

**Presbyterian Health Plan  
Formerly Presbyterian Health Plus  
1997**

**A Health Maintenance Organization with a Point of Service Product**

**Serving: Most of New Mexico**

**Enrollment code:**

**W81 Self Only**

**W82 Self and Family**

**Service area:** Services from Plan providers are available only in the following areas:

Most of New Mexico

**Enrollment area:** You must live or work in the Service Area to enroll in this Plan.

**RI 73-613**

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Presbyterian Health Plan, Inc., 7500 Jefferson Street N.E., Albuquerque, New Mexico 87109 has entered into a contract (CS 2676) with the Office of Personnel Management (OPM) as authorized by the Federal Employees Health Benefits (FEHB) law, to provide a comprehensive medical plan herein called Presbyterian Health Plan, or the Plan.

This brochure is based on text included in the contract between OPM and this Plan and is intended to be a complete statement of benefits available to FEHB members. A person enrolled in the Plan is entitled to the benefits stated in this brochure. However, if conflicts are discovered between the language of this brochure and the contract, the contract will control. If enrolled for Self and Family, each eligible family member is also entitled to these benefits.

Premiums are negotiated with each plan annually. Benefit changes are effective January 1, 1997, and are shown on the inside back cover of this brochure.

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**Inspector General Advisory: Stop Health Care Fraud!**

Fraud increases the cost of health care for everyone. Anyone who intentionally makes a false statement or a false claim in order to obtain FEHB benefits or increase the amount of FEHB benefits is subject to prosecution for FRAUD. This could result in CRIMINAL PENALTIES. Please review all medical bills, medical records and claims statements carefully. If you find that a provider, such as a doctor, hospital or pharmacy, charged your

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plan for services you did not receive, billed for the same service twice, or misrepresented any other information, take the following actions:

- Call the provider and ask for an explanation - sometimes the problem is a simple error.
- If the provider does not resolve the matter, or if you remain concerned, call your plan at (505) 823-0000 or 1-800-356-2219 and explain the situation.
- If the matter is not resolved after speaking to your plan (and you still suspect fraud has been committed), call or write:

THE HEALTH CARE FRAUD HOTLINE  
202/418-3300

The Office of Personnel Management  
Office of the Inspector General Fraud Hotline  
1900 E Street, N.W., Room 6400  
Washington, D.C. 20415

The inappropriate use of membership identification cards, e.g., to obtain services for a person who is not an eligible family member or after you are no longer enrolled in the Plan, is also subject to review by the Inspector General and may result in an adverse administrative action by your agency.

General Information

Confidentiality

Medical and other information provided to the Plan, including claim files, is kept confidential and will be used only: 1) by the Plan and its subcontractors for internal administration of the Plan, coordination of benefit provisions with other plans, and subrogation of claims; 2) by law enforcement officials with authority to investigate and prosecute alleged civil or criminal actions; 3) by OPM to review a disputed claim or perform its contract administration functions; 4) by OPM and the General Accounting Office when conducting audits as required by the FEHB law; or 5) for bona fide medical research or education. Medical data that does not identify individual members may be disclosed as a result of the bona fide medical research or education.

If you are a new member

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Use this brochure as a guide to coverage and obtaining benefits. There may be a delay before you receive your identification card and member information from the Plan. Until you receive your ID card, you may show your copy of the SF 2809 enrollment form or your annuitant confirmation letter from OPM to a provider or Plan facility as proof of enrollment in this Plan. If you do not receive your ID card within 60 days after the effective date of your enrollment, you should contact the Plan.

If you made your open season change by using Employee Express and have not received your new ID card by the effective date of your enrollment, call the Employee Express HELP number to request a confirmation letter. Use that letter to confirm your new coverage with Plan providers.

If you are a new member of this Plan, benefits and rates begin on the effective date of your enrollment, as set by your employing office or retirement system. As a member of this Plan, once your enrollment is effective, you will be covered only for services provided or arranged by a Plan doctor except in the case of emergency as described on page 13, or when you self-refer for point of service, or POS, benefits as described on page 16. If you are confined in a hospital on the effective date, you must notify the Plan so that it may arrange for the transfer of your care to Plan providers. See "If you are hospitalized" on page 4.

FEHB plans may not refuse to provide benefits for any condition you or a covered family member may have solely on the basis that it was a condition that existed before you enrolled in a plan under the FEHB Program except as stated in any cosmetic surgery or dental benefits description in this brochure.

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General Information continued

If you are hospitalized

If you change plans or options, benefits under your prior plan or option cease on the effective date of your enrollment in your new plan or option, unless you or a covered family member are confined in a hospital or other covered facility or are receiving medical care in an alternative care setting on the last day of your enrollment under the prior plan or option. In that case, the confined person will continue to receive benefits under the former plan or option until the earliest of (1) the day the person is discharged from the hospital or other covered facility (a move to an alternative care setting does not constitute a discharge under this provision), or (2) the day after the day all inpatient benefits have been exhausted under the prior plan or option, or (3) the 92nd day after the last day of coverage under the prior plan or option. However, benefits for other family members under the new plan will begin on the effective date. If your plan terminates participation in the FEHB Program in whole or in part, or if the Associate Director for Retirement and Insurance orders an

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enrollment change, this continuation of coverage provision does not apply; in such case, the hospitalized family member's benefits under the new plan begin on the effective date of enrollment.

### Your responsibility

It is your responsibility to be informed about your health benefits. Your employing office or retirement system can provide information about: when you may change your enrollment; who "family members" are; what happens when you transfer, go on leave without pay, enter military service, or retire; when your enrollment terminates; and the next open season for enrollment. Your employing office or retirement system will also make available to you an FEHB Guide, brochures and other materials you need to make an informed decision.

### Things to keep in mind

- The benefits in this brochure are effective on January 1 for those already enrolled in this Plan; if you changed plans or plan options, see "If you are a new member" above. In both cases, however, the Plan's new rates are effective the first day of the enrollee's first full pay period that begins on or after January 1 (January 1 for all annuitants).
  - Generally, you must be continuously enrolled in the FEHB Program for the last five years before you retire to continue your enrollment for you and any eligible family members after you retire.
  - The FEHB Program provides Self Only coverage for the enrollee alone or Self and Family coverage for the enrollee, his or her spouse, and unmarried dependent children under age 22. Under certain circumstances, coverage will also be provided under a family enrollment for a disabled child 22 years of age or older who is incapable of self-support.
  - An enrollee with Self Only coverage who is expecting a baby or the addition of a child may change to a Self and Family enrollment up to 60 days after the birth or addition. The effective date of the enrollment change is the first day of the pay period in which the child was born or became an eligible family member. The enrollee is responsible for his or her share of the Self and Family premium for that time period; both parent and child are covered only for care received from Plan providers, except for emergency or POS benefits.
  - You will not be informed by your employing office (or your retirement system) or your Plan when a family member loses eligibility.
  - You must direct questions about enrollment and eligibility, including whether a dependent age 22 or older is eligible for coverage, to your employing office or retirement system. The Plan does not determine eligibility and cannot change an enrollment status without the necessary information from the employing agency or retirement system.
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- An employee, annuitant, or family member enrolled in one FEHB plan is not entitled to receive benefits under any other FEHB plan.
  - Report additions and deletions (including divorces) of covered family members to the Plan promptly.
  - If you are an annuitant or former spouse with FEHB coverage and you are also covered by Medicare Part B, you may drop your FEHB coverage and enroll in a Medicare prepaid plan when one is available in your area. If you later change your mind and want to reenroll in FEHB, you may do so at the next open season, or whenever you involuntarily lose coverage in the Medicare prepaid plan or move out of the area it serves.

