



FROM



superior  
healthplan.™

# 2023 Evidence of Coverage

## Ambetter Virtual Access



[Ambetter.SuperiorHealthPlan.com](https://Ambetter.SuperiorHealthPlan.com)

Notice: This *Evidence of Coverage* contains a guaranteed renewability provision, subject to the termination rights explained in this document. Your premium may be increased upon the renewal date. Your premium may be increased upon the renewal date. We will provide a written notice of increase in a charge for coverage not less than 60 days before the date the increase takes effect.

## **AMBETTER FROM SUPERIOR HEALTHPLAN**

### **Virtual Care from Ambetter Ambetter Virtual Access Plan**

### **Evidence of Coverage**

## **HEALTH MAINTENANCE ORGANIZATION**

THIS *EVIDENCE OF COVERAGE (CONTRACT)* IS ISSUED TO YOU, WHO HAVE ENROLLED IN

### **AMBETTER FROM SUPERIOR HEALTHPLAN**

HEALTH BENEFIT PLAN. YOU AGREE TO ADHERE TO THESE PROVISIONS FOR COVERED HEALTH SERVICES BY COMPLETING THE ENROLLMENT FORM, PAYING THE APPLICABLE PREMIUM AND ACCEPTING THIS *CONTRACT*. THIS DOCUMENT DESCRIBES YOUR RIGHTS AND RESPONSIBILITIES IN RELATION TO YOUR COVERED HEALTH SERVICES AND BENEFITS.

Superior HealthPlan, Inc.  
5900 E. Ben White Blvd.  
Austin, Texas 78704  
1-877-687-1196

### **IMPORTANT NOTICES:**

**THIS IS NOT A CONTRACT OF WORKERS' COMPENSATION INSURANCE. THE EMPLOYER DOES NOT BECOME A SUBSCRIBER TO THE WORKERS' COMPENSATION SYSTEM BY PURCHASING THIS PLAN, AND IF THE EMPLOYER IS A NON-SUBSCRIBER, THE EMPLOYER LOSES THOSE BENEFITS WHICH WOULD OTHERWISE ACCRUE UNDER THE WORKERS' COMPENSATION LAWS. THE EMPLOYER MUST COMPLY WITH THE WORKERS' COMPENSATION LAW AS IT PERTAINS TO NON-SUBSCRIBERS AND THE REQUIRED NOTIFICATIONS THAT MUST BE FILED AND POSTED.**

**THIS EVIDENCE OF COVERAGE IS NOT A MEDICARE SUPPLEMENT CONTRACT OR CERTIFICATE. If you are eligible for Medicare, review the Guide to Health Insurance for People with Medicare available from the company.**

**Have a complaint or need help?**

If you have a problem with a claim or your premium, call your insurance company or HMO first. If you can't work out the issue, the Texas Department of Insurance may be able to help.

Even if you file a *complaint* with the Texas Department of Insurance, you should also file a *complaint* or *appeal* through your insurance company or HMO. If you don't, you may lose your right to *appeal*.

**Ambetter from Superior HealthPlan**

To get information or file a *complaint* with your insurance company or HMO:

**Call: Member Services at 1-877-687-1196**

**Toll-free: 1-877-687-1196**

Online: [Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com)

Email: [SHPMSCONTACTUS@CENTENE.COM](mailto:SHPMSCONTACTUS@CENTENE.COM)

Mail: 5900 E. Ben White Blvd.  
Austin, Texas 78741

**The Texas Department of Insurance**

To get help with an insurance question or file a *complaint* with the state:

Call with a question: 1-800-252-3439

File a *complaint*: [www.tdi.texas.gov](http://www.tdi.texas.gov)

Email: [ConsumerProtection@tdi.texas.gov](mailto:ConsumerProtection@tdi.texas.gov)

Mail: MC CO-CP, P.O. Box 12030, Austin, TX 78711-2030

**¿Tiene una queja o necesita ayuda?**

Si tiene un problema con una reclamación o con su prima de seguro, llame primero a su compañía de seguros o HMO. Si no puede resolver el problema, es posible que el Departamento de Seguros de Texas (Texas Department of Insurance, por su nombre en inglés) pueda ayudar.

Aun si usted presenta una queja ante el Departamento de Seguros de Texas, también debe presentar una queja a través del proceso de quejas o de apelaciones de su compañía de seguros o HMO. Si no lo hace, podría perder su derecho para apelar.

## **Ambetter from Superior HealthPlan**

Para obtener información o para presentar una queja ante su compañía de seguros o

HMO:

**Llame a: Member Services al 1-877-687-1196**

**Teléfono gratuito: 1-877-687-1196**

**Correo electrónico: [SHPMSCONTACTUS@CENTENE.COM](mailto:SHPMSCONTACTUS@CENTENE.COM)**

En línea: [Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com)

Dirección postal: 5900 E. Ben White Blvd.

Austin, Texas 78741

## **El Departamento de Seguros de Texas**

Para obtener ayuda con una pregunta relacionada con los seguros o para presentar una

queja ante el estado:

Llame con sus preguntas al: 1-800-252-3439

Presente una queja en: [www.tdi.texas.gov](http://www.tdi.texas.gov)

Correo electrónico: [ConsumerProtection@tdi.texas.gov](mailto:ConsumerProtection@tdi.texas.gov)

Dirección postal: MC CO-CP, P.O. Box 12030, Austin, TX 78711-2030

**Superior HealthPlan, Inc.**  
**Evidence of Coverage**

In this *Evidence of Coverage (contract)*, the terms “you” or “your” will refer to the *enrollee* or any *dependent enrollees* enrolled in this *contract*. The terms “we,” “our,” or “us” will refer to Superior HealthPlan, Inc. or Ambetter from Superior HealthPlan.

**AGREEMENT AND CONSIDERATION**

This document along with the Schedule of Benefits and your application, is your Contract and it is a legal document. It is the agreement under which benefits will be provided and paid. In consideration of your application and the timely payment of premiums, we will provide benefits to you, the *enrollee*, for covered health care *Services* as outlined in this *contract*. Benefits are subject to *contract* definitions, provisions, limitations and exclusions.

**GUARANTEED RENEWABLE**

Annually, we must file this product, the cost share and the rates associated with it for approval. Guaranteed renewable means that your plan will be renewed into the subsequent year’s approved product on the anniversary date unless terminated earlier in accordance with *contract* terms. You may keep this *contract* (or the new *contract* you are mapped to for the following year, whether associated with a discontinuance or replacement) in force by timely payment of the required premiums. In most cases you will be moved to a new *contract* each year, however, we may decide not to renew the *contract* as of the renewal date if: (1) we decide not to renew all *contracts* issued on this form, with a new *contract* at the same metal level with a similar type and level of benefits, to residents of the state where you then live or (2) we withdraw from the service area; or (3) there is fraud or an intentional material misrepresentation made by or with the knowledge of an *enrollee* in filing a claim for *covered services*.

Annually, we will change the rate table used for this *contract* form. Each premium will be based on the rate table in effect on that premium's due date. The *contract* plan, and age of *enrollees*, type and level of benefits, and place of *residence* on the premium due date are some of the factors used in determining your premium rates. We have the right to change premiums however, all premium rates charged will be guaranteed for a calendar year.

In addition to the above, this guarantee for continuity of coverage shall not prevent us from cancelling or non-renewing this *contract* in the following events: (1) non-payment of premium; (2) an *enrollee* fails to pay premiums or contributions in accordance with the terms of this *contract*, including any timeliness requirements; (3) an *enrollee* has performed an act or practice that constitutes fraud or has made an intentional misrepresentation of material fact relating to this *contract*; or (4) a change in federal or state law, no longer permits the continued offering of such coverage, such as CMS guidance related to individuals who are Medicare eligible.

**This is an Ambetter Virtual Access Evidence of Coverage. Virtual Care by Ambetter is a product that offers a virtual primary care experience. These plans include access to licensed, virtual primary care providers in addition to our Ambetter core network of health care providers and hospitals in your area. These plans also require a referral to see specialists, which will be coordinated through your primary care provider (virtual and non-virtual primary care provider).**

**This Evidence of Coverage contains referral and prior authorization requirements. All virtual care is provided through Virtual Care by Ambetter. Upon enrollment, enrollees, 18 years or older, are automatically assigned to a Virtual Care by Ambetter Health provider as your primary**

***care provider. If an enrollee, 18 years or older, prefers to have a traditional (in-person) network primary care provider, they may subsequently switch to a traditional (in-person) network primary care provider. Your Virtual Care by Ambetter provider or traditional (in-person) network primary care provider will assist you in coordinating your health care services. You are required to obtain a referral from your primary care provider in order to obtain all services outside of a primary care provider visit, including, but not limited to, seeing specialist providers, except emergency services. If you do not obtain a referral from your primary care provider, then the services are not covered services and will not be paid for under this Evidence of Coverage. In addition, any amounts you are required to pay for such services will not count towards your maximum out of pocket amount. Copayments or other cost sharing are shown in the Schedule of Benefits. Please refer to the Access of Care and Prior Authorization Sections within this Evidence of Coverage and your Schedule of Benefits for additional information.***

**Superior HealthPlan, Inc.**

A handwritten signature in black ink, appearing to read "Mark D. Sanders". The signature is fluid and cursive, with a long horizontal stroke at the end.

Mark D. Sanders  
Plan President & CEO

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# INTRODUCTION

Welcome to Ambetter from Superior HealthPlan! We have prepared this *contract* to help explain your coverage. Please refer to this *contract* whenever you require medical services. It describes:

- How to access medical care.
- The health care services we cover.
- The portion of your health care costs you will be required to pay.

This *contract*, the *Schedule of Benefits*, the application, and any amendments or riders attached shall constitute the entire *contract* under which *covered services* and supplies are provided or paid for by us.

This *contract* should be read in its entirety. Because many of the provisions of this *contract* are interrelated, you should read this entire *contract* to gain a full understanding of your coverage. Many words used in this *contract* have special meanings when used in a health care setting; these words are *italicized* and are defined in the Definitions section. This *contract* also contains exclusions, so please be sure to read this entire *contract* carefully.

## How To Contact Us:

Ambetter from Superior HealthPlan  
5900 E. Ben White Blvd.  
Austin, Texas 78741

## Normal Business Hours of Operation – 8:00 a.m. to 8:00 p.m. CST, Monday through Friday

Member Services 1-877-687-1196  
Relay Texas/TTY 1-800-735-2989  
Fax 1-877-941-8077  
Emergency 911  
24/7 Nurse Advice Line 1-877-687-1196  
Website: [Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com)

## Interpreter Services

Ambetter from Superior HealthPlan has a free service to help our *enrollees* who speak languages other than English. These services ensure that you and your *provider* can talk about your medical or *behavioral health* concerns in a way that is most comfortable for you.

Our interpreter services are provided at no cost to you. We have representatives that speak Spanish and have medical interpreters to assist with languages other than English. *Enrollees* who are blind or visually impaired and need help with interpretation can call Member Services for an oral interpretation. To arrange for interpretation services, please call Member Services at 1-877-687-1196 or for hard of hearing (Relay Texas/TTY 1-800-735-2989).

## Your Provider Directory

A listing of *network providers* is available online at [Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com). We have *plan providers and hospitals* who have agreed to provide you with your health care services. You may find any of

our *network providers* on our website. There you will have the ability to narrow your search by *provider* specialty, zip code, gender, languages spoken and whether or not they are currently accepting new patients. Your search will produce a list of *providers* based on your search criteria and will give you other information such as name, address, phone number, office hours, specialty and board certifications.

At any time, you can contact Member Services to request a Provider Directory, or for assistance in finding a *provider*.

You can request an appointment with your *Virtual Care by Ambetter providers* through the website (Ambetter.com), or through the mobile application.

### **Your Enrollee Identification Card**

When you enroll, we will mail you an *enrollee* identification card after we receive your completed enrollment materials, which includes receipt of your initial premium payment. This card is proof that you are enrolled in Ambetter. You need to keep this card with you at all times and present it to your *providers*.

The *enrollee* identification card shows your name, *enrollee* ID number, helpful phone numbers, and *copayment amounts* you will have to pay at the time of service. If you lose your card, please call Member Services. We will send you another Identification card. A temporary identification card can be downloaded from [Ambetter.Superior.HealthPlan.com](http://Ambetter.Superior.HealthPlan.com).

### **Our Website**

Our website can answer many of your frequently asked questions and has resources and features that make it easy to get quality care. Our website can be accessed at [Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com). It also gives you information on your benefits and services such as:

1. Finding a *network provider*, including *hospitals and pharmacies*.
2. Locate other *providers* (e.g., hospitals and pharmacies).
3. Our programs and services, including programs to help you get and stay healthy.
4. A secure portal for you to check the status of your claims, make payments and obtain a copy of your *enrollee* ID card.
5. *Enrollee's* Rights and Responsibilities.
6. Notice of Privacy.
7. Current events and news.
8. Our formulary or preferred drug list.
9. *Copayment* accumulators.
10. Selecting a *PCP* (also accessible through the use of mobile devices).

### **Quality Improvement**

We are committed to providing quality health care for you and your family. Our primary goal is to improve your health and help you with any *illness* or disability. Our program is consistent with National Committee on Quality Assurance (NCQA) standards. To help promote safe, reliable, and quality health care, our programs include:

1. Conducting a thorough check on *providers* when they become part of the *provider network*.
2. Monitoring *enrollee* access to all types of health care services.

3. Providing programs and educational items about general health care and specific diseases.
4. Sending reminders to *enrollees* to get annual tests such as a physical exam, cervical cancer screening, breast cancer screening, and immunizations.
5. Monitoring the quality of care and developing action plans to improve the health care you are receiving.
6. A Quality Improvement Committee which includes *network providers* to help us develop and monitor our program activities.
7. Investigating any *enrollee* concerns regarding care received.

### **Ten-Day Right to Examine this Contract**

You shall be permitted to return this *contract* within 10 days of receiving it and to have any premium you paid refunded if, after examination of the *contract*, you are not satisfied with it for any reason. If you return the *contract* to us, the *contract* will be considered void from the beginning and the parties are in the same position as if no *contract* had been issued. If any services were rendered or claims paid by us during the 10 days, you are responsible for repaying us for such services or claims.

### **Protection from Balance Billing**

Under Federal law, effective January 1, 2022, *non-network providers* or *facilities* are prohibited from *balance billing* health plan *enrollees* for:

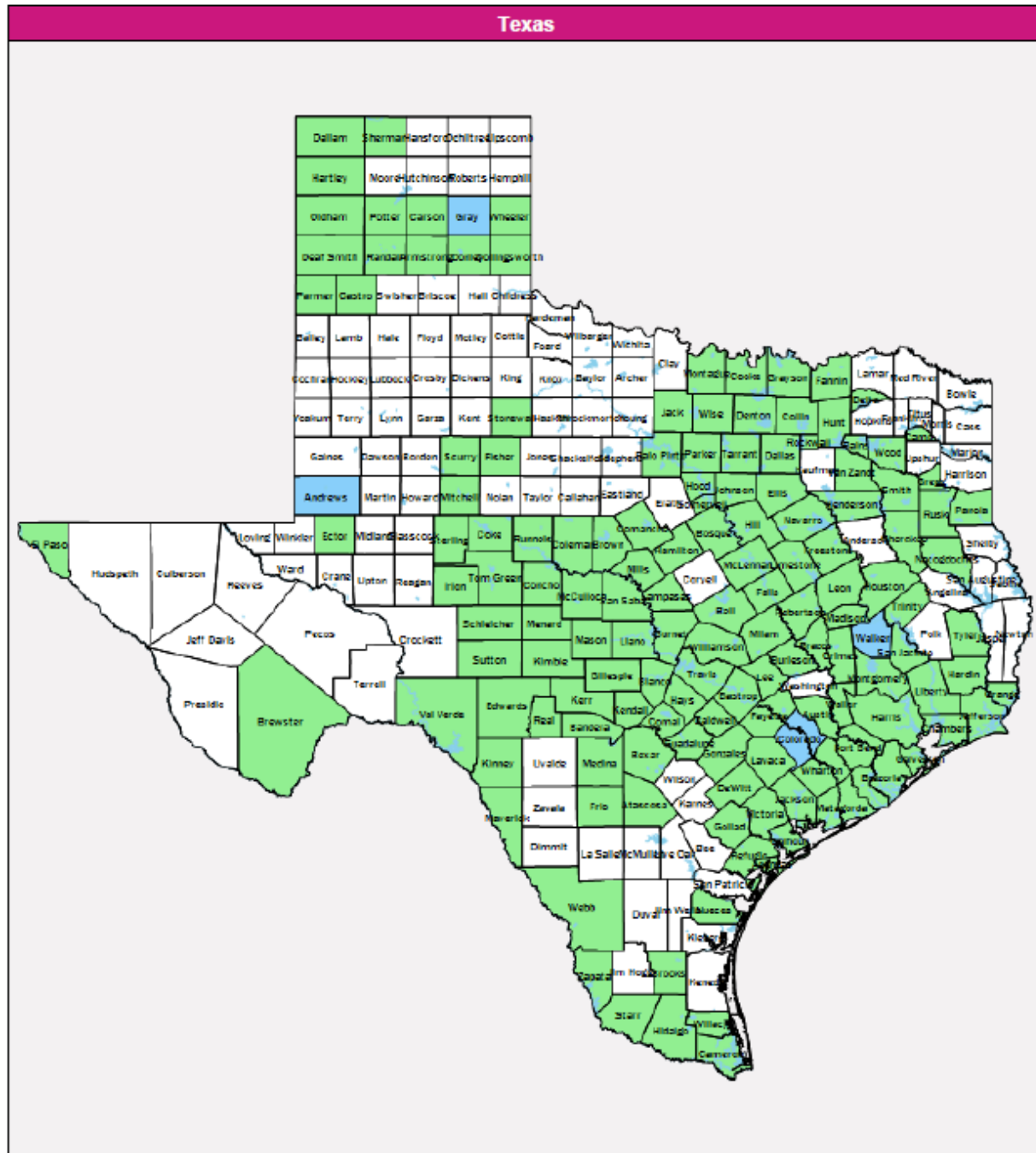
1. Emergency services provided to an *enrollee*, regardless of plan participation; or
2. Non-emergency health care services provided to an *enrollee* at a *network hospital* or at a *network health care facility* if the *enrollee* did not give informed consent or prior authorization to be seen by the *non-network provider* pursuant to the federal No Surprises Act.

Please review the Access to Care and Covered Health Care Services and Supplies sections of this *contract* for detailed information.

# SERVICE AREA MAP

Superior HealthPlan, Inc.

## AMBETTER VIRTUAL HMO



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April 26, 2022

**Service Areas**

- AMBETTER VIRTUAL CURRENT
- AMBETTER VIRTUAL 2023 EXPANSION

## DEFINITIONS

In this *contract*, italicized words are defined. Words not italicized will be given their ordinary meaning. Wherever used in this *contract*:

***Acquired brain injury*** means a neurological insult to the brain, which is not hereditary, congenital, or degenerative. The *injury* to the brain has occurred after birth and results in a change in neuronal activity, which results in an impairment of physical functioning, sensory processing, cognition, or psychosocial behavior.

***Acute rehabilitation*** is rehabilitation for patients who will benefit from an intensive, multidisciplinary rehabilitation program. Patients normally receive a combination of therapies such as physical, occupational and speech therapy as needed and are medically managed by specially trained *physicians*. Rehabilitation services must be performed for three or more hours per day, five to seven days per week, by one or more *rehabilitation licensed practitioners* while the *enrollee* is confined as an *inpatient* in a *hospital*, *rehabilitation facility*, or *extended care facility*.

***Adverse determination*** means a determination by a utilization review agent made on behalf of any payor that the health care services provided or proposed to be provided to an enrollee are not medically necessary or appropriate or are experimental or investigational. The term does not include a denial of health care services due to the failure to request prospective or concurrent utilization review. Refer to the Complaint and Appeals Procedures section of this *contract* for information on your right to *appeal* an *adverse determination*.

***Allowed amount*** (also see ***eligible service expense***) is the maximum amount we will pay a *provider* for a *covered service* when a *covered service* is received from a *network provider*, the *allowed amount* is the amount the *provider* agreed to accept from us as payment for that particular service. In all cases, the *allowed amount* will be subject to *cost sharing* (e.g., *percentage copayment* and *copayment*) per the *enrollee's* benefits. This amount excludes agreed to amounts between the *provider* and us as a result of Federal or State Arbitration.

Please note, if you receive services from a *non-network provider*, you may be responsible for the difference between the amount the *provider* charges for the service (billed amount) and the *allowed amount* that we pay. However, you will not be responsible for *balance billing* for unanticipated non-network care that is otherwise covered under your plan and that is provided by a *non-network provider* at a *network facility*, unless you gave informed consent before receiving the services. You also will not be responsible for *balance billing* by a *non-network provider* or *non-network facility* for *emergency services* or air ambulance services. See *balance billing* and *non-network provider* definitions for additional information. If you are *balance billed* in these situations, please contact Member Services immediately at the number listed on the back of your ID card.

***Ambetter Telehealth*** means the preferred vendor who we have contracted with to provide telehealth services to *enrollees*. Our preferred vendor contracts with *providers* to render telehealth services to *enrollees*. These services can be accessed via <https://ambetter.superiorhealthplan.com/benefits-services/telehealth-services.html>.

**Appeal** is our or our Utilization Review Agent's formal process by which an *enrollee*, or an individual acting on behalf of an *enrollee*, or an *enrollee's provider* of record may request reconsideration of an *adverse determination*. *Appeal* means a *grievance* requesting the contract holder to reconsider, reverse, or otherwise modify an *adverse benefit determination*, service or claim.

**Ambetter Virtual Access** is a product that offers a virtual care *PCP* service. This plan allows members 18 and over to establish primary medical care via telehealth services, through Virtual Care by Ambetter. The virtual access care plan utilizes Board-certified, licensed physicians with a support staff of RN's (nurses), medical assistants, and other health care professionals to provide routine, preventive care, sick & urgent care, as well as ongoing care coordination and care planning. All providers associated with Virtual Care by Ambetter are independent, licensed physicians in good standing. All care provided via Virtual Care by Ambetter shall be deemed independent from Ambetter to ensure that a member's care and treatment plan are rendered via a practicing physician, or other medical professional with appropriate licensure.

**Applicable laws** means laws of the state in which your *contract* was issued and/or federal laws.

**Applied behavior analysis (ABA)** is the application of behavioral principles to everyday situations, intended to increase or decrease targeted behaviors. *ABA* has been used to improve areas such as language, self-help, and play skills, as well as decrease behaviors such as aggression, self-stimulatory behaviors, and self-injury.

**Authorization** or **authorized** means our decision to approve the *medical necessity* or the appropriateness of care for an *enrollee* by the *enrollee's PCP* or *provider* prior to the *enrollee* receiving services.

**Autism spectrum disorder** is a neurological and developmental disorder that begins early in childhood and lasts throughout a person's life. It is a condition related to brain development that impacts how a person perceives and socializes with others, causing problems in social interaction and communication. It may include intellectual impairment but not always. The disorder may include problems with the ability to recognize or share interests or emotional experiences, problems expressing or understanding verbal or non-verbal communication, and/or developing or maintaining relationships. Repetitive patterns of behavior or an inability to tolerate change is often seen.

**Balance billing** means a *non-network provider* billing you for the difference between the *provider's* charge for a service and the *eligible service expense*. *Network providers* may not *balance bill* you for *covered service expenses* beyond your applicable *cost sharing* amounts.

If you are ever balance billed contact Member Services immediately at the number listed on the back of your ID card.

**Behavioral health** means both mental health and substance use disorder, encompassing a continuum of prevention, intervention, treatment and recovery support services.

**Bereavement counseling** means counseling of *enrollees* of a deceased person's *immediate family* that is designed to aid them in adjusting to the person's death.

**Billed charges** are the charges for medical care or health care services included on a claim submitted by a *physician* or *provider*.

**Care management** means a program in which a registered nurse or licensed mental health professional, known as a care manager, assists an *enrollee* through a collaborative process that assesses, plans, implements, coordinates, monitors and evaluates options and health care benefits available to an *enrollee*. *Care management* is instituted when mutually agreed to by us, the *enrollee* and the *enrollee's physician*.

**Center of Excellence** means a *hospital* that:

1. Specializes in a specific type or types of *medically necessary* transplants or other services such as cancer, bariatric or infertility; and
2. Has agreed with us or an entity designated by us to meet quality of care criteria on a cost efficient basis. The fact that a *hospital* is a *network provider* does not mean it is a *Center of Excellence*.

**Chiropractic care** means the involvement of neuromuscular treatment in the form of manipulation and adjustment of the tissues of the body, particularly of the spinal column and may include physical medicine modalities or use of *durable medical equipment*.

**Cognitive communication therapy** are services designed to address modalities of comprehension and expression, including understanding, reading, writing, and verbal expression of information.

**Cognitive rehabilitation therapy** are services designed to address therapeutic cognitive activities, based on an assessment and understanding of the *enrollee's* brain-behavioral deficits.

**Community reintegration services** are services that facilitate the continuum of care as an affected *enrollee* transitions into the community.

**Complaint** Any dissatisfaction expressed orally or in writing by a complainant to a health maintenance organization regarding any aspect of the health maintenance organization's operation. The term includes dissatisfaction relating to plan administration, procedures related to review or *appeal* of an *adverse determination* under Texas Insurance Code Section 843.251, 4201.204, and 4201.351, the denial, reduction, or termination of a service for reasons not related to medical necessity, the manner in which a service is provided, and a disenrollment decision. The term does not include:

1. A misunderstanding or a problem of misinformation that is resolved promptly by clearing up the misunderstanding or supplying the appropriate information to the satisfaction of the *enrollee*; or
2. A *provider's* or *enrollee's* oral or written expression of dissatisfaction or disagreement with an *adverse determination*.

**Complications of pregnancy** means:

1. Conditions, requiring *hospital* confinement (when the *pregnancy* is not terminated), whose diagnoses are distinct from *pregnancy* but are adversely affected by *pregnancy* or are caused by *pregnancy*, such as acute nephritis, nephrosis, cardiac decompensation, missed abortion, and similar medical and surgical conditions of comparable severity, but shall not include false labor, occasional spotting, *provider* prescribed rest during the period of *pregnancy*, morning sickness,



- hyperemesis gravidarum, pre-eclampsia, and similar conditions associated with the management of a difficult *pregnancy* not constituting a nosologically distinct complication of *pregnancy*; and
2. Non-elective cesarean section, termination of ectopic *pregnancy*, and spontaneous termination of *pregnancy*, occurring during a period of gestation in which a viable birth is not possible.

**Continuing care patient** means an individual who, with respect to a *provider* or *facility*, is (i) undergoing a treatment for a *serious and complex condition* from that *provider* or *facility*; (ii) is undergoing a course of institutional or inpatient care from that *provider* or *facility*; (iii) is scheduled to undergo non-elective surgery from that *provider*, including postoperative care; (iv) is pregnant and undergoing a course of treatment for the pregnancy; or (v) is determined to be terminally ill and is receiving treatment for such illness.

**Contract** means this *contract*, as issued and delivered to you. It includes the attached pages, the enrollment application, the *Schedule of Benefits* and any amendments or riders.

**Copayment, copay, or copayment amount** means the specific dollar amount that you may be required to pay when you receive *covered services*. *Copayment amounts* are shown in the *Schedule of Benefits*. Not all *covered services* have a *copayment amount*.

**Cosmetic treatment** means treatments, procedures, or services that change or improve appearance without significantly improving physiological function and without regard to any asserted improvement to the psychological consequences or socially avoidant behavior resulting from an *injury, illness, or congenital anomaly*.

