

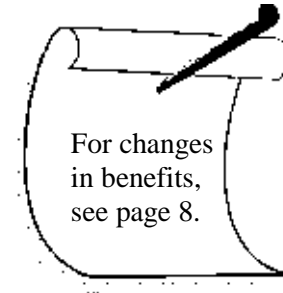


HMO Blue[®] Texas

2003

<http://www.bcbstx.com>

Health Maintenance Organization



Serving: Houston metropolitan area

Enrollment in this Plan is limited. You must live or work in our geographic service area; see page 7 for requirements.



The Southwest Texas HMO Plan has full accreditation from the NCQA. See the 2003 Guide for more information on NCQA.

Enrollment codes for this Plan:

Houston area
YM1 Self Only
YM2 Self and Family

Authorized for distribution by the:



United States
Office of Personnel Management
Retirement and Insurance Service
<http://www.opm.gov/insure>



RI 73-264



UNITED STATES
OFFICE OF PERSONNEL MANAGEMENT
WASHINGTON, DC 20415-0001

OFFICE OF THE DIRECTOR

Dear Federal Employees Health Benefits Program Participant:

I am pleased to present this Federal Employees Health Benefits (FEHB) Program plan brochure for 2003. The brochure explains all the benefits this health plan offers to its enrollees. Since benefits can vary from year to year, you should review your plan's brochure every Open Season. Fundamentally, I believe that FEHB participants are wise enough to determine the care options best suited for themselves and their families.

In keeping with the President's health care agenda, we remain committed to providing FEHB members with affordable, quality health care choices. Our strategy to maintain quality and cost this year rested on four initiatives. First, I met with FEHB carriers and challenged them to contain costs, maintain quality, and keep the FEHB Program a model of consumer choice and on the cutting edge of employer-provided health benefits. I asked the plans for their best ideas to help hold down premiums and promote quality. And, I encouraged them to explore all reasonable options to constrain premium increases while maintaining a benefits program that is highly valued by our employees and retirees, as well as attractive to prospective Federal employees. Second, I met with our own FEHB negotiating team here at OPM and I challenged them to conduct tough negotiations on your behalf. Third, OPM initiated a comprehensive outside audit to review the potential costs of federal and state mandates over the past decade, so that this agency is better prepared to tell you, the Congress and others the true cost of mandated services. Fourth, we have maintained a respectful and full engagement with the OPM Inspector General (IG) and have supported all of his efforts to investigate fraud and waste within the FEHB and other programs. Positive relations with the IG are essential and I am proud of our strong relationship.

The FEHB Program is market-driven. The health care marketplace has experienced significant increases in health care cost trends in recent years. Despite its size, the FEHB Program is not immune to such market forces. We have worked with this plan and all the other plans in the Program to provide health plan choices that maintain competitive benefit packages and yet keep health care affordable.

Now, it is your turn. We believe if you review this health plan brochure and the FEHB Guide you will have what you need to make an informed decision on health care for you and your family. We suggest you also visit our web site at www.opm.gov/insure.

Sincerely,

A handwritten signature in black ink, appearing to read "Kay Coles James".

Kay Coles James
Director



Notice of the Office of Personnel Management's Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

By law, the Office of Personnel Management (OPM), which administers the Federal Employees Health Benefits (FEHB) Program, is required to protect the privacy of your personal medical information. OPM is also required to give you this notice to tell you how OPM may use and give out (“disclose”) your personal medical information held by OPM.

OPM **will** use and give out your personal medical information:

- To you or someone who has the legal right to act for you (your personal representative),
- To the Secretary of the Department of Health and Human Services, if necessary, to make sure your privacy is protected,
- To law enforcement officials when investigating and/or prosecuting alleged or civil or criminal actions, and
- Where required by law.

OPM **has the right** to use and give out your personal medical information to administer the FEHB Program. For example:

- To communicate with your FEHB health plan when you or someone you have authorized to act on your behalf asks for our assistance regarding a benefit or customer service issue.
- To review, make a decision, or litigate your disputed claim.
- For OPM and the General Accounting Office when conducting audits.

OPM **may** use or give out your personal medical information for the following purposes under limited circumstances:

- For Government healthcare oversight activities (such as fraud and abuse investigations),
- For research studies that meet all privacy law requirements (such as for medical research or education), and
- To avoid a serious and imminent threat to health or safety.

By law, OPM must have your written permission (an “authorization”) to use or give out your personal medical information for any purpose that is not set out in this notice. You may take back (“revoke”) your written permission at any time, except if OPM has already acted based on your permission.

By law, you **have the right** to:

- See and get a copy of your personal medical information held by OPM.
- Amend any of your personal medical information created by OPM if you believe that it is wrong or if information is missing, and OPM agrees. If OPM disagrees, you may have a statement of your disagreement added to your personal medical information.
- Get a listing of those getting your personal medical information from OPM in the past 6 years. The listing will not cover your personal medical information that was given to you or your personal representative, any

information that you authorized OPM to release, or that was given out for law enforcement purposes or to pay for your health care or a disputed claim.

- Ask OPM to communicate with you in a different manner or at a different place (for example, by sending materials to a P.O. Box instead of your home address).
- Ask OPM to limit how your personal medical information is used or given out. However, OPM may not be able to agree to your request if the information is used to conduct operations in the manner described above.
- Get a separate paper copy of this notice.

For more information on exercising your rights set out in this notice, look at www.opm.gov/insure on the web. You may also call 202-606-0191 and ask for OPM's FEHB Program privacy official for this purpose.

If you believe OPM has violated your privacy rights set out in this notice, you may file a complaint with OPM at the following address:

Privacy Complaints
Office of Personnel Management
P.O. Box 707
Washington, DC 20004-0707

Filing a complaint will not affect your benefits under the FEHB Program. You also may file a complaint with the Secretary of the Department of Health and Human Services.

By law, OPM is required to follow the terms in this privacy notice. OPM has the right to change the way your personal medical information is used and given out. If OPM makes any changes, you will get a new notice by mail within 60 days of the change. The privacy practices listed in this notice will be effective April 14, 2003.

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Introduction

This brochure describes the benefits of HMO Blue Texas under our contract (CS 1951) with the Office of Personnel Management (OPM), as authorized by the Federal Employees Health Benefits law. The address for HMO Blue Texas administrative offices is:

Southwest Texas HMO, Inc.

d/b/a HMO Blue Texas

P. O. Box 660044

Dallas, TX 75266-0044

This brochure is the official statement of benefits. No oral statement can modify or otherwise affect the benefits, limitations and exclusions of this brochure. It is your responsibility to be informed about your health benefits.

If you are enrolled in this Plan, you are entitled to the benefits described in this brochure. If you are enrolled in Self and Family coverage, each eligible family member is also entitled to these benefits. You do not have a right to benefits that were available before January 1, 2003, unless those benefits are also shown in this brochure.

OPM negotiates benefits and rates with each plan annually. Benefit changes are effective January 1, 2003, and changes are summarized on Page 8. Rates are shown at the end of this brochure.

Plain Language

All FEHB brochures are written in plain language to make them responsive, accessible, and understandable to the public. For instance,

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

If you have comments or suggestions about how to improve the structure of this brochure, let OPM know. Visit OPM's "Rate Us" feedback area at www.opm.gov/insure or e-mail OPM at fehbwcomments@opm.gov. You may also write to OPM at the Office of Personnel Management, Office of Insurance Planning and Evaluation Division, 1900 E Street, NW Washington, DC 20415-3650.

Stop Health Care Fraud!

Fraud increases the cost of health care for everyone and increases your Federal Employees Health Benefits (FEHBP) Program premium.

OPM's Office of the Inspector General investigates all allegations of fraud, waste, and abuse in the FEHB Program regardless of the agency that employs you or from which you retired.

Protect Yourself From Fraud - Here are some things you can do to prevent fraud:

- Be wary of giving your plan identification (ID) number over the telephone or to people you do not know, except to your doctor, other provider, or authorized plan or OPM representative.
- Let only the appropriate medical professionals review your medical record or recommend services.
- Avoid using health care providers who say that an item or service is not usually covered, but they know how to bill us to get it paid.
- Carefully review explanations of benefits (EOBs) that you receive from us.
- Do not ask your doctor to make false entries on certificates, bills or records in order to get us to pay for an item or service.

- If you suspect that a provider 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 877/299-2377 and explain the situation.
 - If we do not resolve the issue:

**CALL -- THE HEALTH CARE FRAUD HOTLINE
202-418-3300**

OR WRITE TO:

The United States Office of Personnel Management
Office of the Inspector General Fraud Hotline
1900 E Street, NW, Room 6400
Washington, DC 20415

- Do not maintain as a family member on your policy:
 - your former spouse after a divorce decree or annulment is final (even if a court order stipulates otherwise); or
 - your child over age 22 (unless he/she is disabled and incapable of self support).
- If you have any questions about the eligibility of a dependent, check with your personnel office if you are employed or with OPM if you are retired.
- You can be prosecuted for fraud and your agency may take action against you if you falsify a claim to obtain FEHB' benefits or try to obtain services for someone who is not an eligible family member or who is no longer enrolled in the Plan.

Section 1. Facts about this HMO Plan

This Plan is a health maintenance organization (HMO). We require you to seek care from specific physicians, hospitals and other providers that contract with us. These Plan providers coordinate your health care services. The Plan is solely responsible for the selection of these providers in your area. Contact the Plan for a copy of their most recent provider directory.

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

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

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

How we pay providers

We contract with individual physicians, medical groups and hospitals to provide the benefits in this brochure. These Plan providers accept a negotiated payment from us, and you will only be responsible for your copayments or coinsurance. Some Primary Care Physicians (PCP) are paid under a method known as capitation. Capitation pre-pays a physician based on a fixed monthly amount per person, no matter how few or many services a patient uses.

Most specialists are paid on a fee-for service basis (as set for specific services).