Most Federal annuitants have Medicare Part A. If you do not have Medicare Part A, you may enroll in a Medicare prepaid plan, but you will probably have to pay for hospital coverage in addition to the Part B premium. Before you join the plan, ask whether they will provide hospital benefits and, if so, what you will have to pay.

You may also remain enrolled in this Plan when you join a Medicare prepaid plan.

Contact your local Social Security Administration (SSA) office for information on local Medicare prepaid plans (also known as Coordinated Care Plans or Medicare HMOs) or request it from SSA at 1-800/638-6833. Contact your retirement system for information on dropping your FEHB enrollment and changing to a Medicare prepaid plan. See page 17 for information on the Medicare prepaid plan offered by this Plan.

- Federal annuitants are not required to enroll in Medicare Part B (or Part A) in order to be covered under the FEHB Program; nor are their FEHB benefits reduced if they do not have Medicare Part B (or Part A).

#### Coverage after enrollment ends

When an employee's enrollment terminates because of separation from Federal service or when a family member is no longer eligible for coverage under an employee or annuitant enrollment, and the person is not otherwise eligible for FEHB coverage, he or she generally will be eligible for a free 31-day extension of coverage. The employee or family member may also be eligible for one of the following:

#### Former spouse coverage

When a Federal employee or annuitant divorces, the former spouse may be eligible to elect coverage under the spouse equity law. If you are recently divorced or anticipate divorcing, contact the employee's employing office (personnel office) or retiree's retirement system to get more facts about electing coverage.

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General Information continued

Temporary continuation of coverage (TCC)

If you are an employee whose enrollment is terminated because you separate from service, you may be eligible to temporarily continue your health benefits coverage under the FEHB Program in any plan for which you are eligible. Ask your employing office for RI 79-27, which describes TCC, and for RI 70-5, the FEHB Guide for individuals eligible for TCC. Unless you are separated for gross misconduct, TCC is available to you if you are not otherwise eligible for continued coverage under the Program. For example, you are eligible for TCC when you retire if you are unable to meet the five-year enrollment requirement for continuation of enrollment after retirement.

Your TCC begins after the initial free 31-day extension of coverage ends and continues for up to 18 months after your separation from service (that is, if you use TCC until it expires 18 months following separation, you will only pay for 17 months of coverage). Generally, you must pay the total premium (both the Government and employee shares) plus a 2 percent administrative charge. If you use your TCC until it expires, you are entitled to another free 31-day extension of coverage when you may convert to nongroup coverage. If you cancel your TCC or stop paying premiums, the free 31-day extension of coverage and conversion option are not available.

Children or former spouses who lose eligibility for coverage because they no longer qualify as family members (and who are not eligible for benefits under the FEHB Program as employees or under the spouse equity law) also may qualify for TCC. They also must pay the total premium plus the 2 percent administrative charge. TCC for former family members continues for up to 36 months after the qualifying event occurs, for example, the child reaches age 22 or the date of the divorce. This includes the free 31-day extension of coverage. When their TCC ends (except by cancellation or nonpayment of premium), they are entitled to another free 31-day extension of coverage when they may convert to nongroup coverage.

NOTE: If there is a delay in processing the TCC enrollment, the effective date of the enrollment is still the 32nd day after regular coverage ends. The TCC enrollee is responsible for premium payments retroactive to the effective date and coverage may not exceed the 18 or 36 month period noted above.

Notification and election requirements

Separating employees – Within 61 days after an employee's enrollment terminates because of separation from service, his or her employing office must notify the employee of the opportunity to elect TCC. The employee has

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60 days after separation (or after receiving the notice from the employing office, if later) to elect TCC.

Children – You must notify your employing office or retirement system when a child becomes eligible for TCC within 60 days after the qualifying event occurs, for example, the child reaches age 22 or marries.

Former spouses – You or your former spouse must notify the employing office or retirement system of the former spouse's eligibility for TCC within 60 days after the termination of the marriage. A former spouse may also qualify for TCC if, during the 36-month period of TCC eligibility, he or she loses spouse equity eligibility because of remarriage before age 55 or loss of the qualifying court order. This applies even if he or she did not elect TCC while waiting for spouse equity coverage to begin. The former spouse must contact the employing office within 60 days of losing spouse equity eligibility to apply for the remaining months of TCC to which he or she is entitled.

The employing office or retirement system has 14 days after receiving notice from you or the former spouse to notify the child or the former spouse of his or her rights under TCC. If a child wants TCC, he or she must elect it within 60 days after the date of the qualifying event (or after receiving the notice, if later). If a former spouse wants TCC, he or she must elect it within 60 days after any of the following events: the date of the qualifying event or the date he or she receives the notice, whichever is later; or the date he or she loses coverage under the spouse equity law because of remarriage before age 55 or loss of the qualifying court order.

Important: The employing office or retirement system must be notified of a child's or former spouse's eligibility for TCC within the 60-day time limit. If the employing office or retirement system is not notified, the opportunity to elect TCC ends 60 days after the qualifying event in the case of a child and 60 days after the change in status in the case of a former spouse.

#### Conversion to individual coverage

When none of the above choices are available – or chosen – when coverage as an employee or family member ends, or when TCC coverage ends (except by cancellation or nonpayment of premium), you may be eligible to convert to an individual, nongroup contract. You will not be required to provide evidence of good health and the plan is not permitted to impose a waiting period or limit coverage for preexisting conditions. If you wish to convert to an individual contract, you must apply in writing to the carrier of the plan in which you are enrolled within 31 days after receiving notice of the conversion right from your employing agency. A family member must apply to convert within the 31-day free extension of coverage that follows the event that terminates coverage, e.g., divorce or reaching age 22. Benefits and rates under the individual contract may differ from those under the FEHB Program.

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## Facts about this Plan

This Plan is a health maintenance organization (HMO) that offers a Point of Service, or POS, product. Whenever you need services, you may choose to obtain them from your personal doctor within the Plan's provider network or go outside the network for treatment. Within the Plan's network you are required to select a personal doctor who will provide or arrange for your care and you will pay minimal amounts for comprehensive benefits. When you choose a non-Plan doctor or other non-Plan provider, you will pay a substantial portion of the charges and the benefits available may be less comprehensive. See page 16 for more information.

## Who provides care to Plan members?

Presbyterian Health Plan is an Individual Practice Prepayment (IPP) Plan. Services are provided by physicians conveniently located throughout each service area community. Presbyterian Health Plan contracts with 296 Primary Care Physicians (PCP) and 631 specialists. Hospital services are rendered at Presbyterian Hospital or Presbyterian Kaseman Hospital in Albuquerque and the contracted hospital in each of the service area communities. In the Albuquerque area, the Plan also provides access to five Family Healthcare locations for care by appointment as well as for Urgent care (no appointment or referral necessary) from 8:00 a.m. to 8:00 p.m. every day of the year.