**Cost sharing** means the *copayment amount* and *percentage copayment* that you pay for *covered services*. The *cost sharing* amount that you are required to pay for each type of *covered services* is limited in the *Schedule of Benefits*. When you receive *covered services* from a *non-network provider* in a *network facility*, or when you receive *covered emergency services* or air ambulance services from *non-network providers*, *cost-sharing* may be based on an amount different from the *allowed amount*.

**Cost-sharing reductions** lowers the amount you have to pay in *copayments* and *percentage copayments*. To qualify for *cost-sharing reductions*, an eligible individual must enroll in a silver level plan through the Health Insurance Marketplace or be a member of a federally recognized American Indian tribe and/or an Alaskan Native enrolled in a *qualified health plan (QHP)* through the Health Insurance Marketplace.

**Covered service** or **covered service expenses** means health care services, supplies or treatment as described in this *contract* which are performed, prescribed, directed or *authorized* by a *provider*. To be a *covered service* the service, supply or treatment must be:

1. Provided or incurred while the *enrollee's* coverage is in force under this *contract*;
2. Covered by a specific benefit provision of this *contract*; and
3. Not excluded anywhere in this *contract*.

**Custodial Care** are services designed to assist an *enrollee* with activities of daily living, often provided in a long term care environment where full recovery is not expected and can be provided by a layperson.

*Custodial care* includes (but is not limited to) the following:

1. Personal care such as assistance in walking, getting in and out of bed, dressing, bathing, feeding and use of toilet;
2. Preparation and administration of special diets;
3. Supervision of the administration of medication by a caregiver;
4. Supervision of self-administration of medication; or
5. Programs and therapies involving or described as, but not limited to, convalescent care, rest care, educational care or recreational care.

**Dental services** means *surgery* or services provided to diagnose, prevent, or correct any ailments or defects of the teeth and supporting tissue and any related supplies or oral appliances. Expenses for such treatment are considered *dental services* regardless of the reason for the services.

**Dependent enrollee** means the primary subscribers lawful *spouse, domestic partner* and/or an *eligible child*. Each *dependent member* must either be named in the enrollment application or we must agree in writing to add them as a *dependent member*.

**Diabetes self-management training** means instruction enabling an *enrollee* and/or his or her caretaker to understand the care and management of diabetes, including nutritional counseling and proper use of diabetes equipment and supplies.

**Diagnostic imaging** means an imaging examination using mammography, ultrasound imaging, or magnetic resonance imaging that is designed to evaluate:

1. A subjective or objective abnormality detected by a *physician* or patient in a breast;
2. An abnormality seen by a *physician* on a screening mammogram;
3. An abnormality previously identified by a *physician* as probably benign in a breast for which follow-up imaging is recommended by a *physician*; or
4. An individual with a personal history of breast cancer or dense breast tissue.

**Durable medical equipment** means items that are used to serve a specific diagnostic or therapeutic purpose in the treatment of an *illness* or *injury*, can withstand repeated use, are generally not useful to a person in the absence of *illness* or *injury*, and are appropriate for use in the patient's home.

**Effective date** means the date an *enrollee* becomes covered under this *contract* for *covered services*.

**Eligible child** means the child of a primary *subscriber*, if that child is less than 26 years of age. As used in this definition, "child" means:

1. A natural child;
2. A stepchild;
3. A legally adopted child and child for which the primary *enrollee* must provide medical support under an order issued under Section 14.061, Family Code, or another order enforceable by a court in Texas;

4. A child placed with you for adoption or for whom you are a party in a suit in which the adoption of the child is sought;
5. A foster child placed in your custody;
6. A child for whom legal guardianship has been awarded to you, your *spouse*, or domestic partner;
7. A child of an on-exchange *enrollee* who is a resident of United States or a full-time student at an accredited higher education institution;
8. A child of an on-exchange *enrollee* who is not eligible for coverage under Medicare;
9. Any children of the on-exchange *enrollee's* children, if those children are dependents of the *enrollee* for federal income tax purposes at the time of enrollment application; or
10. A child whose coverage is required by a medical support order.

It is your responsibility to notify us if your *child* ceases to be an *eligible child*. You must reimburse us for any benefits that we provide or pay for a child at a time when the child did not qualify as an *eligible child*.

***Eligible service expense*** means a *covered service expense* as determined below.

1. For *network providers*: When a *covered service* is received from a *network provider*, the *eligible service expense* is the contracted fee with that *provider*.
2. For *non-network providers*, unless otherwise required by Federal or Texas law, the *eligible service expense* is as follows:
  - a. When a *covered emergency service* is received from a *non-network provider* within Texas, the *eligible service expense* is the lesser of: (1) the negotiated fee, if any, that has been mutually agreed upon by us and the *provider* as payment in full, or (2) the usual and customary rate for such service. You cannot be billed for the amount above the usual and customary rate. If you have received *emergency services* provided by a *non-network provider* and received a balance bill, notify the Texas Department of Insurance (TDI) or notify Ambetter from Superior HealthPlan by visiting our website and Ambetter will notify TDI. You must see a *network provider* for any post stabilization care and for all follow-up care.
  - b. When a covered *emergency service* is received from a *non-network provider* outside of Texas, the *eligible expense* is the negotiated fee, if any, that has been mutually agreed upon by us and the provider as payment in full. If the provider has not agreed to accept a negotiated fee with us as payment in full, unless otherwise required by *applicable law*, the eligible service expense is reimbursement as determined by us and as required by *applicable law*. *Enrollee* cost share will be calculated from the recognized amount based upon federal law. You should not be *balance billed* for the difference between the amount we pay and the provider's charges, but you may be subject to *cost-sharing* obligations. If you are balance billed in these situations, please contact Member Services immediately at the number listed on the back of your *enrollee* identification card.
  - c. When a *covered service* is received from a *non-network professional provider* who renders non-*emergency services* at a *network facility*, including but not limited diagnostic imaging or laboratory testing services, the *eligible service expense* is the negotiated fee, if any, that has been mutually agreed upon by us and the *provider* as payment in full. If the *provider* has not agreed to accept a negotiated fee with us as payment in full, unless otherwise required by *applicable law*, the *eligible service expense* is reimbursement as determined by us and as required by *applicable law*. Unless you receive and sign the necessary written notice and consent document under federal law before the services are provided, you should not be *balance billed* for the difference between the amount we pay and the

- provider's* charges, but you may be subject to *cost-sharing* obligations. *Enrollee* cost share will be calculated from the recognized amount based upon *applicable law*. If you are balance billed in these situations notify Ambetter from Superior HealthPlan by visiting our website. Ambetter will notify TDI as appropriate.
- d. When a covered air ambulance service is received from a non-network provider, the eligible service expense is the negotiated fee, if any, that has been mutually agreed upon by us and the provider as payment in full. If the provider has not agreed to accept a negotiated fee with us as payment in full, unless otherwise required by *applicable law*, the eligible service expense is reimbursement as determined by us and as required by *applicable law*. Member cost share will be calculated from the recognized amount based upon *applicable law*. You should not be balance billed for the difference between the amount we pay and the provider's charges, but you may be subject to cost sharing obligations. If you are balance billed in these situations, please contact Member Services immediately at the number listed on the back of your member identification card.
  - e. When a *covered service* is not the result of an emergency, received from a *non-network provider* and a notice and disclosure statement was signed, you may be balance billed for the amount above the usual and customary rate. If you have received care provided by a *non-network provider* and signed a notice and disclosure statement 10 days prior to receiving care, you are responsible for the balance billed amount.
  - f. For all other *covered services* received from a *non-network provider* for which any needed *authorization* is received from us, the *eligible service expense* is the negotiated fee, if any, that has been mutually agreed upon by us and the *provider* as payment in full (you will not be billed for the difference between the negotiated fee and the *provider's* charge). If there is no negotiated fee agreed to by the *provider* with us, the *eligible service expense* is the greatest of the following: (i) the amount that would be paid under Medicare; (ii) the amount for the *covered service* calculated using the same method we generally use to determine payments for *non-network providers*; or (iii) the contracted amount paid to *network providers* for the *covered service* (if there is more than one contracted amount with *network providers* for the *covered service*, the amount is the median of these amounts). In addition to applicable *cost-sharing*, you may be *balance billed* for these services.

As used in this section, "usual and customary rate" is calculated based on usual, reasonable, or customary charges paid to and accepted by *providers*, and is based on generally accepted industry standards and practices for determining the customary charges for a service.

***Emergency services (medical and behavioral health)*** means health care services provided in a *hospital emergency facility*, freestanding emergency medical care *facility*, or comparable emergency *facility* to evaluate and stabilize a medical condition (including emergency labor and delivery) manifesting itself by acute symptoms of sufficient severity (including severe pain, or psychiatric disturbances) such that a prudent layperson with an average knowledge of medicine and health, could reasonably expect the absence of immediate medical attention to result in one of the following:

1. Placing the recipient's (or, with respect to a pregnant woman, the health of the woman or her fetus) health in serious jeopardy;
2. Serious impairment to bodily functions; or
3. Serious dysfunction or disfigurement of any bodily organ or part.

Services you receive from a *non-network provider* or *non-network facility* after the point your emergency medical/*behavioral health* condition is *stabilized* continue to meet the definition of *emergency services* until

(1) you are discharged from the *facility*, or (2) both of the following circumstances are met, as well as any other criteria required by federal or state law: (a) the *provider* or *facility* determines you are able to travel using nonmedical transportation or nonemergency medical transportation, and (b) your *provider* obtains informed consent to provide the additional services.

**Enrollee** means you, your lawful *spouse* and each *eligible child*:

1. Named in the application; or
2. Whom we agree in writing to add as an *enrollee*.

**Experimental** or **investigational** means a health care treatment, service, or device for which there is early, developing scientific or clinical evidence demonstrating the potential efficacy of the treatment, service, or device, but that is not yet broadly accepted as the prevailing standard of care.

**Extended care facility** means an institution, or a distinct part of an institution, that:

1. Is licensed as a *skilled nursing facility* or *rehabilitation facility* by the state in which it operates;
2. Is regularly engaged in providing 24-hour skilled nursing care under the regular supervision of a *provider* and the direct supervision of a registered nurse;
3. Maintains a daily record on each patient;
4. Has an effective *utilization review* plan;
5. Provides each patient with a planned program of observation prescribed by a *provider*; and
6. Provides each patient with active treatment of an *illness* or *injury*, in accordance with existing *generally accepted standards of medical practice* for that condition.

*Extended care facility* does not include a *facility* primarily for rest, the aged, treatment of *substance use disorder*, *custodial care*, nursing care, or for care of *mental disorders* or the mentally disabled.

**Facility** means a *hospital*, *rehabilitation facility*, emergency clinic, outpatient clinic, birthing center, ambulatory surgical center, *skilled nursing facility*, or other health care *facility* providing health care services.

**Generally accepted standards of medical practice** means standards that are based on credible scientific evidence published in peer-reviewed medical literature generally recognized by the relevant medical community, relying primarily on controlled clinical trials.

If no credible scientific evidence is available, then standards that are based on *provider* specialty society recommendations or professional standards of care may be considered. We reserve the right to consult medical professionals in determining whether a health care service, supply, or drug is *medically necessary* and is a *covered service* under the *contract*. The decision to apply *provider* specialty society recommendations, the choice of medical professional, and the determination of when to use any such opinion, will be determined by us.

**Habilitation** or **habilitation services** means health care services that help you keep, learn, or improve skills and functioning for daily living. These services may be performed in an inpatient or outpatient setting and include: physical therapy, occupational therapy, and speech therapy.

**Health management** means a program designed specially to assist you in managing a specific or chronic health condition.

**Home health aide services** means those services provided by a home health aide employed by a *home health care agency* and supervised by a registered nurse, which are directed toward the personal care of an *enrollee*.

**Home health services** means care or treatment of an *illness* or *injury* at the *enrollee's* home that is:

1. Provided by a *home health care agency*; and
2. Prescribed and supervised by a *provider*.

**Home health care agency** means a business that:

1. Provides *home health services*; and
2. Is licensed by Texas Health and Human Services under Chapter 142 of the Health and Safety Code.

**Home infusion therapy** means the administration of fluids, nutrition, or medication (including all additives and chemotherapy) by intravenous or gastrointestinal (enteral) infusion or by intravenous injection in the home setting.

**Hospice** means services designed for, elected by, and provided to *enrollees* who are *terminally ill*, as certified by a *network physician*. We work with certified Hospice programs licensed by the state to minimize patient discomfort and address the special physical, psychological, and social needs of a *terminally ill enrollee* and those of his or her *immediate family*.

**Hospital** is a licensed institution and operated pursuant to law that:

1. Is primarily engaged in providing or operating (either on its premises or in *facilities* available to the *hospital* on a contractual prearranged basis and under the supervision of a staff of one or more duly licensed *providers*), medical, diagnostic, and major *surgery facilities* for the medical care and treatment of sick or injured persons on an *inpatient* basis for which a charge is made;
2. Provide 24-hour nursing service by or under the supervision of a registered graduate professional nurse (R.N.);
3. Is an institution which maintains and operates a minimum of five beds;
4. Has x-ray and laboratory *facilities* either on the premises or available on a contractual prearranged basis; and
5. Maintain permanent medical history records.

While confined in a separate identifiable *hospital* unit, section, or ward used primarily as a nursing, rest, *custodial care* or convalescent home, *rehabilitation facility*, *extended care facility*, or *residential treatment facility*, halfway house, or transitional *facility*, or a patient is moved from the emergency room in a short term observation status, an *enrollee* will be deemed not to be confined in a *hospital* for purposes of this *contract*.

**Hospital Services** means those *medically necessary covered services* that are generally and customarily provided by acute general *hospitals*; and prescribed, directed or authorized by your *PCP*. When an *enrollee* is admitted to an inpatient *facility*, a *physician* other than the *enrollee's PCP* may direct and oversee the *enrollee's* care.

**Illness** means a sickness, disease, or disorder of an *enrollee*. All *illnesses* that exist at the same time and that are due to the same or related causes are deemed to be one *illness*. Further, if an *illness* is due to causes that are the same as, or related to, the causes of a prior *illness*, the *illness* will be deemed a continuation or recurrence of the prior *illness* and not a separate *illness*.

**Immediate family** means the parents, *spouse*, domestic partner, *eligible child*, or siblings of any *enrollee* residing with an *enrollee*.

**Injury** means accidental bodily damage sustained by an *enrollee* and inflicted on the body by an external force. All *injuries* due to the same accident are deemed to be one *injury*.

**Inpatient** means that services, supplies, or treatment, for medical or *behavioral health or substance use disorder*, are received by a person who is an overnight resident patient of a *hospital* or other *facility*, using and being charged for room and board.

**Intensive care unit** means a unit or area of a *hospital*, which meets the required standards of the Joint Commission on Accreditation of Hospitals for special care units.

**Intensive day rehabilitation** means two or more different types of therapy provided by one or more *rehabilitation licensed practitioners* and performed for three or more hours per day, five to seven days per week.

**Managed drug limitations** means limits in coverage based upon time period, amount or dose of a drug, or other specified predetermined criteria.

**Maximum out-of-pocket amount** means the sum of the *copayment amount* and *percentage copayment* of covered expenses, as shown in the *Schedule of Benefits*.

**Maximum therapeutic benefit** means the point in the course of treatment where no further improvement in an *enrollee's* medical condition can be expected, even though there may be fluctuations in levels of pain and function.

**Medically necessary** means health care services, items, or supplies needed to prevent, diagnose, or treat an *illness, injury*, condition, disease, or its symptoms and that meet accepted standards of medicine.

**Medically stabilized** means non-emergency services means that the person is no longer experiencing further deterioration as a result of a prior *injury* or *illness* and there are no acute changes in physical findings, laboratory results, or radiologic results that necessitate acute medical care. Acute medical care does not include *acute rehabilitation*. Stabilize, with respect to an emergency medical condition, means to

provide medical treatment of the condition as necessary to assure, within reasonable medical probability, that no material deterioration of the condition is likely to result from or occur during the transfer\* to a *network facility* or discharge of the individual from a *facility*, (\*See Ambulance Service Benefits provision under the Major Medical Expense Benefits).

***Mental health disorder*** means a condition that causes disturbance in behavior, emotion and cognition. These disorders can vary in impact, ranging from no impairment to mild, moderate or severe impairment. Depending on the severity, they may be accompanied by significant distress that affects an individual's work, school and social relationships. *Mental health disorder* benefits are defined as benefits for items or services for mental health conditions listed in ICD-10 Chapter 5 (F), except for subchapter 1 (F01-09) and subchapter 8 (F70-79).

***Minimum essential coverage*** means any health insurance plan that meets the Affordable Care Act (ACA) requirement(s) for health insurance coverage. Examples include, job-based plans, Health Insurance Marketplace ("Marketplace") plans, most individual plans sold outside of the Marketplace, Medicare, Medicaid, Children Health Insurance Program (CHIP), TRICARE, COBRA and plans sold through the Small Business Health Insurance Program (SHOP) Marketplace.

***Necessary medical supplies*** means medical supplies that are:

1. Necessary to the care or treatment of an *injury* or *illness*;
2. Not reusable or *durable medical equipment*; and
3. Not able to be used by others.

*Necessary medical supplies* do not include first aid supplies, cotton balls, rubbing alcohol, or like items routinely found in the home.

***Network*** means a group of *providers* or *facilities* (including, but not limited to *hospitals*, inpatient mental health care facilities, medical clinics, *behavioral health* clinics, acupuncturists, chiropractors, massage therapists, nurse practitioners, addiction medicine practitioners, etc.) who have contracts with us, or our contractor or subcontractor, and have agreed to provide health care services to our *members* for an agreed upon fee. *Members* will receive most, if not all, of their health care services by accessing the *network*.

***Network eligible expense*** means the *eligible expense* for services or supplies that are provided by a *network provider*. For *facility* services, this is the *eligible expense* that is provided at and billed by a *network facility* for the services of either a *network* or *non-network provider*. *Network eligible expense* includes benefits for emergency health services even if provided by a *non-network provider*.

***Network provider*** means any licensed person or entity that has entered into a contract with Ambetter from Superior HealthPlan to provide *covered services* to *members* enrolled under this *contract*, including but not limited to, *hospitals*, specialty hospitals, *urgent care* facilities, *physicians*, pharmacies, laboratories and other health professionals within our *service area*.

***Neurobehavioral testing*** is an evaluation of the history of neurological and psychiatric difficulty, current symptoms, current mental status, and premorbid history, including the identification of problematic



behavior and the relationship between behavior and the variables that control behavior. This may include interviews of the *enrollee*, family, or others.

**Neurobehavioral treatment** is interventions that focus on behavior and the variables that control behavior.

**Neurocognitive rehabilitation** are services designed to assist cognitively impaired *enrollees* to compensate for deficits in cognitive functioning by rebuilding cognitive skills and/or developing compensatory strategies and techniques.

**Neurocognitive therapy** are services designed to address neurological deficits in informational processing and to facilitate the development of higher level cognitive abilities.

**Neurofeedback therapy** are services that utilize operant conditioning learning procedure based on electroencephalography (EEG) parameters, and which are designed to result in improved mental performance and behavior, and stabilized mood.

**Neurophysiological testing** is an evaluation of the functions of the nervous system.

**Neurophysiological treatment** means interventions that focus on the functions of the nervous system.

**Neuropsychological testing** is the administering of a comprehensive battery of tests to evaluate neurocognitive, behavioral, and emotional strengths and weaknesses and their relationship to normal and abnormal central nervous system functioning.

**Neuropsychological treatment** means interventions designed to improve or minimize deficits in behavioral and cognitive processes.

**Non-network provider** means a medical practitioner, *provider facility*, or other *provider* that does not have a contract with us to provide medical care or health care to the *enrollee* through this *evidence of coverage*. These can also be referred to as *non-participating providers*. Services received from a *non-network provider* are “*non-network*” and are not covered except for:

1. Emergency services, as described in the Covered Services section of this *contract*;
2. Non-emergency health care services received at a *network facility*, as described in the Managing Your Health Care section of this *contract*; or
3. Situation otherwise specifically described in this *contract*.

**Orthotic device** means a *medically necessary* device used to support, align, prevent or correct deformities, protect a body function, improve the function and movable body part or assist with dysfunctional joints. Orthotics must be used for the therapeutic support, protection, restoration or function of an impaired body part for treatment of an *illness* or *injury*.

**Other plan** means any plan or policy that provides insurance, reimbursement, or service benefits for *hospital*, surgical, or medical expenses. This includes payment under group or individual insurance

policies, automobile no-fault or medical pay, homeowner insurance medical pay, premises medical pay, nonprofit health service plans, health maintenance organization member contracts, self-insured group plans, prepayment plans, and Medicare when the *enrollee* is enrolled in Medicare. *Other plan* will not include Medicaid.

**Other practitioner** as used in your *Schedule of Benefits* and related to Mental Health/Substance Use Disorder services, refers to a mental health or substance use disorder *provider* licensed/certified by the state in which care is being rendered and performing services within the scope of that license/certification.

**Outpatient day treatment services** means structured services provided to address deficits in physiological, behavioral and/or cognitive functions.

**Outpatient services** means both *facility*, ancillary, facility use and professional charges when given as an outpatient at a *hospital*, alternative care *facility*, retail health clinic, or other *provider* as determined by the plan. These *facilities* may include a non-*hospital* site providing diagnostic and therapy services, *surgery*, or *rehabilitation*, or other *provider facility* as determined by us. Professional charges only include services billed by a *physician* or other professional.

**Outpatient surgical facility** means any *facility* with a medical staff of *providers* that operates pursuant to law for the purpose of performing *surgical procedures*, and that does not provide accommodations for patients to stay overnight. This does not include *facilities* such as: acute-care clinics, *urgent care centers*, ambulatory-care clinics, free-standing emergency *facilities*, and *provider offices*.

**Physician** means a licensed medical practitioner who is practicing within the scope of his or her licensed authority in treating a bodily *injury* or illness and is required to be covered by state law. A *physician* does NOT include someone who is related to a covered person by blood, marriage, or adoption or who is normally a member of the covered person's household.

**Post-acute transition services** are services that facilitate the continuum of care beyond the initial neurological consult through *rehabilitation* and community reintegration.

**Preferred laboratory providers** means a laboratory provider who is part of a subset of all contracted laboratory providers that provide laboratory services to members. A list of our *preferred laboratory providers* can be found on our website at [Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com) and are indicated by a preferred cost share label.

**Pregnancy** means the physical condition of being pregnant, but does not include *complications of pregnancy*.

**Prescription drug** means any FDA approved medicinal substance whose label is required to bear the legend "RX only".

**Prescription order** means the request for each separate drug or medication by a *provider* or each *authorized* refill or such requests.

**Primary care physician** or **PCP** means a *provider* who gives or directs health care services for you. *PCPs* include internists, family practitioners, general practitioners, Advanced Practice Registered Nurses (APRN), Physician Assistants (PA), pediatricians and obstetrician/gynecologist (OB/GYN) or any other practice allowed by the plan. For *adult members*, your *Virtual Care by Ambetter provider* will be your *PCP* and will be responsible for coordinating all covered health services and making *referrals* for services to other *network providers*. However, if a *member* chooses a traditional (in-person) *network PCP*, that *PCP* will be responsible for coordinating all covered health services and making referrals for services to other *network providers*.

**Prior authorization** means a determination by us that the health care services proposed to be provided to an *enrollee* are *medically necessary* and appropriate. Prior *Authorization* process will be conducted in accordance with Texas Insurance Code, Chapter 843, or in accordance with the law in the state of Texas.

**Proof of loss** means information required by us to decide if a claim is payable and the amount that is payable. It may include, but is not limited to, claim forms, medical bills, or records, *other plan* information, payment of claim, *network* re-pricing information, bank statements, and police reports. *Proof of loss* must include a copy of all Explanation of Benefit forms from any other carrier, including Medicare.

**Prosthetic device** means a *medically necessary* device used to replace, correct or support a missing portion of the body, to prevent or correct a physical deformity or malfunction, or to support a weak or deformed portion of the body.

**Provider facility** means a *hospital, rehabilitation facility, skilled nursing facility, or other health care facility*.

**Qualified individual** means an individual who has been determined eligible to enroll in a health plan in the individual market.

**Reconstructive surgery** means *surgery* performed on an abnormal body structure caused by congenital defects, developmental abnormalities, trauma, infection, tumors, or disease in order to improve function or to improve the patient's appearance, to the extent possible. This includes craniofacial abnormalities.

**Rehabilitation** means care for restoration (including by education or training) of one's prior ability to function at a level of *maximum therapeutic benefit*. This includes *acute rehabilitation, sub-acute rehabilitation, or intensive day rehabilitation*, and it includes *rehabilitation therapy, cardiac rehabilitation therapy, and pain management programs*. An *inpatient* hospitalization will be deemed to be for *rehabilitation* at the time the *enrollee* has been *medically stabilized* and begins to receive *rehabilitation therapy* or treatment under a *pain management program*.

**Rehabilitation facility** means an institution or a separate identifiable *hospital* unit, section, or ward that:

1. Is licensed by the state as a *rehabilitation facility*; and
2. Operates primarily to provide 24-hour primary care or *rehabilitation* of sick or injured persons as *inpatients*.

*Rehabilitation facility* does not include a *facility* primarily for rest, the aged, long term care, assisted living, *custodial care*, nursing care, or for care of the mentally disabled.

**Rehabilitation licensed practitioner** means, but is not limited to, a *provider*, physical therapist, speech therapist, occupational therapist, or respiratory therapist. A *rehabilitation licensed practitioner* must be licensed or certified by the state in which care is rendered and performing services within the scope of that license or certification.

**Rehabilitation therapy** means therapy to help a person regain abilities that have been lost or impaired as a result of disease, injury or treatment. It is provided to optimize functioning and reduce disability in individuals. Types of rehabilitation therapy include physical therapy, occupational therapy, speech therapy, cardiac therapy, and respiratory therapy. It may occur in either an outpatient or inpatient setting.

**Rescission** of a *contract* means a determination by an insurer to withdraw the coverage back to the initial date of coverage.

**Residence** means the physical location where you live. If you live in more than one location, and you file a United States income tax return, the physical address (not a P.O. Box) shown on your United States income tax return as your *residence* will be deemed to be your place of *residence*. If you do not file a United States income tax return, the *residence* where you spend the greatest amount of time will be deemed to be your place of *residence*.

**Residential treatment facility** means a *facility* that provides (with or without charge) sleeping accommodations, and:

1. Is not a *hospital*, *extended care facility*, or *rehabilitation facility*; or
2. Is a unit whose beds are not licensed at a level equal to or more acute than skilled nursing.

**Respite care** means home health care services provided temporarily to an *enrollee* in order to provide relief to the *enrollee's immediate family* or other caregiver.

**Routine patient care costs** means the costs of any *medically necessary* health care service for which benefits are provided under a health benefit plan, without regard to whether the *enrollee* is participating in a clinical trial. *Routine patient care costs* do not include:

1. The cost of an *investigational* new drug or device that is not approved for any indication by the United States Food and Drug Administration, including a drug or device that is the subject of the clinical trial;
2. The cost of a service that is not a health care service, regardless of whether the service is required in connection with participation in a clinical trial;
3. The cost of a service that is clearly inconsistent with widely accepted and established standards of care for a particular diagnosis;
4. A cost associated with managing a clinical trial; or
5. The cost of a health care service that is specifically excluded from coverage under a health benefit plan.

**Schedule of Benefits** means a summary of the *copayment, percentage copayment amount, maximum out-of-pocket amount*, and other limits that apply when you receive *covered services* and supplies.

**Self-injectable drugs** means *prescription drugs* that are delivered into a muscle or under the skin with a syringe and needle. Although medical supervision or instruction may be needed in the beginning, the patient or caregiver can administer *self-injectable drugs* safely and effectively.