Your Rights

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

- HMO Blue Texas began in 1983 as a for-profit health maintenance organization under the name Sanus Corp Health Systems.
- Sanus Corp received Federal Qualification in 1984.
- Licenses to operate were received for Texas in 1984.
- Southwest Texas HMO received full NCQA accreditation in 1994, 1997, and 2000 for three years each.
- Texas Gulf Coast HMO received full NCQA accreditation in 1997 and 2001 for three years each.
- On July 15, 1998, Aetna U. S. Healthcare purchased NYLCare Health Plans, the parent company of NYLCare Health Plans of the Southwest, Inc. and NYLCare Health Plans of the Gulf Coast, Inc.
- On April 1, 2000, Health Care Service Corporation, which does business in Texas as Blue Cross and Blue Shield of Texas, purchased NYLCare Health Plans of the Southwest, Inc. and NYLCare Health Plans of the Gulf Coast, Inc. The names of the purchased entities were changed, respectively, to Southwest Texas HMO, Inc. d/b/a HMO Blue Texas and Texas Gulf Coast HMO, Inc. d/b/a HMO Blue Texas.
- September 1, 2001, Gulf Coast HMO, Inc. d/b/a HMO Blue Texas, and Rio Grande HMO, Inc. merged with Southwest Texas HMO, Inc. d/b/a HMO Blue Texas. The surviving entity is named Southwest Texas HMO, Inc. and does business as HMO Blue Texas. HMO Blue Texas is a wholly owned subsidiary of Health Care Services Corporation, an independent licensee of the Blue Cross and Blue Shield Association.

If you want more information about us, call (877) 299-2377. Or write to HMO Blue Texas at P. O. Box 660044, Dallas, TX 75266-0044. You may also visit our website at www.bcbstx.com.

Service Area

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

Houston Territory

The Texas counties of: Austin, Brazoria, Chambers, Colorado, Fort Bend, Galveston, Grimes, Harris, Liberty, Matagorda, Montgomery, San Jacinto, Walker, Waller, Washington, and Wharton.

Ordinarily, if you live within our service area, you must get care from providers who contract with us in this particular service area. If you receive care outside your service area, we will pay only for emergency care. We will not pay for any other health care services out of our service area unless the services have prior plan approval.

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

Section 2. How we change for 2003

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

Program-wide changes

- A Notice of the Office of Personnel Management's Privacy Practices is included.
- A section on the Children's Equity Act describes when an employee is required to maintain Self and Family coverage.
- Program information on TRICARE and CHAMPVA explains how annuitants or former spouses may suspend their FEHB Program enrollment.
- Program information on Medicare is revised.
- By law, the DoD/FEHB Demonstration project ends on December 31, 2002.

Changes to this Plan

- Your share of the non-Postal premium will increase by 15.8% for Self Only or 22.1% for Self and Family.
- We changed the amount that you pay for an office visit from \$10 to \$20. (Section 5(a, b, e, h))
- We changed the amount that you pay for In-patient hospital care from \$100 per admission to \$100 per day up to a maximum of \$400 per admission. (Section 5(a, c, e, h))
- We changed the amount that you pay for an Emergency Room visit from \$75 to \$100. (Section 5(d))
- We changed the amount that you pay for Urgent Care from \$15 to \$35. (Section 5(a, d))
- We now require that "Bioequivalent Generic Drugs" be dispensed with this plan. If the member request a name brand when a generic is available, the member will pay the generic copayment plus the difference between the cost of the generic and the cost of the name brand product. (Section 5(f))
- We changed the amount that you pay for a 30-day supply of preferred brand name drugs from \$10 to \$25. (Section 5(f))
- We changed the amount that you pay for a 30-day supply of non-preferred brand name drugs from \$25 to \$40. (Section 5(f))
- We changed the amount that you pay for a 90-day mail order supply of generic drugs from \$5 for each 30-day supply to \$20 for a 90 day supply. (Section 5(f))
- We changed the amount that you pay for a 90-day mail order supply of preferred brand name drugs from \$10 for each 30-day supply to \$40 for a 90 day supply (Section 5(f))
- We changed the amount that you pay for a 90-day mail order supply of non-preferred brand drugs from \$25 for each 30-day supply to \$80 for a 90 day supply (Section 5(f))
- We changed the amount that you pay for Durable Medical Equipment from "Nothing" to "20% of the allowed amount. (Section (a))
- We changed the amount you pay for out-patient hospital services from "Nothing" to \$150 per surgery. (Section 5(c))
- We changed the amount of your catastrophic protection or the out-of-pocket maximum for copayments from \$650 to \$1,000 for the individual and from \$1,500 to \$3,000 for each family. (Section 4)

Section 3. How you get care

Identification cards

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

If you do not receive your ID card within 30 days after the effective date of your enrollment, or if you need replacement cards, call Customer Service at (877) 299-2377 or write to us at PO Box 660044; Dallas, Texas 75266-0044. You may also request replacement cards through our website at www.bcbstx.com.

Where you get covered care

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

- **Plan providers**

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

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

- **Plan facilities**

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

What you must do to get covered care

It depends on the type of care you need. First, you and each family member must choose a Primary Care Physician (PCP). This decision is important since your PCP provides or arranges for most of your health care. To select a PCP, refer to the provider directory or website to find a doctor that meets your personal criteria and preferences (provider type, location, etc.).

- **Primary care**

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

If you want to change PCPs or if your PCP leaves the Plan, call us. We will help you select a new one.

- **Specialty care**

Your PCP will refer you to a specialist for needed care. When you receive a referral from your PCP, you must return to the PCP after the consultation, unless your PCP authorized a certain number of visits without additional referrals. The PCP must provide or authorize all follow-up care. Do not go to the specialist for return visits unless your PCP gives you a referral. However, you may see a Plan OB/GYN or plan mental health substance abuse provider without a referral.

Here are other things you should know about specialty care:

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

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

- **Hospital care**

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

If you are in the hospital when your enrollment in our Plan begins, call our Customer Service department immediately at (877) 299-2377. If you are new to the FEHB Program, we will arrange for you to receive care.

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

- You are discharged, not merely moved to an alternative care center; or
- The day your benefits from your former plan run out; or

- The 92nd day after you become a member of this Plan, whichever happens first.

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

Circumstances beyond our control

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

Services requiring our prior approval

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

We call this review and approval process precertification. Your physician must obtain precertification for the following services that include, but are not limited to the following:

- Hospitalization
- Outpatient Facility
- Ancillary Facility
- Referral to non-participating provider
- Surgical procedures

Section 4. Your costs for covered services

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

•**Copayments**

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

Example: When you see your PCP you pay a copayment of \$20 per office visit. When you go in the hospital, you pay \$100 per admission.

•**Deductible**

We do not have a deductible.

•**Coinsurance**

We do not have coinsurance.

**Your catastrophic protection
out-of-pocket maximum
for copayments**

After your copayments total \$1,000 per person or \$3,000 per family enrollment in any calendar year, you do not have to pay any more for covered services. However, copayments for the following services do not count toward your catastrophic protection out-of-pocket maximum, and you must continue to pay copayments for these services:

- Prescription Drugs
- Durable Medical Equipment
- Dental
- Vision
- Blood and Blood Products
- Prosthetic Devices
- Allergy Serum and Injections

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

Section 5. Benefits – OVERVIEW

(See Page 8 for how our benefits changed this year and Page 63 for a benefits summary.)

NOTE: This benefits section is divided into subsections. Please read the important things you should keep in mind at the beginning of each subsection. Also read the General Exclusions in Section 6; they apply to the benefits in the following subsections. To obtain claims forms, claims filing advice, or more information about our benefits, contact us at (877) 299-2377, or visit our website at www.bcbstx.com.

(a) Medical services and supplies provided by physicians and other health care professionals.....	14-22
• Diagnostic and treatment services	• Speech therapy
• Lab, X-ray, and other diagnostic tests	• Hearing services (testing, treatment, and supplies)
• Preventive care, adult	• Vision services (testing, treatment, and supplies)
• Preventive care, children	• Foot care
• Maternity care	• Orthopedic and prosthetic devices
• Family planning	• Durable medical equipment (DME)
• Infertility services	• Home health services
• Allergy care	• Chiropractic
• Treatment therapies	• Alternative treatments
• Physical and occupational therapies	• Educational classes and programs
(b) Surgical and anesthesia services provided by physicians and other health care professionals	23-26
• Surgical procedures	• Oral and maxillofacial surgery
• Reconstructive surgery	• Organ/tissue transplants
	• Anesthesia
(c) Services provided by a hospital or other facility, and ambulance services.....	27-29
• Inpatient hospital	• Extended care benefits/skilled nursing care facility benefits
• Outpatient hospital or ambulatory surgical center	• Hospice care
	• Ambulance
(d) Emergency services/accidents	30-31
• Medical emergency	• Ambulance
(e) Mental health and substance abuse benefits	32-33
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Section 5 (a) Medical services and supplies provided by physicians and other health care professionals

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

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care.
- We have no calendar year deductible.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost sharing works. Also read Section 9 about *Coordinating benefits with other coverage*, including with Medicare.