## Role of a primary care doctor

The first and most important decision each member must make is the selection of a primary care doctor. The decision is important since it is through this doctor that all other health services, particularly those of specialists, are obtained. It is the responsibility of your primary care doctor to obtain any necessary authorizations from the Plan before referring you to a specialist or making arrangements for hospitalization. Services of other providers are covered only if you have been referred by your primary care doctor or when you use POS benefits, with the following exceptions: Female members may self-refer to participating OB-GYN specialists for certain female-related services. (See your doctor directory for details.)

## Choosing your doctor

The Plan's provider directory lists primary care doctors (family practitioners, pediatricians, and internists), with their locations and phone numbers, and notes whether or not the doctor is accepting new patients. Directories are updated on a yearly basis and are available at

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the time of enrollment or upon request by calling the Customer Service Department at 505/823-0000 in Albuquerque or 1-800-356-2219 outside Albuquerque but within New Mexico; you can also find out if your doctor participates with this Plan by calling this number. If you are interested in receiving care from a specific provider who is listed in the directory, call the provider to verify that he or she still participates with the Plan and is accepting new patients. Important note: When you enroll in this plan, services (except for emergency or POS benefits) are provided through the Plan's delivery system; the continued availability and/or participation of any one doctor, hospital, or other provider, cannot be guaranteed.

If you enroll, you will be asked to complete a primary care doctor selection form and send it directly to the Plan, indicating the name of the primary care doctor(s) selected for you and each member of your family. If you do not choose a doctor one will be chosen for you. Members may change their doctor selection by notifying the customer service department of the Plan. The new PCP selection becomes effective the first of the following month.

If you are receiving services from a doctor who leaves the Plan, the Plan will pay for covered services until the Plan can arrange with you for you to be seen by another participating doctor.

#### Referrals for specialty care

Except in a medical emergency, or when a primary care doctor has designated another doctor to see his or her patients, or when you choose to use the Plan's POS benefits, you must receive a referral from your primary care doctor before seeing any other doctor or obtaining special services. Referral to a participating specialist is given at the primary care doctor's discretion; if non-Plan specialists or consultants are required, the primary care doctor will make arrangements for appropriate referrals. The Plan has a paperless referral process and simply calls the referral into the Presbyterian Health Plan.

All follow-up care must be provided or arranged by the primary care doctor. On referrals, the primary care doctor will give specific instructions to the expiration of the referral. If additional services or visits are suggested by the consultant, you must first check with your primary care doctor. Do not go to the specialist unless your primary care doctor has called the referral into the Presbyterian Health Plan system.

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Facts about this Plan continued

#### Authorizations

Your primary care doctor must obtain authorization from the Medical Director before you may be hospitalized, referred for specialty care,

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obtain follow-up care from a specialist or receive non-formulary drugs.

#### For new members

If you are already under the care of a specialist who is a Plan participant, you must still obtain a referral from a Plan primary care doctor for the care to be covered by the Plan. If the doctor who originally referred you prior to your joining the Plan is now your Plan primary care doctor, you need only call to explain that you now belong to this Plan and ask that a "referral form" be sent to the specialist for your next appointment.

If you are selecting a new primary care doctor, you must schedule an appointment so the primary care doctor can decide whether to treat the condition directly or refer you back to the specialist.

#### Hospital care

If you require hospitalization, your primary care doctor or authorized specialist will make the necessary arrangements and continue to supervise your care.

#### Out-of-pocket maximum

Copayments are required for most benefits. However, copayments will not be required for the remainder of the calendar year after your out-of-pocket expenses for services provided or arranged by the Plan reach \$3,380 per Self Only enrollment or \$8,861.32 Self and Family enrollment under in-plan HMO benefits or \$1,000 per member, up to a maximum of 3 family members, under POS. This copayment maximum does not include costs of prescription drugs or dental services.

You should maintain accurate records of the copayments made, as it is your responsibility to determine when the copayment maximum is reached. You are assured a predictable maximum in out-of-pocket costs for covered health and medical needs. Copayments are due when service is rendered.

#### Deductible carryover

If you changed to this Plan during open season from a plan with a deductible and the effective date of the change was after January 1, any expenses that would have applied to that plan's deductible will be covered by your old plan if they are for care you got in January before the effective date of your coverage in this Plan. If you have already met the deductible in full, your old plan will reimburse these covered expenses. If you have not met it in full, your old plan will first apply your covered expenses to satisfy the rest of the deductible and then reimburse you for any additional covered expenses. The old plan will pay these covered

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expenses according to this year's benefits; benefit changes are effective January 1.

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Facts about this Plan continued

Submit claims promptly

When you are required to submit a claim to this Plan for covered expenses, submit your claim promptly. The Plan will not pay benefits for claims submitted later than December 31 of the calendar year following the year in which the expense was incurred, unless timely filing was prevented by administrative operations of Government or legal incapacity, provided the claim was submitted as soon as reasonably possible. Submit claims for POS benefits to Presbyterian Health Plan, 7500 Jefferson Street NE, Albuquerque, NM 87109.

Other considerations

Plan providers will follow generally accepted medical practice in prescribing any course of treatment. Before you enroll in this Plan, you should determine whether you will be able to accept treatment or procedures that may be recommended by Plan providers.

The Plan's service and enrollment areas

The service area for this Plan, where Plan providers and facilities are located, is the same as the enrollment area listed on the front cover of this brochure (the area in which you must live or work to enroll in the Plan). Benefits for care outside the service area are limited to emergency services, as described on page 13, or POS benefits, as described on page 16.

If you or a covered family member move outside the enrollment area, you may enroll in another approved plan. It is not necessary to wait until you move or for the open season to make such a change; contact your employing office or retirement system for information if you are anticipating a move.

General Limitations

Important notice

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Although a specific service may be listed as a benefit, it will be covered

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for you only if, in the judgment of your Plan doctor, it is medically necessary for the prevention, diagnosis, or treatment of your illness or condition. No oral statement of any person shall modify or otherwise affect the benefits, limitations and exclusions of this brochure, convey or void any coverage, increase or reduce any benefits under this Plan or be used in the prosecution or defense of a claim under this Plan. This brochure is based on text included in the contract between OPM and this Plan and is intended to be a complete statement of benefits available to FEHB members. You should use this brochure to determine your entitlement to benefits. However, if conflicts are discovered between the language of this brochure and the contract, the contract will control.

#### Circumstances beyond Plan control

In the event of major disaster, epidemic, war, riot, civil insurrection, disability of a significant number of Plan providers, complete or partial destruction of facilities, or other circumstances beyond the Plan's control, the Plan will make a good faith effort to provide or arrange for covered services. However, the Plan will not be responsible for any delay or failure in providing service due to lack of available facilities or personnel.

#### Arbitration of claims

Any claim for damages for personal injury, mental disturbance or wrongful death arising out of the rendition or failure to render services under this contract must be submitted to binding arbitration.

#### Other sources of benefits

This section applies when you or your family members are entitled to benefits from a source other than this Plan. You must disclose information about other sources of benefits to the Plan and complete all necessary documents and authorizations requested by the Plan.

#### Medicare

If you or a covered family member is enrolled in this Plan and Part A, Part B, or Parts A and B of Medicare, benefits will be coordinated with Medicare according to Medicare's determination of which coverage is primary. Generally, you do not need to take any action after informing the Plan of your or your family member's eligibility for Medicare. Your Plan will provide you with further instructions if a Medicare claim needs to be filed.