**Serious and complex condition** means, in the case of an acute illness, a condition that is serious enough to require specialized medical treatment to avoid the reasonable possibility of death or permanent harm; or, in the case of a chronic illness or condition, a condition that is life-threatening, degenerative, potentially disabling, or congenital; and requires specialized medical care over a prolonged period of time.

**Service area** means a geographical area, made up of counties, where we have been authorized by the State of Texas to sell and market our health plans. Those counties are: Andrews, Aransas, Armstrong, Atascosa, Austin, Bandera, Bastrop, Bell, Bexar, Blanco, Bosque, Brazoria, Brazos, Brewster, Brooks, Brown, Burleson, Burnet, Caldwell, Calhoun, Cameron, Camp, Carson, Castro, Chambers, Cherokee, Coke, Coleman, Collin, Collingsworth, Colorado, Comal, Comanche, Concho, Cooke, Dallam, Dallas, Deaf Smith, Delta, Denton, DeWitt, Donley, Ector, Edwards, El Paso, Ellis, Falls, Fannin, Fayette, Fisher, Fort Bend, Freestone, Frio, Galveston, Gillespie, Goliad, Gonzales, Gray, Grayson, Gregg, Grimes, Guadalupe, Hamilton, Hardin, Harris, Hartley, Hays, Henderson, Hidalgo, Hill, Hood, Houston, Hunt, Irion, Jack, Jackson, Jefferson, Johnson, Kendall, Kerr, Kimble, Kinney, Lampasas, Lavaca, Lee, Leon, Liberty, Limestone, Llano, Madison, Mason, Matagorda, Maverick, McCulloch, McLennan, Medina, Menard, Milam, Mills, Mitchell, Montague, Montgomery, Nacogdoches, Navarro, Nueces, Oldham, Orange, Palo Pinto, Panola, Parker, Parmer, Potter, Rains, Randall, Real, Refugio, Robertson, Rockwall, Runnels, Rusk, San Jacinto, San Saba, Schleicher, Scurry, Sherman, Smith, Somervell, Starr, Sterling, Stonewall, Sutton, Tarrant, Tom Green, Travis, Trinity, Tyler, Val Verde, Van Zandt, Victoria, Walker, Waller, Webb, Wharton, Wheeler, Willacy, Williamson, Wise, Wood, and Zapata. You can receive precise *service area* boundaries from our website or Member Services.

**Specialist** is a *physician* who focuses on a specific area of medicine and has additional expertise to help treat specific disorders or illnesses. Specialists may be needed to diagnose, manage, prevent or treat certain types of symptoms and conditions related to their specific field of expertise.

**Spouse** means the person to whom you are lawfully married.

**Sub-acute rehabilitation** means one or more different types of therapy provided by one or more *rehabilitation licensed practitioners* and performed for one-half hour to two hours per day, five to seven days per week, while the *enrollee* is confined as an *inpatient* in a *hospital, rehabilitation facility, or extended care facility*.

**Substance use disorder** means a disorder that affects a person's brain and behavior, leading to an inability to control his/her use of substances (e.g., alcohol, medications and legal or illegal drugs). Symptoms can range from moderate to severe, with addiction being the most severe form of a substance use disorder. *Substance use disorder* benefits are defined as benefits for items or services for substance use disorder conditions listed in ICD 10 Chapter 5 (F), except for subchapter 1 (F01-09) and subchapter 8 (F70-79).

**Subscriber** means the primary individual who applied for this insurance *contract*.

**Surgery** or **surgical procedure** means:

1. An invasive diagnostic procedure; or
2. The treatment of an *enrollee's illness* or *injury* by manual or instrumental operations, performed by a *provider* while the *enrollee* is under general or local anesthesia.

**Surrogacy arrangement** means an understanding in which a woman (the *Surrogate*) agrees to become pregnant and carry a child (or children) for another person (or persons) who intend to raise the child (or children), whether or not the *Surrogate* receives payment for acting as a *Surrogate*.

**Surrogate** means an individual carrier who, as part of a *Surrogacy Arrangement*, (a) uses her own egg that is fertilized by a donor or (b) is a gestational carrier who has a fertilized egg placed in her body but the egg is not her own.

**Telehealth service** means a health service, other than a *telemedicine medical service* or *teledentistry dental service*, delivered by a health professional licensed, certified, or otherwise entitled to practice in this state and acting within the scope of the health professional's license, certification, or entitlement to a patient at a different physical location than the health professional using telecommunications or information technology to facilitate the diagnosis, consultation, treatment, education, *care management*, and self-management of a patient's health care. Ambetter's *Telehealth services* are known as "*Virtual Care*" for marketing purposes.

**Telemedicine medical service** means a health care service delivered by a *physician* licensed in this state, or a health professional acting under the delegation and supervision of a *physician* licensed in this state, and acting within the scope of the *physician's* or health professional's license to a patient at a different physical location than the *physician* or health professional using telecommunications or information technology to facilitate the diagnosis, consultation, treatment, education, *care management*, and self-management of a patient's health care.

**Teledentistry dental services** means a health care service delivered by a dentist, or a health care professional acting under the delegation and supervision of a dentist, acting within the scope of the dentist's or health professional's license or certification to a patient at a different physical location than the dentist or health professional using telecommunications or information technology.

**Terminal illness counseling** means counseling of the *immediate family* of a *terminally ill* person for the purpose of teaching the *immediate family* to care for and adjust to the *illness* and impending death of the *terminally ill* person.

**Terminally ill** means a *provider* has given a prognosis that an *enrollee* has an advanced stage of disease with an unfavorable prognosis that, without life-sustaining procedures, will soon result in death or a state of permanent unconsciousness from which recovery is unlikely.

**Third party** means a person or other entity that is or may be obligated or liable to the *enrollee* for payment of any of the *enrollee's* expenses for *illness* or *injury*. The term “*third party*” includes, but is not limited to, an individual person; a for-profit or non-profit business entity or organization; a government agency or program; and an insurance company. However, the term “*third party*” will not include any insurance company with a policy under which the *enrollee* is entitled to benefits as a named *enrollee* or an insured *dependent enrollee* of a named *enrollee* except in those jurisdictions where statutes or common law does not specifically prohibit our right to recover from these sources.

**Tobacco or nicotine use or use of tobacco or nicotine** means use of *tobacco or nicotine* by individuals who may legally use *tobacco or nicotine* under federal and state law on average four or more times per week and within no longer than the six months immediately preceding the date application for this *contract* was completed by the *enrollee*, including all *tobacco* and *nicotine* products, e-cigarettes or vaping devices, but excluding religious and ceremonial uses of *tobacco*.

**Transcranial magnetic stimulation (TMS)** means a non-invasive procedure in which a changing magnetic field is used to cause electric current to flow in a small targeted region of the brain via electromagnetic induction.

**Unproven service(s)** means services, including medications, which are determined not to be effective for treatment of the medical condition, and/or not to have a beneficial effect on health outcomes, due to insufficient and inadequate clinical evidence from *well-conducted randomized controlled trials* or *well-conducted cohort studies* in the prevailing published peer-reviewed medical literature.

1. “*Well-conducted randomized controlled trials*” means that two or more treatments are compared to each other, and the patient is not allowed to choose which treatment is received.
2. “*Well-conducted cohort studies*” means patients who receive study treatment are compared to a group of patients who receive standard therapy. The comparison group must be nearly identical to the study treatment group.

**Urgent care center** means a *facility*, not including a *hospital* emergency room or a *provider's* office, that provides treatment or services that are required:

1. To prevent serious deterioration of an *enrollee's* health; and
2. As a result of an unforeseen *illness, injury*, or the onset of acute or severe symptoms.

**Utilization review** means a process used to monitor the use of, or evaluate the clinical necessity, appropriateness, efficacy, or efficiency of, health care services, procedures, or settings. Areas of review may include ambulatory review, *prior authorization*, prospective review, second opinion, certification, concurrent review, *care management*, discharge planning, or retrospective review.

### **Virtual Care by Ambetter**

is the platform through which *telehealth services* are provided. All providers associated with *Virtual Care by Ambetter* are independent, licensed physicians in good standing, with a support staff of RN's (nurses), medical assistants, and other health care professionals. All care provided via *Virtual Care by Ambetter* physicians shall be deemed independent from Ambetter to ensure that a member's care and treatment plan are rendered via a practicing physician, or other medical professional with appropriate licensure.

***Virtual Care by Ambetter Primary Care Physician or Virtual Care by Ambetter Provider*** means a *provider* contracted with *Virtual Care by Ambetter* who gives or directs health care services for *enrollees* 18 years or older. *Virtual Care by Ambetter PCP or Virtual Care by Ambetter Provider* include internists, family practitioners, general practitioners, Advanced Practice Registered Nurses (APRN), Physician Assistant (PA) and obstetrician gynecologist (ob-gyn) or any other practice allowed by the plan.



# DEPENDENT ENROLLEE COVERAGE

## Dependent Enrollee Eligibility

Your *dependent enrollees* become eligible for coverage under this *contract* on the latter of:

1. The date you became covered under this *contract*;
2. The date of marriage to add a spouse;
3. The date of an eligible newborn's birth;
4. The date that an adopted child is placed with the *enrollee* for the purposes of adoption or the *enrollee* assumes total or partial financial support of the child;
5. The date a foster child is placed in your custody; or
6. The date a domestic partnership is established, pursuant to state law.

## Effective Date for Initial Dependent Enrollees

Dependent *enrollees* included in the initial enrollment application for this contract will be covered on your effective date.

## Coverage for a Newborn Child

An *eligible child* born to you or a covered family member will be covered from the time of birth until the 31<sup>st</sup> day after its birth, unless we have received notice. Each type of *covered service* incurred by the newborn child will be subject to the *cost sharing* amount listed in the Schedule of Benefits.

Additional premium will be required to continue coverage beyond the 31<sup>st</sup> day after the date of birth. The required premium will be calculated from the child's date of birth. If notice of the newborn is given to us within the 31 days from birth, an additional premium for coverage of the newborn child will be charged for not less than 31 days after the birth of the child. If notice is not given within the 31 days from birth, we will charge an additional premium from the date of birth. If notice is given to us within 60 days of the birth of the child, we may not deny coverage of the child due to failure to notify us of the birth of the child or to pre-enroll the child. Coverage of the child will terminate on the 31<sup>st</sup> day after its birth, unless we have received notice.

## Coverage for an Adopted Child

An *eligible child* legally placed for adoption with you or your *spouse* will be covered from the date of *placement* until the 31<sup>st</sup> day after *placement*, unless the *placement* is disrupted prior to legal adoption and the child is removed from your or your *spouse's* custody.

The child will be covered for *loss* due to *injury* and *illness*, including *medically necessary* care and treatment of conditions existing prior to the date of *placement*.

Additional premium will be required to continue coverage beyond the 31<sup>st</sup> day following *placement* of the child. The required premium will be calculated from the date of *placement* for adoption. Coverage of the child will terminate on the 31<sup>st</sup> day following *placement*, unless we have received both: (A) Notification of the addition of the child within 60 days of the birth or placement; and (B) any additional premium required for the addition of the child within 90 days of the date of *placement*.

As used in this provision, “*placement*” means the earlier of:

1. The date that you or your *spouse* assume physical custody of the child for the purpose of adoption;  
or
2. The date of entry of an order granting you or your *spouse* custody of the child for the purpose of adoption and any child for whom you are a party in a suit in which the adoption of the child is sought.

### **Adding Other Dependent Enrollees**

If you are enrolled in an off-exchange *contract* and apply in writing, or directly at [enroll.ambetterhealth.com](http://enroll.ambetterhealth.com) to add a *dependent enrollee* and you pay the required premiums, we will send you written confirmation of the added *dependent enrollee's effective date* of coverage and the *enrollee* identification card for the added *dependent enrollee*.

## ONGOING ELIGIBILITY

Please Note: You and your *dependent enrollees* must reside, live or work in the *service area* where the *contract* is issued.

### For All Enrollees

An *enrollee's* eligibility for coverage under this *contract* will cease on the earlier of:

1. The date that an *enrollee* is no longer within the Grace Period based on a failure to make timely payment. See the Grace Period provision for additional details;
2. The primary *enrollee* residing outside the *service area* or moving permanently outside the *service area* of this *contract*;
3. The date the *enrollee* has performed an act or practice that constitutes fraud or made an intentional misrepresentation of a material fact;
4. The date we decline to renew this *contract*, as stated in the Discontinuance provision; or
5. The date of an *enrollee's* death.

### For Dependent Enrollees

A *dependent enrollee* will cease to be an *enrollee* at the end of the premium period in which he/she ceases to be your *dependent enrollee*. For *eligible children*, coverage will terminate the thirty-first of December the year that the dependent turns 26 years of age.

An *enrollee* will not cease to be a *dependent eligible child* solely because of age if the *eligible child* is:

1. Not capable of self-sustaining employment due to mental disability or physical disability; and
2. Mainly dependent on you for support and maintenance.

If you have material modifications (examples include a change in life event such as marriage, death or other change in family status), or questions related to your coverage, contact us at 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989). If you enrolled through Ambetter, please contact 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989).

### Prior Coverage

If an *enrollee* is confined as an *inpatient* in a *hospital* on the *effective date* of this contract, and prior coverage terminating immediately before the *effective date* of this contract furnishes benefits for the hospitalization after the termination of prior coverage, then services and benefits will not be covered under this contract for that *enrollee* until the *enrollee* is discharged from the *hospital* or benefits under the prior coverage are exhausted, whichever is earlier. "Discharge" means a formal release of an enrollee from an inpatient hospital stay when the need for continued care at an inpatient hospital has concluded. Transfers from one inpatient hospital to another shall not be considered a discharge.

If there is no prior coverage or no continuation of Inpatient coverage after the Effective Date, your Ambetter coverage will apply for covered *services* related to the Inpatient coverage after your Effective Date. Ambetter coverage requires you notify Ambetter within two days of your Effective Date so we can review and Authorize Medically Necessary services. If services are at a non-contracted Hospital, claims

will be paid at the Ambetter allowable and you may be billed for any balance of costs above the Ambetter allowable.

### **Open Enrollment**

Each year there will be an open enrollment period for coverage. The open enrollment period begins November 1, 2022 and extends through January 15, 2023. *Qualified individuals* who enroll on or before December 15, 2022 will have an *effective date* of coverage on January 1, 2023.

### **Special Enrollment**

In general, a *qualified individual* has 60 days to report certain life changes, known as “qualifying events” to the plan or by using Ambetter’s *Enhanced Direct Enrollment tool*. *Qualified Individuals* may be granted a Special Enrollment Period where they may enroll in or change to a different plan during the current plan year if they have a qualifying event.

Qualifying events include:

1. A *qualified individual* or *dependent* experiences a loss of *minimum essential coverage*, non-calendar year group or individual health insurance coverage, *pregnancy*-related coverage, access to health care services through coverage provided to a pregnant enrollee’s unborn child, or medically needed coverage;
2. A *qualified individual* gains a *dependent* or becomes a *dependent* through marriage, birth, adoption, placement for adoption, placement in foster care, or a child support order or other court order;
  - a. In the case of marriage, at least one *spouse* must demonstrate having minimum essential coverage as described in 26 CFR 1.5000A-1(b) for 1 or more days during the 60 days preceding the date of marriage.
3. A *qualified individual’s* enrollment or non-enrollment in a plan is unintentional, inadvertent, or erroneous and is the result of the error, misrepresentation, or inaction of an officer, employee, or its instrumentalities as evaluated and are determined by the applicable state authority or us;
4. An enrollee or *dependent* adequately demonstrates to the applicable state authority us that the plan in which he or she is enrolled substantially violated a material provision of its *contract* in relation to the enrollee;
5. A *qualified individual*, enrollee, or *dependent* gains access to new *QHPs* as a result of a permanent move, and had minimum essential coverage as described in 26 CFR 1.5000A-1(b) for one or more days during the 60 days preceding the date of the permanent move;
6. Qualifying events as defined under section 603 of the Employee Retirement Income Security Act of 1974, as amended;
7. A *qualified individual*, enrollee, or *dependent* is a victim of domestic abuse or spousal abandonment as defined by 26 CFR 1.36B-2, and would like to enroll in coverage separate from the perpetrator of the abuse or abandonment;
8. A *qualified individual* or *dependent* is determined to be potentially eligible for Medicaid or Children’s Health Insurance Program (CHIP), but is subsequently determined to be ineligible after the open enrollment period has ended or more than 60 days after the qualifying event; or applies for coverage at the State Medicaid or CHIP agency during the annual open enrollment period, and is determined ineligible for Medicaid or CHIP after open enrollment has ended;

9. A *qualified individual* newly gains access to an employer sponsored Individual Coverage Health Reimbursement Arrangement (ICHRA) (as defined in 45 CFR 146.123(b)) or a Qualified Small Employer Health Reimbursement Arrangement (QSHRA) (as defined in section 9831(d)(2) of the Internal Revenue Code);
10. A *qualified individual* or *dependent* is enrolled in COBRA continuation coverage for which an employer is paying all or part of the premiums, or for which a government entity is providing subsidies, and the employer completely ceases its contributions or government subsidies completely cease; and
11. Subject to the availability of enhanced tax subsidies, a *qualified individual* or *enrollee*, or their *dependent* who is eligible for advance payments of the premium tax credit, and whose household income is expected to be no greater than 150 percent of the Federal poverty level.

If you have or believe you have experienced a qualifying event (common examples include a change in life event such as marriage, death or other change in family status), contact Member Services at 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989).

# PREMIUMS

## Premium Payment

Each premium is to be paid on or before its due date. The initial premium must be paid prior to the coverage *effective date*, although an extension may be provided during the annual Open Enrollment period.

## Grace Period

Grace Period: A grace period of 60 days will be granted for the payment of each premium due after the first premium. During the grace period, the *contract* continues in force.

Premium payments are due in advance, on a calendar month basis. Monthly payments are due on or before the first day of each month for coverage effective during such month. This provision means that if any required premium is not paid on or before the date it is due, it may be paid during the grace period. During the grace period, the *contract* will stay in force; however, claims may pend for *covered services* rendered to the *enrollee* during the grace period. We will notify HHS, as necessary, of the non-payment of premiums, the *enrollee*, as well as *providers* of the possibility of denied claims when the *enrollee* is in the grace period.

## Third Party Payment of Premium or Cost Sharing

We require each *enrollee* to pay his or her premiums and this is communicated on your monthly billing statements. Our payment policies were developed based on guidance from the Centers for Medicare and Medicaid Services (CMS) recommendations against accepting *third party* premiums. Consistent with CMS guidance, the following are the ONLY acceptable third parties who may pay Ambetter premiums on your behalf:

1. Ryan White HIV/AIDS Program under title XXVI of the Public Health Service Act;
2. Indian tribes, tribal organizations or urban Indian organizations;
3. State and Federal Government programs;
4. Family members;
5. An employer for an employee under an Individual Coverage Health Reimbursement Account (ICHRA) or Qualified Small Employer Health Reimbursement Account (QSEHRA) plan; or
6. Private, not-for-profit foundations which have no incentive for financial gain, no financial relationship, or affiliation with *providers of covered services* and supplies on behalf of *enrollees*, where eligibility is determined based on defined criteria without regard to health status and where payments are made in advance for a coverage period from the *effective date* of eligibility through the remainder of the calendar year.

Upon discovery that premiums were paid by a person or entity other than those listed above, we will reject the payment and inform the *enrollee* that the payment was not accepted and that the subscription charges remain due.

## Misstatement of Age

If an *enrollee's* age has been misstated, the *enrollee's* premium may be adjusted to what it should have been based on the *enrollee's* actual age, we have the right to rerate the *contract* back to the original *effective date*.

**Change or Misstatement of Residence**

If you change your *residence*, you must notify us of your new *residence* within 60 days of the change. As a result your premium may change and you may be eligible for a Special Enrollment Period. See the Special Enrollment Periods provision for more information.

**Misstatement of Tobacco or Nicotine Use**

The answer to the tobacco or nicotine question on the enrollment application is material to our correct underwriting. If an *enrollee's use of tobacco or nicotine* has been misstated on the *enrollee's* application for coverage under this *contract*, we have the right to rerate the *contract* back to the original *effective date*.

# COST-SHARING FEATURES

## Cost Sharing Features

We will pay benefits for *covered services* as described in the *Schedule of Benefits* and the *covered services* sections of this *contract*. All benefits we pay will be subject to all conditions, limitations, and *cost sharing* features of this *contract*. *Cost sharing* means that you participate or share in the cost of your health care services by paying *copayments* and *percentage copayment* for some *covered services*. For example, you may need to pay a *copayment* or *percentage copayment* amount when you visit your *physician* or are admitted into the *hospital*. The *copayment* or *percentage copayment* required for each type of service is listed in your *Schedule of Benefits*.

When you, or a covered dependent, receive health care services from a *provider*, there may be multiple claims for that episode of care. An episode of care means the services provided by a health care *facility* or *provider* to treat a condition or an illness. Each claim that we receive for services covered under this *contract* are adjudicated or processed as we receive them. Coverage is only provided for eligible service expenses. Each claim received will be processed separately according to the cost share as outlined in the *contract* and in your *Schedule of Benefits*.

## Copayments

A *copayment* is typically a fixed amount due at the time of service. *Enrollees* may be required to pay *copayments* to a provider each time services are performed that require a *copayment*. *Copayments* are due as shown in the *Schedule of Benefits*, are due at the time of service. Payment of a *copayment* does not exclude the possibility of a provider billing you for any non-*covered services*. *Copayments* do apply toward your *maximum out-of-pocket amount*.

We will not impose a *copayment* that exceeds 50% of the total cost of services provided and we will not impose *copayment* charges on any *enrollee* in any calendar year, when the *copayments* made by the *enrollee* in that calendar year total 200% of the total annual premium cost which is required to be paid by or on behalf of that *enrollee*. This limitation applies only if the *enrollee* demonstrates that *copayments* in that amount have been paid in that year.

## Percentage Copayment

We will pay the applicable *percentage copayment* in excess of the applicable *copayment amount(s)* for a service or supply that:

1. Qualifies as a *covered service expense* under one or more benefit provisions; and
2. Is received while the *enrollee's* plan is in force under the *contract* if the charge for the service or supply qualifies as an *eligible expense*.

When the *maximum out-of-pocket amount* has been met, additional *covered service expenses* will be provided or payable at 100 percent of the allowable expense.

The amount provided or payable will be subject to:

1. Any specific benefit limits stated in the *contract*;
2. A determination of *eligible service expenses*;



3. Any reduction for expenses incurred at a *non-network provider*.

Please refer to the applicable *percentage copayment* and *copayment amounts* are shown on your *Schedule of Benefits*.

### **Non-Network Liability and Balance Billing**

If you receive services from a *non-network provider*, you may have to pay more for services you receive. *Non-network providers* may be permitted to bill you for the difference between what we agreed to pay and the full amount charged for a service. This is known as balance billing. This amount is likely more than *network* costs for the same service and might not count toward your annual *maximum out-of-pocket amount* limit.

When receiving care at a *network* facility, it is possible that some hospital-based providers (for example, assistant surgeons, hospitalists, and intensivists) may not be under contract with us as *network providers*. We encourage you to inquire about the providers who will be treating you before you begin your treatment, so that you can understand their network participation status with us.

As an *enrollee*, *non-network providers* should not bill you for *covered services* for any amount greater than your applicable *network cost sharing* responsibilities when:

1. You receive a covered *emergency service* or air ambulance service from a *non-network provider*. This includes services you may get after you are in stable condition, unless the *non-network provider* obtains your written consent.
2. You receive non-emergency ancillary services (emergency medicine, anesthesiology, pathology, radiology, and neonatology, as well as diagnostic services (including radiology and laboratory services)) from a *non-network provider* at a *network hospital* or *network ambulatory surgical facility*.
3. You receive other non-emergency services from a *non-network provider* at a *network hospital* or *network ambulatory surgical facility*, unless the *non-network provider* obtains your written consent.

### **Coverage Under Other Contract Provisions**

Charges for services and supplies that qualify as *covered service expenses* under one benefit provision will not qualify as *covered service expenses* under any other benefit provision of this *contract*.

# MANAGING YOUR HEALTH CARE

## Continuity of Care and Special Circumstances

Under the No Surprises Act, if an *enrollee* is receiving a *covered service* with respect to an *network provider* or *facility* and (1) the contractual relationship with the *provider* or *facility* is terminated, such that the *provider* or *facility* is no longer in *network*; or (2) benefits are terminated because of a change in the terms of the participation of the *provider* or *facility*, as it pertains to the benefit the member is receiving, the *provider* or *facility* must identify and request that *enrollees* experiencing special circumstances may be permitted to continue treatment under their care. Special circumstances mean conditions regarding which a treating physician or provider reasonably believes that discontinuing care by that physician or provider could cause harm to a patient. Example include disabilities, acute conditions, life-threatening illness, or are past the 24<sup>th</sup> week of pregnancy and the associated obligatory period. Coverage will extend through the delivery of the child and will apply to immediate postpartum care and a follow-up checkup within the six week period after delivery.

In addition, we will (1) notify each enrollee who is a *continuing care patient* on a timely basis of the termination and their right to receive continued transitional care from the provider or *facility*; (2) provide the individual *provider* with an opportunity to notify the health plan of the individual's need for transitional care; and (3) permit the individual to elect to continue to have their benefits for the course of treatment relating to the individual's status as a continuing care patient during the period beginning on the date on which the above notice is provided and ending after (i) the 90-day period beginning on such date; (ii) the 9-month period for an *enrollee* that has been diagnosed with a terminal illness at the time of the *provider* termination; or the (iii) date on which such individual is no longer a continuing care patient with respect to their *provider* or *facility*.

## Emergency Services Outside of Service Area

We cover emergency care services when you are outside of our service area. If you are temporarily out of the service area and have medical or *behavioral health* emergency, call 911 or go to the nearest emergency room. Be sure to call us and report your emergency within one business day or as soon as reasonably possible. You do not need *prior authorization* for emergency care services.

## New Technology

Health technology is always changing. If we think a new medical advancement can benefit our *enrollees*, we evaluate it for coverage. These advancements include:

- New technology
- New medical procedures
- New drugs
- New devices
- New application of existing technology

Sometimes, our medical director and/or medical management staff will identify technological advances that could benefit our *enrollees*. The Clinical Policy Committee (CPC) reviews requests for coverage and decides whether we should change any of our benefits to include the new technology.

If the CPC does not review a request for coverage of new technology, our Medical Director will review the

request and make a one-time determination. The CPC may then review the new technology request at a future meeting.

### Preferred Partnership

As innovative technologies and solutions are established in market under expedited research and development, we may elect to offer, at our discretion, new services or preferred partnerships designed to improve access to care and enhance care management. Ambetter will provide access to third party services at preferred or discounted rate. The preferred or discounted rates to these services may be communicated to all *enrollees* by email, mail or phone promotions. The preferred partnerships are optional benefits to all *enrollees*.

### Ambetter Virtual Access Plan

Ambetter's Virtual Access Plan provides *adult members* (ages 18 and up) with unlimited primary care services for both medical and *behavioral health* benefits virtually. All virtual care is provided through *Virtual Care by Ambetter*.