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Benefit Description	You pay
Diagnostic and treatment services	
Professional services of physicians <ul style="list-style-type: none"> • In physician’s office • Consultations by specialists • Office medical consultations • Second surgical opinion 	\$20 per office visit
<ul style="list-style-type: none"> • In an urgent care center 	\$35 per office visit
<ul style="list-style-type: none"> • During a hospital stay • In a skilled nursing facility 	Nothing
At home (within Service Area) <ul style="list-style-type: none"> • House calls provided at Plan doctor’s discretion if such case is necessary and appropriate • Visits by nurses and health aides 	\$20 per visit
Lab, X-ray and other diagnostic tests	
Tests, such as: <ul style="list-style-type: none"> • Blood tests • Urinalysis • Non-routine pap tests • Pathology • X-rays • Non-routine Mammograms • Cat Scans/MRI • Ultrasound • Electrocardiogram and EEG 	Nothing if you receive these services during your office visit or at lab facility; otherwise \$20 per office visit

Preventive care, adult	
<p>Routine screenings, such as:</p> <ul style="list-style-type: none"> • Periodic Health Assessments • Total Blood Cholesterol – once every year • Colorectal Cancer Screening, including <ul style="list-style-type: none"> -Fecal occult blood test -Sigmoidoscopy, screening – every five years starting at age 50 • Chlamydial infection screening • Routine Prostate Specific Antigen (PSA) Test – one annually for men age 40 and older <p>Note: Preventive care is provided on the schedule recommended by the examining physician, based on guidelines we provide the physician.</p>	Nothing, based on physician's recommended schedule
Routine pap test	Nothing, for annual exam; otherwise \$20 for each additional visit
<p>Routine mammogram – covered for women age 35 and older as follows:</p> <ul style="list-style-type: none"> • From age 35 through 39, one during this five year period • From age 40 through 64, one every calendar year • At age 65 and older, one every two consecutive calendar years 	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Physical exams for obtaining or continuing employment or insurance, attending schools or camp, or travel.</i> • <i>Treatment for work related injury (if covered by workman's compensation), educational testing and therapy, and nutritional counseling and diet planning.</i> 	<i>All charges</i>
<p>Routine immunizations, limited to:</p> <ul style="list-style-type: none"> • Tetanus-diphtheria (Td) booster – once every 10 years, ages 19 and over (except as provided for under Childhood immunizations) • Influenza vaccine annually • Pneumococcal vaccine, age 65 and over 	Nothing

Preventive care, children	You pay
<ul style="list-style-type: none"> • Childhood immunizations recommended by the American Academy of Pediatrics 	Nothing
<ul style="list-style-type: none"> • Examinations, such as: <ul style="list-style-type: none"> - Eye exams through age 17 to determine the need for vision correction. - Ear exams through age 17 to determine the need for hearing correction - Examinations done on the day of immunizations (through age 22) • Well-child care charges for routine examinations, immunizations and care (through age 22). <p>Note: Your PCP decides how frequent and extensive these check-ups should be, based on guidelines we provide the physician.</p>	Nothing
Maternity care	
<p>Complete outpatient maternity (obstetrical) care, such as:</p> <ul style="list-style-type: none"> • Prenatal care • Postnatal care 	\$20 for initial visit only
<p>Complete inpatient maternity (obstetrical) care such as:</p> <ul style="list-style-type: none"> • Delivery <p>Note: Here are some things to keep in mind:</p> <ul style="list-style-type: none"> • Plan physicians must provide or arrange your care and you must be hospitalized in a Plan facility. • You may remain in the hospital up to 48 hours after a regular delivery and 96 hours after a cesarean delivery. We will extend your inpatient stay if medically necessary. • We cover routine nursery care of the newborn child during the covered portion of the mother's maternity stay. We will cover other care of an infant who requires non-routine treatment only if we cover the infant under a Self and Family enrollment. • We pay hospitalization and surgeon services (delivery) the same as for illness and injury. See Hospital benefits (Section 5c) and Surgery benefits (Section 5b). 	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • Routine sonograms to determine fetal age, size or sex. • Charges for normal delivery outside of the service area 	<i>All chares</i>

Family planning	You pay
<p>A range of voluntary family planning services, limited to:</p> <ul style="list-style-type: none"> • Voluntary sterilization (See surgical procedures Section 5(b)) • Injectable contraceptive drugs (such as Depo Provera) • Intrauterine devices (IUDs) 	\$20 per office visit plus \$25 per procedure
<ul style="list-style-type: none"> • Surgically implanted contraceptives (such as Norplant) 	\$20 per office visit plus 50% of the usual and customary charge, as determined by us.
<p>Note: A diaphragm and oral contraceptives are covered under prescription drugs.</p>	See page 34 for prescription drug benefit.
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Reversal of voluntary surgical sterilization, and genetic counseling.</i> 	<i>All charges</i>
Infertility services	
<p>Diagnostic testing to determine the cause of infertility.</p>	\$20 per office visit
<p>Treatment of infertility such as:</p> <ul style="list-style-type: none"> • Artificial insemination: <ul style="list-style-type: none"> - <i>intravaginal insemination (IVI)</i> - <i>intracervical insemination (ICI)</i> - <i>intrauterine insemination (IUI)</i> 	\$20 per office visit plus 50% of the usual and customary charges for each service as determined by us, including physician office visit and laboratory testing
<ul style="list-style-type: none"> • Oral Fertility drugs 	Note: See page 34 for prescription drug benefit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Assisted reproductive technology (ART) procedures, such as:</i> <ul style="list-style-type: none"> - <i>in vitro fertilization</i> - <i>embryo transfer, gamete GIFT and zygote ZIFT</i> - <i>zygote transfer (ZIFT)</i> • <i>Services and supplies related to excluded ART procedures</i> • <i>Donation, preservation, analysis and storage of sperm, eggs or embryos</i> • <i>Cost of sperm</i> • <i>Injectable Fertility Drugs</i> • <i>Infertility services after voluntary sterilization</i> 	<i>All charges</i>
Allergy care	
<p>Testing and treatment</p>	\$25 for each session of testing; \$20 copay for treatment
<p>Allergy injection</p>	\$20 copay

Allergy care <i>(continued)</i>	You pay
Allergy serum	Nothing
<i>Not covered:</i> <ul style="list-style-type: none"> • <i>Provocative food testing and sublingual allergy desensitization</i> 	<i>All charges</i>
Treatment therapies	
<ul style="list-style-type: none"> • Chemotherapy and radiation therapy <p>Note: High dose chemotherapy in association with autologous bone marrow transplants are limited to those transplants listed under Organ/Tissue Transplants on page 25.</p> <ul style="list-style-type: none"> • Respiratory and inhalation therapy • Dialysis – hemodialysis and peritoneal dialysis • Intravenous (IV)/Infusion Therapy – Home IV and antibiotic therapy 	\$20 per office visit
<ul style="list-style-type: none"> • Growth hormone therapy (GHT) <p>Note: – We will only cover GHT when we preauthorize the treatment. The attending physician must obtain preauthorization. We will ask your physician to submit information that establishes that the GHT is medically necessary. Ask us to authorize GHT before you begin treatment; otherwise, we will only cover GHT services from the date you submit the information. If you do not ask or if we determine GHT is not medically necessary, we will not cover the GHT or related services and supplies. See <i>Services requiring our prior approval</i> in Section 3.</p>	See page 35 for prescription drug benefit.
Physical and occupational therapies	
<p>Services for each of the following:</p> <ul style="list-style-type: none"> - qualified physical therapists; - occupational therapists, and - chiropractic care as physical therapy <p>Note: Physical and 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.</p> <ul style="list-style-type: none"> • Cardiac rehabilitation following a heart transplant, bypass surgery or a myocardial infarction is also provided subject to the limitations below. <p>Note: We only cover therapy to restore bodily function when there has been a total or partial loss of bodily function due to illness or injury.</p> <p>Note: Your coverage is limited to services that continue to meet or exceed the treatment goals established for you by your physician. For the physically disabled maintenance of functioning or prevention of or slowing of further deterioration.</p>	<p>Outpatient: \$20 per office visit</p> <p>Inpatient: Nothing – included in admission</p>

Physical and occupational therapies (continued)	You pay
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • Long-term rehabilitative therapy • Exercise programs 	<i>All charges</i>
Speech therapy	
<ul style="list-style-type: none"> • Services of a Speech Therapist <p>Note: Speech therapy includes coverage for rehabilitation or developmental medical care.</p> <p>Note: Your coverage is limited to services that continue to be medically necessary.</p>	\$20 per office visit
Hearing services (testing, treatment, and supplies)	
<ul style="list-style-type: none"> • One audiogram if medically indicated per year • Initial placement of hearing aid when medically necessary <p>Note: Limit \$800 for hearing aids, one cleaning of the hearing device per year, and replacement every 4 years if medically indicated.</p> <ul style="list-style-type: none"> • Hearing testing for children through age 17 (see <i>Preventive care, children</i>) 	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • Replacement for loss, damage or functional defect 	<i>All charges</i>
Vision services (testing, treatment, and supplies)	
<ul style="list-style-type: none"> • Eye exam (vision screening) to determine the need for vision correction for children through age 17 (see preventive care) 	Nothing
<ul style="list-style-type: none"> • Implantable lenses following intraocular surgery for cataracts. 	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • Eye exercises and orthoptics • Radial keratotomy and other refractive surgery • Eyeglasses or contact lenses and examinations for them (See page 41, <i>Non-FEHB Benefits</i>) 	<i>All charges</i>
Foot care	
<p>Routine foot care when you are under active treatment for a metabolic or peripheral vascular disease, such as diabetes.</p> <p>See orthopedic and prosthetic devices for information on podiatric shoe inserts.</p>	\$20 per office visit

Foot care <i>(continued)</i>	You pay
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • Cutting, trimming or removal of corns, calluses, or the free edge of toenails, and similar routine treatment of conditions of the foot, except as stated above • Treatment of weak, strained or flat feet or bunions or spurs; and of any instability, imbalance or subluxation of the foot (unless the treatment is by open cutting surgery) • Corrective orthopedic shoes, arch supports, braces, splints or other foot care items. 	<p><i>All charges</i></p>
Orthopedic and prosthetic devices	
<ul style="list-style-type: none"> • Artificial limbs and eyes; stump hose • Externally worn breast prostheses and surgical bras, including necessary replacements, following a mastectomy • Terminal devices such as hand or hook. • Braces for arms, legs, back or neck. • External cardiac pacemaker. • Internal prosthetic devices, such as artificial joints, pacemakers, cochlear implants, and surgically implanted breast implant following mastectomy. Note: We pay internal prosthetic devices as hospital benefits; see Section 5 (c) for payment information. See 5(b) for coverage of the surgery to insert the device. • Foot orthotics when medically necessary. <p>Note: Coverage is limited to the initial device.</p>	<p>Nothing</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • Corrective and orthopedic shoes (unless built into a leg brace) or other foot care items • Arch supports • Heel pads and heel cups • Lumbosacral supports • Corsets, trusses, elastic stockings, support hose, and other supportive devices • Replacement of external prosthetic devices, except for standard replacements needed because of physical growth by members who are under 18 years of age • Repair or periodic maintenance of any external prosthetic device • Devices provided solely for cosmetic purposes that have no functional applications. • Dentures • Corrective orthopedic appliances for non-dental treatment of temporomandibular joint (TMJ) pain dysfunction syndrome. 	<p><i>All charges</i></p>