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General Limitations continued

Group health insurance and automobile insurance

This coordination of benefits (double coverage) provision applies when a person covered by this Plan also has, or is entitled to benefits from, any other group health coverage, or is entitled to the payment of medical and hospital costs under no-fault or other automobile insurance that pays benefits without regard to fault. Information about the other coverage must be disclosed to this Plan.

When there is double coverage for covered benefits, other than emergency services from non-Plan providers, this Plan will continue to provide its benefits in full, but is entitled to receive payment for the services and supplies provided, to the extent that they are covered by the other coverage, no-fault or other automobile insurance or any other primary plan.

One plan normally pays its benefits in full as the primary payer, and the other plan pays a reduced benefit as the secondary payer. When this Plan is the secondary payer, it will pay the lesser of (1) its benefits in full, or (2) a reduced amount which, when added to the benefits payable by the other coverage, will not exceed reasonable charges. The determination of which health coverage is primary (pays its benefits first) is made according to guidelines provided by the National Association of Insurance Commissioners. When benefits are payable under automobile insurance, including no-fault, the automobile insurer is primary (pays its benefits first) if it is legally obligated to provide benefits for health care expenses without regard to other health benefits coverage the enrollee may have. This provision applies whether or not a claim is filed under the other coverage. When applicable, authorization must be given this Plan to obtain information about benefits or services available from the other coverage, or to recover overpayments from other coverages.

CHAMPUS

If you are covered by both this Plan and the Civilian Health and Medical Program of the Uniformed Services (CHAMPUS), this Plan will pay benefits first. As a member of a prepaid plan, special limitations on your CHAMPUS coverage apply; your primary care provider must authorize all care. See your CHAMPUS Health Benefits Advisor if you have questions about CHAMPUS coverage.

Medicaid

If you are covered by both this Plan and Medicaid, this Plan will pay benefits first.

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## Workers' compensation

The Plan will not pay for services required as the result of occupational disease or injury for which any medical benefits are determined by the Office of Workers Compensation Programs (OWCP) to be payable under workers' compensation (under section 8103 of title 5, U.S.C.) or by a similar agency under another Federal or State law. This provision also applies when a third party injury settlement or other similar proceeding provides medical benefits in regard to a claim under workers' compensation or similar laws. If medical benefits provided under such laws are exhausted, this Plan will be financially responsible for services or supplies that are otherwise covered by this Plan. The Plan is entitled to be reimbursed by OWCP (or the similar agency) for services it provided that were later found to be payable by OWCP (or the agency).

## DVA facilities, DoD facilities, and Indian Health Service

Facilities of the Department of Veterans Affairs, the Department of Defense, and the Indian Health Service are entitled to seek reimbursement from the Plan for certain services and supplies provided to you or a family member to the extent that reimbursement is required under the Federal statutes governing such facilities.

## Other Government agencies

The Plan will not provide benefits for services and supplies paid for directly or indirectly by any other local, State, or Federal Government agency.

## Liability insurance and third party actions

If a covered person is sick or injured as a result of the act or omission of another person or party, the Plan requires that it be reimbursed for the benefits provided in an amount not to exceed the amount of the recovery, or that it be subrogated to the person's rights to the extent of the benefits received under this Plan, including the right to bring suit in the person's name. If you need more information about subrogation, the Plan will provide you with its subrogation procedures.

## General Exclusions

All benefits are subject to the limitations and exclusions in this

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brochure. Although a specific service may be listed as a benefit, it will not be covered for you unless your Plan doctor determines it is medically necessary to prevent, diagnose or treat your illness or condition. The following are excluded:

- Care by non-Plan doctors or hospitals except for authorized referrals or emergencies (see Emergency Benefits) or eligible self-referred services obtained under Point of Service Benefits;
- Expenses incurred while not covered by this Plan;
- Services furnished or billed by a provider or facility barred from the FEHB Program;
- Services not required according to accepted standards of medical, dental, or psychiatric practice;
- Procedures, treatments, drugs or devices that are experimental or investigational;
- Procedures, services, drugs and supplies related to sex transformations; and
- Procedures, services drugs and supplies related to abortions except when the life of the mother would be endangered if the fetus were carried to term or when the pregnancy is the result of an act of rape or incest.

#### Medical and Surgical Benefits

##### What is covered

A comprehensive range of preventive, diagnostic and treatment services is provided by Plan doctors and other Plan providers. This includes all necessary office visits; you pay a \$5 office visit copay, but no additional copay for laboratory tests and X-rays. Within the service area, house calls will be provided, if in the judgment of the Plan doctor, such care is necessary and appropriate; you pay a \$10 copay for a doctor's house call or for home visits by nurses and health aides.

The following services are included and are subject to the office copay unless stated otherwise:

- Preventive care, including well-baby care and periodic check-ups
  - Female care with OB/GYN (i.e. annual exam)
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- Routine immunizations and boosters
  
  - Routine periodic check-ups; you pay a \$25 copay
  
  - Consultations by specialists
  
  - Diagnostic procedures, such as laboratory tests and X-rays; you pay \$50 for each magnetic resonance imaging (MRI) test, nothing for other laboratory tests and X-rays
  
  - Complete obstetrical (maternity) care for all covered females, including prenatal, delivery and postnatal care by a Plan doctor (member pays the \$5 office visit copay up to a maximum of \$50). If enrollment in the Plan is terminated during pregnancy, benefits will not be provided after coverage under the Plan has ended. Ordinary nursery care of the newborn child during the covered portion of the mother's hospital confinement for maternity will be covered under either a Self Only or Self and Family enrollment; other care of an infant who requires definitive treatment will be covered only if the infant is covered under a Self and Family enrollment.
  
  - Voluntary sterilization and family planning services; implantable drugs (you pay 50% of charges)
  
  - Diagnosis and treatment of diseases of the eye
  
  - Allergy testing and treatment, including testing and treatment materials (such as allergy serum); you pay a \$50 copay for the initial outpatient testing
  
  - The insertion of internal prosthetic devices, such as pacemakers and artificial joints.
  
  - Cornea, heart, kidney and liver transplants; allogeneic (donor) bone marrow transplants; autologous bone marrow transplants (autologous stem cell and peripheral stem cell support) for the following conditions: acute lymphocytic or non-lymphocytic leukemia, advanced Hodgkin's lymphoma, advanced non-Hodgkin's lymphoma, advanced neuroblastoma, breast cancer; multiple myeloma; epithelial ovarian cancer; and testicular, mediastinal, retroperitoneal and ovarian germ cell tumors. Transplants are covered when approved by the Medical Director. Related medical and hospital expenses of the donor are covered when the recipient is covered by this Plan.
  
  - Dialysis
  
  - Chemotherapy, radiation therapy, and inhalation therapy
  
  - Blood and blood derivatives
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- Wellness Programs: Health education and health counseling as well as diabetes education; you pay \$5 per visit

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS TO RECEIVE STANDARD HMO BENEFITS

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Medical and Surgical Benefits continued

- Sleep Disorder Studies: No overnight stay; you pay \$50 per visit. Overnight stay; you pay nothing
- Surgical treatment of morbid obesity
- Orthopedic devices, such as braces
- Prosthetic devices, such as artificial limbs and lenses following cataract removal
- Durable medical equipment, such as wheelchairs and hospital beds; you pay 20% of charges
- Home health services of nurses and health aides, including intravenous fluids and medication, when prescribed by your Plan doctor, who will periodically review the program for continuing appropriateness and need
- All necessary medical or surgical care in a hospital or extended care facility from Plan doctors and other Plan providers, at no additional cost to you.