Upon enrollment, *enrollees* are automatically assigned to a *Virtual Care by Ambetter Health provider*. *Enrollees* may subsequently switch to another *Virtual Care by Ambetter provider* or a traditional (in-person) *network PCP*, if they wish. *Copayments* or other *cost sharing* will be required if a member selects a traditional (in-person) provider as shown in the *Schedule of Benefits*. *Enrollees* can request a virtual appointment by logging into the website [Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com) or through the mobile application. *Enrollees* are required to obtain a *referral* from their *PCP* for in-*network* specialists or other providers for additional health care services deemed *medically necessary*. A *referral* is required prior to a non-emergent visit with a practitioner outside of your *PCP* care services (excluding emergencies, urgent care, behavioral/mental health care services, and ob/gyn services). This includes, but is not limited to, in-person office visits, specialist consultations, and diagnostic testing, as well as visits to an in-*network facility*. Emergency Room services do not require a *referral*. You do not need a referral from your *network PCP* for in-*network* mental or *behavioral health* services, obstetrical or gynecological treatment and may seek care directly from a *network* obstetrician or gynecologist.

For female *enrollees*, an obstetrician/gynecologist is also considered a *PCP* type. An OB/GYN may be selected for ongoing *PCP* care. In addition to a *PCP*, all OB/GYN services will not require a referral from a *PCP* should a female choose another *physician* specialty as their *PCP*.

*Members* who have been diagnosed with a chronic, disabling or life threatening illness may request approval to choose a participating *specialist* as a *PCP* using the process described in the Specialist as a Primary Care Physician provision.

There is no charge (\$0) associated with care provided through *Virtual Care by Ambetter*. Cost share may apply to non-virtual care, depending on the service provided. Please refer to the *Schedule of Benefits* to see the applicable cost share for all covered services.

*Medically necessary telehealth services* are subject to the same clinical and *utilization review* criteria, plan requirements, and limitations as those that apply when *medically necessary* care is provided in person.

For any additional questions please contact our Member Service line at 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989).

Note: No charge (\$0) applies to laboratory benefits provided by our *preferred laboratory providers*, other laboratories require cost share.

All providers associated with *Virtual Care by Ambetter* are independent, licensed *physicians* in good standing. All care provided via *Virtual Care by Ambetter* shall be deemed independent from Ambetter to ensure that a member's care and treatment plan are rendered via a practicing *physician*, or other medical professional with appropriate licensure.

### Specialist as a Primary Care Physician (PCP)

If you have been diagnosed with a chronic, disabling, or life-threatening illness, you may contact Member Services at the number listed on the back of your *member* identification card to get information to submit for approval from us to choose a participating *specialist* as your *PCP*. We require both you and the participating *specialist* interested in serving as your *PCP* to sign a certification of medical need, to submit along with all supporting documentation. The *participating specialist* must meet our requirements for *PCP* participation and be willing to accept the coordination of all your health care needs. If your request is denied, you may appeal the decision as described in Complaint and Appeal Procedures provision. If your request is approved, the *specialist's* designation as your *PCP* will not be effective retroactively.

### Contacting Your Primary Care Physician (PCP)

To make an appointment with your *Virtual Care by Ambetter PCP*, request an appointment through the website [Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com), or through the mobile application. All virtual care is provided through *Virtual Care by Ambetter*. If you need to cancel or change your appointment, call 24 hours in advance. At every appointment, make sure you bring your *enrollee* identification card and a photo Identification

If you have an urgent medical problem or question or cannot reach your *PCP*, call our 24/7 nurse advice line at 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989). A licensed nurse is always available and ready to answer your health questions. In an emergency, call 911 or head straight to the nearest emergency room.

Your *network PCP* will assist you in coordinating all covered health services with other *network providers*, if necessary. Should *medically necessary* covered health care services not be available through *network providers*, upon the request of a *network PCP*, within the time appropriate to the circumstances relating to the delivery of the health care services and your condition, but in no event to exceed five business days after receipt of reasonably requested documentation, we shall allow a referral to a *non-network provider* and shall fully reimburse the *non-network provider* at the usual and customary rate or agreed rate.

### Prior Authorization

Ambetter reviews services to ensure the care you receive is the best way to help improve your health condition. Utilization review includes:

- Pre-service or *prior authorization* review – occurs when a medical service has been pre-approved by Ambetter

- Concurrent review – occurs when a medical service is reviewed as they happen (e.g., inpatient stay or hospital admission)
- Retrospective review – occurs after a service has already been provided.

Some medical, pharmaceutical and *behavioral health covered services* require *prior authorization*. In general, *network providers* do not need to obtain *authorization* from us prior to providing a service or supply to an *enrollee*. However, there are some *covered services* for which you must obtain the *prior authorization*.

For services or supplies that require *prior authorization*, as shown on the *Schedule of Benefits*, you must obtain *authorization* from us before you or your *dependent enrollee*:

1. Receives a service or supply from a *non-network provider*;
2. Are admitted into a *network facility* by a *non-network provider*; or
3. Receives a service or supply from a *network provider* to which you or your *dependent enrollee* were referred by a *non-network provider*.

We suggest that *prior authorization* (medical, pharmaceutical and *behavioral health*) requests are submitted to us by Provider Portal/efax/phone call as follows:

1. At least five days prior to an elective admission as an *inpatient* in a *hospital, extended care or rehabilitation facility, residential treatment facility, or hospice facility*.
2. At least 30 days prior to the initial evaluation for organ transplant services.
3. At least 30 days prior to receiving clinical trial services.
4. Within 24 hours of any *inpatient* admission, including emergent *inpatient* admissions.
5. At least five days prior to the scheduled start of *home health services*, except those *enrollees* needing *home health services* after *hospital* discharge.

After *prior authorization* has been requested and all required or applicable documentation has been submitted, we will notify you and your *provider* if the request has been *approved* as follows:

1. For services that require *prior authorization*, within three calendar days of receipt.
2. For concurrent review, within 24 hours of receipt of the request.
3. For post-stabilization treatment or life-threatening condition, within the timeframe appropriate to the circumstances and condition of the *enrollee*, but not to exceed one hour of receipt of the request.
4. For post-service requests, within 30 calendar days of receipt of the request.

Please note: For more information on the *prior authorization* requirements and information on the *prior authorization* process, please visit [Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com).

### **Prior Authorization Renewal Process**

Medical Management will process requests for *prior authorization* renewals at least 60 days before the date the *prior authorization* expires. As reference in House Bill 3041, 86th Texas Legislature.

If the issuer receives a renewal request before the existing *prior authorization* expires, the issuer must, if practicable, review and issue a determination before the existing *prior authorization* expires.

### **How to Obtain Prior Authorization**

To obtain *prior authorization* or to confirm that a *network provider* has obtained *prior authorization*, contact us by telephone at the telephone number listed on your *enrollee* identification card before the service or supply is provided to the *enrollee*.

### **Failure to Obtain Prior Authorization**

Failure to comply with the *prior authorization* requirements will result in benefits being reduced or not covered.

*Network providers* cannot bill you for services for which they fail to obtain *prior authorization* as required.

In cases of emergency, benefits will not be reduced for failure to comply with *prior authorization* requirements. However, you must contact us as soon as reasonably possible after the emergency occurs.

*Emergency care* does not require *prior authorization*.

### **Prior Authorization Does Not Guarantee Benefits**

Our *authorization* does not guarantee either payment of benefits or the amount of benefits and is only a statement that proposed services are *medically necessary* and appropriate. If a *provider* materially misrepresents the proposed medical or health care services, or has substantially failed to perform the proposed medical or health care services, we may deny or reduce payment to the *provider*. Eligibility for and payment of benefits are subject to all terms and conditions of the *contract*. We may not deny or reduce payment to the *physician* or *provider* once *prior authorization* is received.

### **Prior Authorization Denials**

Refer to the Complaint and Appeals Procedures section of this *contract* for information on your rights to *appeal* a denied *authorization*.

### **Non-Emergency Services**

If you are traveling outside of the Texas *service area* you may be able to access *providers* in another state if there is an Ambetter plan located in that state. You can locate *network providers* outside of Texas by searching the relevant state in our *provider* directory at <https://guide.ambetterhealth.com>. Not all states have Ambetter plans. If you receive care from a *network provider* outside of the *service area*, you may be required to obtain a referral from your PCP and/or *prior authorization* from the originating Ambetter state for non-emergency services. Contact Member Services at the phone number on your *member* identification card for further information.

### **Hospital Based Providers**

When receiving care, at a *network hospital* or other *facility*, it is possible that some *hospital-based providers* (for example, assistant surgeons, hospitalists, and intensivists) may not be under contract with us as *network providers*. If appropriate notice is provided to and acknowledged by you before rendering services, you may be responsible for payment of all or part of the fees for those professional services are not paid or covered by us – this is known as “*balance billing*”. We encourage you to inquire about the *providers* who will be treating you before you begin your treatment, so you can understand their *network* status with us. Any amount you are obligated to pay to the *non-network provider* in excess of the *eligible service expense* will not apply to your *maximum out-of-pocket amount*.

You may not be balance billed for non-emergency ancillary services (emergency medicine, anesthesiology, pathology, radiology and neonatology, as well as diagnostic services (including radiology and laboratory services)) received from a *non-network provider* at a *network hospital* or *network ambulatory facility*.

## COVERED HEALTH CARE SERVICES AND SUPPLIES

The plan provides coverage for health care services for you and your covered dependents when received from *network providers*. Some services require *prior authorization*.

Essential health benefits are defined by federal and state law and refer to benefits in at least the following categories: ambulatory patient services, emergency services, hospitalization, maternity and newborn care, mental health and *substance use disorder* services, including *behavioral health* treatment, prescription drugs, rehabilitative and habilitative services and devices, laboratory services, preventive and wellness services and chronic disease management and pediatric services, including oral and vision care. Essential health benefits provided within this *contract* are not subject to lifetime or annual dollar maximums. Certain non-essential health benefits, however, are subject to either a lifetime or annual dollar maximum.

*Copayment and percentage copayment amounts* must be paid to your *network provider* at the time you receive services.

The benefit percentages of your total eligible health care services shown on the *Schedule of Benefits* in excess of your *copayment amounts* and *percentage copayment amounts* shown are the plan's obligation.

All *covered services* are subject to conditions, exclusions, limitations, terms and provision of this *contract*. *Covered services* must be *medically necessary* and not *experimental* or *investigational*.

### **Benefit Limitations**

Limitations may also apply to some *covered services* that fall under more than one *covered service* category. Please review all limits carefully. Ambetter from Superior HealthPlan will not pay benefits for any of the services, treatments, items or supplies that exceed benefit limits.

### **Acquired Brain Injury Services**

Benefits for *eligible expenses* incurred for *medically necessary* treatment of an *acquired brain injury* will be determined on the same basis as treatment for any other physical condition. Cognitive rehabilitation therapy, cognitive communication therapy, neurocognitive therapy and rehabilitation; neurobehavioral, neuropsychological, neurophysiological and psychophysiological testing and treatment; neurofeedback therapy, remediation required for and related to treatment of an *acquired brain injury*, post-acute transition services and community reintegration services, including outpatient day treatment services, or any other post-acute treatment services are covered, if such services are necessary as a result of and related to an *acquired brain injury*.

Treatment for an *acquired brain injury* may be provided at a hospital, an acute or post-acute rehabilitation hospital, a skilled nursing facility or any other facility at which appropriate services or therapies may be provided. Service means the work of testing, treatment, and providing therapies to an individual with an *acquired brain injury*. Therapy means the scheduled remedial treatment provided through direct interaction with the individual to improve a pathological condition resulting from an *acquired brain injury*.

To ensure that appropriate post-acute care treatment is provided, this plan includes coverage for expenses related to periodic reevaluation of the care of an individual covered who:



1. Has incurred an *acquired brain injury*;
2. Has been unresponsive to treatment;
3. Is medically stable; and
4. To ensure that appropriate post-acute care treatment is provided, this plan includes coverage for reasonable expenses related to periodic reevaluation of the care of an individual covered with the expectation that with the provision of these services and support, the person can return to a community-based setting, rather than reside in a facility setting.

## Ambulance Services

*Covered service expenses* will include ambulance services for ground and water transportation from home, scene of accident, or medical *emergency*:

1. To the nearest *hospital* that can provide services appropriate to the *enrollee's illness or injury*, in cases of *emergency*.
2. To the nearest neonatal special care unit for newborn infants for treatment of *illnesses, injuries, congenital birth defects, or complications of premature birth* that require that level of care.
3. Transportation between *hospitals* or between a *hospital* and skilled nursing, *rehabilitation facility, or hospice facility* when *authorized* by Ambetter from Superior HealthPlan.
4. When ordered by an employer, school, fire or public safety official and the *enrollee* is not in a position to refuse.
5. When an *enrollee* is required by us to move from a non-network provider to a *network* provider.

*Prior authorization* is not required for *emergency* ambulance transportation. Note: non-emergency ambulance transportation requires *prior authorization*. Unless otherwise required by Federal or State law, if you receive services from *non-network* ambulance providers for non-emergency services, you may be responsible for costs above the *allowed amount*.

Exclusions:

No benefits will be paid for:

1. Expenses incurred for ambulance services covered by a local governmental or municipal body, unless otherwise required by law.
2. Ambulance services provided for an *enrollee's* comfort or convenience.
3. Non-emergency transportation excluding ambulances.
4. Air ambulance
  - a. Outside of the 50 United States and the District of Columbia;
  - b. From a country or territory outside of the United States to a location within the 50 United States or the District of Columbia; or
  - c. From a location within the 50 United States or the District of Columbia to a country or territory outside of the United States.

## Air Ambulance Service Benefits

*Covered service* will include ambulance services for transportation by fixed wing and rotary wing ambulance from home, scene of accident, or medical emergency:

1. To the nearest *hospital* that can provide services appropriate to the *member's illness or injury*, in cases of *emergency*.
2. To the nearest neonatal special care unit for newborn infants for treatment of *illnesses, injuries, congenital birth defects, or complications of premature birth* that require that level of care.

3. Transportation between *hospitals* or between a *hospital* and a skilled nursing, *rehabilitation facility*, and *member's* home when *authorized* by Ambetter from Superior HealthPlan.
4. When ordered by an employer, school, fire or public safety official and the *member* is not in a position to refuse; or
5. When a *member* is required by us to move from a *non-network provider* to a *network provider*.

*Prior authorization* is not required for *emergency* ambulance transportation. Note: You should not be *balance billed* for services from a *non-network ambulance provider*, beyond your cost share, for air ambulance services.

Limitations: Coverage for air ambulance services is limited to the following scenarios:

1. Services requested by police or medical authorities at the site of an *emergency*.
2. Those situations in which the *member* is in a location that cannot be reached by ground ambulance.
3. Transportation to the nearest *hospital* equipped and staffed for treatment of the *enrollee's* condition.

Exclusions:

No benefits will be paid for:

1. Expenses incurred for air ambulance services covered by a local governmental or municipal body, unless otherwise required by law.
2. Non-emergency air medical transportation.
3. Air medical transportation:
  - a. Outside of the 50 United States and the District of Columbia;
  - b. From a country or territory outside of the United States to a location within the 50 United States or the District of Columbia; or
  - c. From a location within the 50 United States or the District of Columbia to a country or territory outside of the United States.
4. Air ambulance services provided for a *member's* comfort or convenience.
5. Non-emergency transportation excluding ambulances.

### Autism Spectrum Disorder Benefits

Generally recognized services prescribed in relation to *autism spectrum disorder* by the *enrollee's physician* or *Behavioral Health* Practitioner in a treatment plan recommended by that *physician* or *Behavioral Health* Practitioner.

Individuals providing treatment prescribed under that plan must be a health care practitioner:

1. Who is licensed, certified, or registered by an appropriate agency of the state of Texas;
2. Whose professional credential is recognized and accepted by an appropriate agency of the United States;
3. Who is certified as a *provider* under the TRICARE military health system; or
4. Who is acting under the supervision of a health care practitioner.

For purposes of this section, generally recognized services may include services such as:

1. Evaluation and assessment services;

2. *Applied behavior analysis therapy*;
3. Behavior training and behavior management;
4. Speech therapy;
5. Occupational therapy;
6. Physical therapy;
7. Psychiatric care such as counseling services provided by a licensed psychiatrist, licensed psychologist, professional counselor or clinical social worker; and
8. Medications or nutritional supplements used to address symptoms of *autism spectrum disorder*.

No limitation exists within the benefits for *applied behavior analysis* services. These services are subject to *prior authorization* to determine *medical necessity*. **If multiple services are provided on the same day by different providers, a separate copayment and/or percentage copayment will apply to each provider.**

*Eligible service expenses*, as otherwise covered under this *contract*, will be available. All provisions of this *contract* will apply, including but not limited to, defined terms, limitations and exclusions, *prior authorizations* and benefit maximums.

## Mental Health and Substance Use Disorder Benefits

The coverage described below is designed to comply with requirements under the Paul Wellstone-Pete Domenici Mental Health Parity and Addiction Equity Act of 2008 as well as House Bill 10, which was enacted by the 85<sup>th</sup> Texas legislature. Furthermore, coverage is provided in accordance with Texas Insurance Code Section 1355.254 (TIC §1355.254), which indicates:

- (a) A health benefit plan must provide benefits and coverage for mental health conditions and substance use disorders under the same terms and conditions applicable to the plan's medical and surgical benefits and coverage.
- (b) Coverage under Subsection (a) may not impose quantitative or nonquantitative treatment limitations on benefits for a mental health condition or substance use disorder that are generally more restrictive than quantitative or nonquantitative treatment limitations imposed on coverage of benefits for medical or surgical expenses.

Mental health services will be provided on an *inpatient* and outpatient basis and include mental health conditions. These conditions affect the *enrollee's* ability to cope with the requirements of daily living. If you need *mental health* and/or *substance use disorder* treatment, you may choose any *provider* participating in our *behavioral health network*. *Copayment* or *percentage copayment* amounts and treatment limits for covered *mental health* and *substance use disorder* benefits will be applied in the same manner as physical health service benefits. Treatment is limited to services prescribed by your *physician* in accordance with a treatment plan.

*Covered services* for *mental health* and *substance use disorder* are included on a non-discriminatory basis for all *enrollees* for the diagnosis and *medically necessary* treatment of mental, emotional, or *substance use disorders* as defined in this *contract*.

When making coverage determinations, our *behavioral health* and *substance use disorder* Utilization

Management staff employ established level of care guidelines and medical necessity criteria that are based on currently accepted standards of practice and take into account legal and regulatory requirements. They utilize Change Healthcare InterQual criteria for mental health and *substance abuse disorder* determinations. Services should always be provided in the least restrictive clinically appropriate setting. Any determination that requested services are not *medically necessary* will be made by a qualified licensed mental health professional.

Covered *inpatient* and outpatient *mental health* and/or *substance use disorder* services are as follows:

#### Inpatient

1. *Inpatient* psychiatric hospitalization;
2. *Inpatient* detoxification treatment;
3. Crisis stabilization;
4. *Inpatient rehabilitation*;
5. *Residential treatment facility* for mental health and substance use; and
6. Electroconvulsive Therapy (ECT).

#### Outpatient

1. Individual and group therapy for mental health and substance use;
2. Partial Hospitalization Program (PHP);
3. Medication Management services;
4. Psychological and *neuropsychological testing* and assessment;
5. *Applied Behavior Analysis* (ABA) for treatment of *Autism spectrum disorders*;
6. *Telehealth services* and *telemedicine medical services*;
7. Electroconvulsive Therapy (ECT);
8. Intensive Outpatient Program (IOP);
9. Mental health day treatment;
10. Outpatient detoxification programs;
11. Evaluation and assessment for mental health and substance use; and
12. Medication Assisted Treatment – combines behavioral therapy and medications to treat *substance use disorders*;
13. Transcranial Magnetic Stimulation (TMS); and
14. Assertive Community Treatment (ACT).

In addition, Integrated Care Management is available for all of your health care needs, including *behavioral health* and *substance use disorders*. Please call 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) to be referred to a care manager for an assessment.

*Behavioral health covered services* are only for the diagnosis or treatment of mental health conditions and the treatment of substance use/ chemical dependency.

Expenses for these services are covered, if *medically necessary* and may be subject to *prior authorization*. Please see your *Schedule of Benefits* for more information regarding services that require *prior authorization* and specific benefit, if any.

## Chiropractic Services

Chiropractic services are covered when a network chiropractor finds that the services are *medically necessary* to treat or diagnose neuromusculoskeletal disorders on an outpatient basis. See the *Schedule of Benefits* for benefit levels or additional limits. *Covered service expenses* are subject to all other terms and conditions of the *contract*, including the *cost sharing* provisions.

## Dialysis Services

*Medically necessary* acute and chronic dialysis services are covered benefits unless other coverage is primary, such as Medicare for dialysis. There are two types of treatment provided you meet all the criteria for treatment. You may receive hemodialysis in an in-*network* dialysis *facility* or peritoneal dialysis in your home from a *network provider* when you qualify for home dialysis.

*Covered service expenses* and supplies include:

1. Services provided in an outpatient dialysis *facility* or when services are provided in the home by a preferred *provider*;
2. Processing and administration of blood or blood components;
3. Dialysis services provided in a *hospital*;
4. Dialysis treatment of an acute or chronic kidney ailment, which may include the supportive use of an artificial kidney machine.

After you receive appropriate training at an in-*network* dialysis *facility*, we will cover equipment and medical supplies that you or your caregiver require for home hemodialysis and home peritoneal dialysis. Coverage is limited to the standard item of equipment or supplies that adequately meets your medical needs. We will determine if equipment is made available on a rental or purchase basis. At our option, we may *authorize* the purchase of the equipment in lieu of its rental if the rental price is projected to exceed the equipment purchase price, but only from a *provider* we *authorize* before the purchase.

## Radiology, Imaging and Other Diagnostic Testing

*Medically necessary* radiology services, imaging and tests performed are a *covered service* (e.g., X-ray, Magnetic Resonance Imaging (MRI), (Computerized Tomography) CT scan, Positron Emission Tomography (PET)/ Single Photon Emission Computed Tomography (SPECT), mammogram, ultrasound). *Prior authorization* may be required, see your *Schedule of Benefits* for details. Note: Depending on the service performed, two bills may be incurred – both subject to any applicable *cost sharing* – one for the technical component (the procedure itself) and another for the professional component (the reading/interpretation of the results by a *physician* or other qualified practitioner).

## Emergency Room Services and Treatment of Accidental Injury

In an emergency situation (anything that could endanger your life (or your unborn child's life), you should call 911 or head straight to the nearest emergency room. We cover emergency medical and *behavioral health* services both in and out of our *service area*. We cover these services 24 hours a day, seven days a week.

The plan provides coverage for medical emergencies wherever they occur. Examples of medical emergencies are unusual or excessive bleeding, broken bones, acute abdominal or chest pain, unconsciousness, convulsions, difficult breathing, suspected heart attack, sudden persistent pain, severe or

multiple *injuries* or burns, and poisonings.

If reasonably possible, contact your *network provider* or *behavioral health* practitioner before going to the *hospital* emergency room/treatment room. They can help you determine if you need *emergency services* or treatment of an accidental *injury* and recommend that care. If not reasonably possible, go to the nearest emergency *facility*, whether or not the *facility* is in the *network*.

Whether you require hospitalization or not, you should notify your *network provider* or *behavioral health* practitioner within 48 hours, or as soon as reasonably possible, of any emergency medical treatment so he or she can recommend the continuation of any necessary medical services.

All treatment received from a *non-network provider* for an emergency medical condition prior to stabilization, and including services originating in an emergency *facility* following treatment or stabilization of an emergency medical condition, will be treated as *covered services* received from a *network provider*.

Please note some *providers* that treat you within the emergency room may not be contracted with us. If that is that case, they may not balance bill you for the difference between our allowed amount and their *billed amount*.

Treatment provided by *non-network providers* after stabilization of the emergency medical condition, and not originating in the emergency *facility*, requires *prior authorization*. We will facilitate transfer to a *network facility* for necessary *inpatient* care following stabilization of an emergency medical condition treated at a *non-network facility*. Please notify us as soon as reasonably possible upon receiving treatment for an emergency medical condition. Unless *authorized* by us, services received from a *non-network provider* following stabilization of an emergency medical condition are not *covered services*.

*Enrollees* are encouraged to contact their *PCP* for an appointment before seeking care from another *provider*. *Ambetter's Virtual Access Plan* provides *adult members* (ages 18 and up) with unlimited primary care services for both medical and *behavioral health* care. Your *PCP* will determine and provide *referrals* for *covered services*. Contracted *urgent care centers* and walk in clinics can be used when an urgent appointment is not available through *Virtual Care by Ambetter*. If the *PCP* is not available through *Virtual Care by Ambetter* and the condition persists, call the 24/7 Nurse Advice Line, at 1-877-687-1196. The 24/7 Nurse Advice Line is available 24 hours a day, seven days a week. A registered nurse can help you decide the kind of care most appropriate for your specific need.

## Emergency Room Services

In an emergency situation (anything that could endanger your life or your fetus's life), you should call 911 or head straight to the nearest emergency room. We cover emergency medical and *behavioral health* services both in and out of our service area. We cover these services 24 hours a day, seven days a week.

Please note some providers that treat you within the emergency room may not be contracted with us. If that is that case, they may not balance bill you for the difference between our allowed amount and the their billed amount. Virtual services are not a substitute for emergency care and you should go to an emergency

room if you are experiencing an *emergency* medical condition.

## Habilitation, Rehabilitation, and Extended Care Facility Expense Benefits

*Covered service expenses* include services provided or expenses incurred for *habilitation* or *rehabilitation* services or confinement in an *extended care facility*, subject to the following limitations:

1. *Covered service expenses* available to an *enrollee* while confined primarily to receive *habilitation* or *rehabilitation* are limited to those specified in this provision.
2. *Rehabilitation* services or confinement in a *rehabilitation facility* or *extended care facility* must be determined *medically necessary*.
3. *Covered service expenses* for *provider facility* services are limited to charges made by a *hospital*, *rehabilitation facility*, or *extended care facility* for:
  - a. Daily room and board and nursing services.
  - b. Diagnostic testing.
  - c. Drugs and medicines that are prescribed by a *provider*, filled by a licensed pharmacist, and approved by the United States Food and Drug Administration.
4. *Covered service expenses* for non-*provider facility* services are limited to charges incurred for the professional services of *rehabilitation licensed practitioners*.
5. Outpatient physical therapy, occupational therapy, and speech therapy.

See your *Schedule of Benefits* for benefit levels or additional limits.

Care ceases to be *rehabilitation* upon our determination of any of the following:

1. The *enrollee* has reached *maximum therapeutic benefit*.
2. Further treatment cannot restore bodily function beyond the level the *enrollee* already possesses.
3. There is no measurable progress toward documented goals.
4. Care is primarily *custodial care*.

## Home Health Care Service Expense Benefits

*Covered service expenses* and supplies for *home health care* are covered when your *physician* provides an order indicating you are not able to travel for appointments to a medical office. Coverage is provided for Medically Necessary in-network care provided at the *enrollee's* home and are limited to the following charges:

1. *Home health aide services*, only if provided in conjunction with skilled registered nurse or licensed practical nursing services. This does not include personal attendance/custodial services.
2. Professional fees of a licensed respiratory, physical, occupational, or speech therapist required for *home health care*.
3. *Home infusion therapy*.
4. Hemodialysis, and for the processing and administration of blood or blood components.
5. Skilled services of a registered nurse or licensed practical nurse rendered on an outpatient basis.
6. *Necessary medical supplies*.
7. Rental of *medically necessary durable medical equipment*.

Charges under (3) are *covered service expenses* to the extent they would have been *covered service expenses* during an *inpatient hospital stay*.

At our option, we may *authorize* the purchase of the equipment in lieu of its rental if the rental price is projected to exceed the equipment purchase price, but only from a *provider* we *authorize* before the purchase.

Please refer to your *Schedule of Benefits* for *cost sharing*, and any limitations associated with this benefit.

Exclusion:

No benefits will be payable for charges related to *respite care*, *custodial care*, personal attendant services, or educational care.