Durable medical equipment (DME)	You pay
<p>Rental or purchase, at our option, including repair and adjustment, of durable medical equipment prescribed by your Plan physician, such as oxygen and dialysis equipment. Under this benefit, we also cover:</p> <ul style="list-style-type: none"> • Hospital Beds; • Standard Wheelchairs; • Crutches; • Walkers; • Blood Glucose Monitors; • Insulin Pumps; • Bedside Commodes; • Suction Machines; • Orthopedic Traction; • Oxygen; and • Annual audiogram (if medically indicated) <p>Note: Call the Plan as soon as your physician prescribes the equipment. Blood Glucose Monitors and Insulin Pumps are covered under your pharmacy benefits.</p>	<p>20% of the allowed amount</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Motorized wheel chairs</i> • <i>Deluxe equipment such as motor driven hospital beds.</i> • <i>Comfort items</i> • <i>Bed boards</i> • <i>Bathtub lifts</i> • <i>Over bed tables</i> • <i>Air Purifiers</i> • <i>Disposable supplies</i> • <i>Elastic stockings</i> • <i>Sauna baths</i> • <i>Repair, replacement or maintenance of equipment purchased by Plan</i> • <i>Exercise equipment</i> • <i>Stethoscopes</i> • <i>Sphygmomanometers</i> 	<p><i>All charges</i></p>
Home health services	
<ul style="list-style-type: none"> • Home health care ordered by a Plan physician and provided by a registered nurse (R.N.), licensed practical nurse (L.P.N.), licensed vocational nurse (L.V.N.), or home health aide. • Services include oxygen therapy, intravenous therapy and medications. 	<p>\$20 per visit.</p>

Home health services (continued)	You pay
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Nursing care requested by, or for the convenience of, the patient or the patient's family;</i> • <i>Home care primarily for personal assistance that does not include a medical component and is not diagnostic, therapeutic, or rehabilitative.</i> 	<i>All charges</i>
Chiropractic	
<p>No benefit</p> <p>Note: Chiropractic care for physical therapy is included in Physical and Occupational Therapies on page 18.</p>	<i>All charges</i>
Alternative treatments	
<p>No benefit</p>	<i>All charges</i>
Educational classes and programs	
<p>Coverage is limited to classes and programs for the following conditions:</p> <ul style="list-style-type: none"> • Diabetes • Asthma • Congestive heart failure • Mothers-to-be program (pregnancy management) <p>Note: Programs must be provided or arranged by our Plan.</p>	Nothing

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

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

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care (precertification).
- *We have no calendar year deductible.*
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost sharing works. Also read Section 9 about *Coordinating benefits with other coverage*, including with Medicare.
- The amounts listed below are for the charges billed by a physician or other health care professional for your surgical care. Any costs associated with the facility charge (i.e. hospital, surgical center, etc.) are covered in Section 5 (c).
- **YOUR PHYSICIAN MUST GET PRECERTIFICATION OF SOME SURGICAL PROCEDURES.** Please refer to the precertification information shown in Section 3 to be sure which services require precertification and identify which surgeries require precertification.

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Benefit Description	You pay
Surgical procedures	
<p>A comprehensive range of services, such as:</p> <ul style="list-style-type: none"> • Operative procedures • Treatment of fractures, including casting • Normal pre- and post-operative care by the surgeon • Correction of amblyopia and strabismus • Endoscopy procedures • Biopsy procedures • Removal of tumors and cysts • Correction of congenital anomalies (see Reconstructive surgery) • Surgical treatment of morbid obesity -- a condition in which an individual weighs 100 pounds or 100% over his or her normal weight according to current underwriting standards; eligible members must be age 18 or over. • Insertion of internal prosthetic devices. See 5(a) – Orthopedic and prosthetic devices for device coverage information. <p>Note: Generally, we pay for internal prostheses (devices) according to where the procedure is done. For example, we pay Hospital benefits for a pacemaker and Surgery benefits for insertion of the pacemaker.</p>	Nothing
<ul style="list-style-type: none"> • Voluntary sterilization (e.g. Tubal ligation, Vasectomy) 	\$20 office visit plus \$25 per procedure

Surgical procedures <i>(continued)</i>	You pay
<ul style="list-style-type: none"> • Treatment of burns 	\$20 per office visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • Reversal of voluntary sterilization • Routine treatment of conditions of the foot; see <i>Foot care</i>. 	<i>All charges</i>
Reconstructive surgery	
<ul style="list-style-type: none"> • Surgery to correct a functional defect • Surgery to correct a condition caused by injury or illness if: <ul style="list-style-type: none"> - the condition produced a major effect on the member's appearance and - the condition can reasonably be expected to be corrected by such surgery • Surgery to correct a condition that existed at or from birth and is a significant deviation from the common form or norm. Examples of congenital anomalies are protruding ear deformities; cleft lip; cleft palate; birthmarks; webbed fingers; and webbed toes. 	\$20 per office visit
<ul style="list-style-type: none"> • All stages of breast reconstruction surgery following a mastectomy, such as: <ul style="list-style-type: none"> - surgery to produce a symmetrical appearance on the other breast; - treatment of any physical complications, such as lymphedemas; - breast prostheses and surgical bras and replacements (see <i>Prosthetic devices</i>) <p>Note If you need a mastectomy, you may choose to have the procedure performed on an inpatient basis and remain in the hospital up to 48 hours after the procedure.</p>	See above
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Cosmetic surgery – any surgical procedure (or any portion of a procedure) performed primarily to improve physical appearance through change in bodily form, except repair of accidental injury</i> • <i>Surgeries related to sex transformation</i> 	<i>All charges</i>
Oral and maxillofacial surgery	
<p>Oral surgical procedures, limited to:</p> <ul style="list-style-type: none"> • Reduction of fractures of the jaws or facial bones; • Surgical correction of cleft lip, cleft palate or severe functional malocclusion; • Removal of stones from salivary ducts; • Excision of leukoplakia or malignancies; • Excision of cysts and incision of abscesses when done as independent procedures; and • Other surgical procedures that do not involve the teeth or their supporting structures. 	\$20 per office visit

Oral and maxillofacial surgery <i>(continued)</i>	You pay
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Oral implants and transplants</i> • <i>Procedures that involve the teeth or their supporting structures (such as the periodontal membrane, gingiva, and alveolar bone)</i> • <i>Dental care or dental appliances involved in treatment of TMJ</i> • <i>Procedures to improve the appearance of a functioning structure</i> 	<p><i>All charges</i></p>
Organ/tissue transplants	
<p>Limited to:</p> <ul style="list-style-type: none"> • Cornea • Heart • Heart/lung • Kidney • Kidney/Pancreas • Liver • Lung: Single –Double • Pancreas • 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 • Intestinal transplants (small intestine) and the small intestine with the liver or small intestine with multiple organs such as the liver, and pancreas. • National Transplant Program (NTP) – A nationally recognized medical facility designated by our Plan must evaluate the case and determine that the proposed transplant is appropriate for treatment of the condition and has agreed to perform the transplant. <p>Limited Benefits - Treatment for breast cancer, multiple myeloma, and epithelial ovarian cancer may be provided in an NCI- or NIH-approved clinical trial at a Plan-designated center of excellence and if approved by the Plan's medical director in accordance with the Plan's protocols.</p> <p>Note: We cover related medical and hospital expenses of a live donor when we cover the recipient.</p>	<p>Nothing</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Donor screening tests and donor search expenses, except those performed for the actual donor</i> • <i>Implants of artificial organs</i> • <i>Transplants not listed as covered</i> 	<p><i>All charges</i></p>

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

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

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Here are some important things to remember about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care (precertification) and you must be hospitalized in a Plan facility.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost sharing works. Also read Section 9 about *Coordinating benefits with other coverage*, including with Medicare.
- The amounts listed below are for the charges billed by the facility (i.e., hospital or surgical center) or ambulance service for your surgery or care. Any costs associated with the professional charge (i.e., physicians, etc.) are covered in Section 5(a) or (b).
- **YOUR PHYSICIAN MUST GET PRECERTIFICATION OF HOSPITAL STAYS.** Please refer to Section 3 to be sure which services require precertification.

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Benefit Description	You pay
Inpatient hospital	
Room and board, such as <ul style="list-style-type: none"> • Ward, Semiprivate, Or Intensive Care Accommodations; • General Nursing Care; and • Meals and special diets. Note: If you want a private room when it is not medically necessary, you pay the additional charge above the semiprivate room rate.	\$100 per day with a maximum of \$400 per admission
Other hospital services and supplies, such as: <ul style="list-style-type: none"> • Operating, recovery, maternity, and other treatment rooms • Prescribed drugs and medicines • Diagnostic laboratory tests and X-rays • Administration of blood and blood products • Blood or blood plasma • Dressings, splints, casts, and sterile tray services • Medical supplies and equipment, including oxygen • Anesthetics, including nurse anesthetist services • Medical supplies, appliances, medical equipment, and any covered items billed by a hospital for use at home. Note: Take home drugs are covered under the prescription drug benefit. For more information, see Section 5(f).	Nothing

