one individual therapy visit, and reduce the combined individual therapy visits available for treatment of mental conditions by one.

**Mental conditions –
inpatient care**

Up to 30 days of hospitalization each calendar year; **you pay** nothing for the first 30-days – all charges thereafter.

**Mental conditions –
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 when 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.

NATIONAL HEALTH PLANS, 2000
National HMO

- Substance abuse –
outpatient care** Up to 20 outpatient visits to Plan providers for treatment of substance abuse each calendar year; **you pay** a \$5 copay for each covered visit – all charges thereafter.
- Substance abuse –
Inpatient care** One 30-day substance abuse rehabilitation (intermediate care) program per calendar year in an alcohol detoxification or rehabilitation center approved by the Plan; **you pay** nothing during the benefit period – all charges thereafter.
- Substance abuse –
what is not covered** Treatment that is not authorized by a Plan doctor.

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

Prescription drug benefits

What is covered

Prescription drugs prescribed by a Plan or referral doctor, and obtained at a Plan participating pharmacy, will be dispensed for up to a 30-day supply. **You pay** a \$5 copayment for generic drugs, and a \$10 copayment for brand name drugs, per prescription unit or refill when obtained at Plan contracted pharmacies, except for out-of-area emergencies.

Drugs are prescribed by Plan doctors and dispensed in accordance with the Plan's drug formulary. Nonformulary drugs will be covered when prescribed by a Plan doctor.

The Formulary Drug List includes both generic and name brand drugs. Generic drugs will be dispensed whether **or not** the drug is on the Formulary Drug List. When generic drugs cannot be dispensed due to medical reasons as determined by the Plan, the Plan will authorize a name brand drug. When a generic drug can be substituted but the member requests a name brand drug, the additional cost of the name brand drug is not a covered benefit and must be paid by the member, in addition to the copayment. **Drugs are periodically reviewed by the Plan's Pharmacy Committee for either inclusion or exclusion from the Plan's drug formulary. The committee reviews drugs for therapeutic value, safety and cost effectiveness. Based on these factors, drugs are added or deleted from the formulary.**

Up to a 90-day supply of most drugs on the Formulary Drug List is available through the National HMO Rx Mail order service. Allow approximately 14 days from the day you mail your order for delivery. **You pay** a \$13 copayment for generic, or \$26 copayment for brand name, per covered prescription unit or refill.

Covered medications and accessories include:

- Drugs for which a prescription is required by Federal Law.
- Oral contraceptive drugs and contraceptive devices; injectable contraceptive drugs are covered as part of a doctor's office visit. **You pay** a \$5 generic/\$10 brand name copay in addition to the office visit copay.
- Insulin, with a copayment charge applied to each vial.

NATIONAL HEALTH PLANS, 2000
National HMO

- Diabetic supplies limited to insulin syringes, needles and chem strips. **You pay** a \$13 generic/\$26 brand name copayment per 90-day supply of chem strips (subject to a 3 box limit) if purchased through the mail order service. **You pay** 50% of the cost of chem strips if purchased through select pharmacies.
- Disposable needles and syringes needed to inject covered prescribed medication.
- Intravenous fluids and medication for home use.

Limited benefits

- Prescription drugs for the treatment of Acquired Immune Deficiency Syndrome are covered at 80% of charges. **You pay** 20% of charges for each 30-day supply or 100 units, whichever is greater.
- Hepatitis B Vaccine is covered. **You pay** 20% of charges.
- The Norplant contraceptive device is covered. **You pay** \$300 for insertion and \$100 for removal. There is no charge when the device is implanted during a covered hospitalization. There will be no refund of any portion of these copayments if the implanted time-release medication is removed before the end of its expected life.
- Drugs to treat sexual dysfunction are limited. Please contact the Plan for dose limits. **You pay** 50% up to the dose limits and all charges after that.
- Fertility drugs preauthorized by the Plan are covered once per lifetime. **You pay** 50% of charges.
- Smoking cessation drugs and medication according to Formulary guidelines, including nicotine patches, are covered only while you attend a smoking cessation program and only for one such program of up to 90 days per lifetime. **You pay** 50% of charges.
- Injectable drugs for home use, and preauthorized by the Plan, are covered. **You pay** 20% of charges.
- Prescriptions filled out of the service area, required in conjunction with an approved out-of-area emergency service, will be reimbursed according to the Plan Pharmacy copayment requirements. If you are charged for the prescription, you should pay in full and submit the pharmacy receipt to National HMO within 30 days of the date the prescription was filled. Coverage for these prescriptions is limited to a 10-day supply. Out-of-area locations of contracted chain pharmacies may be able to provide service under your prescription plan.

NATIONAL HEALTH PLANS, 2000

National HMO

What is not covered

- 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 for cosmetic purposes.
- Drugs to enhance athletic performance.

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Other benefits

Dental Care

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, and not from biting or chewing; only services rendered within 24 hour of the injury are covered. **You pay** a \$25 copay.

What is not covered Other dental services not shown as covered.

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

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

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 30.

Non-FEHB Benefits Available to Plan Members

SecurityCare Medicare+Choice plan enrollment – This plan offers Medicare recipients the opportunity to enroll in SecurityCare, a federally qualified HMO with a Medicare Contract, without payment of an FEHB premium. As indicated on page 16, annuitants and former spouses with FEHB coverage and Medicare Part B may elect to drop their FEHB coverage and enroll in a Medicare prepaid plan when one is available in their area. They may then later reenroll in the FEHB Program. Most Federal Annuitants have Medicare Part A. Those without Medicare Part A may join this Medicare prepaid plan but will probably have to pay for hospital coverage in addition to the Part B premium. Before you join the plan, ask whether the plan covers hospital benefits and, if so, what you will have to pay. Contact your retirement system for information on dropping your FEHB enrollment and changing to a Medicare prepaid plan. Contact us at 1-800-468-8600 for information on the SecurityCare Medicare+Choice prepaid plan and the cost of that enrollment.