Limited benefits

Oral and maxillofacial surgery is provided for nondental surgical and hospitalization procedures for congenital defects, such as cleft lip and cleft palate, and for medical or surgical procedures occurring within or adjacent to the oral cavity or sinuses including, but not limited to, treatment of fractures and excision of tumors and cysts. All other procedures involving the teeth or intra-oral areas surrounding the teeth are not covered, including any dental care involved in treatment of temporomandibular joint (TMJ) pain dysfunction syndrome.

Reconstructive surgery will be provided to correct a condition resulting from a functional defect or from an injury or surgery that has produced a major effect on the member's appearance and if the condition can reasonably

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be expected to be corrected by such surgery.

Short-term rehabilitative therapy (physical, speech, occupational and chiropractic) is provided on an inpatient or outpatient basis for up to 60 visits per condition; you pay a \$15 copay per outpatient session. Speech therapy is limited to treatment of certain speech impairments of organic origin. Occupational therapy is limited to services that assist the member to achieve and maintain self-care and improved functioning in other activities of daily living.

Cardiac rehabilitation is provided in an approved facility for up to 12 sessions with continuous electrocardiogram (ECG) monitoring or up to 24 sessions with intermittent ECG monitoring per calendar year; you pay 50% of charges.

Pulmonary rehabilitation is provided in an approved facility for up to 24 sessions per calendar year; you pay 20% of charges.

Diagnosis and treatment of infertility, including artificial insemination and fertility drugs, are covered; you pay 50% of charges. Cost of donor sperm is not covered. Other assisted reproductive technology (ART) procedures such as in vitro fertilization and embryo transfer are not covered.

Acupuncture services are limited to authorized referrals for treatment of chronic musculoskeletal or neurogenic pain for up to 20 visits per condition per calendar year; you pay \$15 per visit.

#### What is not covered

- Physical examinations that are not necessary for medical reasons, such as those required for obtaining or continuing employment or insurance, attending school or camp, or travel
  - Reversal of voluntary, surgically-induced sterility
  - Plastic surgery primarily for cosmetic purposes
  - Transplants not listed as covered
  - Homemaker services
  - Hearing aids
  - Long term rehabilitative therapy
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- Foot orthotics

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

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## Hospital/Extended Care Benefits

### What is covered

#### Hospital care

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

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

#### Extended care

The Plan provides a comprehensive range of benefits limited to 60 days each calendar year when full-time skilled nursing care is necessary and confinement in a skilled nursing facility is medically appropriate as determined by a Plan doctor and approved by the Plan. You pay nothing. All necessary services are covered, including:

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

#### Hospice care

Supportive and palliative care for a terminally ill member is covered on an inpatient basis or in the home up to 12 months. Services include inpatient or outpatient care, and family counseling; these services are provided under the direction of a Plan doctor who certifies that the patient is in

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the terminal stages of illness, with a life expectancy of approximately six months or less.

#### Ambulance service

Benefits are provided for ambulance transportation ordered or authorized by a Plan doctor ; you pay a \$50 copay for ground transportation and you pay a \$100 copay for air transportation.

#### Limited benefits

##### Inpatient dental procedures

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

##### Acute inpatient detoxification

Hospitalization for medical treatment of substance abuse is limited to emergency care, diagnosis, treatment of medical conditions, and medical management of withdrawal symptoms (acute detoxification) if the Plan doctor determines that outpatient management is not medically appropriate. See page 14 for nonmedical substance abuse benefits.

#### What is not covered

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

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS TO RECEIVE STANDARD HMO BENEFITS

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#### Emergency Benefits

##### What is a medical emergency?

A medical emergency is the sudden and unexpected onset of a condition or an injury that requires immediate medical or surgical care. Some problems are

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emergencies because, if not treated promptly, they might become more serious; examples include deep cuts and broken bones. Others are emergencies because they are potentially life-threatening, such as heart attacks, strokes, poisonings, gunshot wounds, or sudden inability to breathe. There are many other acute conditions that the Plan may determine are medical emergencies – what they all have in common is the need for quick action.

#### Emergencies within the service area

If you are in an emergency situation, please call your primary care doctor. In extreme emergencies, if you are unable to contact your doctor, contact the local emergency system (e.g., the 911 telephone system) or go to the nearest hospital emergency room. Be sure to tell the emergency room personnel that you are a Plan member so they can notify the Plan. You or a family member should notify the Plan within 48 hours. It is your responsibility to ensure that the Plan has been timely notified.

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

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

#### Plan pays...

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

#### You pay...

\$50 per hospital emergency room visit or \$5 per urgent care center visit for emergency services that are covered benefits of this Plan. If the emergency results in admission to a hospital, the emergency care copay is waived.

#### Emergencies outside the service area

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

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

Plan pays...

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

You pay...

\$50 per hospital emergency room visit or \$15 per urgent care center visit for emergency services that are covered benefits of this Plan. If the emergency results in admission to a hospital, the emergency care copay is waived.

What is covered

- Emergency care at a doctor's office or an urgent care center
- Emergency care as an outpatient or inpatient at a hospital, including doctors' services
- Ambulance service approved by the Plan; you pay a \$50 copay for ground transportation and a \$100 copay for air transportation.

What is not covered

- Elective care or nonemergency care
- Emergency care provided outside the service area if the need for care could have been foreseen before leaving the service area
- Medical and hospital costs resulting from a normal full-term delivery of a baby outside the service area

Filing claims for non-Plan providers

With your authorization, the Plan will pay benefits directly to the providers of your emergency care upon receipt of their claims. Physician claims should be submitted on the HCFA 1500 claim form. If you are required

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to pay for the services, submit itemized bills and your receipts to the Plan along with an explanation of the services and the identification information from your ID card.

Payment will be sent to you (or the provider if you did not pay the bill), unless the claim is denied. If it is denied, you will receive notice of the decision, including the reasons for the denial and the provisions of the contract on which denial was based. If you disagree with the Plan's decision, you may request reconsideration in accordance with the disputed claims procedure described on page 18.

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## Mental Conditions/Substance Abuse Benefits

### Mental conditions

#### What is covered

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

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

#### Outpatient care

Up to 20 outpatient visits to Plan doctors, consultants, or other psychiatric personnel each calendar year; you pay a \$30 copay for each covered visit - all charges thereafter.

#### Inpatient care

Up to 30 days of inpatient hospitalization or up to 60 days of partial day hospitalization each calendar year; you pay nothing for the first 30 inpatient days or the first 60 partial days - all charges thereafter. Two partial hospitalization day confinements are equivalent to one day of inpatient care.

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What is not covered

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

Substance abuse

What is covered

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

Outpatient care

Up to 30 outpatient visits to Plan providers for treatment each calendar year; you pay a \$30 copay for each covered visit - all charges thereafter.