Inpatient hospital (continued)	You pay
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Custodial care, rest cures, or domiciliary care.</i> • <i>Non-covered facilities, such as nursing homes, schools</i> • <i>Personal comfort items, such as telephone, television, barber services, guest meals and beds</i> • <i>Private nursing care</i> 	<p><i>All charges</i></p>
Outpatient hospital or ambulatory surgical center	
<ul style="list-style-type: none"> • Operating, recovery, and other treatment rooms • Prescribed drugs and medicines • Diagnostic laboratory tests, X-rays, and pathology services • Administration of blood, blood plasma, and other biologicals • Blood and blood plasma • Pre-surgical testing • Dressings, casts, and sterile tray services • Medical supplies, including oxygen • Anesthetics and anesthesia service <p>Note: We cover hospital services and supplies related to dental procedures when necessitated by a non-dental physical impairment. We do not cover other dental inpatient procedures.</p>	<p>\$150 per surgery</p>
Extended care benefits/skilled nursing care facility benefits	
<p>Extended care benefit in a Skilled Nursing Facility (SNF):</p> <p>Up to 60 days consecutive days for each illness or injury when:</p> <ul style="list-style-type: none"> • Full-time skilled nursing care is necessary and confinement in a skilled nursing facility is medically appropriate as determined by the Plan doctor. <p>All necessary services are covered, including:</p> <ul style="list-style-type: none"> • Bed, board, general nursing care, drugs, biologicals, supplies, and equipment ordinarily provided or arranged by the skilled nursing facility when prescribed by a Plan doctor. 	<p>\$25 per day</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Custodial care, rest cures, care for persistent illness and disorders.</i> 	<p><i>All charges</i></p>
Hospice care	
<p>Supportive and palliative care for the terminally ill 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 the terminal stages of illness, with a life expectancy of approximately six months or less.</p>	<p>Nothing</p>

Hospice care (continued)	You pay
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Independent nursing, homemaker services, custodial care.</i> 	<p><i>All charges</i></p>
Ambulance	
<ul style="list-style-type: none"> • Local professional ambulance service when medically appropriate. 	<p>\$25 per service</p>

Section 5 (d). Emergency services/accidents

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

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- We have no calendar year deductible.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost sharing works. Also read Section 9 about *Coordinating benefits with other coverage*, including with Medicare.

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What is a medical emergency?

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

What to do in case of emergency:

- Call 911 or your local emergency number or go to the nearest emergency room. If reasonably possible, call your PCP first. In a true emergency, you can use any hospital or emergency room worldwide.
- Show your HMO Blue Texas member ID card to the emergency room staff.
- If you are not sure whether an emergency exists, call your PCP.
- If you need quick medical attention but the situation is not a true emergency, call your PCP, even at night and on the weekends. All HMO Blue Texas PCPs are required to have 24-hour on-call coverage.
- You or a family member must notify the Plan within 48 hours unless it was not reasonably possible to do so. It is your responsibility to ensure that the Plan has been timely notified.
- Benefits are available for 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.
- If you need to be hospitalized in a non-Plan facility, you or a family member must notify the Plan immediately, unless it was not reasonably possible to do so.
- If you are hospitalized in a non-Plan facility and Plan doctors believe care can be better provided in a Plan hospital, you will be transferred when medically feasible. A \$25 copay for ambulance services will apply.
- Any follow-up care recommended by non-Plan providers must be approved by the Plan or provided by Plan providers.
- For emergencies outside the service area, benefits are available for any medically necessary health service that is immediately required because of injury or unforeseen illness.

Benefit Description	You pay
Emergency within our service area	
<ul style="list-style-type: none"> • Emergency care at a doctor's office 	\$35 per office visit after normal business hours
<ul style="list-style-type: none"> • Emergency care at an urgent care center 	\$35 per office visit
<ul style="list-style-type: none"> • Emergency care as an outpatient or inpatient at a hospital, including doctors' services 	\$100 per office visit
<p>Note: Copayment waived when admitted to a hospital. If admitted, refer to Section 5(c) on Inpatient Hospitalization.</p>	
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Elective care or non-emergency care.</i> 	<i>All charges</i>
Emergency outside our service area	
<ul style="list-style-type: none"> • Emergency care at a doctor's office 	\$35 per office visit after normal business hours
<ul style="list-style-type: none"> • Emergency care at an urgent care center 	\$35 per office visit
<ul style="list-style-type: none"> • Emergency care as an outpatient or inpatient at a hospital, including doctors' services 	\$100 per office visit
<p>Note: Copayment waived when admitted to hospital. If admitted, refer to Section 5(c) on Inpatient Hospitalization.</p>	
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Elective care or non-emergency care</i> • <i>Emergency care provided outside the service area if the need for care could have been foreseen before leaving the service area</i> • <i>Medical and hospital costs resulting from a normal full-term delivery of a baby outside the service area</i> 	<i>All charges</i>
Ambulance	
<p>Professional ambulance service when medically appropriate. Air Ambulance if medically necessary. See Section 5(c) on Non-emergency services.</p>	\$25 per service

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

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When you get our approval for services and follow a treatment plan we approve, cost-sharing and limitations for Plan mental health and substance abuse benefits will be no greater than for similar benefits for other illnesses and conditions.

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

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- We have no calendar year deductible.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost sharing works. Also read Section 9 about *Coordinating benefits with other coverage*, including with Medicare.
- **YOU MUST GET PREAUTHORIZATION OF THESE SERVICES.** See the instructions after the benefits description below.

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Benefit Description	You pay
Mental health and substance abuse benefits	
<p>All diagnostic and treatment services recommended by a Plan provider and contained in a treatment plan that we approve. The treatment plan may include services, drugs, and supplies described elsewhere in this brochure.</p> <p>Note:</p> <ul style="list-style-type: none"> • Plan benefits are payable only when we determine the care is clinically appropriate to treat your condition and only when you receive the care as part of a treatment plan that we approve. 	<p>Your cost sharing responsibilities are no greater than for other illness or conditions.</p>
<ul style="list-style-type: none"> • Professional services, including individual or group therapy by providers such as psychiatrists, psychologists, or clinical social workers • Medication management 	<p>\$20 per office visit.</p>
<ul style="list-style-type: none"> • Diagnostic tests 	<p>\$20 per office visit.</p>
<ul style="list-style-type: none"> • Services provided by a hospital or other facility • Services in approved alternative care settings such as partial hospitalization, residential treatment, full-day hospitalization, facility based intensive outpatient treatment 	<p>\$100 per day with a maximum of \$400 per admission.</p>

Mental health and substance abuse benefits <i>(continued)</i>	You pay
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Services we have not approved.</i> <p><i>Note: OPM will base its review of disputes about treatment plans on the treatment plan's clinical appropriateness. OPM will generally not order us to pay or provide one clinically appropriate treatment plan in favor of another.</i></p>	<p><i>All charges</i></p>
<p>Preauthorization</p>	<p>To be eligible to receive these benefits you must obtain a treatment Plan and follow all of the following authorization processes</p> <ul style="list-style-type: none"> • If you need treatment, you may contact your PCP and he or she will assist you in obtaining care. • A referral from your PCP for mental health and chemical dependency services is not needed. Precertification for the mental health/chemical dependency provider that delivers these services must be obtained by telephone prior to the delivery of all behavioral health care, including chemical dependency, by calling toll-free (800) 729-2422. • Certain medical groups or Independent Physician Associations (IPAs) may have selected a different provider for mental health/chemical dependency services. • Members who wish to verify that their mental health/chemical dependency provider is a Network Provider need to call Magellan Behavioral Health at (800) 729-2422.
<p>Limitation</p>	<p>We may limit your benefits if you do not obtain a treatment plan.</p>

Section 5 (f). Prescription drug benefits

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

- We cover prescribed drugs and medications, as described in the chart beginning on the next page.
- All benefits are subject to the definitions, limitations and exclusions in this brochure and are payable only when we determine they are medically necessary.
- We have no calendar year deductible.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost sharing works. Also read Section 9 about *Coordinating benefits with other coverage*, including with Medicare.

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

- **Who can write your prescription.** A Plan physician must write the prescription except for emergency care.
- **Where you can obtain them.** You may use the services of a Participating Pharmacy or our Mail Order Pharmacy by presenting or mailing your new prescription (or refill request) prescribed by a Participating Physician or Participating Dentist to the Participating Pharmacy or Mail Order Pharmacy. Texas Law requires that our Mail Order Pharmacy receive the original prescription in order to fill any C-II medication (for example: Ritalin, Tylox, Dexedrine, Demerol, Dilaudid, Percodan or Morphine).
- **We use a preferred drug list.** “Member Preferred Drug List” (also known as a formulary) is a listing published by HMO Blue Texas of prescribed medications listed as Generic Prescription Drugs and Preferred Brand Name Prescription Drugs. Non-preferred Brand Name prescriptions are those not included in the list of Generic Prescription Drugs and Preferred Brand Name Prescription Drugs. These are covered at the highest copayment. HMO Blue Texas Preferred Drug List is subject to periodic review.

We have an open preferred drug list. If your physician believes a name brand product is necessary or there is no generic available, your physician may prescribe a name brand drug from a preferred drug list. This list of name brand drugs is a preferred list of drugs that we selected to meet patient needs at a lower cost. Name Brand Prescription drugs not on the preferred list are subject to the highest copayment. To request a copy of our Member Preferred Drug List, call Customer Service at (877) 299-2377, or visit our website at www.bcbstx.com.

If a Generic Prescription Drug is available and you request a Name Brand Drug, you will be charged the Generic copayment and will be required to pay the difference in the cost of the Generic and the Name Brand.

- **These are the dispensing limitations.** Members are limited to a thirty- (30) day supply or 100-unit supply, whichever is less, of Prescription Drugs from the Participating Pharmacy, subject to any applicable copayments listed on the next page. When using the services of our Mail Order Pharmacy for Maintenance Medications, members are limited to the lesser of a ninety- (90) day supply or the number of days supply from the date the prescription is filled to the termination date of the Group Contract, subject to the copayments listed on Page 35. The initial prescription of certain classes of drugs is limited to a thirty- (30) day supply.

Note: Medications purchased as a result of a medical emergency that occurs outside the Plan’s service area will be reimbursed for up to a 10 day supply, minus the applicable copay.

- **Why use generic drugs?** By using generic instead of brand name products, you keep down your costs and ours, without compromising on quality.
- **When you have to file a claim.** If you purchase items covered by this benefit from a non-participating pharmacy for out of area emergency care prescriptions, you have to submit a reimbursement request to HMO Blue Texas in order to get your benefits. See Section 7, *Filing a claim for covered services*.