## Hospice Care Benefits

*Hospice care* benefits are allowable for a *terminally ill enrollee* receiving *medically necessary* care under a *hospice care program* or in a *home setting*. *Respite care* is only for services related to *hospice care* in home and *inpatient* locations, and are subject to all cost share types (*Copayment* and *percentage copayment amounts*). *Respite care* allows temporary relief to family members from the duties of caring for an *enrollee* who is undergoing *hospice care*. Respite days that are applied toward the *enrollee's cost share* obligations are considered benefits provided and shall apply against any maximum benefit limit for these services.

*Covered service expenses* include:

1. Room and board in a *hospice* while the *enrollee* is an *inpatient*.
2. Occupational therapy.
3. Speech-language therapy.
4. Respiratory therapy.
5. The rental of medical equipment while the *terminally ill enrollee* is in a *hospice care program* to the extent that these items would have been covered under the *contract* if the *enrollee* had been confined in a *hospital*.
6. Medical, palliative, and supportive care, and the procedures necessary for pain control and acute and chronic symptom management.
7. In home dialysis (except when End State Renal Disease (ESRD) is the terminal condition.)
8. Counseling the *enrollee* regarding his or her terminal *illness*.
9. *Terminal illness counseling* of the *enrollee's immediate family*.
10. Bereavement counseling.

Exclusions and Limitations:

*Hospice care* benefits do not include the following:

1. Services received from a *provider* who is related to an *enrollee* or *dependent enrollees* by blood, marriage or adoption or who is normally a member of the *enrollee's* or *dependent enrollee's* household;
2. Services or procedures to cure or prolong life;
3. Services for which any other benefits are payable under this *contract*;
4. Services or supplies that are used primarily to aid the *enrollee* or *dependent enrollee* in daily living;
5. Services for *custodial care*; and
6. Nutritional supplements, *non-prescription drugs* or substances, medical supplies, vitamins or minerals.



## Hospital Benefits

Covered service expenses and supplies are limited to charges made by a *hospital* for:

1. Daily room and board and nursing services, not to exceed the *hospital's* most common semi-private room rate.
2. A private hospital room when needed for isolation.
3. Daily room and board and nursing services while confined in an *intensive care unit*.
4. *Inpatient* use of an operating, treatment, or recovery room.
5. Outpatient use of an operating, treatment, or recovery room for *surgery*.
6. Services and supplies, including drugs and medicines, which are routinely provided by the *hospital* to persons for use only while they are *inpatient*.
7. Emergency treatment of an *injury* or *illness*, even if confinement is not required. See your *Schedule of Benefits* for limitations.
8. Administration of whole blood and blood plasma. (Note: Whole blood, including the cost of blood, blood plasma, and blood expanders that are not replaced by or for the *enrollee*).
9. Meals and special diets when *medically necessary*.
10. Private Duty Nursing when *medically necessary*.
11. Short term rehabilitation therapy services when in an acute *hospital* setting.

### Long Term Acute Care

Long-term acute care hospitals (LTACHs) furnish extended medical and rehabilitative care to individuals with clinically complex problems, such as multiple acute or chronic conditions, that need hospital-level care for relatively extended periods.

Common conditions/services that may be considered medically necessary for LTACH level of care included, but are not limited to:

- Complex wound care:
  - Daily physician monitoring of wound
  - Wound requiring frequent complicated dressing changes, and possible repeated debridement of necrotic tissue
  - Large wound with possible delayed closure, draining, and/or tunneling or high output fistulas
  - Lower extremity wound with severe ischemia
  - Skin flaps and grafts requiring frequent monitoring
- Infectious disease:
  - Parenteral anti-infective agent(s) with adjustments in dose
  - Intensive sepsis management
  - Common conditions include osteomyelitis, cellulitis, bacteremia, endocarditis, peritonitis, meningitis/encephalitis, abscess and wound infections
- Medical complexity:
  - Primary condition and at least two other actively treated co-morbid conditions that require monitoring and treatment
  - Common conditions include metabolic disorders, stroke, heart failure, renal insufficiency, necrotizing pancreatitis, emphysema (COPD), peripheral vascular disease, and malignant/end-stage disease
- Rehabilitation:
  - Care needs cannot be met in a rehabilitation or skilled nursing facility

- Patient has a comorbidity requiring acute care
- Patient is able to participate in a goal-oriented rehabilitation plan of care
- Common conditions include CNS conditions with functional limitations, debilitation, amputation, cardiac disease, orthopedic surgery
- Mechanical ventilator support:
  - Failed weaning attempts at an acute care facility
  - Patient has received mechanical ventilation for 21 consecutive days for 6 hours or more/day
  - Ventilator management required at least every 4 hours as well as appropriate diagnostic services and assessments
  - Patient exhibits weaning potential, without untreatable and/or progressive lung and/or neurological conditions
  - Patient is hemodynamically stable and not dependent on vasopressors
  - Respiratory status is stable with maximum PEEP requirement 10 cm H<sub>2</sub>O, and FiO<sub>2</sub> 60 percent or less with O<sub>2</sub> saturation at least 90 percent
  - Common conditions include complications of acute lung injury, disorders of the central nervous and neuromuscular systems, and cardiovascular, respiratory, and pleural/chest wall disorders

Patient continues to meet the criteria above and does not meet the criteria to be transitioned to alternate level of care.

## Infertility

Infertility treatment is a *covered service expense* when medical services are provided to the *enrollee* which are *medically necessary* for the diagnosis of infertility such as diagnostic laparoscopy, endometrial biopsy and semen analysis. Benefits are included to treat the underlying medical conditions that cause infertility (such as endometriosis, obstructed fallopian tubes and hormone deficiency). This does not cover treatment or *surgical procedures* for infertility including artificial insemination, in vitro fertilization, and other types of artificial or surgical means of contraception including drugs administered in connection with these procedures.

## Lymphedema

Treatment of lymphedema is covered when rendered or prescribed by a licensed physician or received in a hospital or other public or private facility authorized to provide lymphedema treatment. Coverage includes multilayer compression bandaging systems and custom or standard-fit gradient compression garments.

## Medical and Surgical Benefits

1. *Surgery* in a *provider's* office or at an *outpatient surgical facility*, including services and supplies.
2. *Physician* professional services, including *surgery*.
3. Assistant surgeon.
4. Professional services of a *non-physician* medical practitioner, including surgery.
5. Medical supplies that are *medically necessary*, including dressings, crutches, orthopedic splints, braces, casts, or other *necessary medical supplies*.
6. Diagnostic testing using radiologic, ultrasonographic, or laboratory services.
7. Chemotherapy, radiation therapy or treatment (*inpatient* or outpatient), and inhalation therapy.
8. Hemodialysis, and the charges by a *hospital* for processing and administration of blood or blood components.

9. Anesthetic cost and administration.
10. Oxygen and its administration.
11. Cosmetic or plastic *surgery* for the correction of congenital deformities or for conditions resulting from accidental *injuries*, scars, tumors or diseases will be the same as for treatment of any other *illness* as shown on your *Schedule of Benefits*.
12. *Reconstructive surgery* - The following *eligible service expenses* described below for *reconstructive surgery* will be the same as for treatment of any other sickness as shown on your *Schedule of Benefits*:
  - a. Treatment provided for the correction of defects incurred in an accidental *injury* sustained by the *enrollee*;
  - b. Treatment provided for *reconstructive surgery* following cancer *surgery*;
  - c. *Surgery* performed for the treatment or correction of a congenital defect;
  - d. For the treatment or correction of a congenital defect other than conditions of the breast; or
  - e. Reconstructive breast *surgery* charges as a result of a partial or total mastectomy. Coverage includes *surgery* and reconstruction of the diseased and non-diseased breast and *prosthetic devices* necessary to restore a symmetrical appearance and treatment in connection with other physical complications resulting from the mastectomy including lymphedemas, are covered at all stages of mastectomy.
13. Mastectomy or Lymph Node Dissection  
Minimum *inpatient* stay: If due to treatment of breast cancer, any person covered by this *contract* has either a mastectomy or a lymph node dissection, this *contract* will provide coverage for *inpatient* care for a minimum of:
  - a. 48 hours following a mastectomy, and
  - b. 24 hours following a lymph node dissection.The minimum number of *inpatient* hours is not required if the covered *enrollee* receiving the treatment and the attending *provider* determine that a shorter period of *inpatient* care is appropriate.
14. Diabetic equipment and supplies that are *medically necessary* and prescribed by a *provider*.
15. Tissue transplants.
16. Artificial eyes or larynx, breast prosthesis, or basic artificial limbs (but not the replacement thereof, unless required by a physical change in the *enrollee* and the item cannot be modified). If more than one *prosthetic device* can meet an *enrollee's* functional needs, only the charge for the most cost effective *prosthetic device* will be considered a covered expense.
17. Genetic blood tests that are *medically necessary*.
18. Immunizations to prevent Respiratory Syncytial Virus (RSV) that are *medically necessary*.
19. Rental of Continuous Passive Motion (CPM) machine; one per *enrollee* following a covered joint *surgery*.
20. One pair of eyeglasses or contact lenses per *enrollee* following a covered cataract *surgery*.
21. Benefits for speech and hearing services are available for the services of a *physician* or other professional *provider* to restore loss of or correct an impaired speech or hearing function, including coverage of hearing aids for *enrollees* and *dependent enrollees*. See the *Schedule of Benefits* for benefit levels or additional limits.
22. Coverage for *medically necessary* bone mass measurement and for diagnosis and treatment of osteoporosis.

23. *Medically necessary* telehealth services subject to the same clinical and utilization review criteria, plan requirements and limitations as the same health care services when delivered to an *enrollee* in person. *Telehealth services* provided by *Virtual Care by Ambetter* Vendors are subject to \$0 *copayments*. *Telehealth services* not provided by *Virtual Care by Ambetter* Vendors would be subject to the same *cost sharing* as the same health care services when delivered to an *enrollee* in-person.
24. Testing of pregnant women and other *enrollees* for lead poisoning.
25. For respiratory and pulmonary therapy.
26. Family planning for certain professional provider contraceptive services and supplies, including but not limited to vasectomy, tubal ligation and insertion or extraction of FDA-approved contraceptive devices.
27. For pulse oximetry screening on a newborn.
28. Allergy testing, injections and serum.
29. For children's early intervention therapy for expenses arising from the services of licensed and credentialed occupational therapists, physical therapists, speech-language pathologists, and clinical social workers working with children from birth to 36 months of age with an identified developmental disability and/or delay.
30. *Medically necessary* routine footcare; *prior authorization* may be required.
31. *Medically necessary* nutritional counseling; *prior authorization* may be required.

## Diabetic Care

Benefits are available for *medically necessary* services and supplies used in the treatment of persons with gestational, type I or type II diabetes.

Coverage for diabetic care includes the following:

1. *Diabetes self-management training*;
2. Blood glucose monitors, including noninvasive glucose monitors designed to be used by or adapted for the legally blind;
3. Test strips specified for use with a corresponding glucose monitor;
4. Lancets and lancet devices;
5. Visual reading strips and urine testing strips and tablets which test for glucose, ketones and protein;
6. Insulin and insulin analog preparations;
7. Injection aids, including devices used to assist with insulin injection and needleless systems;
8. Insulin syringes;
9. Biohazard disposal containers;
10. Insulin pumps, both external and implantable, and associated appurtenances, which include insulin infusion devices, batteries, skin preparation items, adhesive supplies, infusion sets, insulin cartridges, durable and disposable devices to assist in the injection of insulin; and other required disposable supplies;
11. Repairs and necessary maintenance of insulin pumps not otherwise provided for under a manufacturer's warranty or purchase agreement, and rental fees for pumps during the repair and necessary maintenance of insulin pumps, neither of which shall exceed the purchase price of a similar replacement pump;
12. Prescription medications and medications available without a prescription for controlling the blood sugar level;

13. Podiatric appliances, including up to two pairs of therapeutic footwear per calendar year, for the prevention of complications associated with diabetes;
14. Glucagon emergency kits;
15. On approval of the United States Food and Drug Administration, any new or improved diabetes equipment or supplies if *medically necessary* and appropriate as determined by a *provider* or other health care practitioner;
16. Eye exam and one retinopathy examination screening per year;
17. Glucometers; and
18. Nutritional counseling.

## Durable Medical Equipment, Medical and Surgical Supplies, Orthotic Devices and Prosthetics

The supplies, equipment and appliances described below are *covered services* under this benefit. If the supplies, equipment and appliances include comfort, luxury, or convenience items or features which exceed what is *medically necessary* in your situation or needed to treat your condition, reimbursement will be based on the *maximum allowed amount* for a standard item that is a *covered service*, serves the same purpose, and is *medically necessary*. Any expense that exceeds the *maximum allowed amount* for the standard item which is a *covered service* is your responsibility. For example, the reimbursement for a motorized wheelchair will be limited to the reimbursement for a standard wheelchair, when a standard wheelchair adequately accommodates your condition. Repair, adjustment and replacement of purchased equipment, supplies or appliances as set forth below may be covered, as *approved* by us. The repair, adjustment or replacement of the purchased equipment, supply or appliance is covered if:

1. The equipment, supply or appliance is a *covered service*;
2. The continued use of the item is *medically necessary*; and
3. There is reasonable justification for the repair, adjustment, or replacement (warranty expiration is not reasonable justification).

In addition, replacement of purchased equipment, supplies or appliance may be covered if:

1. The equipment, supply or appliance is worn out or no longer functions.
2. Repair is not possible or would equal or exceed the cost of replacement. An assessment by our habilitation equipment specialist or vendor should be done to estimate the cost of repair.
3. Individual's needs have changed and the current equipment is no longer usable due to weight gain, rapid growth, or deterioration of function, etc.
4. The equipment, supply or appliance is damaged and cannot be repaired.

Benefits for repairs and replacement do not include the following:

1. Repair and replacement due to misuse, malicious breakage or gross neglect.
2. Replacement of lost or stolen items.

We may establish reasonable quantity limits for certain supplies, equipment or appliance described below.

### Durable Medical Equipment

The rental (or, at our option, the purchase) of *durable medical equipment* prescribed by a *physician* or other *provider*. *Durable medical equipment* is equipment which can withstand repeated use; i.e., could normally

be rented, and used by successive patients; is primarily and customarily used to serve a medical purpose; is not useful to a person in the absence of *illness or injury*; and is appropriate for use in a patient's home. Examples include but are not limited to wheelchairs, crutches, *hospital* beds, and oxygen equipment. Rental costs must not be more than the purchase price. The Plan will not pay for rental for a longer period of time than it would cost to purchase equipment. The cost for delivering and installing the equipment are *covered services*. Payment for related supplies is a *covered service* only when the equipment is a rental, and medically fitting supplies are included in the rental; or the equipment is owned by the *enrollee*; medically fitting supplies may be paid separately. Equipment should be purchased when it costs more to rent it than to buy it. Repair of medical equipment is covered.

*Covered services* and supplies may include, but are not limited to:

1. Hemodialysis equipment.
2. Crutches and replacement of pads and tips.
3. Pressure machines.
4. Infusion pump for IV fluids and medicine.
5. Glucometer.
6. Tracheotomy tube.
7. Cardiac, neonatal and sleep apnea monitors.
8. Augmentive communication devices are covered when we *approve* based on the *enrollee's* condition.
9. Home INR testing machines.

Exclusions:

*Non-covered services* and supplies may include, but are not limited to:

1. Air conditioners.
2. Ice bags/coldpack pump.
3. Raised toilet seats.
4. Rental of equipment if the *enrollee* is in a *facility* that is expected to provide such equipment.
5. Translift chairs.
6. Treadmill exerciser.
7. Tub chair used in shower.

### Medical and Surgical Supplies

Coverage for non-durable medical supplies and equipment for management of disease and treatment of medical and surgical conditions.

*Covered services* and supplies may include, but are not limited to:

1. Allergy serum extracts.
2. Chem strips, Glucometer, Lancets.
3. Clinitest.
4. Needles/syringes.
5. Ostomy bags and supplies except charges such as those made by a Pharmacy for purposes of a fitting are not *covered services*.
6. Disposable medical supplies, which have a primary medical purpose, are covered and are subject to reasonable quantity limits as determined by us. Examples include, but are not limited to: bandages

and wraps, gloves, suction catheters, surgical sponges, hypodermic needles, syringes, and applicators. The supplies are subject to the *enrollee's copayment*, and/or *percentage copayment amounts*.

Exclusions:

Non-covered services and supplies may include, but are not limited to:

1. Adhesive tape, band aids, cotton tipped applicators.
2. Arch supports.
3. Doughnut cushions.
4. Hot packs, ice bags.
5. Vitamins (except as provided for under Preventive Care Expense Benefits provision).
6. Med-injectors.
7. Items usually stocked in the home for general use like Band-Aids, thermometers, and petroleum jelly.

## Orthotic and Prosthetic Devices

We will cover the most appropriate model of *orthotic* and *prosthetic devices* that are determined *medically necessary* by your treating *physician*, podiatrist, prosthetist, or orthotist.

### Prosthetics

Artificial substitutes for body parts and tissues and materials inserted into tissue for functional or therapeutic purposes. *Covered services* include purchase, fitting, needed adjustment, repairs, and replacements of *prosthetic devices* and supplies that:

1. Replace all or part of a missing body part and its adjoining tissues; or
2. Replace all or part of the function of a permanently useless or malfunctioning body part.

*Prosthetic devices* should be purchased not rented, and must be *medically necessary*. Applicable taxes, shipping and handling are also covered.

*Covered services* and supplies may include, but are not limited to:

1. Aids and supports for defective parts of the body including but not limited to internal heart valves, mitral valve, internal pacemaker, pacemaker power sources, synthetic or homograft vascular replacements, fracture fixation devices internal to the body surface, replacements for injured or diseased bone and joint substances, mandibular reconstruction appliances, bone screws, plates, and vitallium heads for joint reconstruction.
2. Left Ventricular Assist Devices (LVAD).
3. Breast prosthesis whether internal or external, following a mastectomy, and four surgical bras per benefit period, as required by the Women's Health and Cancer Rights Act. Maximums for *prosthetic devices*, if any, do not apply.
4. Replacements for all or part of absent parts of the body or extremities, such as artificial limbs, artificial eyes, etc.
5. Intraocular lens implantation for the treatment of cataract or aphakia. Contact lenses or glasses are often prescribed following lens implantation and are *covered services*. (If cataract extraction is performed, intraocular lenses are usually inserted during the same operative session). Eyeglasses (for example bifocals) including frames or contact lenses are covered when they replace the

function of the human lens for conditions caused by cataract *surgery* or *injury*; the first pair of contact lenses or eyeglasses are covered. The donor lens inserted at the time of *surgery* are not considered contact lenses, and are not considered the first lens following *surgery*. If the *injury* is to one eye or if cataracts are removed from only one eye and the *enrollee* selects eyeglasses and frames, then reimbursement for both lenses and frames will be covered.

6. Cochlear implant.
7. Colostomy and other ostomy (surgical construction of an artificial opening) supplies directly related to ostomy care.
8. Restoration prosthesis (composite facial prosthesis).
9. Wigs (not to exceed one per benefit period), when purchased through a *network provider*. This coverage is only provided for *enrollees* who suffer from hair loss as a result of an underlying medical condition, treatment or *injury*. Coverage shall be subject to a written recommendation by the treating *physician* stating that the wig is *medically necessary*.

#### Exclusions:

Non-covered prosthetic appliances may include, but are not limited to:

1. Dentures, replacing teeth or structures directly supporting teeth.
2. Dental appliances (oral appliances, oral splints, oral orthotics, devices or prosthetics).
3. Devices that prevent or correct defects to the teeth and supporting tissues.
4. Such non-rigid appliances as elastic stockings, garter belts, arch supports and corsets.
5. Wigs (except as described above).

#### Orthotic Devices

*Covered services* are the initial purchase, fitting, and repair of a custom made rigid or semi-rigid supportive device used to support, align, prevent, or correct deformities or to improve the function of movable parts of the body, or which limits or stops motion of a weak or diseased body part. The cost of casting, molding, fittings, and adjustments are included. Applicable tax, shipping, postage and handling charges are also covered. The casting is covered when an orthotic appliance is billed with it, but not if billed separately. We cover *medically necessary* corrective footwear. *Prior authorization* may be required.

Covered *orthotic devices* may include, but are not limited to, the following:

1. Cervical collars.
2. Ankle foot orthosis.
3. Corsets (back and special surgical).
4. Splints (extremity).
5. Trusses and supports.
6. Slings.
7. Wristlets.
8. Built-up shoe.
9. Custom made shoe inserts.

Orthotic appliances may be replaced or repaired, unless the repair or replacement is due to misuse or loss by the *enrollee*.



Exclusions:

Non-covered services and supplies may include, but are not limited to:

1. Foot support devices, such as arch supports, unless they are an integral part of a leg brace.
2. Standard elastic stockings, garter belts, and other supplies not specially made and fitted (except as specified under the Medical Supplies provision above).
3. Garter belts or similar devices.
4. Any non-surgical (dental restorations, orthodontics, or physical therapy) or non-diagnostic services or supplies provided for the treatment of the temporomandibular joint and all adjacent or related muscles and nerves.

## Maternity Care

An *inpatient* stay is covered for the mother and newborn for at least 48 hours following an uncomplicated vaginal delivery, and for at least 96 hours following an uncomplicated cesarean delivery. Coverage will include post-delivery care for a mother and newborn who are discharged before the expiration of the minimum hours of coverage. We do not require that a *physician* or other health care *provider* obtain *prior authorization* for the delivery. However, an *inpatient* stay longer than 48 hours for a vaginal delivery or 96 hours for a cesarean delivery will require notification to the Health Plan.

Other maternity benefits which may require *prior authorization* include:

1. Outpatient and *inpatient* pre- and post-partum care including examinations, prenatal diagnosis of genetic disorder, laboratory and radiology diagnostic testing, health education, nutritional counseling, risk assessment, and childbirth classes.
2. *Physician* home visits and office services.
3. Parent education, assistance, and training in breast or bottle feeding and the performance of any necessary and appropriate clinical tests.
4. *Complications of pregnancy*.
5. *Hospital* stays for other *medically necessary* reasons associated with maternity care.
6. Medical services or supplies for maternity deliveries at home, required for medical professional or *medically necessary* treatment.

**Note:** This provision does not amend the *contract* to restrict any terms, limits, or conditions that may otherwise apply to *covered service expenses* for childbirth. This provision also does not require an *enrollee* who is eligible for coverage under a health benefit plan to:

1. Give birth to a child in a *hospital* or other health care *facility*; or
2. Remain under *inpatient* care in a *hospital* or other health care *facility* for any fixed term following the birth of a child.

**Duty to Cooperate.** We do not cover services or supplies related to an *enrollee's* pregnancy when an *enrollee* is acting as a *surrogate* and has entered into a *surrogacy arrangement*. For more information on excluded services, please see the General Non Covered Services and Exclusions section. *Enrollees* who are a *surrogate* at the time of enrollment or *members* who agree to a *Surrogacy Arrangement* during the plan year must, within 30 days of enrollment or agreement to participate in a *Surrogacy Arrangement*, send us written notice of the *Surrogacy Arrangement* to Superior Health Plan at Member Services, 5900 E. Ben White Blvd., Austin, Texas 78741. In the event that an *enrollee* fails to comply with this provision, we reserve our right to enforce this *contract* on the bases of fraud, misrepresentation or false information, up to and including recoupment of all benefits that we paid on behalf of the *surrogate* during the time that the

*surrogate* was insured under our *contract*, plus interest, attorneys' fees, costs and all other remedies available to us.

**Note:** This provision does not amend the *contract* to restrict any terms, limits, or conditions that may otherwise apply to Surrogates and children born from Surrogates. Please see General Non-Covered Services and Exclusions section, as limitations may exist.

In the event we cancel or do not renew this *contract*, there will be an extension of *pregnancy* benefits for a *pregnancy* commencing while the *contract* is in force and for which benefits would have been payable had the *contract* remained in force.

### **Newborn Charges**

*Medically necessary* services, including *hospital* services, are provided for a covered newborn child immediately after birth. Each type of *covered service* incurred by the newborn child will be subject to his/her own *cost sharing* (*copayment, percentage copayment, and maximum out-of-pocket amount*), as listed in your Schedule of Benefits. Please refer to the Dependent Enrollee Coverage section of this document for details regarding Coverage for a Newborn Child/Coverage for an Adopted Child.

### **Newborns' and Mothers' Health Protection Act Statement of Rights**

Health Insurance Issuers generally may not, under federal law, restrict benefits for any *hospital* length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery, or less than 96 hours following a cesarean section. However, federal law generally does not prohibit the mother's or newborn's attending *provider*, after consulting with the mother, from discharging the mother or her newborn earlier than 48 hours (or 96 hours as applicable). In any case, plans and issuers may not, under federal law, require that a *provider* obtain *authorization* from the plan or the issuer for prescribing a length of stay not in excess of 48 hours (or 96 hours).

### **Other Dental Services**

Anesthesia and *hospital* charges for dental care, for an *enrollee* less than 19 years of age or an *enrollee* who is physically or mentally disabled, are covered if the *enrollee* requires dental treatment to be given in a *hospital* or outpatient ambulatory surgical facility. The indications for general anesthesia, as published in the reference manual of the American Academy of Pediatric Dentistry, should be used to determine whether performing dental procedures is necessary to treat the *enrollee's* condition under general anesthesia.

Coverage is also provided for:

1. For medically necessary oral surgery, including the following:
  - a. Treatment of medically diagnosed cleft lip, cleft palate, or ectodermal dysplasia;
  - b. Orthognathic surgery for a physical abnormality that prevents normal function of the upper and/or lower jaw bone and is medically necessary to attain functional capacity of the affected part.
  - c. Oral/surgical correction of accidental injuries.
  - d. Treatment for Temporomandibular Joint Disorder (TMJ), including removable appliances for TMJ repositioning and related surgery, medical care, and diagnostic services.
  - e. Treatment of non-dental lesions, such as removal of tumors and biopsies.
  - f. Incision and drainage of infection of soft tissue not including odontogenic cysts or abscesses.

- g. Surgical procedures that are medically necessary to correct disorders caused by (or resulting in) a specific medical condition such as degenerative arthritis, jaw fractures or jaw dislocations.
  - h. Reconstructive surgery to correct significant deformities caused by congenital or developmental abnormalities, illness, injury or an earlier treatment in order to create a more normal appearance.
2. Dental anesthesia charges include coverage for the administration of general anesthesia and hospital or office charges for dental care, rendered by a dentist, regardless of whether the services are provided in a participating hospital, surgical center or office, provided to the following *enrollees*:
    - a. An *enrollee* under the age of 19;
    - b. A person who is severely disabled; or
    - c. A person who has a medical or behavioral condition which requires hospitalization or general anesthesia when dental care is provided.
  3. For dental service expenses when an *enrollee* suffers an injury, that results in:
    - a. Damage to his or her natural teeth.
    - b. Injury to the natural teeth will not include any injury as a result of chewing.
  4. For surgery, excluding tooth extraction, to treat craniomandibular disorders, or malocclusions.

## Second Medical Opinion

*Enrollees* are entitled to a second medical opinion under the following conditions:

1. Whenever a minor *surgical procedure* is recommended to confirm the need for the procedure;
2. Whenever a serious *injury* or *illness* exists; or
3. Whenever you find that you are not responding to the current treatment plan in a satisfactory manner.

If requested, the second opinion consultation is to be provided by a *physician* of the *enrollee's* choice. The *enrollee* may select a *network provider* listed in the Provider Directory. If an *enrollee* chooses a *network provider*, he or she will only be responsible for the applicable *cost sharing* for the consultation. Any lab tests and/or diagnostic and therapeutic services are subject to additional *cost sharing*. If a second medical opinion is obtained by a *non-network provider*, *prior authorization* must be obtained before services are considered an *eligible service expense*. If *prior authorization* is not obtained for a second medical opinion from a *non-network provider*, you will be responsible for the related expenses.