Inpatient care

Up to 30 days per calendar year in a substance abuse rehabilitation (intermediate care) program in an alcohol detoxification or rehabilitation center approved by the Plan; you pay nothing during the benefit period - all charges thereafter.

What is not covered

- Treatment that is not authorized by a Plan doctor unless it is accessed through POS benefits.

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS TO RECEIVE STANDARD HMO BENEFITS

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## Prescription Drug Benefits

### What is covered

Prescription drugs prescribed by a Plan or referral doctor and obtained at a Plan pharmacy will be dispensed for up to a 30-day supply or 100-unit supply, whichever is less, or one commercially prepared unit, (i.e. one inhaler, one vial ophthalmic medication or insulin). You pay a \$5 copay for formulary drugs (list of generic and brand name). You pay a \$15 copay for non-formulary drugs unless otherwise specified below. When formulary substitution is available (e.g. generic drug is available and the prescribing doctor does not require the use of the name brand drug) but you request the name brand drug, you pay the full price of the name brand drug.

Drugs are prescribed by Plan doctors and dispensed in accordance with the Plan's drug formulary. Non-formulary drugs will be covered when prescribed by a Plan doctor. The Plan must authorize a non-formulary drug before it may be dispensed. It is the prescribing doctor's responsibility to obtain the Plan's authorization.

Covered medications and accessories include:

- Drugs for which a prescription is required by law
- Oral and injectable contraceptive drugs; contraceptive diaphragms
- Insulin, with a copay charge applied to each vial
- Diabetic supplies, including insulin syringes, needles, glucose test tablets and test tape, Benedict's solution, or equivalent, and acetone test tablets
- Disposable needles and syringes needed to inject covered prescribed medication
- Fertility drugs; you pay 50% of cost
- Injectable drugs; you pay 10% of cost

Intravenous fluids and medication for home use (you pay 50% of the cost), implantable drugs (you pay 50% of the cost), and some injectable drugs (you pay 10% of the cost) are covered under Medical and Surgical Benefits.

### What is not covered

- Drugs available without a prescription or for which there is a nonprescription equivalent available
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- Drugs obtained at a non-Plan pharmacy except for out-of-area emergencies
  - Vitamins and nutritional substances that can be purchased without a prescription
  - Medical supplies such as dressings and antiseptics
  - Drugs for cosmetic purposes
  - Drugs to enhance athletic performance
  - Smoking cessation drugs and medication, including nicotine patches
  - Contraceptive devices (except diaphragms)

#### Other Benefits

#### Dental Care

#### What is covered

#### Accidental injury benefit

Restorative services and supplies necessary to promptly repair (but not replace) sound natural teeth. The need for these services must result from an accidental injury. Initial treatment must be sought within 72 hours of the accident, unless the member's medical condition is such that a delay in initiating treatment is required. You pay a \$5 copay.

#### What is not covered

- Other dental services not shown as covered

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS TO RECEIVE STANDARD HMO BENEFITS

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#### Point of Service Benefits

#### Facts about Presbyterian's Point of Service Benefits

At your option, you may choose to obtain benefits covered by this Plan from non-Plan doctors and hospitals whenever you need care, except for the benefits listed below under "What is not covered." Benefits not covered under Point of Service Benefits must either be received from or arranged by

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Plan medical doctors to be covered. When you obtain covered non-emergency medical treatment from a non-Plan doctor or without a referral from a Plan doctor, you are subject to the deductibles and coinsurance stated below.

#### What is covered

Members may choose to opt-out of the Plan network and receive services from any doctor or hospital, either within or outside the service area, without a referral and receive a lesser benefit than from participating Plan doctors. Only services covered under the HMO are covered under the POS benefit, except for those benefits listed as not covered.

#### Deductibles and Copayments

A deductible of \$250 per member under a Self Only enrollment or \$250 per family member, up to a maximum deductible of three family members, under a Self and Family enrollment must be satisfied before benefits are paid. Once the deductible is satisfied, the Plan will pay 70% of reasonable and customary (R&C) charges. You pay 30% of the R&C charges and all charges in excess of reasonable and customary.

The copayments under the POS benefit do not apply to the out-of-pocket maximum under the HMO. The maximum out-of-pocket coinsurance costs you are responsible for under the POS are \$1,000 per member per calendar year under a Self Only enrollment or \$1,000 per family member, up to a total maximum of three family members, per calendar year under a Self and Family enrollment. The deductible and charges greater than the R&C are not included in your maximum out-of-pocket costs.

#### Precertification

The purpose of precertification is to ensure that benefits are provided for medically necessary care. Precertification is required for the following: hospital services, both inpatient and outpatient (including surgeries and maternity care); MRI's, sleep disorder studies, short-term rehabilitation, mental health services, substance abuse services, skilled nursing facility care, and home health/home IV services. To precertify, you or your doctor must call 1-800-356-2219 or 505-823-0700 ten business days prior to the scheduled service. You will need the procedure code for your requested service.

If precertification is not obtained, benefits will be reduced to 50% (you pay 50% of the R&C charges) not to exceed a Plan maximum of \$500. The penalty does not apply to your out-of-pocket copayment costs.

#### Emergency benefit

True emergency care is always payable as an HMO benefit.

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## Prescription Drugs

Prescription drugs are covered at \$5 formulary and \$15 non-formulary if written by an out-of-plan doctor but filled at an in-plan pharmacy. Drugs obtained at non-plan pharmacies are not covered except for out-of-area emergencies.

### What is not covered

Out-of-network benefits are not provided for the following:

- Injections
- Allergy testing and allergy injections
- Infertility services (including drugs and injections)
- Acupuncture
- Cardiac rehabilitation and pulmonary rehabilitation
- Routine physicals; pap smears or mammograms
- Pediatric and adult immunizations
- Voluntary family planning
- Well child care
- Health education and health counseling, diabetes self-management education
- Transplants
- Prescriptions filled at out-of-plan pharmacies except for out-of-area emergencies
- Emergency services.

### How to Obtain Benefits

If you have questions concerning Plan benefits or how to arrange for care, contact the Plan's Customer Service Department at 1-800-356-2219 or 505-823-0700. You may also write to the Plan at Presbyterian Health Plan, 7500 Jefferson Street NE, Albuquerque, NM 87109.

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### Non-FEHB Benefits Available to Plan Members

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

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**1) United Dental Care** is a prepaid dental plan available to Presbyterian

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Health Plan members enrolled through the FEHB Program. Members select a personal dentist from a list of participating dentists throughout the community. Copayments are paid at the Dental Office at the time services are received.

The United Dental Care plan *features*: no deductibles, no claim forms, no waiting periods, no maximums, and no pre-existing condition exclusions. It is a *comprehensive plan* including: preventive and diagnostic services, restoratives, dentures, oral surgery, endodontists, periodontists, and orthodontics (braces) for adults and children.

For more information about enrolling with United Dental Care, call 1-800-456-2345 or (505) 759-4321 in Albuquerque or reference the enclosed brochure.

**2) CustomPlus Dental** allows you to *keep your own dentist*. The plan has a \$100 lifetime deductible and covers basic services (i.e. routine cleanings and x-rays) at 80% after a three month waiting period as well as Major Services (i.e. dentures and crowns) at 50% after a 12 month waiting period.

For more information about enrolling with CustomPlus Dental, call 1-800-232-5432 or reference the enclosed brochure.