Note: Coverage for items obtained from non-participating pharmacies is limited to items obtained in connection with covered Emergency and Out-of-Area Urgent Care services.

Benefit Description	You pay
<p>Covered medications and supplies</p> <p>We cover the following medications and supplies prescribed by a Plan physician and obtained from Participating pharmacies for up to a 30-day supply</p> <p>or</p> <p>through our Mail Order service for up to a 90-day supply:</p> <ul style="list-style-type: none"> • Drugs for which a prescription is required by State law; • Oral contraceptive drugs; • FDA approved prescriptions for birth control; • Intravenous fluids and medications for home use; • Oral fertility drugs; • Smoking cessation drugs, limited to \$185.00 lifetime maximum; • Disposable needles and syringes needed to inject covered prescribed medication; • Drugs to treat sexual dysfunction (limited benefits); and Insulin (including prescription and non-prescription oral agents for controlling blood glucose levels, and glucagon emergency kits). <p>Note: “Bioequivalent Generic Drugs will be dispensed with this Plan. If the member request a name brand when a generic is available, the member will pay the generic copayment plus the difference between the cost of the generic and the cost of the name brand product.</p> <p>Note: Drugs to treat sexual dysfunction have limited benefits, contact Plan for dose limits; for these medications, you pay the applicable copay up to the dose limit and all charges thereafter. Injectable contraceptives, birth control devices (except diaphragms) covered under family planning. Diabetic supplies, equipment, and education are covered as basic Plan benefits, even though they may be received from Participating pharmacies. See section below.</p>	<p>\$10 per 30 day supply for generic</p> <p>\$25 per 30 day supply for preferred brand name</p> <p>\$40 per 30 day supply for non-preferred brand name</p> <p>\$20 per 90 day supply for generic</p> <p>\$50 per 90 day supply for preferred brand name</p> <p>\$80 per 90 day supply for non-preferred brand name</p>

Covered medications and supplies <i>(continued)</i>	You pay
Diabetic supplies <ul style="list-style-type: none"> • Blood glucose test strips • Lancets • Lancet devices • Insulin syringes and needles • Urine test strips • Visual reading 	\$10 up to a 30-day supply at participating pharmacy or \$80 for up to a 90-day supply through mail order service
Diabetic equipment <ul style="list-style-type: none"> • Insulin pump and associated appurtenances • Insulin infusion device • Blood glucose monitor • Podiatric appliance for the intervention of complications associated with diabetes. 	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Drugs and supplies for cosmetic purposes</i> • <i>Vitamins, nutrients and food supplements even if a physician prescribes or administers them</i> • <i>Non-prescription drugs</i> • <i>Drugs obtained at a non-Plan pharmacy except for out-of-area emergencies</i> • <i>Medical supplies such as dressings and antiseptics</i> • <i>Drugs to enhance athletic performance</i> • <i>Implanted time-release medications, except Norplant</i> • <i>Injectables, aerosol inhalers and inhalant solutions except when purchased through the Home Delivery Pharmacy Service</i> • <i>Fertility drugs other than oral</i> • <i>Topical fluoride</i> • <i>Prescription Drugs prescribed as anorexients (appetite suppressants) or for weight reduction</i> • <i>Blood and urine testing devices</i> • <i>Oxygen gas</i> • <i>Prescription drugs intended for use in a practitioner's office or a clinical setting</i> • <i>Prescription drugs which a member is entitled to receive without charge from any worker's compensation laws, or similar municipal, state or federal programs</i> • <i>Prescription drugs dispensed prior to the effective date of coverage</i> • <i>Therapeutic devices or appliances, including hypodermic needles and syringes, support garments, and drug infusion/metering devices</i> 	<i>All charges</i>

Section 5 (g). Special features

Feature	Description
Flexible benefits option	<p>Under the flexible benefits option, we determine the most effective way to provide services.</p> <ul style="list-style-type: none"> • We may identify medically appropriate alternatives to traditional care and coordinate other benefits as a less costly alternative benefit. • Alternative benefits are subject to our ongoing review. • By approving an alternative benefit, we cannot guarantee you will get it in the future. • The decision to offer an alternative benefit is solely ours, and we may withdraw it at any time and resume regular contract benefits. <p>Our decision to offer or withdraw alternative benefits is not subject to OPM review under the disputed claims process.</p>
Prenatal Education	<p>Our prenatal education program, Special Beginnings[®], is designed to promote specialty care, education, and monitoring to help you toward the goal of delivering a healthy, full-term baby.</p> <p>Special Beginnings[®] offers pregnant HMO Blue Texas members:</p> <ul style="list-style-type: none"> • the support of an obstetrical nurse throughout your pregnancy, • risk screening and ongoing monitoring and evaluation, • educational materials designed to help you understand each stage of your pregnancy, • nutritional advice, and • coordination of your prenatal care under the HMO Blue Texas Plan with your participating doctor.

Section 5 (h). Dental benefits

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

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan dentists must provide or arrange your care.
- We cover hospitalization for dental procedures only when a nondental physical impairment exists which makes hospitalization necessary to safeguard the health of the patient; See Section 5 (c) for inpatient hospital benefits. We do not cover the dental procedure unless it is described below.
- There are no calendar year deductibles.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost sharing works. Also read Section 9 about *Coordinating benefits with other coverage*, including with Medicare.

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Accidental injury benefit	You pay
<p>We cover restorative services and supplies necessary to promptly repair (but not replace) sound, natural teeth. The need for these services must directly result from an accidental injury, not biting or chewing. Treatment must be initiated within 72 hours of the accident.</p>	<p>Outpatient: \$20 per visit.</p> <p>Inpatient: \$100 per day with a maximum of \$400 per admission</p>

Dental Benefits	
Service	You pay
<p>Diagnostic/preventive dentistry by Primary Dentist</p> <p>Initial/ periodic oral examination Treatment Plan Oral cancer exam Visual aids Consultations</p>	<p>Nothing</p>
<p>X-rays</p> <p>Bitewing Single Other X-rays (one each 36 months)</p> <ul style="list-style-type: none"> • Full Mouth • Panoramic 	<p>\$2 \$1 \$12 \$6</p>
<p>Prophylaxis (cleaning every 6 months)</p> <p>Child (to age 15) Adult (age 15+)</p>	<p>\$5 \$8</p>
<p>Oral hygiene instruction Fluoride treatment (once each 6 months)</p>	<p>Nothing</p>
<p>Sealant treatment (per tooth)</p>	<p>\$7</p>
<p>Infection control fee (per visit) (By Primary Dentist)</p>	<p>\$6</p>

Dental Benefits	
Service	You pay
Non-routine and emergency dentistry X-rays, single (per film)	\$3
Non-routine and emergency office visits During regular office hours Not during regular office hours Note: The office visit copayment is in addition to the applicable copayment(s) for treatment	\$9 \$15
Missed appointment (By Primary Dentist) Without 24-hour notice except in case of unforeseen emergency	\$15
Restorative (fillings) by Primary Dentist Amalgam (silver) restorations 1 surface (primary or permanent) 2 surfaces (primary or permanent) 3 or more surfaces (primary or permanent)	\$10 \$15 \$18
Composite resin (white) restorations (anterior teeth only) 1 surface 2 surfaces 3 or more surfaces	\$18 \$21 \$26
Cosmetic by Primary Dentist Acid etch bonding for repair of incisal edge	\$50
Endodontics (Root canal therapy) by Primary Dentist 1 canal (anterior) 2 canals (bicuspid) 3 or more canals (molar)	(per tooth) \$170 \$200 \$260
Oral surgery by Primary Dentist Single tooth extraction Each additional tooth Surgical extraction –erupted tooth Surgical extraction –soft tissue impaction Surgical extraction –partial bony impaction Surgical extraction –full bony impaction	(per tooth) \$35 \$35 \$40 \$55 \$75 \$100
Anesthesia by Primary Dentist Nitrous Oxide (per 1/2 hour) Local Anesthetic	\$10 Nothing
Periodontics (Gum treatment) by Primary Dentist Osseous surgery (per quadrant) Occlusal Adjustment –Limited Occlusal Adjustment –Complete Periodontal scaling and root planing (per quadrant)	\$280 \$60 \$130 \$70
Major restorative dentistry by Primary Dentist Crown and Bridge (per unit) All gold is charged at market price Porcelain veneer crown (with non-precious) Full-cast crown (non-precious) Inlay –2 surfaces Inlay –3 surfaces Re-cement crown/ bridge Post for crown Stainless steel crown	\$235 \$225 \$175 \$200 \$10 \$60 \$60

Dental Benefits	
Service	You pay
Prosthodontics (dentures) by Primary Dentist Complete Dentures (upper or lower; plus lab fee) Partial Denture (plus lab fee)	\$235 plus lab fee \$320 plus lab fee
Orthodontics (braces) by Primary Dentist Note: Patient pays 20% in advance of treatment. The balance is to be paid in equal monthly installment during course of treatment. Treatment schedule for more than 24 months is to be paid at \$65.00 per month.	75% of Dentist's Usual and customary fee**

- The copayments listed above apply when services are performed by your Primary Dentist.
- Any unlisted procedures and services provided by your Primary Dentist will be charged to the Member at 75% of the Dentist's usual and customary fees.
- All procedures and services provided by a Specialist Dentist will be charged to you at 75% of the Specialist Dentist's usual and customary fees.
- Primary and Specialist Dentist services may not be available in your immediate area. If you reside in the Corpus Christi vicinity, you may travel to other provider locations within the Southeast regional service area to receive dental services from affiliated providers. Refer to your provider directory or call Customer Service at (877) 299-2377 to find out where Primary and Specialist Dentists are located.