## Clinical Trial Coverage

Clinical Trial Coverage includes *routine patient care costs* incurred as the result of an approved phase I, II, III or phase IV clinical trial and the clinical trial is undertaken for the purposes of prevention, early detection, or treatment of cancer or other life-threatening disease or condition. Coverage will include *routine patient care costs* incurred for (1) drugs and devices that have been approved for sale by the United States Food and Drug Administration (FDA), regardless of whether approved by the FDA for use in treating the patient's particular condition, (2) reasonable and *medically necessary* services needed to administer the drug or use the device under evaluation in the clinical trial and (3) all items and services that are otherwise generally available to a *qualified individual* that are provided in the clinical trial except:

1. The *investigational* item or service itself;
2. Items and services provided solely to satisfy data collection and analysis needs and that are not used in the direct clinical management of the patient; and
3. Items and services customarily provided by the research sponsors free of charge for any *enrollee* in the trial.

Phase I and II clinical trials must meet the following requirements:

1. Phase I and II of a clinical trial is approved or funded by one or more of the following:
  - a. The National Institutes of Health;
  - b. The Centers for Disease Control and Prevention;
  - c. The Agency for Health Care Research and Quality;
  - d. The Centers for Medicare & Medicaid Services;
  - e. Cooperative group or center of any of the entities described in clauses (a) through (d) or the Department of Defense or the Department of Veterans Affairs;
  - f. A qualified non-governmental research entity identified in the guidelines issued by the National Institutes of Health for center support grants;
  - g. The study or investigation is conducted under an investigational new drug application reviewed by the Food and Drug Administration;
  - h. The study or investigation is a drug trial that is exempt from having such an investigational new drug application;
  - i. An institutional review board of an institution in this state that has an agreement with the Office for Human Research Protections of the United States Department of Health and Human Services; and
2. The *enrollee* is enrolled in the clinical trial. This section shall not apply to *enrollees* who are only following the protocol of phase I or II of a clinical trial, but not actually enrolled.

Phase III and IV clinical trials must be approved or funded by one of the following entities:

1. One of the National Institutes of Health (NIH);
2. The Centers for Disease Control and Prevention;
3. The Agency for Health Care Research and Quality;
4. The Centers for Medicare & Medicaid Services;
5. An NIH Cooperative Group or Center;
6. The FDA in the form of an *investigational* new drug application;
7. The federal Departments of Veterans' Affairs, Defense, or Energy;
8. An institutional review board of an institution in this state that has an agreement with the Office for Human Research Protections of the United States Department of Health and Human Services; or
9. A qualified non-governmental research entity that meets the criteria for NIH Center support grant eligibility.

In a clinical trial, the treating *facility* and personnel must have the expertise and training to provide the treatment and treat a sufficient volume of patients. There must be equal to or superior, *non-investigational treatment* alternatives and the available clinical or preclinical data must provide a reasonable expectation that the treatment will be superior to the *non-investigational* alternatives.

*Providers* participating in clinical trials shall obtain a patient's informed consent for participation in the clinical trial in a manner that is consistent with current legal and ethical standards. Such documents shall be made available to us upon request.

## Prescription Drug Benefits

Covered service expenses and supplies in this benefit subsection are limited to charges from a licensed pharmacy for:

1. A *prescription drug*.
2. Any drug that, under the applicable state law, may be dispensed only upon the written prescription of a medical practitioner.
3. For any other use of a drug approved by the FDA when the drug has not been approved by the FDA for the treatment of the particular indication for which the drug has been prescribed, provided such drug is recognized for treatment of such indication in one of the standard reference compendia or in the medical literature as recommended by current American Medical Association (AMA) policies. Any coverage of a drug required shall also include medically necessary services associated with the administration of the drug. This benefit shall not be construed to require:
  - a. Coverage for any drug if the FDA has determined its use to be contraindicated for the treatment of the particular indication for which the drug has been prescribed;
  - b. Coverage for experimental or investigational drugs not approved for any indication by the FDA; and
  - c. Reimbursement or coverage for any drug not included on the drug formulary or list of covered drugs specified in this *contract*.
4. Off-label drugs that are:
  - a. Recognized for the treatment of the indication in at least one (1) standard reference compendium; or
  - b. Recommended for a particular type of cancer and found to be safe and effective in formal clinical studies, the results of which have been published in a peer reviewed professional medical journal published in the United States or Great Britain.
5. Prescribed, oral anticancer medication.

Such *covered service expenses* shall include those for prescribed, orally administered anticancer medications. The *covered service expenses* shall be no less favorable than for intravenously administered or injected cancer medications that are covered as medical benefits under this *contract*.

### **Maximum Insulin Medication Cost Share:**

Insulin medications are covered with a maximum cost share of \$25 per prescription for a 30-day supply. If your cost share per 30-day supply of insulin medications is less than \$25, you will be responsible for the lower amount. Please refer to our *formulary* for tier placement of insulin medications and your *Schedule of Benefits* for your cost share responsibility for the associated drug tier. The total amount you will be required to pay for a covered insulin drug will not exceed any state and/or federally mandated limits.

Emergency refills of insulin and insulin-related equipment will be covered in the same manner as non-emergency refills.

### **Formulary or Preferred Drug List**

The formulary or preferred drug list is a guide to available generic and brand name drugs and some over-the-counter medications when ordered by a *physician* that are approved by the United States Food and Drug Administration (FDA) and covered through your prescription drug benefit. Generic drugs have the same active ingredients as their brand name counterparts and should be considered the first line of treatment. The FDA requires generics to be safe and work the same as brand name drugs. If there is no generic available, there may be more than one brand name drug to treat a condition. Preferred brand name

drugs are listed on Tier 2 of the Drug List to help identify brand name drugs that are clinically appropriate, safe and cost effective treatment options, if a generic medication on the formulary is not suitable for your condition.

Please note, the formulary is not meant to be a complete list of the drugs covered under your prescription benefit. Not all dosage forms or strengths of a drug may be covered. This list is periodically reviewed and updated and may be subject to change. Drugs may be added or removed or additional requirements may be added in order to approve continued usage of a specific drug. If we negatively modify the formulary we will perform such modifications at the time of coverage renewal. We will notify you at least 60 days in advance of such modification if you are affected by the change in drug coverage. Negative changes are defined as removing the drug from the formulary, adding quantity limit, adding *prior authorization* requirements, and adding step therapy requirements of moving drug to higher tier.

Specific prescription benefit plan designs may not cover certain products or categories, regardless of their appearance in the formulary. For the most current Ambetter Formulary or preferred drug list or for more information about our pharmacy program, visit [Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com) (under “For Members”, “Drug Coverage”) or call Member Services at 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989).

Formulary means our list of covered drugs available on our website at [Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com) or by calling Member Services. The drug formulary (approved drug list) is a list of *prescription drugs* that are covered by this *contract*. The formulary includes drugs for a variety of disease states and conditions. Periodically, the formulary is reviewed and updated to assure that the most current and clinically appropriate drug therapies are being used. Sometimes it is *medically necessary* for an *enrollee* to use a drug that is not on the formulary, or has been removed from the formulary. When this occurs, the prescribing *provider* may request an exception for coverage through Member Services. For a list of covered drugs please visit [Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com) or contact Member Services. In addition, some covered drugs on the formulary may require *prior authorization* to ensure it is clinically appropriate for an *enrollee*.

The appropriate drug choice for an *enrollee* is a determination that is best made by the *enrollee* and his or her *physician*.

Coverage is provided for any *prescription drug* that was *approved* or covered under the plan formulary for a medical condition or mental *illness*, regardless of whether the drug has been removed from the plan's drug formulary, at the contracted benefit level until the plan renewal date.

Certain specialty and non-specialty generic medications may be covered at a higher cost share than other generic products. Please reference the formulary and *Schedule of Benefits* for additional information. For purposes of this section, the tier status as indicated by the formulary will be applicable.

You will not be required to pay more than the applicable *copayment*, allowable claim amount, or amount required without insurance or discounts at the time of purchase.

Your total drug cost will always be either your *copayment* amount for the specific tier or the total cost of the drug, whichever is less. We do not charge a penalty for use of formulary brand drugs when a generic is available.

For prescription eye drops to treat a chronic eye disease or condition, refills are dispensed on or before the last day of the prescribed dosage period, but not earlier than the following:

1. 21<sup>st</sup> day after the date a prescription for a 30-day supply of eye drops is dispensed;
2. 42<sup>nd</sup> day after the date a prescription for a 60-day supply of eye drops is dispensed; or
3. 63<sup>rd</sup> day after the date a prescription for a 90-day supply of eye drops is dispensed.

Please note: We will provide a 30-day notice prior to the discontinuance of concurrent prescription drugs and intravenous infusions.

### **Over-the-Counter (OTC) Prescriptions**

We cover a variety of over-the-counter (OTC) medications when ordered by a *physician*. You can find a list of covered over-the-counter medications in our formulary – they will be marked as “OTC”. Your *prescription order* must meet all legal requirements.

### **How to Fill a Prescription**

Prescriptions *orders* can be filled at a *network* retail pharmacy or through our mail-order pharmacy.

If you decide to have your prescription *order* filled at a *network* pharmacy, you can use the Provider Directory to find a pharmacy near you. You can access the Provider Directory at [Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com) on the Find a Provider page. You can also call Member Services to help you find a pharmacy. At the pharmacy, you will need to provide the pharmacist with your prescription and your *enrollee identification* ID card.

We also offer a three-month (90-day) supply of maintenance medications by mail or from in-network retail pharmacies for specific benefit plans. These drugs treat long-term conditions or illnesses, such as high blood pressure, asthma and diabetes. You can find a list of covered medications on [Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com). You can also request to have a copy mailed directly to you.

### **Mail Order Pharmacy**

If you have more than one prescription you take regularly, you may select to enroll in our mail order delivery program. Your prescriptions will be safely delivered right to your door at no extra charge to you. You will still be responsible for your regular *copayment/percentage copayment*. To enroll for mail order delivery or for any additional questions, call our mail order pharmacy at 1-888-624-1139. Alternatively, you can find instructions on how to enroll on our Ambetter website. Once on our website, click on the section, “For Member,” “Drug Coverage.” The enrollment form will be located under “Forms.”

### **Self-injectable Drugs**

*Self-injectable drugs* are delivered into a muscle or under the skin with a syringe and needle. Although medical supervision or instruction may be needed in the beginning, the patient or caregiver can administer *self-injectable drugs* safely and effectively. *Self-injectable drugs* are covered under the *prescription drug* benefits; *prescription drug cost share* applies.

## Step Therapy

The step-therapy does not apply to prescription drugs associated with the treatment of stage-four advanced, metastatic cancer or associated conditions.

## Non-Formulary and Tiered Formulary Contraceptives:

Under the Affordable Care Act, you have the right to obtain contraceptives that are not listed on the formulary (otherwise known as “non-formulary drugs”) and tiered contraceptives (those found on a formulary tier other than “Tier 0 – no cost share”) at no cost to you on you or your medical practitioner’s request. To exercise this right, please get in touch with your medical practitioner. Your medical practitioner can utilize the usual *prior authorization* request process. See “ Prescription Drug Exception” below for additional details.

## Non-Formulary Prescription Drugs:

Under the Affordable Care Act, you have the right to request coverage of *prescription drugs* that are not listed on the plan formulary (otherwise known as “non-formulary drugs”). To exercise this right, please get in touch with your medical practitioner. Your medical practitioner can utilize the usual *prior authorization* request process. See “Prior Authorization” below for additional details.

## Prescription Drug Synchronization

Under Texas law, you have the right to request synchronization of your medications. Synchronization is alignment of your fill dates so that all of your medication-refill dates are on the same day. For example, if you fill medication A on the 5<sup>th</sup> of each month and your prescriber prescribes you a new prescription B on the 20<sup>th</sup> of the month, you have the right to request a refill for prescription B that is shorter or longer than 30 days. This may help you adjust your fill dates for medication B and synchronize the fill dates with medication A. We will adjust *copays* to reflect shorter or longer coverage. If you would like to exercise this right, please call Member Services.

## Prescription Drug Exception Process

### Standard exception request

An *enrollee*, an *enrollee’s* representative or an *enrollee’s* prescribing *provider* may request a standard review of a decision that a drug is not covered by the plan. The request can be made in writing or by telephone. Within 72 hours of the request being received, we will provide the *enrollee*, the *enrollee’s* designee or the *enrollee’s* prescribing *provider* with our coverage determination. If we do not deny a standard exception request within 72 hours, the request is considered granted. Should the standard exception request be granted, we will provide coverage of the non-formulary drug for the duration of the prescription, including refills.

### Expedited exception request

An *enrollee*, an *enrollee’s* representative or an *enrollee’s* prescribing *provider* may request an expedited review based on exigent circumstances. Exigent circumstances exist when an *enrollee* is suffering from a health condition that may seriously jeopardize the *enrollee’s* life, health, or ability to regain maximum function or when an *enrollee* is undergoing a current course of treatment using a non-formulary drug. Within 24 hours of the request being received, we will provide the *enrollee*, the *enrollee’s* designee or the *enrollee’s* prescribing *provider* with our coverage determination. If we do not deny an expedited exception



request within 24 hours, the request is considered granted. Should the expedited exception request be granted, we will provide coverage of the non-formulary drug for the duration of the exigency.

#### External exception request review

If we deny a request for a standard exception or for an expedited exception, the *enrollee* or the *enrollee's* designee may request that the denial of such request be reviewed by an external review organization. The external review organization will make the determination on the denied exception request and notify the *enrollee* or the *enrollee's* designee of the coverage determination no later than 72 hours following receipt of the request, if the original request was a standard exception, and no later than 24 hours following its receipt of the request, if the original request was an expedited exception.

If we or the external review organization grants an exception for a standard or expedited exception request, we will provide coverage of the non-formulary drug for the duration of the exigency.

#### Exception to step therapy or fail first protocol:

We will grant an exception to step therapy or fail first protocol when:

- a. The drug required under the step therapy protocol:
  1. Is contraindicated;
  2. Will likely cause an adverse reaction in or physical or mental harm to the patient;
  3. Is expected to be ineffective based on the known clinical characteristics of the patient and the known characteristics of the prescription drug regimen;
  4. The patient previously discontinued taking the drug required under the step therapy protocol, or another prescription drug in the same pharmacologic class or with the same mechanism of action as the required drug, while under the health benefit plan currently in force or while covered under another health benefit plan because the drug was not effective or had a diminished effect or because of an adverse event;
  5. The drug required under the step therapy protocol is not in the best interest of the patient, based on clinical appropriateness, because the patient's use of the drug is expected to:
    - 1) Cause a significant barrier to the patient's adherence to or compliance with the patient's plan of care;
    - 2) Worsen a comorbid condition of the patient; or
    - 3) Decrease the patient's ability to achieve or maintain reasonable functional ability in performing daily activities.
  6. The drug that is subject to the step therapy protocol was prescribed for the patient's condition and:
    - 1) The patient received benefits for the drug under the health benefit plan currently in force or a previous health benefit plan;
    - 2) The patient is stable on the drug; and
    - 3) The change in the patient's prescription drug regimen required by the step therapy protocol is expected to be ineffective or cause harm to the patient based on the known clinical characteristics of the patient and the known characteristics of the required prescription drug regimen.

For product approved under this section we will issue an approval letter outlining coverage under this *contract*. For any product denied under this section, you have the right to *appeal* our decision. Any product requested under this section will be reviewed within 72 hours of receipt of the request for standard requests and within 24 hours of receipt of urgent or exigent request. If we fail to respond to a step therapy request with 24 hours for urgent and 72 hour for standard requests, such requests will be automatically approved.

**Non-Covered Services and Exclusions:**

No benefits will be paid under this benefit provision for services provided or expenses incurred:

1. For *prescription drug* treatment of erectile dysfunction or any enhancement of sexual performance unless such treatment is listed on the formulary.
2. For weight loss prescription drugs unless otherwise listed on the formulary.
3. For immunization agents otherwise not required by the Affordable Care Act.
4. For medication that is to be taken by the *enrollee*, in whole or in part, at the place where it is dispensed.
5. For medication received while the *enrollee* is a patient at an institution that has a facility for dispensing pharmaceuticals.
6. For a refill dispensed more than 12 months from the date of a *physician's* order.
7. For more than the predetermined *managed drug limitations* assigned to certain drugs or classification of drugs.
8. For a *prescription order* that is available in over-the-counter form, or comprised of components that are available in over-the-counter form, and is therapeutically equivalent, except for over-the-counter products that are listed on the formulary.
9. For drugs labeled "Caution - limited by federal law to investigational use" or for investigational or experimental drugs.
10. For any drug that we identify as therapeutic duplication through the Drug Utilization Review program.
11. For more than a 30-day supply when dispensed in any one prescription or refill or for maintenance drugs up to a 90-day supply when dispensed by mail order or a pharmacy that participates in extended day supply network. Specialty drugs and other select drug categories are limited to 30-day supply when dispensed by retail or mail order. Please note that only the 90 day supply is subject to the discounted *cost sharing*. Ambetter permits pharmacies to dispense at mail order discounted *cost sharing* should they request to join our mail order network and accept all terms and conditions. Mail orders less than 90 days are subject to the standard *cost sharing* amount.
12. Foreign Prescription Medications, except those associated with an Emergency Medical Condition while you are traveling outside the United States. These exceptions apply only to medications with an equivalent FDA-approved Prescription Medication that would be covered under this document if obtained in the United States.
13. For prevention of any diseases that are not endemic to the United States, such as malaria, and where preventative treatment is related to *enrollee's* vacation during out of country travel. This section does not prohibit coverage of treatment for aforementioned diseases.
14. For medications used for cosmetic purposes.
15. For infertility drugs unless otherwise listed on the formulary.

16. For any controlled substance that exceeds state established maximum morphine equivalents in a particular time period, as established by state laws and regulations.
17. For drugs or dosage amounts determined by Ambetter's Pharmacy and Therapy committee to be ineffective, unproven, or unsafe for the indication for which they have been prescribed, regardless of whether such drugs or dosage amounts have been approved by any governmental regulatory body for that use.
18. For any drug related to dental restorative treatment or treatment of chronic periodontitis, where drug administration occurs at dental practitioner's office.
19. For any drug related to surrogate pregnancy.
20. For any injectable medication or biological product that is not expected to be self-administered by the *enrollee* at *enrollee's* place of residence unless listed on the formulary.
21. For any claim submitted by non lock-in pharmacy while *enrollee* is in lock-in status. To facilitate appropriate benefit use and prevent opioid overutilization, *enrollee's* participation in lock-in status will be determined by review of pharmacy claims.
22. For any prescription or over the counter version of vitamin(s) unless otherwise included on the formulary.
23. Medication refills where an *enrollee* has more than 15 days' supply of medication on hand.
24. Compound drugs, unless there is at least one ingredient that is an FDA approved drug.

### **Lock-in program**

To help improve *enrollee* safety, decrease overutilization and abuse, certain *enrollees* identified through our Lock-in Program, may be locked into a specific pharmacy for the duration of their participation in the lock-in program. *Enrollees* locked into a specific pharmacy will be able to obtain their medication(s) only at specified location. Ambetter pharmacy, together with Medical Management will review member profiles and using specific criteria, will recommend *enrollees* for participation in lock-in program. *Enrollees* identified for participation in lock-in program and associated providers will be notified of *enrollee* participation in the program via mail. Such communication will include information on duration of participation, pharmacy to which *enrollee* is locked-in, and any appeals rights.

### **Medication Balance-On-Hand**

Medication refills are prohibited until an *enrollee's* cumulative balance-on-hand is equal to or fewer than 15 days' supply of medication. This provision operates in addition to any applicable medication quantity limit or refill guidelines.

### **Split-Fill Dispensing Program**

*Enrollees* are limited to 15-day supplies for the first 90 days when starting new therapy using certain medications (like oral oncology). *Enrollees* pay half the 30-day cost-share for a 15-day supply, and would be responsible for the other half of the 30-day cost share for each additional 15-day supply. After 90 days, *enrollees* will fill their medications for 30-day supplies.

### **Medical Foods**

We cover medical foods and formulas when *medically necessary* for the treatment of Phenylketonuria (PKU) or other heritable diseases regardless of the formula delivery method. Coverage for inherited diseases of amino acids and organic acids shall, in addition to the enteral formula, include food products

modified to be low protein. Such coverage shall be provided when the prescribing *physician* has issued a written order stating that the enteral formula or food product is *medically necessary*.

Exclusions: any other non-medical dietary formulas, oral nutritional supplements, special diets, prepared foods/meals and formula for access problems.

## Preventive Care Services

Preventive care services are covered as required by the Affordable Care Act (ACA). According to the ACA, preventive care services must include the following:

1. Evidence based items or services that have in effect a rating of A or B in the current recommendations of the United States Preventive Services Task Force (USPSTF).
2. Immunizations for routine use in children, adolescents and adults that have in effect a recommendation from the Advisory Committee on Immunization Practices (ACIP) of the Centers for Disease Control and Prevention (CDC).
3. With respect to infants, children and adolescents, evidence-informed preventive care and screenings provided for in the comprehensive guidelines supported by the Health Resources and Services Administration (HRSA).
4. With respect to women, such additional preventive care and screenings as provided for in comprehensive guidelines supported by the HRSA.

Preventive care benefits obtained from a network provider are covered without *enrollee* cost share (e.g., covered in full without *percentage copayment* or *copayment*). For current information regarding available preventive care benefits, please access the Federal Government's website at: [www.healthcare.gov/coverage/preventive-care-benefits/](http://www.healthcare.gov/coverage/preventive-care-benefits/).

Preventive care refers to services or measures taken to promote health and early detection or prevention of diseases and injuries, rather than treating or curing them. Preventive care includes, but is not limited to, immunizations, medications, tobacco cessation treatment, examinations and screening tests tailored to an individual's age, health and family history.

Certain services can be performed for preventive or diagnostic reasons (e.g., mammograms). If a service is deemed preventive care and is appropriately reported/billed, it will be covered under the preventive care services benefit. However, when a service is performed for diagnostic purposes and reported/billed accordingly, it will be considered a non-preventive medical benefit and appropriate cost share will apply. Note: If preventive and diagnostic services are performed during the same visit, applicable cost share will be taken for the latter.

As new preventive care recommendations and guidelines are issued (by the USPSTF, CDC or HRSA), those services will become covered preventive care benefits. According to the ACA, coverage of new recommendations and guidelines become effective upon a plan's start or anniversary date that is one year after the date the recommendation or guideline is issued.

**Note:** In addition to providing coverage in accordance with the ACA, we also provide preventive care benefits in accordance with applicable State law.

### Notification

As required by section 2715(d)(4) of the Public Health Service Act, we will provide 60 days advance notice to you before any material modification will become effective, including any changes to preventive benefits covered under this contract. You may access our website or the Member Services Department at 1-877-687-1196 to get the answers to many of your frequently asked questions regarding preventive services. Our website has resources and features that make it easy to get quality care. Our website can be accessed

at [Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com).

**Covered Preventive Care Services for Children including:**

1. Autism screening;
2. Behavioral assessments for children of all ages. Ages: 0 to 11 months, 1 to 4 years, 5 to 10 years, 11 to 14 years, 15 to 17 years;
3. Developmental screening for children under age 3, and surveillance throughout childhood;
4. Fluoride Chemoprevention supplements for children without fluoride in their water source;
5. Lead screening for children at risk of exposure;
6. Tuberculin testing;
7. Obesity screening and counseling; and
8. Oral Health risk assessment for young children. Ages: 0 to 11 months, 1 to 4 years, 5 to 10 years.

**Covered Preventive Care Services for Women, Including Pregnant Women:**

1. Anemia screening on a routine basis for pregnant women;
2. BRCA counseling about genetic testing for women at higher risk;
3. Breastfeeding comprehensive support and counseling from trained *providers*, as well as access to breastfeeding supplies, for pregnant and nursing women;
4. Contraceptive care;
5. Domestic and interpersonal violence screening and counseling for all women;
6. Gestational diabetes screening for women 24 to 28 weeks pregnant and those at high risk of developing gestational diabetes;
7. Gonorrhea screening for all women at higher risk;
8. Hepatitis B screening for pregnant women at their first prenatal visit;
9. Human Immunodeficiency Virus (HIV) screening and counseling for sexually active women;
10. Human Papillomavirus (HPV) DNA Test: high risk HPV DNA testing every three years for women with normal cytology results who are 30 or older;
11. Rh Incompatibility screening for all pregnant women and follow-up testing for women at higher risk;
12. Sexually Transmitted Infections (STI) counseling for sexually active women;
13. Well-woman visits; and
14. *Tobacco or nicotine use* screening and interventions for all *enrollees*, and expanded counseling for pregnant tobacco users.

**Covered Preventive Services for Adults including:**

1. Alcohol Misuse screening and counseling;
2. Blood Pressure screening for all adults;
3. Depression screening for adults;
4. Type 2 Diabetes screening for adults with high blood pressure;
5. HIV screening for all adults at higher risk;
6. Obesity screening and counseling for all adults;
7. *Tobacco or nicotine use* screening for all adults and cessation interventions for *tobacco or nicotine* users;
8. Syphilis screening for all adults at higher risk; and

9. Colorectal cancer tests for any non-symptomatic covered person, in accordance with the current American Cancer Society guidelines. Covered services include tests for covered persons, starting at age 45 (note: screening should start before age 45 for high risk individuals). Follow up colonoscopies are covered if the results of the initial colonoscopy, test, or procedure were abnormal.

### **Benefits for Routine Examinations and Immunizations**

Benefits for routine examinations are available for the following Preventive Care Services:

1. Well-baby care (after newborn's initial examination and discharge from the *hospital*);
2. Routine annual physical examination;
3. Annual vision examination;
4. Annual hearing examinations, except for benefits as provided under Required Benefits for Screening Tests for Hearing Impairment. Screening tests for hearing impairment from birth through the date the child is 30 days old and necessary diagnostic follow-up care related to the screening test from birth through the date the child is 24 months old;
5. Immunizations –Immunizations include diphtheria, haemophilus influenza type b, hepatitis B, measles, mumps, pertussis, polio, rotovirus, rubella, tetanus, varicella and any other immunization that is required by law for the child. Charges for immunization are not subject to *percentage copayment* or *copayment* requirements. Charges for other services rendered at the same time as immunizations are subject to *percentage copayment* and *copayment* in accordance with regular *contract* provisions; and
6. Newborn coverage includes all newborn test screenings and testing screening kits.

Benefits are not available for *inpatient hospital* expense or Medical/ Surgical Expense for routine physical examinations performed on an *inpatient* basis, except for the initial examination of a newborn child.

Injections for allergies are not considered immunizations under this benefit provision.

### **Benefits for Certain Tests for Detection of Human Papillomavirus, Ovarian and Cervical Cancer**

Benefits are available for certain tests for the detection of Human Papillomavirus, Ovarian Cancer, and Cervical Cancer, for each *enrollee* who is 18 years of age or older, for an annual medically recognized diagnostic examination for the early detection of ovarian and cervical cancer. Coverage includes, at a minimum, a CA 125 blood test, a conventional Pap smear screening or a screening using liquid-based cytology methods as approved by the United States Food and Drug Administration alone or in combination with a test approved by the United States Food and Drug Administration for the detection of the human papillomavirus, any other test or screening approved by the United States Food and Drug Administration for the detection of ovarian cancer.