National Assured Dental 1000 The National Assured Dental Plan offers a **dental care plan accessible through any dental provider**. The plan offers \$50 deductible with a \$1000 annual (per member) maximum. In addition to the dental plan, orthodontia coverage is available.

You can review this brief summary of benefits. For a more detailed explanation of benefits, please refer to the dental information enclosed in your member material. For more comprehensive information, please call National Health Plans at 1-800-468-8600.

Benefits

Maximum dental benefit amount for each calendar year (per person) - \$1,000

Maximum lifetime Orthodontia benefit amount (under age 19) - \$1,000

Deductible amount each calendar year per insured person - \$ 50

(maximum deductible per family per calendar year is 3)

Class I benefit: Preventative dental services paid at 100%

Class II benefit: Basic dental services paid at 80%

Class III benefit: Major services paid at 50%

Class IV benefit: Orthodontia paid at 50%

Monthly Premium

Single: \$31.87; **Two Party:** \$60.48; **Family:** \$95.32

Non-FEHB Benefits Available to Plan Members - Continued

**Vision
Service
Plan**

Vision Service Plan (VSP) has an extensive nation-wide network of doctors who provide quality eyecare and materials. With only a minimal copayment, services can be received for eye examinations, lenses, and frames. VSP offers you even more value by providing a 20% discount on non-covered pairs of prescription glasses. Scheduled reimbursement is available if non-network providers are accessed. For more information, please see the vision information packet enclosed in your member materials. Please call National Health Plans at 1-800-468-8600 for additional information.

Benefits

Eye Examination:	Once each 12 months	\$10 copayment
Spectacle Lenses:	Once each 24 months	\$20 copayment for lenses and/ or frames
Frame:	Once each 24 months	

Monthly Premium

Single: \$10.44; **Couple:** \$16.15; **Family:** \$25.84

**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.

NATIONAL HEALTH PLANS, 2000

National HMO

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.

Section 8. FEHB FACTS

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) lists the specific types of information that we must make available to you.

If you want specific information about us, call 1-800-468-8600, or write to National Health Plans, 1005 West Orangeburg Avenue, Modesto CA 95350. You may also contact us by fax at 209-576-0242, or visit our website at www.nationalhmo.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, cannot change your enrollment status without information from your employing or retirement office.

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.

NATIONAL HEALTH PLANS, 2000

National HMO

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 me and my 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 or step children your employing or retirement office authorizes coverage for. 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:

- OPM, this Plan, and subcontractors when they administer this contract,
- 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.

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 32nd 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.

NATIONAL HEALTH PLANS, 2000

National HMO

How do I enroll in TCC?

If you are 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.

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.

NATIONAL HEALTH PLANS, 2000
National HMO

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 1-800-468-8600 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.

Summary of Benefits for National HMO Health Plan - 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, AND SERVICES AVAILABLE AS POS BENEFITS (PLAN SPECIFIC), ARE COVERED ONLY WHEN PROVIDED OR ARRANGED BY PLAN PHYSICIANS.**

	Benefits	Plan pays/provides	Page
Inpatient care	Hospital	Comprehensive range of medical and surgical services without dollar or day limit. Includes in-hospital physician 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. You pay a \$25 copay per day up to \$100 per admission, up to the \$750 per person/\$2,250 per family annual inpatient copay maximum.....	17
	Extended care	All necessary services, no dollar or day limit. You pay a \$25 copay per day up to \$100 per admission, up to the \$750/\$2,250 annual inpatient copay maximum.....	17
	Mental conditions	Diagnosis and treatment of acute psychiatric conditions for up to 30 days of inpatient care per year. You pay nothing for the first 30 days.....	22
	Substance abuse	One 30-day substance abuse program per year. You pay nothing.....	23
Outpatient care		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. You pay a \$10 copay per office visit; no additional copay for laboratory tests and x-rays; \$10 per house call by a physician.....	12
	Home health care	All necessary visits by nurses and health aides. You pay nothing.....	13
	Mental conditions	Up to 20 individual or 40 group therapy outpatient visits per year. You pay a \$20 copay per individual or a \$10 copay per group visit.....	22
	Substance abuse	Up to 20 outpatient visits per year. You pay a \$5 copay per visit.....	23
Emergency care		Reasonable charges for services and supplies required because of a medical emergency. Within the Service Area you pay a \$25 copay per emergency room visit or a \$10 copay per urgent care center visit. Outside the Service Area, you pay a \$25 copay per visit for emergency care services and any charges for services that are not covered benefits under this plan. If admitted, you pay a \$25 copay per day up to \$100 per admission, up to the \$750/\$2,250 annual inpatient copay maximum..	19
Prescription drugs		Drugs prescribed by a Plan doctor and obtained at a Plan pharmacy. You pay a \$5 generic/\$10 brand name copay per prescription unit or refill. Up to a 90-day supply of most drugs are available through a mail order service; you pay a \$13 generic/\$26 brand name copay.....	24
Dental care		Accidental injury benefit; you pay a \$25 copay per visit.....	27
Chiropractic care		You pay a \$10 copay per visit/\$1000 annual benefit maximum.....	14
Out-of-pocket		Copayments are required for a few benefits. However, there is a \$750 per member or \$2,250 per family annual inpatient copay maximum. In addition, after your out-	

NATIONAL HEALTH PLANS, 2000
National HMO

of-pocket expenses reach a maximum of \$3,475 per Self Only or \$8,641 per Self and Family enrollment per calendar year, covered benefits will be provided at 100%. This copay maximum does not include prescription drugs.....