General Provisions

- No referral is needed to see a Participating Specialist Dentist.
- Each family member may select a different Primary Dentist.
- Scheduled appointments must be canceled at least 24 hours in advance or the member may be liable for a missed appointment fee, as charged by the dentist.
- In case of an emergency, contact your Primary Dentist if possible or obtain services from any licensed dentist. HMO Blue Texas will reimburse the member for the actual cost of such emergency dental services, less applicable copayments, and are limited to palliative treatment to control pain, bleeding or infection. (See "exclusions")

Not covered

The following are not covered:

- *Emergency services provided at a hospital, outpatient care facility or otherwise than in a dentist's office.*
- *Non-emergency services provided by a non-participating dentist.*
- *Services and related fees for services performed any place other than a dental office, except the oral surgery services described in the Schedule of Dental Benefits.*
- *Services and supplies ordered or received when the person is not a member.*

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

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

Vision Benefits

Enrollees are entitled to the following vision benefits from Plan optometrists:

- One eye examination for eyeglasses every 12 months; you pay a \$10 copay;
- Eyeglass lenses and frames available at discount prices;
- Contact lenses and materials are also available at discount prices; and
- One eye examination for contact lenses every 12 months; you pay a \$20 copay.

Note: Coverage is for routine eye examination only when conducted in a single visit. Benefits for medical treatment of eye disease are provided under your basic medical plan when deemed medically necessary by your PCP. Your Cole Managed Vision provider will provide you with information regarding the cost of contact lenses and fitting services.

Vision Providers

To be covered, the exam must be provided by a Cole Managed Vision provider unless your designated PCP is with a Medical Group/IPA that is responsible for providing that service. The prescription for lenses (or contacts) must be filled by a participating Cole Managed Vision provider in order to receive the reduced rates. A referral from your PCP is not necessary. However, if your designated PCP is with a Medical Group/IPA that provided the exam, you must obtain the eyeglass prescription from the Medical Group/IPA vision provider to present to a participating Cole Managed Vision provider in order to receive glasses or contacts at the reduced rates.

What to do ...

When vision services are needed, call Customer Service at (877) 299-2377 or Cole Managed Vision at (800) 228-2020 for assistance in locating a participating vision provider close to you. Again, if you are assigned to a Medical Group/IPA that is responsible for providing the eye exam, you must obtain your eye exam through the Medical Group/IPA vision provider.

Schedule an appointment if you need an eye exam by calling a participating provider, otherwise simply go to the provider's office for services.

Areas Not Included in Your Coverage

- Medical treatment of eyes, or special procedures, such as orthoptics training;
- Eyeglass lenses, eyeglass frames or contact lenses;
- Contact lens fitting services;
- Eye examinations required by an employer or services for which no charge is made;
- Vision examinations performed more frequently than every twelve (12) months;
- Vision examinations performed by non participating providers; and
- Special purpose vision aids.

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

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

We do not cover the following:

- Care by non-Plan providers except for authorized referrals or emergencies (see Emergency Benefits);
- Services, drugs, or supplies you receive while you are not enrolled in this Plan;
- Services, drugs, or supplies that are not medically necessary;
- Services, drugs, or supplies not required according to accepted standards of medical, dental, or psychiatric practice;
- Experimental or Investigational procedures, treatments, drugs or devices;
- Services, drugs, or supplies related to abortions, except when the life of the mother would be endangered if the fetus were carried to term or when the pregnancy is the result of an act of rape or incest;
- Services, drugs, or supplies related to sex transformations;
- Services, drugs, or supplies you receive from a provider or facility barred from the FEHB Program;
- Services, drugs, or supplies you receive without charge while in active military service; or

Section 7. Filing a claim for covered services

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

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

Medical and hospital benefits

In most cases, providers and facilities file claims for you. Physicians must file on the form HCFA-1500, Health Insurance Claim Form. Facilities will file on the UB-92 form. For claims questions and assistance, call us at (877) 299-2377.

When you must file a claim -- such as for services you receive outside of the Plan's service area -- submit it on the HCFA-1500 or a claim form that includes the information shown below. Bills and receipts should be itemized and show:

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

Submit your claims to:

HMO Blue Texas
Claims Dept.
P. O. Box 660044
Dallas, TX 75266-0044

Prescription drugs

If you purchase items covered by this benefit from a non-participating pharmacy, you have to submit a reimbursement request to HMO Blue Texas in order to get your benefits.

Submit your claims to:

HMO Blue Texas
P.O. Box 660044
Dallas, Texas 75266-0044

Deadline for filing your claim

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

When we need more information

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

Section 8. The disputed claims process

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

Step	Description
1	<p>Ask us in writing to reconsider our initial decision. You must:</p> <ul style="list-style-type: none">(a) Write to us within 6 months from the date of our decision; and(b) Send your request to us at: P. O. Box 25916 Houston, TX 77265; and(c) Include a statement about why you believe our initial decision was wrong, based on specific benefit provisions in this brochure; and(d) Include copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms.
2	<p>We have 30 days from the date we receive your request to:</p> <ul style="list-style-type: none">(a) Pay the claim (or, if applicable, arrange for the health care provider to give you the care); or(b) Write to you and maintain our denial -- go to step 4; or(c) Ask you or your provider for more information. If we ask your provider, we will send you a copy of our request—go to step 3.
3	<p>You or your provider must send the information so that we receive it within 60 days of our request. We will then decide within 30 more days.</p> <p>If we do not receive the information within 60 days, we will decide within 30 days of the date the information was due. We will base our decision on the information we already have.</p> <p>We will write to you with our decision.</p>
4	<p>If you do not agree with our decision, you may ask OPM to review it.</p> <p>You must write to OPM within:</p> <ul style="list-style-type: none">• 90 days after the date of our letter upholding our initial decision; or• 120 days after you first wrote to us -- if we did not answer that request in some way within 30 days; or• 120 days after we asked for additional information. <p>Write to OPM at: Office of Personnel Management, Office of Insurance Programs, Contracts Division 2, 1900 E Street, NW, Washington, DC 20415-3620.</p>

The disputed claims process *(continued)*

Send OPM the following information:

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

Note: If you want OPM to review more than one claim, you must clearly identify which documents apply to which claim.

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

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

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

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

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

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

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

- (a) We haven't responded yet to your initial request for care or preauthorization/prior approval, then call (800) 441-9188. We will expedite our review; or
- (b) We denied your initial request for care or preauthorization/prior approval, then:
 - If we expedite our review and maintain our denial, we will inform OPM so that they can give your claim expedited treatment too, or
 - You may call OPM's Health Benefits Contracts Division 2 at (202) 606-3818 between 8 a.m. and 5 p.m. eastern time.

Section 9. Coordinating benefits with other coverage

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

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

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

When we are the secondary payer, we will determine our allowance. After the primary plan pays, we will pay what is left of our allowance, up to our regular benefit. We will not pay more than our allowance. Visit limits will apply even when the plan is the secondary payer.

What is Medicare?

Medicare is a Health Insurance Program for:

- People 65 years of age and older.
- Some people with disabilities, under 65 years of age.
- People with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant).

Medicare has two parts:

- Part A (Hospital Insurance). Most people do not have to pay for Part A. If you or your spouse worked for at least 10 years in Medicare-covered employment, you should be able to qualify for premium-free Part A insurance. (Someone who was a Federal employee on January 1, 1983 or since automatically qualifies.) Otherwise, if you are age 65 or older, you may be able to buy it. Contact 1-800-MEDICARE for more information.
- Part B (Medical Insurance). Most people pay monthly for Part B. Generally, Part B premiums are withheld from your monthly Social Security check or your retirement check.

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

•The Original Medicare Plan (Part A or Part B)

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

When you are enrolled in Original Medicare along with this plan, you still need to follow the rules in this brochure for us to cover your care. Your care must continue to be authorized by your Plan PCP, or precertified as required.

•**Medicare managed care plan**

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

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

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

TRICARE and CHAMPVA

TRICARE is the health care program for eligible dependents of military persons, and retirees of the military. TRICARE includes the CHAMPUS program. CHAMPVA provides health coverage to disabled Veterans and their eligible dependents. If TRICARE or CHAMPVA and this Plan cover you, we pay first. See your TRICARE or CHAMPVA Health Benefits Advisor if you have questions about these programs.

Suspended FEHB coverage to enroll in TRICARE or CHAMPVA: If you are an annuitant or former spouse, you can suspend your FEHB coverage to enroll in a one of these programs, eliminating your FEHB premium. (OPM does not contribute to any applicable plan premiums.) For information on suspending your FEHB enrollment, contact your retirement office. If you later want to re-enroll in the FEHB Program, generally you may do so only at the next Open Season unless you involuntarily lose coverage under the program.

Workers' Compensation

We do not cover services that:

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

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

Medicaid

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

Suspended FEHB coverage to enroll in Medicaid or a similar State-sponsored program of medical assistance: If you are an annuitant or former spouse, you can suspend your FEHB coverage to enroll in a one of these State programs, eliminating your FEHB premium. For information on suspending your FEHB enrollment, contact your retirement office. If you later want to re-enroll in the FEHB Program, generally you may do so only at the next Open Season unless you involuntarily lose coverage under the State program.