### **Benefits for Mammography Screening and Diagnostic Imaging**

Benefits are available for a diagnostic or screening for the presence of occult breast cancer for an *enrollee*. Benefits for mammogram screenings are limited to one test per year for enrollees 35 years of age and older. Benefits for *diagnostic imaging* are allowed for *enrollees* regardless of age.

A mammogram is an x-ray of the breast. While screening mammograms are routinely administered to detect breast cancer in women who have no apparent symptoms, *diagnostic imaging* is used after

suspicious results on a screening mammogram or after some signs of breast cancer alert the *physician* to check the tissue.

Such signs may include:

- A lump
- Breast pain
- Nipple discharge
- Thickening of skin on the breast
- Changes in the size or shape of the breast

*Diagnostic imaging* can help determine if these symptoms are indicative of the presence of cancer.

As compared to screening mammograms, *diagnostic imaging* provides a more detailed x-ray of the breast using specialized techniques. They are also used in special circumstances, such as for patients with breast implants.

### **Benefits for Detection and Prevention of Osteoporosis**

If an *enrollee* is a *qualified individual*, benefits are available for medically accepted bone mass measurement for the detection of low bone mass and to determine risk of osteoporosis and fractures associated with osteoporosis.

*Qualified Individual* means:

1. A postmenopausal *enrollee* not receiving estrogen replacement therapy;
2. An individual with:
  - a. Vertebral abnormalities,
  - b. Primary hyperparathyroidism, or
  - c. A history of bone fractures; or
3. An individual who is:
  - a. Receiving long-term glucocorticoid therapy, or
  - b. Being monitored to assess the response to or efficacy of an approved osteoporosis drug therapy.

### **Benefits for Certain Tests for Detection of Prostate Cancer**

*Covered service expenses* includes an annual digital rectal examination and prostate specific antigen tests performed to determine the level of prostate specific antigen in the blood for a covered *enrollee* who is at least 50 years of age; and at least once annually for a covered *enrollee* who is less than 50 years of age who is at high risk for prostate cancer according to the most recently published guidelines of the American Cancer Society.

### **Benefits for Early Detection Tests for Cardiovascular Disease**

Benefits are available for one of the following noninvasive screening tests for atherosclerosis and abnormal artery structure and function every five years when performed by a laboratory that is certified by a recognized national organization:

1. Computed tomography (CT) scanning measuring coronary artery calcifications; or
2. Ultrasonography measuring carotid intima-media thickness and plaque.

Tests are available to each covered individual who is (1) a male older than 45 years of age and younger than 76 years of age, or (2) a female older than 55 years of age and younger than 76 years of age. The individual must be a diabetic or have a risk of developing coronary heart disease, based on a score derived using the Framingham Heart Study coronary prediction algorithm that is intermediate or higher.

### **Benefits for Screening Tests for Hearing Impairment**

Benefits are available for *eligible expenses* incurred by a covered Dependent child:

1. For a screening test for hearing loss from birth through the date the child is 30 days old; and
2. Necessary diagnostic follow-up care related to the screening tests from birth through the date the child is 24 months.

*Covered services* include the cost of *medically necessary* hearing aid or cochlear implant and related services and supplies:

1. Fitting and dispensing services and the provision of ear molds as necessary to maintain optimal fit of hearing aids;
2. Any treatment related to hearing aids and cochlear implants, including coverage for *habilitation* and *rehabilitation* as necessary for educational gain; and
3. For a cochlear implant, and external speech processor and controller with necessary components replacement every three years.

Limitations:

1. One hearing aid in each ear every three years; and
2. One cochlear implant in each ear with internal replacement as medically or audiological necessary.

### **Contraceptive Care and Family Planning**

All FDA-approved contraception methods (identified on [www.fda.gov](http://www.fda.gov)) are *approved* for *enrollees* without *cost sharing* as required under the Affordable Care Act. *Enrollees* have access to the methods available and outlined on our drug formulary or preferred drug list without cost share. Some contraception methods are available through an *enrollee's* medical benefit, including the insertion and removal of the contraceptive device at no cost share to the *enrollee*. Emergency contraception is available to *enrollees* without a prescription and at no cost share to the *enrollee*.

Family planning/contraception benefits are covered under preventive care, without *cost sharing* (when provided by a contracted provider). These benefits include the following for adolescent and adult women, in accordance with the most recent guidelines supported by HRSA. Coverage includes, but is not limited to:

- The full range of contraceptives currently identified by the U.S. Food and Drug Administration (FDA), including: (1) sterilization surgery for women, (2) implantable rods, (3) copper intrauterine devices, (4) intrauterine devices with progestin (all durations and doses), (5) injectable contraceptives, (6) oral contraceptives (combined pill), (7) oral contraceptives (progestin only), (8)



oral contraceptives (extended or continuous use), (9) the contraceptive patch, (10) vaginal contraceptive rings, (11) diaphragms, (12) contraceptive sponges, (13) cervical caps, (14) condoms, (15) spermicides, (16) emergency contraception (levonorgestrel) and (17) emergency contraception (ulipristal acetate).

- Coverage is also available for any additional contraceptives approved, granted, or cleared by the FDA (if the patient and the patient's attending provider have determined it to be medically appropriate).
- Contraceptive care, such as: screening, education, provision of contraception, counseling and follow-up care (e.g., management, evaluation and changes, including the removal, continuation and discontinuation of contraceptives).
- Instruction in fertility awareness-based methods, including lactation amenorrhea.

**Note:** Services that are integral to the furnishing of the above-listed preventive care coverage (e.g., anesthesia provided during sterilization surgery for women), are also included under preventive care, regardless of whether the service is billed separately.

### Medical Vision Services

*Covered services* include:

- Vision screenings to diagnose and treat a suspected disease or *injury* of the eye.
- Vision screenings to determine the presence of refractive error.
- *Enrollees* who have been diagnosed with diabetes may self-refer once each year to an eye care *specialist*, for the purpose of receiving an eye examination for the detection of eye disease. Continued, or follow-up care from the eye care *specialist* may require a referral through your *PCP*.

Vision Services under the medical portion of your *health plan* do not include:

- Referrals to a *specialist* for evaluation and diagnosis of refractive error, including presbyopia, for *enrollees* over the age of 19 years.
- Eye examinations required by an employer or as a condition of employment.
- Radial keratotomy, LASIK, and other refractive eye surgery.
- Services or materials provided as a result of any workers' compensation law or required by any governmental agency.
- Orthoptics, vision training, or subnormal vision aids.

### Sleep Studies

Sleep studies are covered when determined to be *medically necessary*; *prior authorization* may be required.

Note: A sleep study can be performed either at home or in a *facility*.

### Transplant Benefits

*Covered services* for transplant service expenses:

Transplants are a *covered service* when an *enrollee* is accepted as a transplant candidate and obtain *prior authorization* in accordance with this *contract*. *Prior authorization* must be obtained through the *Center of Excellence*, a *network facility*, or in our approved *non-network facility* when there is no network adequacy, before an evaluation for a transplant. We may require additional information such as testing and/or treatment before determining medical necessity for the transplant benefit. *Authorization* must be obtained prior to performing the transplant *surgery*. Transplant services must meet medical criteria as set by Medical Management Policy.

Cost share benefit coverage related to transplant services is available to both the recipient and donor of a covered transplant as follows:

1. If both the donor and recipient have coverage provided by the same contract holder each will have their benefits paid by their own coverage program.
2. If you are the recipient of the transplant, and the donor for the transplant has no coverage from any other source, the benefits under this *contract* will be provided for both you and the donor. In this case, payments made for the donor will be charged against enrollees benefits.
3. If you are the donor for the transplant and no coverage is available to you from any other source, the benefits under this *contract* will be provided for you. However, no benefits will be provided for the recipient.
4. If lapse in coverage due to non-payment of premium, no services related to transplants will be paid as a *covered service*.

If we determine that an *enrollee* and donor are appropriate candidates for a *medically necessary* transplant or live donation, *covered service expenses* will be provided for:

1. Pre-transplant evaluation.
2. Pre-transplant harvesting of the organ from the donor.
3. Left Ventricular Assist Devices (LVAD) (only when used as a bridge to a heart transplant).
4. *Outpatient covered services* related to the transplant *surgery*, pre-transplant laboratory testing and treatment; such as high dose chemotherapy, peripheral stem cell collection, and other immunosuppressive drug therapy, etc. Also included is the cost for human leukocyte antigen testing, also referred to as histocompatibility locus antigen testing, for A, B, and DR antigens for utilization in bone marrow transplantation. Coverage is limited to a maximum cost of \$75 per transplant.
5. Pre-transplant stabilization, meaning an *inpatient* stay to *medically stabilize* to prepare for a later transplant, whether or not the transplant occurs.
6. The transplant itself, including the acquisition cost for the organ or bone marrow when authorized through the *Center of Excellence*, a *network facility*, or in our approved *non-network facility* when there is no network adequacy and services are performed at a *network facility*.
7. Post-transplant follow-up visits and treatments.
8. Transplant benefit expenses include services related to donor search and acceptability testing of potential live donors.
9. All costs incurred and medical expenses by the donor; shall be paid under the transplant recipient policy, this excludes travel, lodging, food, and mileage. Please refer to the Member Transplant Travel Reimbursement Policy for outlined details on reimbursement limitations at <https://ambetter.superiorhealthplan.com/resources/handbooks-forms.html>.

These medical expenses are covered to the extent that the benefits remain and are available under the *enrollee's contract*, after benefits for the *enrollee's* own expenses have been paid. In the event of such coverage, the otherwise existing coverage of a live donor shall be secondary to benefits under the *enrollee's contract* when donor has no coverage available to them from any other source.

#### Ancillary "Center Of Excellence" Service Benefits:

An *enrollee* may obtain services in connection with a transplant from any *physician*. However, if a transplant is performed in a *Center of Excellence*, a *network facility*, or in our approved *non-network facility* when there is no network adequacy:

1. We will pay for the following services when the *enrollee* is required to travel more than 75 miles from the *residence* to the *Center of Excellence*:
2. We will pay a maximum of \$10,000 per transplant service for the following services:

- a. Transportation for the *enrollee*, any live donor, and the *immediate family* to accompany the *enrollee* to and from the *Center of Excellence*, a *network facility*, or in our approved *non-network facility* when there is no network adequacy, in the United States.
- b. When enrollee and/or donor is utilizing their personal transportation vehicle; a mileage log is required for reimbursement.
- c. Maximum reimbursement for mileage is limited to travel to and from the *enrollee's* home to the transplant facility, and to and from the donor's home to the transplant facility, and will be reimbursed at the current IRS mileage standard for miles driven for medical purposes.
- d. Lodging at or near the *Center of Excellence*, a *network facility*, or in our approved *non-network facility* when there is no network adequacy for any live donor and the *immediate family* accompanying the *enrollee* while the *enrollee* is confined in the *Center of Excellence* in the United States. We will reimburse *enrollees* for the proof of costs directly related for transportation, lodging and any of the following approved items listed in the member transplant reimbursement guidelines. However, you must make the arrangements and provide the necessary paid receipts for reimbursement within 6 months of the date of service in order to be reimbursed.
- e. Incurred costs related to a certified/registered service animal for the transplant enrollee and/or donor.
- f. Please refer to the member resources page for member reimbursement transplant travel forms and information at <https://ambetter.superiorhealthplan.com/resources/handbooks-forms.html>

**Non-Covered Services and Exclusions:**

No benefits will be provided or paid under these Transplant Service Expense Benefits:

1. For a prophylactic bone marrow harvest or peripheral blood stem cell collection when no transplant occurs.
2. For animal to human transplants.
3. For procurement or transportation of the organ or tissue, unless expressly provided for in this provision through the *Center of Excellence*, a *network facility*, or in our approved *non-network facility* when there is no network adequacy.
4. To keep a donor alive for the transplant operation, except when *authorized* through the *Center of Excellence*, a *network facility*, or in our approved *non-network facility* when there is no network adequacy.
5. For a live donor where the live donor is receiving a transplanted organ to replace the donated organ.
6. Related to transplants unauthorized through the *Center of Excellence*, a *network facility*, or in our approved *non-network facility* when there is no network adequacy and is not included under this provision as a transplant.
7. For a transplant under study in an ongoing phase I or II clinical trial as set forth in the United States Food and Drug Administration (FDA) regulation, regardless of whether the trial is subject to FDA oversight.
8. The acquisition cost for the organ or bone marrow, when provided at an *unauthorized* facility or not obtained through the *Center of Excellence*, a *network facility*, or in our approved *non-network facility* when there is no network adequacy.
9. For any transplant services and/or travel related expenses for enrollee and donor, when performed outside of the United States.
10. The following ancillary items listed below, will not be subject to member reimbursement under this *contract*:
  - a. Alcohol/tobacco
  - b. Car Rental (unless pre-approved by Case Management)

- c. Vehicle Maintenance for motorized and hybrid, and electric car (includes: any repairs/parts, labor, general maintenance, towing, roadside assistance, etc.)
  - d. Parking, such as but not limited to hotel, valet or any offsite parking other than hospital
  - e. Storage rental units, temporary housing incurring rent/mortgage payments
  - f. Utilities, such as gas, water, electric, housekeeping services, lawn maintenance, etc.
  - g. Speeding tickets
  - h. Entertainment (e.g., movies, visits to museums, additional mileage for sightseeing, etc.)
  - i. For any services related to pet care, boarding, lodging, food, and/or travel expenses; other than those related to certified/registered service animal(s)
  - j. Expenses for persons other than the patient and his/her covered companion
  - k. Expenses for lodging when *enrollee* is staying with a relative
  - l. Any expense not supported by a receipt
  - m. Upgrades to first class travel (air, bus, and train)
  - n. Personal care items (e.g., shampoo, deodorant, clothes)
  - o. Luggage or travel related items including passport/passport card, REAL ID travel ids, travel insurance, TSA pre-check, and early check-in boarding fees, extra baggage fees
  - p. Souvenirs (e.g., t-shirts, sweatshirts, toys)
  - q. Telephone calls/mobile bills, replacement parts, or cellular purchases of any type
  - r. All other items not described in the *contract* as eligible *service* expenses
11. Any fuel costs/charging station fees for electric cars, not related to travel to and from the *Center of Excellence* or our approved *facility*, when there is no network adequacy.

#### Organ Transplant Medication Notification

*Enrollees* will not be subject to any formulary change that alters the terms of coverage for a patient receiving immunosuppressant drugs or discontinues coverage for a prescribed immunosuppressant drug that a patient is receiving during the enrollment year. We must, to the extent possible, notify the prescribing *physician* and the patient, or the parent or legal guardian if the *enrollee* is a child, or the *spouse/caretaker* of an *enrollee* who is *authorized* to consent to the treatment of the patient 60 days prior to renewal or enrollment. The notification will be in writing and will disclose the formulary change, indicate that the prescribing *physician* may initiate an *appeal*, and include information regarding the procedure for the prescribing *physician* to initiate the *contract's appeal* process.

As an alternative to providing written notice, we may provide the notice electronically if, and only if, the patient affirmatively elects to receive such notice electronically. The notification shall disclose the formulary change, indicate that the prescribing *physician* may initiate an *appeal*, and include information regarding the procedure for the prescribing *physician* to initiate the *contract's appeal* process.

At the time a patient requests a refill of the immunosuppressant drug, we may provide the patient with the written notification required above along with a 60-day supply of the immunosuppressant drug under the same terms as previously allowed.

#### Urgent Care

Urgent Care services include *medically necessary* services by *network providers* and services provided virtually or at an *urgent care center* including *facility* costs and supplies. Your *zero cost sharing* preventive care benefits may not be used at an *urgent care center*.

#### Pediatric Routine Vision Expense Benefits

*Covered service expenses* in this benefit subsection include the following services performed by an optometrist, therapeutic optometrist, or ophthalmologist for an *eligible child* under the age of 19 who is an *enrollee*:

1. Routine vision screening, including dilation with refraction every calendar year;
2. One pair of prescription lenses (single vision, lined bifocal, lined trifocal, or lenticular) in glass or plastic, or initial supply of *medically necessary* contacts every calendar year;
  - a. Other lens options included are: Fashion and Gradient Tinting, Ultraviolet Protective Coating, Oversized and Glass-Grey #3 Prescription Sunglass lenses, Polycarbonate lenses, Blended Segment lenses, Intermediate Vision lenses, Standard Progressives, Premium Progressives (Varilux®, etc.), Photochromic Glass Lenses, Plastic Photosensitive Lenses (Transitions®), Polarized Lenses, Standard Anti-Reflective (AR) Coating, Premium AR Coating, Ultra AR Coating, and Hi-Index Lenses
3. One pair of prescription frames per calendar year;
4. Scratch-resistant coating; and
5. Low vision aids as *medically necessary*.

*Covered service expenses* and supplies do not include:

1. Visual therapy;
2. Two pair of glasses as a substitute for bifocals;
3. Replacement of lost or stolen eyewear;
4. Any vision services, treatment or material not specifically listed as a *covered service*;
5. *Non-network providers*;
6. Discount for laser vision correction; and
7. LASIK surgery.

Pediatric Services will extend through the end of the plan year in which they turn 19 years of age.

## Wellness and Other Program Benefits

Benefits may be available to *enrollees* for participating in certain programs that we may make available in connection with this *contract*. Such programs may include wellness programs, disease or *care management* programs. These programs may include a reward or an incentive, which you may earn by completing different activities.

If you have a medical condition that may prohibit you from participating in these programs, we may require you to provide verification, such as an affirming statement from your *physician*, that your medical condition makes it unreasonably difficult or inadvisable to participate in the wellness or health improvement program, in order for you to receive the reward or incentive.

You may obtain information regarding the particular programs available at any given time by visiting our website at [Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com) or by contacting Member Services by telephone at 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989). The benefits are available as long as coverage remains active, unless changed by us as described in the programs' terms and conditions. Upon termination of coverage, program benefits are no longer available.

All *enrollees* are automatically eligible for the program benefits upon obtaining coverage. The programs are optional, and the benefits are made available at no additional cost to the *enrollees*. The programs and benefits available at any given time are made part of this *contract* by this reference and are subject to

change by us through updates available on our website or by contacting us.

*Enrollees* can earn rewards for focusing on their total health. The “My Health Pays” member rewards program may offer rewards when *enrollees* participate in activities focused on eating right, moving more, saving smart and living well. *Enrollees* may have the opportunity to earn rewards for completing activities in the categories below:

| <b>Behavior/Action</b>                       | <b>Notes</b>   |
|--|--|
| Program Activation and Onboarding            | Rewards for activating and onboarding onto the program   |
| Online Activities (Power ups and Challenges) | Frequent online activities providing educational content and calls to action focused on targeted wellness behaviors and healthy living |
| Clinical Activities                          | Clinical activities focused on health management, including recommended preventive screenings and disease management participation     |

Earned rewards may be used to shop for items at the online My Health Pays Rewards Store or may be converted into dollars and spent on health care-related items. The rewards may be applied towards social determinants.

Rewards for participating in a wellness program are available to all *enrollees*. If you think you might be unable to meet a standard for a reward under this wellness program, you might qualify for an opportunity to earn the same reward through an alternative means. *Enrollees* should contact Member Services by telephone at 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) so they can work with you (and, if you wish, with your doctor) to find a wellness program that offers the same reward and is right for you in light of your health.

### Care Management Programs

We understand special health needs and are prepared to help you manage any that you may have. Our Care Management services can help with complex medical or *behavioral health* needs. If you qualify for Care Management, we will partner you with a care manager. Care managers are registered nurses or social workers that are specially trained to help you:

- Better understand and manage your health conditions
- Coordinate services
- Locate community resources

Your care manager will work with you and your doctor to help you get the care you need. If you have a severe medical condition, your care manager will work with you, your *PCP* ) and other providers to develop a care plan that meets your needs and your caregiver’s needs. If you think you could benefit from our Care Management program, please call Member Services at 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989).

## GENERAL NON-COVERED SERVICES AND EXCLUSIONS

No benefits will be provided or paid for:

1. Any service or supply that would be provided without cost to the *enrollee* or *enrollee* in the absence of insurance covering the charge.
2. Expenses, fees, taxes, or surcharges imposed on the *enrollee* or *enrollee* by a *provider* (including a *hospital*) but that are actually the responsibility of the *provider* to pay.
3. Any services performed by a member of the *enrollee's immediate family*, including someone who is related to an *enrollee* by blood, marriage or adoption or who is normally a member of the *enrollee's* household. This exclusion does not apply to *eligible service expenses* rendered from a dental *provider* for dental benefits.
4. Any services not identified and included as *covered service expenses* under the *contract*. You will be fully responsible for payment for any services that are not *covered service expenses*.
5. Any services where other coverage is primary to Ambetter must be first paid by the primary payor prior to consideration for coverage under Ambetter.
6. For any non-*medically necessary* court ordered care for a medical/surgical or mental health/substance use disorder diagnosis, unless required by state law.

Even if not specifically excluded by this *contract*, no benefit will be paid for a service or supply unless it is:

1. Administered or ordered by a *provider*; and
2. *Medically necessary* to the diagnosis or treatment of an *injury* or *illness*, or covered under the Preventive Care Services provision.

*Covered service expenses* will not include, and no benefits will be provided or paid for any charges that are incurred:

1. For services or supplies that are provided prior to the *effective date* or after the termination date of this *contract*, except as expressly provided for under the Benefits After Coverage Terminates clause in this *contract's* Termination section.
2. For any portion of the charges that are in excess of the *eligible service expense*.
3. For weight modification, or for surgical treatment of obesity, including wiring of the teeth and all forms of intestinal bypass *surgery*.
4. For cosmetic breast reduction or augmentation, except for the *medically necessary* treatment of Gender Dysphoria.
5. The reversal of sterilization and reversal of vasectomies.
6. For abortion (unless the life of the mother would be endangered if the fetus were carried to term or delivered).
7. For treatment of malocclusions, disorders of the temporomandibular joint, or craniomandibular disorders, except as described in *covered service expenses*.
8. For expenses for television, telephone, or expenses for other persons.
9. For marriage, family, or child counseling for the treatment of premarital, marriage, family, or child relationship dysfunctions.
10. For telephone consultations, between providers, except those meeting the definition of *telehealth services*, *telemedicine medical services* and *Ambetter Virtual Care* services, or for failure to keep a scheduled appointment.

11. For services provided outside of a *PCP* visit, when a *referral* is not obtained through your *PCP*, except in an emergency, or as specified elsewhere in this *contract*.
12. For stand-by availability of a medical practitioner when no treatment is rendered.
13. For *dental service* expenses, including braces for any medical or dental condition, *surgery* and treatment for oral *surgery*, except as expressly provided for under the Medical and Surgical Benefits provision.
14. For *cosmetic treatment*, except for *reconstructive surgery* for mastectomy or that is incidental to or follows *surgery* or an *injury* from trauma, infection or diseases of the involved part that was covered under the *contract* or is performed to correct a birth defect.
15. For mental health examinations and services involving:
  - a. Services for psychological testing associated with the evaluation and diagnosis of learning disabilities;
  - b. Marriage counseling;
  - c. Pre-marital counseling;
  - d. Court ordered care or testing, or required as a condition of parole or probation. Benefits will be allowed for services that are *medically necessary* and would otherwise be covered under this *contract*;
  - e. Testing of aptitude, ability, intelligence or interest;
  - f. Evaluation for the purpose of maintaining employment. Benefits will be allowed for services that would otherwise be covered under this *contract*.
16. For charges related to, or in preparation for, tissue or organ transplants, except as expressly provided for under the Transplant Services provision.
17. For eye refractive *surgery*, when the primary purpose is to correct nearsightedness, farsightedness, or astigmatism.
18. While confined primarily to receive *rehabilitation, custodial care*, educational care, or nursing services (unless expressly provided for in this *contract*).
19. For vocational or recreational therapy, vocational *rehabilitation*, outpatient speech therapy, or occupational therapy, except as expressly provided for in this *contract*.
20. For eyeglasses, contact lenses, eye refraction, visual therapy, or for any examination or fitting related to these devices, except as expressly provided in this *contract*.
21. For treatment received outside the United States, except for a medical emergency while traveling for up to a maximum of 90 consecutive days.
22. As a result of an *injury* or *illness* arising out of, or in the course of, employment for wage or profit, if the *enrollee* is insured, or is required to be insured, by workers' compensation insurance pursuant to applicable state or federal law. If you enter into a settlement that waives an *enrollee's* right to recover future medical benefits under a workers' compensation law or insurance plan, this exclusion will still apply. In the event that the workers' compensation insurance carrier denies coverage for an *enrollee's* workers' compensation claim, this exclusion will still apply unless that denial is appealed to the proper governmental agency and the denial is upheld by that agency.
23. For fetal reduction *surgery*.
24. Except as specifically identified as a *covered service expense* under the *contract*, services or expenses for alternative treatments, including acupressure, acupuncture, aroma therapy, hypnotism, massage therapy, rolfing, and other forms of alternative treatment as defined by the Office of Alternative Medicine of the National Institutes of Health.



25. As a result of any *injury* sustained during or due to participating, instructing, demonstrating, guiding, or accompanying others in any of the following: professional or Semi-professional sports; intercollegiate sports (not including intramural sports); racing or speed testing any non-motorized vehicle or conveyance (if the *enrollee* is paid to participate or to instruct); rodeo sports; horseback riding (if the *enrollee* is paid to participate or to instruct); rock or mountain climbing (if the *enrollee* is paid to participate or to instruct); or skiing (if the *enrollee* is paid to participate or to instruct).
26. As a result of any *injury* sustained while operating, riding in, or descending from any type of aircraft if the *enrollee* is a pilot, officer, or *enrollee* of the crew of such aircraft or is giving or receiving any kind of training or instructions or otherwise has any duties that require him or her to be aboard the aircraft.
27. As a result of any *injury* sustained while at a *residential treatment facility*.
28. For the following miscellaneous items (except where required by federal or state law): in vitro fertilization, artificial insemination, biofeedback; care or complications resulting from non-covered services; chelating agents; domiciliary care; food and food supplements, except for what is indicated in the Medical Foods section; health club memberships, unless otherwise covered; home test kits; care or services provided to a non-*enrollee* biological parent; nutrition or dietary supplements; pre-marital lab work; processing fees; private duty nursing when not rendered in an *inpatient* setting; *rehabilitation* services for the enhancement of job, athletic or recreational performance; routine or elective care outside the *service area*; treatment of spider veins; transportation expenses, unless specifically described in this *contract*.
29. Services of a private duty registered nurse rendered on an outpatient basis.
30. Diagnostic testing, laboratory procedures, screenings or examinations performed for the purpose of obtaining, maintaining or monitoring employment.
31. For any medicinal and recreational use of cannabis or marijuana.
32. Vehicle installations (modifications) which may include, but are not limited to: adapted seat devices, door handle replacements, lifting devices, roof extensions and wheelchair securing devices.
33. *Surrogacy Arrangement*. Health care services, including supplies and medication relating to a Surrogacy Agreement, to a *Surrogate*, including an *enrollee* acting as a *Surrogate* or utilizing the services of a *Surrogate* who may or may not be an *enrollee*, and any child born as a result of a *Surrogacy Arrangement*. This exclusion applies to all health care services, supplies and medication relating to a Surrogacy Agreement, to a *Surrogate* including, but not limited to:
  - a. Prenatal care;
  - b. Intrapartum care (or care provided during delivery and childbirth);
  - c. Postpartum care (or care for the *Surrogate* following childbirth);
  - d. Mental Health Services related to the *Surrogacy Arrangement*;
  - e. Expenses relating to donor semen, including collection and preparation for implantation;
  - f. Donor gamete or embryos or storage of same relating to a *Surrogacy Arrangement*;
  - g. Use of frozen gamete or embryos to achieve future conception in a *Surrogacy Arrangement*;
  - h. Preimplantation genetic diagnosis relating to a *Surrogacy Arrangement*;
  - i. Any complications of the child or *Surrogate* resulting from the pregnancy; or
  - j. Any other health care services, supplies and medication relating to a *Surrogacy Arrangement*.