To enroll with either dental plan, fill out the appropriate enrollment form. Payment methods:

Option 1. Automatic Bank Draft Withdrawal or

Option 2. A one time annual premium payable to the dental carrier via check or credit card

(Payroll deduction is not available as these are non-FEHB benefits.)

Expanded vision care - \$5 off spectacle eye exam and \$10 off contact eye exam. You will receive scheduled discounts toward needed materials (frames and/or lenses).

NOTE: This page describes a vision package which you will automatically receive when you enroll in this Plan. Check your Presbyterian Health Plan information packet for detailed benefits or call the member services department at 505/823-0000 or 1-800-356-2219. This Plan is provided at \$0 premium.

Medicare prepaid plan enrollment - This Plan offers Medicare recipients the opportunity to enroll in the Plan through Medicare. As indicated on page 4, annuitants and former spouses with FEHB coverage and Medicare Part B may elect to drop their FEHB coverage and enroll in a Medicare prepaid plan when one is available in their area. They may then later reenroll in the FEHB Program. Most Federal annuitants have Medicare Part A. Those without Medicare Part A may join this Medicare prepaid plan but will probably have to pay for hospital coverage in addition to the Part B premium. Before you join the plan, ask whether the plan covers hospital benefits and, if so, what you will have to pay. Contact your retirement system for information

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on dropping your FEHB enrollment and changing to a Medicare prepaid plan. Contact us at 1-800-672-8880 for information on the Medicare prepaid Plan and the cost of that enrollment.

Benefits on this page are not part of the FEHB contract

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How to Obtain Benefits

Questions

If you have a question concerning Plan benefits or how to arrange for care, contact the Plan's Customer Service Department at 505/823-0000 or 1-800/356-2219 or you may write to the Plan at Presbyterian Health Plan, 7500 Jefferson Street NE, Albuquerque, New Mexico 87109 or P.O. Box 27489, Albuquerque, New Mexico 87125.

Disputed claims review

Plan reconsideration

If a claim for payment or services is denied by the Plan, you must ask the Plan, in writing and within six months of the date of the denial, to reconsider its denial before you request a review by OPM. (This time limit may be extended if you show you were prevented by circumstances beyond your control from making your request within the time limit.) OPM will not review your request unless you demonstrate that you gave the Plan an opportunity to reconsider your claim. Your written request to the Plan must state why, based on specific benefit provisions in this brochure, you believe the denied claim for payment or service should have been paid or provided.

Within 30 days after receipt of your request for reconsideration, the Plan must affirm the denial in writing to you, pay the claim, provide the service, or request additional information reasonably necessary to make a determination. If the Plan asks a provider for information it will send you a copy of this request at the same time. The Plan has 30 days after receiving the information to give its decision. If this information is not supplied within 60 days, the Plan will base its decision on the information it has on hand.

OPM review

If the Plan affirms its denial, you have the right to request a review by OPM to determine whether the Plan's actions are in accordance with the terms of its contract. You must request the review within 90 days after the date of the Plan's letter affirming its initial denial.

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You may also ask OPM for a review if the Plan fails to respond within 30 days of your written request for reconsideration or 30 days after you have supplied additional information to the Plan. In this case, OPM must receive a request for review within 120 days of your request to the Plan for reconsideration or of the date you were notified that the Plan needed additional information, either from you or from your doctor or hospital.

This right is available only to you or the executor of a deceased claimant's estate. Providers, legal counsel, and other interested parties may act as your representative only with your specific written consent to pursue payment of the disputed claim. OPM must receive a copy of your written consent with their request for review.

Your written request for an OPM review must state why, based on specific benefit provisions in this brochure, you believe the denied claim for payment or service should have been paid or provided. If the Plan has reconsidered and denied more than one unrelated claim, clearly identify the documents for each claim.

Your request must include the following information or it will be returned by OPM:

- A copy of your letter to the Plan requesting reconsideration;
- A copy of the Plan's reconsideration decision (if the Plan failed to respond, provide instead (a) the date of your request to the Plan or (b) the dates the Plan requested and you provided additional information to the Plan);
- Copies of documents that support your claim, such as doctors' letters, operative reports, bills, medical records, and explanation of benefit (EOB) forms; and
- Your daytime phone number.

Medical documentation received from you or the Plan during the review process becomes a permanent part of the disputed claim file, subject to the provisions of the Freedom of Information Act and the Privacy Act.

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

You (or a person acting on your behalf) may not bring a lawsuit to recover benefits on a claim for treatment, services, supplies or drugs covered by this Plan until you have exhausted the OPM review procedure, established at section 890.105, title 5, Code of Federal Regulations (CFR). If OPM

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upholds the Plan's decision on your claim, and you decide to bring a lawsuit based on the denial, the lawsuit must be brought no later than December 31 of the third year after the year in which the services or supplies upon which the claim is predicated were provided. Pursuant to section 890.107, title 5, CFR, such a lawsuit must be brought against the Office of Personnel Management in Federal court.

Federal law exclusively governs all claims for relief in a lawsuit that relates to this Plan's benefits or coverage or payments with respect to those benefits. Judicial action on such claims is limited to the record that was before OPM when it rendered its decision affirming the Plan's denial of the benefit. The recovery in such a suit is limited to the amount of benefits in dispute.

Privacy Act statement – If you ask OPM to review a denial of a claim for payment or service, OPM is authorized by chapter 89 of title 5, U.S.C., to use the information collected from you and the Plan to determine if the Plan has acted properly in denying you the payment or service, and the information so collected may be disclosed to you and/or the Plan in support of OPM's decision on the disputed claim.

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How Presbyterian Health Plan Changes January 1997

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

Benefit changes

- Under "Prescription Drug Benefits," members now pay 10% of charges for injectable drugs. Previously, injectable drugs were subject to the \$5 formulary/\$15 non-formulary prescription drug copayment.
  - Under "Prescription Drug Benefits," when a member requests a brand name drug instead of a generic drug (and a generic drug is available), the member pays the full price of the name brand drug. Previously, the member was not responsible for the full price of a requested name brand drug on the formulary.
  - The Plan now offers a Point of Service or POS benefit to Plan members who elect to receive non-emergency care from non-plan providers or from plan providers without a referral from the primary care doctor. These benefits are subject to a \$250 deductible per member per calendar year; after the deductible has been met, the member is responsible for 30% of reasonable and customary charges (and all charges in excess of reasonable and customary). Previously, the Plan did not provide benefits for services from non-Plan providers except for emergencies. See page 16 for details of the POS benefit.
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- Under "Medical and Surgical Benefits," acupuncture is now limited to authorized referrals for treatment of chronic musculoskeletal or neurogenic pain for up to 20 visits per condition per calendar year. Previously, acupuncture services were provided without limit. The \$15 copay per visit still applies.
  - Under "Medical and Surgical Benefits," foot orthotics are no longer covered.
  - Under "Medical and Surgical Benefits," there is now a \$50 copay for each magnetic resonance imaging (MRI) test. Previously, there was no copay for this service.
  - Under "Medical and Surgical Benefits," sleep disorder studies are now covered. If there is no overnight stay, the member pays \$50 per visit; if there is an overnight stay, the member pays nothing.
  - Under "Dental care" in the "Other Benefits" section, initial treatment of an accidental dental injury must be sought within 72 hours of the accident, unless the member's medical condition is such that a delay in initiating treatment is required. Previously, there was no such time frame.
  - Under "Medical and Surgical Benefits," the short term rehabilitation benefit has been changed from 2 months per condition to up to 60 visits per condition. The \$15 copay per visit still applies.