When other Government agencies are responsible for your care

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

When others are responsible for injuries

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

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

Section 10. Definitions of terms we use in this brochure

Calendar year	January 1 through December 31 of the same year. For new enrollees, the calendar year begins on the effective date of their enrollment and ends on December 31 of the same year.
Copayment	A copayment is a fixed amount of money you pay when you receive covered services. See page 12.
Covered services	Care we provide benefits for, as described in this brochure.
Custodial care	Care that primarily helps with or supports daily living activities (such as bathing, dressing, eating and eliminating body wastes) and can be given by people other than trained medical personnel. Custodial care that lasts 90 days or more is sometimes known as Long term care.
Experimental or Investigational services	<p>Experimental or Investigational drugs, devices, treatments or procedures includes any drug, device, treatment or procedure that would not be used in the absence of the experimental or investigation al drug, device, treatment or procedure. We consider a drug, device, treatment or procedure to be experimental or investigational if:</p> <ul style="list-style-type: none">• It cannot be lawfully marketed without the approval of the U.S. Food and Drug Administration, and approval for marketing has been given at the time it is provided; or• It was reviewed and approved by the treating facility’s Institutional Review Board or similar committee, or if federal law requires it to be reviewed and approved by that committee. This exclusion also applies if the informed consent form used with the drug, device, treatment or procedure was (or was required by federal law to be) reviewed and approved by that committee; or• Reliable evidence shows that the drug, device, treatment or procedure is the subject of ongoing Phase I or Phase II clinical trials; is the research, experimental, study or investigational arm of ongoing Phase III clinical trials; or is otherwise under study to determine its maximum tolerated dose, its toxicity, its safety, its effectiveness, or its effectiveness compared to a standard method of treatment or diagnosis.• Reliable evidence shows that the prevailing opinion among experts is that further studies or clinical trials of the drug, device, treatment or procedure are needed to determine its maximum tolerated dose, its toxicity, its safety, its effectiveness, or its ineffectiveness compared to a standard method of treatment or diagnosis. <p>(“Reliable evidence” includes only published reports and articles in authoritative medical and scientific literature, and written protocols and informed consent forms used by the treating facility or by another facility studying substantially the same drug, device, treatment or procedure.)</p>

Medical necessity

By “medically necessary,” we mean that the service meets *all* of the following conditions:

- The service is required for diagnosing, treating or preventing an illness or injury, or a medical condition such as pregnancy;
- If you are ill or injured, it is a service you need in order to improve your condition or to keep your condition from getting worse;
- It is generally accepted as safe and effective under standard medical practice in your community; and
- The service is provided in the most cost-efficient way, while still giving you an appropriate level of care.

Not every service that fits this definition is covered under your Plan. To be covered, a service that is medically necessary must also be described in this document. For example, we *do not* cover any preventative, family planning or infertility services that are not specified. Just because a physician or other health care provider has performed, prescribed or recommended a service does not mean it is medically necessary or that it is covered under your Plan.

Us/We

Us and we refer to HMO Blue Texas.

You

You refers to the enrollee and each covered family member.

Section 11. FEHB facts

No pre-existing condition limitation

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

Where you can get information about enrolling in the FEHB Program

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

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

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

Types of coverage available for you and your family

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

If you have a Self Only enrollment, you may change to a Self and Family enrollment if you marry, give birth, or add a child to your family. You may change your enrollment 31 days before to 60 days after that event. The Self and Family enrollment begins on the first day of the pay period in which the child is born or becomes an eligible family member. When you change to Self and Family because you marry, the change is effective on the first day of the pay period that begins after your employing office receives your enrollment form.

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

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

Children's Equity Act

OPM has implemented the Federal Employees Health Benefits Children's Equity Act of 2000. This law mandates that you be enrolled for Self and Family coverage in the Federal Employees Health Benefits (FEHB)

Program, if you are an employee subject to a court or administrative order requiring you to provide health benefits for your child(ren).

If this law applies to you, you must enroll for Self and Family coverage in a health plan that provides full benefits in the area where your children live or provide documentation to your employing office that you have obtained other health benefits coverage for your children. If you do not do so, your employing office will enroll you involuntarily as follows:

- If you have no FEHB coverage, your employing office will enroll you for Self and Family coverage in the option of the Blue Cross and Blue Shield Service Benefit Plan's Basic Option,
- if you have a Self Only enrollment in a fee-for-service plan or in an HMO that serves the area where your children live, your employing office will change your enrollment to Self and Family in the same option of the same plan; or
- if you are enrolled in an HMO that does not serve the area where the children live, your employing office will change your enrollment to Self and Family in the Blue Cross and Blue Shield Service Benefit Plan's Basic Option.

As long as the court/administrative order is in effect, and you have at least one child identified in the order who is still eligible under the FEHB Program, you cannot cancel your enrollment, change to Self Only, or change to a plan that doesn't serve the area in which your children live, unless you provide documentation that you have other coverage for the children. If the court/administrative order is still in effect when you retire, and you have at least one child still eligible for FEHB coverage, you must continue your FEHB coverage into retirement (if eligible) and cannot make any changes after retirement. Contact your employing office for further information.

When benefits and premiums start

The benefits in this brochure are effective on January 1. If you joined this Plan during Open Season, your coverage begins on the first day of your first pay period that starts on or after January 1. Annuitants' coverage and premiums begin on January 1. If you joined at any other time during the year, your employing office will tell you the effective date of coverage.

When you retire

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

When you lose benefits

• When FEHB coverage ends

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

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

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

- **Spouse equity coverage**

If you are divorced from a Federal employee or annuitant, you may not continue to get benefits under your former spouse's enrollment. This is the case even when the court has ordered your former spouse to supply health coverage to you. But, you may be eligible for your own FEHB coverage under the spouse equity law or Temporary Continuation of Coverage (TCC). If you are recently divorced or are anticipating a divorce, contact your ex-spouse's employing or retirement office to get RI 70-5, the *Guide to Federal Employees Health Benefits Plans for Temporary Continuation of Coverage and Former Spouse Enrollees*, or other information about your coverage choices. You can also download the guide from OPM's website, www.opm.gov/insure.

- **Temporary continuation of coverage (TCC)**

If you leave Federal service, or if you lose coverage because you no longer qualify as a family member, you may be eligible for Temporary Continuation of Coverage (TCC). For example, you can receive TCC if you are not able to continue your FEHB enrollment after you retire, if you lose your job, if you are a covered dependent child and you turn 22 or marry, etc.

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

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

- **Converting to individual coverage**

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

- Your coverage under TCC or the spouse equity law ends. (If you canceled your coverage or did not pay your premium, you cannot convert);
- You decided not to receive coverage under TCC or the spouse equity law; or
- You are not eligible for coverage under TCC or the spouse equity law.

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

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

Getting a Certificate of Group Health Plan Coverage

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a Federal law that offers limited Federal protections for health coverage availability and continuity to people who lose employer group coverage. If you leave the FEHB Program, we will give you a Certificate of Group Health Plan Coverage that indicates how long you have been enrolled with us. You can use this certificate when getting health insurance or other health care coverage. Your new plan must reduce or eliminate waiting periods, limitations, or exclusions for health related conditions based on the information in the certificate, as long as

you enroll within 63 days of losing coverage under this Plan. If you have been enrolled with us for less than 12 months, but were previously enrolled in other FEHB plans, you may also request a certificate from those plans.

For more information, get OPM pamphlet RI 79-27, Temporary Continuation of Coverage (TCC) under the FEHB Program. See also the FEHB web site (www.opm.gov/insure/health); refer to the "TCC and HIPAA" frequently asked question. These highlight HIPAA rules, such as the requirement that Federal employees must exhaust any TCC eligibility as one condition for guaranteed access to individual health coverage under HIPAA, and have information about Federal and State agencies you can contact for more information.

Long Term Care Insurance Is Still Available!

Open Season for Long Term Care Insurance

- You can protect yourself against the high cost of long term care by applying for insurance in the Federal Long Term Care Insurance Program.
- Open Season to apply for long term care insurance through LTC Partners ends on December 31, 2002.
- If you're a Federal employee, you and your spouse need only answer a few questions about your health during Open Season.
- If you apply during the Open Season, your premiums are based on your age as of July 1, 2002. After Open Season, your premiums are based on your age at the time LTC Partners receives your application.

FEHB Doesn't Cover It

- Neither FEHB plans nor Medicare cover the cost of long term care. Also called "custodial care", long term care helps you perform the activities of daily living such as bathing or dressing yourself. It can also provide help you may need due to a severe cognitive impairment such as Alzheimer's disease.

You Can Also Apply Later, But...

- Employees and their spouses can still apply for coverage after the Federal Long Term Care Insurance Program Open Season ends, but they will have to answer more health-related questions.
- For annuitants and other qualified relatives, the number of health-related questions that you need to answer is the same during and after the Open Season.

You Must Act to Receive an Application

- Unlike other benefit programs, YOU have to take action – you won't receive an application automatically. You must request one through the toll-free number or website listed below.
- Open Season ends December 31, 2002 – act NOW so you won't miss the abbreviated underwriting available to employees and their spouses, and the July 1 "age freeze"!

Find Out More – Contact LTC Partners by calling **1-800-LTC-FEDS (1-800-582-3337)** (TDD for the hearing impaired: **1-800-843-3557**) or visiting www.ltcfeds.com to get more information and to request an application.

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

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Summary of benefits for HMO Blue Texas – 2003

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

Benefits	You Pay	Page
Medical services provided by physicians:		
• Diagnostic and treatment services provided in the office	Office visit copay: \$20 primary care; \$20 specialist	14
Services provided by a hospital:		
• Inpatient	\$100 per day with a maximum of \$400 per admission	27
• Outpatient	\$150 per surgery	28
Emergency benefits:		
• In-area	\$100 per visit	31
• Out-of-area	\$100 per visit	31
Mental health and substance abuse treatment	Regular cost sharing	32
Prescription drugs	\$10 per generic \$25 per preferred brand \$40 per non-preferred brand	35
Dental Care	Nothing for preventive services; scheduled cost for other services	38
Vision Care	One eye examination for eyeglasses every 12 months; you pay a \$10 copay; Eyeglass lenses and frames available at discount prices; Contact lenses and materials are also available at discount prices; and One eye examination for contact lenses every 12 months; you pay a \$20 copay.	41
Special features: Reciprocity Program and High Risk Pregnancies Program		37
Protection against catastrophic costs (your catastrophic protection out-of-pocket maximum)	Nothing after \$1,000/Self Only or \$3,000/Family enrollment per year Some costs do not count toward this protection	12

2003 Rate Information for HMO Blue Texas

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

Postal rates apply to career Postal Service employees. Most employees should refer to the FEHB Guide for United States Postal Service Employees, RI 70-2. Different postal rates apply and a special FEHB guide is published for Postal Service Inspectors and Office of Inspector General (OIG) employees (see RI 70-2IN).

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

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

Houston area

Self Only	YM1	103.87	34.62	225.05	75.01	122.91	15.58
Self and Family	YM2	249.62	89.38	540.84	193.66	294.70	44.30

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company
HMO plans offered by Southwest Texas HMO, Inc.* d/b/a HMO Blue Texas
Independent Licensees of the Blue Cross and Blue Shield Association