#### Clarifications

- Procedures, services, drugs and supplies related to abortions are not covered 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.
  - Under "Medical and Surgical Benefits", implantable drugs is added to the voluntary sterilization and family planning services bullet.
  - Under "Medical and Surgical Benefits," transplants are covered when approved by the Plan's Medical Director.
  - "Prescription Drug Benefits" have been clarified to show that the Plan must authorize a non-formulary drug before it may be dispensed and that it is the prescribing doctor's responsibility to obtain the Plan's authorization.
  - "Authorizations" have been clarified to show that the primary care doctor must obtain authorization from the Plan's Medical Director before a member may be hospitalized, referred for certain specialty
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care, obtain follow-up care from a specialist, and before a non-formulary drug may be dispensed at the Plan pharmacy.

- "Medical and Surgical Benefits," have been clarified to show that wellness programs, such as health education, health counseling, diabetes education are covered. Member pay \$5 per visit.
- "Nonexperimental implants" is now termed "The insertion of internal prosthetic devices".
- "Medical and Surgical Benefits" and "Hospital/Extended Care Benefits" have been clarified to show that blood and blood derivatives are covered.
- The use of a Plan identification card to obtain benefits after you are no longer enrolled in the Plan is a fraudulent action subject to review by the Inspector General.
- Medical data that does not identify individual members may be disclosed as a result of bona fide medical research or education.
- General Information When a family member is hospitalized on the effective date of an enrollment change and continues to receive benefits under the old plan, benefits under the new plan will begin for other family members on the effective date of the new enrollment.

An enrollee with Self Only coverage who is expecting a baby or the addition of a child may change to a Self and Family enrollment up to 60 days after the birth or addition.

Annuitants and former spouses with FEHB coverage, and who are covered by Medicare Part B, may join a Medicare prepaid plan if they do not have Medicare Part A, but they will probably have to pay for hospital coverage. They may also remain enrolled under an FEHB plan when they enroll in a Medicare prepaid plan.

Federal annuitants are not required to enroll in Medicare Part B (or Part A) in order to be covered under the FEHB Program; nor are their FEHB benefits reduced if they do not have Medicare Part B (or Part A).

Temporary continuation of coverage (TCC) for employees or family member who lose eligibility for FEHB coverage includes one free 31-day extension of coverage and may include a second. How these are coordinated has been clarified; notification and election requirements have also been clarified.

"Conversion to individual coverage" does not require evidence of good health and the plan is not permitted to impose a waiting period or limit coverage for preexisting conditions; benefits and rates under

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the individual contract may differ from those under the FEHB Program.

#### Other changes

- The Plan's name has been changed from Presbyterian Health Plus to Presbyterian Health Plan.
- This Plan has been redesignated a "Health Maintenance Organization with a Point of Service (or POS) Product." It offers its members the option of using either Plan or non-Plan providers each time they require medical care. See "Point of Service Benefits" on page 16 for additional charges that apply to services from non-Plan providers and limitations on covered benefits when they are received from non-Plan providers.
- The following New Mexico counties are added to the service area: Lincoln, Quay, Colfax, Curry, Roosevelt, Chavez, Northern Eddy, and Sierra. Additional zip codes were approved to existing counties to cover the following counties in entirety: Rio Arriba, Torrence, Harding, San Miguel, Mora, Guadalupe and Dona Ana.
- Enrollees who change their FEHB enrollments using Employee Express may call the Employee Express HELP number to obtain a letter confirming that change if their ID cards do not arrive by the effective date of the enrollment change.
- The Plan will not pay for services required as the result of occupational disease or injury for which any medical benefits are determined by the Office of Workers Compensation Programs (OWCP) or an equivalent agency to be payable under workers' compensation or similar Federal or State law. The Plan is entitled to be reimbursed by OWCP or the equivalent agency for services it provided that were later found to be payable by OWCP or the agency.
- The Plan has changed its name from Presbyterian Health Plus to Presbyterian Health Plan.
- Disputed claims If your claim for payment or services is denied by the Plan, and you decide to ask OPM to review that denial, you must first ask the Plan to reconsider their decision. You must now request their reconsideration within six months of the denial (previously, you had one year to do this). This time limit may be extended if you show you were prevented by circumstances beyond your control from making your request within the time limit.

Providers, legal counsel, and other interested parties may act as your representative in pursuing payment of a disputed claim only with your written consent. Any lawsuit to recover benefits on a claim for treatment, services, supplies or drugs covered by this Plan must be

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brought against the Office of Personnel Management in Federal court and only after you have exhausted the OPM review procedure.

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### Summary of Benefits for Presbyterian Health Plan - 1997

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

Benefits	Plan pays/provides	Page
Inpatient care		
Hospital		
	Comprehensive range of medical and surgical services without dollar or day limit. Includes in-hospital doctor care, room and board, general nursing care, private room and private nursing care if medically necessary, diagnostic tests, drugs and medical supplies, use of operating room, intensive care and complete maternity care. You pay nothing.....	12
Extended care		
	All necessary services, for up to 60 days per year. You pay nothing.....	12
Mental conditions		
	Diagnosis and treatment of acute psychiatric conditions for up to 30 days of inpatient care per year. You pay nothing.....	14
Substance abuse		
	Up to 30 days per year in a substance abuse treatment program. You pay nothing.....	14
Outpatient care		
	Comprehensive range of services such as diagnosis and treatment of illness or injury, including specialist's care; preventive care, including well-baby care, periodic check-ups and routine immunizations; laboratory tests and X-rays; complete maternity care. You pay a \$5 copay per office	

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visit; \$10 per house call by a doctor.....10, 11

#### Home health care

All necessary visits by nurses and health aides. You pay a \$10 copay per visit.....10, 11

#### Mental conditions

Up to 20 outpatient visits per year. You pay a \$30 copay per visit.....14

#### Substance abuse

Up to 30 outpatient visits per year. You pay a \$30 copay per visit.....14

#### Emergency care

Reasonable charges for services and supplies required because of a medical emergency. You pay a \$50 copay to the hospital for each emergency room visit and any charges for services that are not covered by this Plan.....13

#### Prescription drugs

Drugs prescribed by a Plan doctor and obtained at a Plan pharmacy. You pay a \$5 copay per prescription unit or refill for formulary drugs and a \$15 copay for non-formulary prescription drugs.....15

#### Dental care

Accidental injury benefit; You pay a \$5 copay. Preventive dental care; No current benefit .....16

#### Vision care

No current benefit.

#### Point of Service Benefits

Services of non-Plan doctors and hospitals. Not all benefits are covered. You pay deductibles and coinsurance and a maximum benefit applies.....16

#### Out-of-pocket maximum

Copayments are required for a few benefits; however, after your out-of-pocket expenses reach a maximum of \$3,380 per Self Only or \$8,861.32 Self and Family enrollment for in-plan benefits or \$1,000 per member, up to a maximum of three, for POS benefits per calendar year, covered benefits will be provided at 100%. This copay maximum does not include prescription drugs, or dental services.....7

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