- k. Any and all health care services, supplies or medication provided to any child birthed by a *Surrogate* as a result of a *Surrogacy Arrangement* are also excluded, except where the child is the adoptive child of *enrollee's* possessing an active *contract* with us and/ or the child possesses an active *contract* with us at the time of birth.
- 34. For all health care services obtained at an *urgent care center* that is a *non-network provider*.
- 35. For expenses, services, and treatments from a naprapathic specialist for conditions caused by contracted, injured, spasmed, bruised, and/or otherwise affected myofascial or connective tissue.
- 36. For expenses, services, and treatments from a naturopathic specialist for treatment of prevention, self-healing and use of natural therapies.
- 37. *Medical necessity* of services or supplies, to the extent such services or supplies are provided as part of a *hospice* care program.
- 38. Dry needling.

# TERMINATION

## Termination Of Contract

All coverage will cease on termination of this *contract*. This *contract* will terminate on the earliest of:

1. Nonpayment of premiums when due, subject to the Grace Period provision in this *contract*.
2. For any reason or event of non-renewal or cancellation as outlined in the Guaranteed Renewable provision.
  - a. The last day of coverage is the last day of the month following the month in which the notice is sent by us unless you request an earlier termination effective date.
3. For an *eligible child* reaching the limiting age of 26, coverage under this *contract*, for an *eligible child*, will terminate at 11:59 p.m. CST on the last day of the year in which the *eligible child* reaches the limiting age of 26.
  - a. Coverage may be extended beyond the limiting age for a *dependent eligible child* who is not capable of self-sustaining employment due to mental retardation or physical disability and is mainly dependent on you for support and maintenance.
4. You obtain other minimum essential coverage.

## Refund upon Cancellation

We will refund any premium paid and not earned due to *contract* termination. You may cancel the *contract* at any time by providing written notice to us. Such cancellation shall become effective upon receipt, or on such later date specified in the notice. If you cancel, we shall promptly return any unearned portion of the premium paid, but in any event shall return the unearned portion of the premium within 30 days. The earned premium shall be computed on a pro-rata basis. Cancellation shall be without prejudice to any claim originating prior to the effective date of the cancellation.

## Discontinuance

90-Day Notice: If we discontinue offering all *contracts* issued on this form, with the same type and level of benefits, for all residents of the state where you reside, we will provide a written notice to you at least 90 days prior to the date that we discontinue coverage. You will be offered an option to purchase any other coverage in the individual market we offer in your state at the time of discontinuance of this *contract*. This option to purchase other coverage will be on a guaranteed issue basis without regard to health status.

180-Day Notice: If we discontinue offering all individual *contracts* in the individual market in the state where you reside, we will provide a written notice to you and the Commissioner of Insurance at least 180 days prior to the date that we stop offering and terminate all existing individual *contracts* in the individual market in the state where you reside.

## Portability Of Coverage

If a person ceases to be an *enrollee* due to the fact that the person no longer meets the definition of *dependent enrollee* under the *contract*, the person will be eligible for continuation of coverage. If elected, we will continue the person's coverage under the *contract* by issuing an individual plan. The premium rate applicable to the new *contract* will be determined based on the *residence* of the person continuing coverage. All other terms and conditions of the new *contract*, as applicable to that person, will be the same as this *contract*, subject to any applicable requirements of the State in which that person resides. Any

maximum benefit limits will be satisfied under the new contract to the extent satisfied under this *contract* at the time that the continuation of coverage is issued.

If an *enrollee's* coverage terminates due to a change in marital status, you may be issued coverage that most nearly approximates the coverage of the *contract* which was in effect prior to the change in marital status.

### Notification Requirements

It is the responsibility of you or your former *dependent enrollee* to notify us within 31 days of your legal divorce or your *dependent enrollee's* marriage. You must notify us of the address at which their continuation of coverage should be issued.

### Reinstatement

If your *contract* lapses due to nonpayment of premium, it may be reinstated provided:

1. We receive from you a written application for reinstatement within one year after the date coverage lapsed; and
2. The written application for reinstatement is accompanied by the required premium payment.

Premium accepted for reinstatement may be applied to a period for which premium had not been paid. The period for which back premium may be required will not begin more than 60 days before the date of reinstatement.

The Rescissions provision will apply to statements made on the reinstatement application, based on the date of reinstatement.

Changes may be made in your *contract* in connection with the reinstatement. These changes will be sent to you for you to attach to your *contract*. In all other respects, you and we will have the same rights as before your *contract* lapsed.

## THIRD PARTY LIABILITY AND COORDINATION OF BENEFITS

As used herein, the term “*third party*” means any party that is, or may be, or is claimed to be responsible for *illness* or *injuries* to an *enrollee*. Such *injuries* or *illness* are referred to as “*third party injuries*.” *Third party* includes any parties actually, possibly or potentially responsible for payment of expenses associated with the care or treatment of *third party injuries*, to the extent permitted by Texas law.

If an *enrollee's illness* or *injury* is caused by the acts or omissions of a *third party*, we will not cover a *loss* to the extent that it is paid as part of a settlement or judgment by any *third party*.

If this plan provides benefits under this *contract* to a *enrollee* for expenses incurred due to *third party injuries*, then Superior retains the right to repayment of the full cost of all benefits provided by this plan on behalf of the *enrollee* that are associated with the *third party injuries*. Superior’s rights of recovery apply to any recoveries made by or on behalf of the *enrollee* from any sources, including but not limited to:

1. Payments made by a *third party* or any insurance company on behalf of the *third party*;
2. Any payments or awards under an uninsured or underinsured motorist coverage policy if the *enrollee* or *enrollee's immediate family* did not pay the premiums for the coverage;
3. Any Workers’ Compensation or disability award or settlement;
4. Medical payments coverage under any automobile policy, premises or homeowners medical payments coverage or premises or homeowners insurance coverage; and
5. Any other payments from a source intended to compensate an *enrollee* for *third party injuries*.

By accepting benefits under this plan, the *enrollee* specifically acknowledges Superior’s right of subrogation. When this plan provides health care benefits for expenses incurred due to *third party injuries*, the plan shall be subrogated to the *enrollee's* rights of recovery against any party to the extent of the full cost of all benefits provided by this plan, to the extent permitted by Texas law. Superior may proceed against any party with or without the *enrollee's* consent.

By accepting benefits under this plan, the *enrollee* also specifically acknowledges Superior’s right of reimbursement. This right of reimbursement attaches, to the extent permitted by Texas law, when this plan has provided health care benefits for expenses incurred due to *third party injuries* and the *enrollee* or the *enrollee's* representative has recovered any amounts from any source, to the fullest extent permitted by law. By providing any benefit under this plan, Superior is granted an assignment of the proceeds of any settlement, judgment or other payment received by you to the extent of the full cost of all benefits provided by this plan. Superior’s right of reimbursement is cumulative with and not exclusive of the plan’s subrogation right and Superior may choose to exercise either or both rights of recovery.

As a condition for our payment, the *enrollee* or anyone acting on his or her behalf (including, but not limited to, the guardian, legal representatives, estate, or heirs) agrees:

1. To fully cooperate with us in order to obtain information about the *loss* and its cause.
2. To immediately inform us in writing of any claim made or lawsuit filed on behalf of an *enrollee* in connection with the *loss*.
3. To include the amount of benefits paid by us on behalf of an *enrollee* in any claim made against any *third party*.

4. That we:
  - a. Will have a lien on all money received by an *enrollee* in connection with the *loss* we have provided or paid to the extent permitted by Texas law.
  - b. May give notice of that lien to any *third party* or *third party's* agent or representative.
  - c. Will have the right to intervene in any suit or legal action to protect our rights.
  - d. Are subrogated to all of the rights of the *enrollee* against any *third party* to the extent permitted by Texas law of the benefits paid on the *enrollee's* behalf.
  - e. May assert that subrogation right independently of the *enrollee*.
5. To take no action that prejudices our reimbursement and subrogation rights. This includes, but is not limited to, refraining from making any settlement or recovery which specifically attempts to reduce or exclude the full cost of all benefits provided by this plan to the extent permitted by Texas law.
6. To sign, date, and deliver to us any documents we request that protect our reimbursement and subrogation rights.
7. To not settle any claim or lawsuit against a *third party* without providing us with written notice within 30 days prior to the settlement.
8. To reimburse us from any money received from any *third party*, to the extent permitted by Texas law for benefits we paid for the *third party injury*, whether obtained by settlement, judgment, or otherwise, and whether or not the *third party's* payment is expressly designated as a payment for medical expenses.
9. That we may reduce other benefits under the *contract* by the amounts an *enrollee* has agreed to reimburse us.

We have a right to be reimbursed in full regardless of whether or not the *enrollee* is fully compensated by any recovery received from any *third party* by settlement, judgment, or otherwise.

In the event of a recovery from a *third party*, we will pay attorney fees or costs associated with the *enrollee's* claim or lawsuit only to the extent required by Texas law unless otherwise agreed.

If a dispute arises as to the amount an *enrollee* must reimburse us, the *enrollee* (or the guardian, legal representatives, estate, or heirs of the *enrollee*) agrees to place sufficient funds in an escrow or trust account to satisfy the maximum lien amount asserted by us until the dispute is resolved.

#### **COORDINATION OF THIS CONTRACT'S BENEFITS WITH OTHER BENEFITS**

The Coordination of Benefits (COB) provision applies when a person has health care coverage under more than one plan. Plan is defined below.

The order of benefit determination rules govern the order in which each plan will pay a claim for benefits. The plan that pays first is called the primary plan. The primary plan must pay benefits in accord with its policy terms without regard to the possibility that another plan may cover some expenses. The plan that pays after the primary plan is the secondary plan. The secondary plan may reduce the benefits it pays so that payments from all plans equal 100 percent of the total allowable expense.

## DEFINITIONS

- (a) A "plan" is any of the following that provides benefits or services for medical or dental care or treatment. If separate contracts are used to provide coordinated coverage for members of a group, the separate contracts are considered parts of the same plan and there is no COB among those separate contracts.
- (1) Plan includes: group, blanket, or franchise accident and health insurance policies, excluding disability income protection coverage; individual and group health maintenance organization evidences of coverage; individual accident and health insurance policies; individual and group preferred provider benefit plans and *exclusive provider benefit plans*; group insurance contracts, individual insurance contracts and subscriber contracts that pay or reimburse for the cost of dental care; medical care components of individual and group long-term care contracts; limited benefit coverage that is not issued to supplement individual or group in-force policies; uninsured arrangements of group or group-type coverage; the medical benefits coverage in automobile insurance contracts; and Medicare or other governmental benefits, as permitted by law.
- (2) Plan does not include: disability income protection coverage; the Texas Health Insurance Pool; workers' compensation insurance coverage; *hospital* confinement indemnity coverage or other fixed indemnity coverage; specified disease coverage; supplemental benefit coverage; accident only coverage; specified accident coverage; school accident-type coverages that cover students for accidents only, including athletic *injuries*, either on a "24-hour" or a "to and from school" basis; benefits provided in long-term care insurance contracts for non-medical services, for example, personal care, adult day care, homemaker services, assistance with activities of daily living, *respite care*, and *custodial care* or for contracts that pay a fixed daily benefit without regard to expenses incurred or the receipt of services; Medicare supplement policies; a state plan under Medicaid; a governmental plan that, by law, provides benefits that are in excess of those of any private insurance plan; or other nongovernmental plan; or an individual accident and health insurance policy that is designed to fully integrate with other policies through a variable deductible.

Each contract for coverage under (a)(1) or (a)(2) is a separate plan. If a plan has two parts and COB rules apply only to one of the two, each of the parts is treated as a separate plan.

"This plan" means, in a COB provision, the part of the *contract* providing the health care benefits to which the COB provision applies and which may be reduced because of the benefits of *other plans*. Any other part of the *contract* providing health care benefits is separate from this plan. A *contract* may apply one COB provision to certain benefits, such as dental benefits, coordinating only with like benefits, and may apply other separate COB provisions to coordinate other benefits.

The order of benefit determination rules determine whether this plan is a primary plan or secondary plan when the person has health care coverage under more than one plan. When this plan is primary, it determines payment for its benefits first before those of any *other plan* without considering any *other plan's* benefits. When this plan is secondary, it determines its benefits after those of another plan and may reduce the benefits it pays so that all plan benefits equal 100 percent of the total allowable expense.

(b) "Allowable expense" is a health care expense, including *copayments* and *percentage copayments*, that is covered at least in part by any plan covering the person. When a plan provides benefits in the form of services, the reasonable cash value of each service will be considered an allowable expense and a benefit paid. An expense that is not covered by any plan covering the person is not an allowable expense. In addition, any expense that a health care *provider* or *physician* by law or in accord with a contractual agreement is prohibited from charging a covered *enrollee* is not an allowable expense.

The following are examples of expenses that are not allowable expenses:

- (1) The difference between the cost of a semi-private *hospital* room and a private *hospital* room is not an allowable expense, unless one of the plans provides coverage for private *hospital* room expenses.
- (2) If a person is covered by two or more plans that do not have negotiated fees and compute their benefit payments based on the usual and customary fees, allowed amounts, relative value schedule reimbursement methodology, or other similar reimbursement methodology, any amount in excess of the highest reimbursement amount for a specific benefit is not an allowable expense.
- (3) If a person is covered by two or more plans that provide benefits or services on the basis of negotiated fees, an amount in excess of the highest of the negotiated fees is not an allowable expense.
- (4) If a person is covered by one plan that does not have negotiated fees and that calculates its benefits or services based on usual and customary fees, *billed amounts*, relative value schedule reimbursement methodology, or other similar reimbursement methodology, and another plan that provides its benefits or services based on negotiated fees, the primary plan's payment arrangement must be the allowable expense for all plans. However, if the health care *provider* or *physician* has contracted with the secondary plan to provide the benefit or service for a specific negotiated fee or payment amount that is different than the primary plan's payment arrangement and if the health care *provider's* or *physician's* contract permits, the negotiated fee or payment must be the allowable expense used by the secondary plan to determine its benefits.
- (5) The amount of any benefit reduction by the primary plan because a covered *enrollee* has failed to comply with the plan provisions is not an allowable expense. Examples of these types of plan provisions include second surgical opinions, *prior authorization* of admissions, and preferred health care *provider* and *physician* arrangements.
- (6) When an *enrollee* is also a Medicare beneficiary, and Medicare is primary, the allowable expense is Medicare's *allowable amount*.

(c) "*Billed amount*" is the amount of a *billed charge* that a carrier determines to be covered for services provided by a non-network *provider* or *physician*. The *allowed amount* includes both the carrier's payment and any applicable, *copayment*, or *percentage copayment* amounts for which the *enrollee* is responsible.



- (d) "Closed panel plan" is a plan that provides health care benefits to covered *enrollees* primarily in the form of services through a panel of health care *providers* and *physicians* that have contracted with or are employed by the plan, and that excludes coverage for services provided by other health care *providers* and *physicians*, except in cases of emergency or referral by a panel member.
- (e) "Custodial parent" is the parent with the right to designate the primary *residence* of a child by a court order under the Texas Family Code or other *applicable law*, or in the absence of a court order, is the parent with whom the child resides more than one-half of the calendar year, excluding any temporary visitation.

### **ORDER OF BENEFIT DETERMINATION RULES**

When a person is covered by two or more plans, the rules for determining the order of benefit payments are as follows:

- (a) The primary plan pays or provides its benefits according to its terms of coverage and without regard to the benefits under any *other plan*.
- (b) Except as provided in (c), a plan that does not contain a COB provision that is consistent with this *contract* is always primary unless the provisions of both plans state that the complying plan is primary.
- (c) Coverage that is obtained by virtue of membership in a group that is designed to supplement a part of a basic package of benefits and provides that this supplementary coverage must be excess to any other parts of the plan provided by the *contract* holder. Examples of these types of situations are major medical coverages that are superimposed over base plan *hospital* and surgical benefits, and insurance type coverages that are written in connection with a closed panel plan to provide non-network benefits.
- (d) A plan may consider the benefits paid or provided by another plan in calculating payment of its benefits only when it is secondary to that *other plan*.
- (e) If the primary plan is a closed panel plan and the secondary plan is not, the secondary plan must pay or provide benefits as if it were the primary plan when a covered *enrollee* uses a non-contracted health care *provider* or *physician*, except for emergency services or *authorized* referrals that are paid or provided by the primary plan.
- (f) When multiple contracts providing coordinated coverage are treated as a single plan under this subchapter, this section applies only to the plan as a whole, and coordination among the component contracts is governed by the terms of the contracts. If more than one carrier pays or provides benefits under the plan, the carrier designated as primary within the plan must be responsible for the plan's compliance with this subchapter.
- (g) If a person is covered by more than one secondary plan, the order of benefit determination rules of this subchapter decide the order in which secondary plans' benefits are determined in relation to each

other. Each secondary plan must take into consideration the benefits of the primary plan or plans and the benefits of any *other plan* that, under the rules of this *contract*, has its benefits determined before those of that secondary plan.

(h) Each plan determines its order of benefits using the first of the following rules that apply.

(1) Nondependent or Dependent. The plan that covers the person other than as a dependent, for example as an employee, *enrollee*, contract holder, subscriber, or retiree, is the primary plan, and the plan that covers the person as a dependent is the secondary plan. However, if the person is a Medicare beneficiary and, as a result of federal law, Medicare is secondary to the plan covering the person as a dependent and primary to the plan covering the person as other than a dependent, then the order of benefits between the two plans is reversed so that the plan covering the person as an employee, *enrollee*, contract holder, subscriber, or retiree is the secondary plan and the *other plan* is the primary plan. An example includes a retired employee.

(2) Dependent Child Covered Under More Than One Plan. Unless there is a court order stating otherwise, plans covering a dependent child must determine the order of benefits using the following rules that apply.

(A) For a dependent child whose parents are married or are living together, whether or not they have ever been married:

- (i) The plan of the parent whose birthday falls earlier in the calendar year is the primary plan; or
- (ii) If both parents have the same birthday, the plan that has covered the parent the longest is the primary plan.

(B) For a dependent child whose parents are divorced, separated, or not living together, whether or not they have ever been married:

- (i) if a court order states that one of the parents is responsible for the dependent child's health care expenses or health care coverage and the plan of that parent has actual knowledge of those terms, that plan is primary. If the parent with responsibility has no health care coverage for the dependent child's health care expenses, and that parent's *spouse* does, then the *spouse's* plan is the primary plan. This rule applies to plan years commencing after the plan is given notice of the court decree.
- (ii) if a court order states that both parents are responsible for the dependent child's health care expenses or health care coverage, the provisions of (h)(2)(A) must determine the order of benefits.
- (iii) if a court order states that the parents have joint custody without specifying that one parent has responsibility for the health care expenses or health care coverage of the dependent child, the provisions of (h)(2)(A) must determine the order of benefits.
- (iv) if there is no court order allocating responsibility for the dependent child's health care expenses or health care coverage, the order of benefits for the child are as follows:
  - (I) the plan covering the custodial parent;
  - (II) the plan covering the *spouse* of the custodial parent;
  - (III) the plan covering the noncustodial parent; then

- (IV) the plan covering the *spouse* of the noncustodial parent.
- (C) For a dependent child covered under more than one plan of individuals who are not the parents of the child, the provisions of (h)(2)(A) or (h)(2)(B) must determine the order of benefits as if those individuals were the parents of the child.
- (D) For a dependent child who has coverage under either or both parents' plans and has his or her own coverage as a dependent under a *spouse's* plan, (h)(5) applies.
- (E) In the event the dependent child's coverage under the *spouse's* plan began on the same date as the dependent child's coverage under either or both parents' plans, the order of benefits must be determined by applying the birthday rule in (h)(2)(A) to the dependent child's parent(s) and the dependent's *spouse*.
- (3) Active, Retired, or Laid-off Employee. The plan that covers a person as an active employee, that is, an employee who is neither laid off nor retired, is the primary plan. The plan that covers that same person as a retired or laid-off employee is the secondary plan. The same would hold true if a person is a dependent of an active employee and that same person is a dependent of a retired or laid-off employee. If the plan that covers the same person as a retired or laid-off employee or as a dependent of a retired or laid-off employee does not have this rule, and as a result, the plans do not agree on the order of benefits, this rule does not apply. This rule does not apply if (h)(1) can determine the order of benefits.
- (4) COBRA or State Continuation Coverage. If a person whose coverage is provided under COBRA or under a right of continuation provided by state or other federal law is covered under another plan, the plan covering the person as an employee, *enrollee*, subscriber, or retiree or covering the person as a dependent of an employee, *enrollee*, subscriber, or retiree is the primary plan, and the COBRA, state, or other federal continuation coverage is the secondary plan. If the *other plan* does not have this rule, and as a result, the plans do not agree on the order of benefits, this rule does not apply. This rule does not apply if (h)(1) can determine the order of benefits.
- (5) Longer or Shorter Length of Coverage. The plan that has covered the person for the longer period of time is the primary plan, and the plan that has covered the person the shorter period of time is the secondary plan.
- (6) If the preceding rules do not determine the order of benefits, the allowable expenses must be shared equally between the plans meeting the definition of plan. In addition, this plan will not pay more than it would have paid had it been the primary plan.

#### **EFFECT ON THE BENEFITS OF THIS PLAN**

- (a) When this plan is secondary, it may reduce its benefits so that the total benefits paid or provided by all plans are not more than the total allowable expenses. In determining the amount to be paid for any claim, the secondary plan will calculate the benefits it would have paid in the absence of other health care coverage and apply that calculated amount to any allowable expense under its plan that is unpaid by the primary plan. The secondary plan may then reduce its payment by the amount so that, when

combined with the amount paid by the primary plan, the total benefits paid or provided by all plans for the claim equal 100 percent of the total allowable expense for that claim. In addition, the secondary plan must credit to its plan *deductible* any amounts it would have credited to its *deductible* in the absence of other health care coverage.

- (b) When an *enrollee* is also a Medicare beneficiary, this plan is secondary. In that case, the allowable expense is reduced to reflect Medicare's *allowable amount*. At no point should this plan's *allowable amount* exceed what the plan would pay if the plan was primary.
- (c) If a covered *enrollee* is enrolled in two or more closed panel plans and if, for any reason, including the provision of service by a non-panel *provider*, benefits are not payable by one closed panel plan, COB must not apply between that plan and other closed panel plans.

#### **COMPLIANCE WITH FEDERAL AND STATE LAWS CONCERNING CONFIDENTIAL INFORMATION**

Certain facts about health care coverage and services are needed to apply these COB rules and to determine benefits payable under this plan and *other plans*. This plan will comply with federal and state law concerning confidential information for the purpose of applying these rules and determining benefits payable under this plan and *other plans* covering the person claiming benefits. Each person claiming benefits under this plan must give the plan any facts it needs to apply those rules and determine benefits.

#### **FACILITY OF PAYMENT**

A payment made under another plan may include an amount that should have been paid under this plan. If it does, this plan may pay that amount to the organization that made that payment. That amount will then be treated as though it were a benefit paid under this plan. This plan will not have to pay that amount again. The term "payment made" includes providing benefits in the form of services, in which case "payment made" means the reasonable cash value of the benefits provided in the form of services.

#### **RIGHT OF RECOVERY**

If the amount of the payments made by this plan is more than it should have paid under this COB provision, it may recover the excess from one or more of the persons it has paid or for whom it has paid or any other person or organization that may be responsible for the benefits or services provided for the covered *enrollee*. The "amount of the payments made" includes the reasonable cash value of any benefits provided in the form of services.

# ENROLLEE CLAIM REIMBURSEMENT

## Notice of Claim

We must receive notice of claim within 30 days of the date the *loss* began or as soon as reasonably possible. We must receive a request for reimbursement through receipt of a claim within 90 days of the date of service.

## Claim Submission

Providers will typically submit claims on your behalf, but sometimes you may have to pay for a *covered service* and file a claim for reimbursement. This may happen if:

1. Your provider is not contracted with us.
2. You have an out-of-area emergency.

If you have paid for services we agreed to cover, you can request reimbursement for the amount you paid, less any *copayment* or *cos-sharing* that is your financial responsibility.

To request reimbursement for a *covered service*, you need a copy of the detailed claim from the provider. You will also need to a copy of the enrollee reimbursement claim form posted at [Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com) under "Member Resources." Send this to us at the following address:

Ambetter from Superior HealthPlan  
Attn: Claims Department- Member Reimbursement  
P.O. Box 5010  
Farmington, MO 63640-3800

After getting your claim, we will let you know we have received it, begin an investigation and request all items necessary to resolve the claim. We will do this in 15 days or less.

We will notify you, in writing, that we have either accepted or rejected your claim for processing within 15 days after receiving all items necessary to resolve your claim. If we accept your claim, we will make payment within five business days after notifying you of the payment of your claim. If we reject your claim, we will give you the reason your claim is rejected. If we are unable to come to a decision about your claim within 15 days, we will let you know and explain why we need additional time, and will make our decision to accept or reject your claim no later than the 45th day after our notice about the delay for paper claims or no later than the 30th day after our notice about the delay for electronic claims.

## Claim Forms

The contract holder, on receipt of a notice of claim, will provide to the claimant the forms usually provided by the contract holder for filing *proof of loss*. If the forms are not provided before the 16th day after the date of the notice, the claimant shall be considered to have complied with the requirements of this *contract* as to *proof of loss* on submitting, within the time fixed in the *contract* for filing proofs of loss, written proof covering the occurrence, the character, and the extent of the loss for which the claim is made.

**Non-Assignment**

The coverage, rights, privileges and benefits provided for under this *contract* are not assignable by you or anyone acting on your behalf, except to a *physician* or other health care *provider*. Any assignment or purported assignment of coverage, rights, privileges and benefits provided for under this *contract* that you may provide or execute in favor of any *hospital* or any other person or entity other than a *physician* or other health care *provider* shall be null and void and shall not impose any obligation on us.

**No Third Party Beneficiaries**

This *contract* is not intended to, nor does it, create or grant any rights in favor of any *third party*, including but not limited to any *hospital, provider* or medical practitioner providing services to you, and this *contract* shall not be construed to create any *third party* beneficiary rights.

# COMPLAINT AND APPEAL PROCEDURES

## Complaint Process

“*Complaint*” means any dissatisfaction expressed by you orally or in writing to us with any aspect of our operation, including but not limited to: dissatisfaction with plan administration; procedures related to review or *appeal* of an *adverse determination*; the denial, reduction, or termination of a service for reasons not related to medical necessity; the way a service is provided; or disenrollment decisions. An *enrollee* has 180 calendar days from the date of the incident to file a *complaint*. *Complaints* are considered standard unless they concern an emergency or denial of continued stay for hospitalization, in which case they will be considered expedited.

If you notify us orally or in writing of a *complaint*, we will, not later than the fifth (5<sup>th</sup>) business day after the date of the receipt of the *complaint*, send to you a letter acknowledging the date we received your *complaint*. If the *complaint* was received orally, we will enclose a one-page complaint form to be completed and returned to us for prompt resolution of the *complaint*.

You should send your written *complaint* to:

Ambetter from Superior HealthPlan Complaint Department  
5900 E. Ben White Blvd.  
Austin, TX 78741  
Fax: 1-866-683-5369

After receipt of the written or oral *complaint* from you, we will investigate and send you a letter with our resolution. The total time for acknowledging, investigating and resolving a standard *complaint* will not exceed thirty (30) calendar days after the date we receive your *complaint*.

For oral *complaints* received and not confirmed in writing, we will research the issue as best practice and communicate findings to you verbally.

An expedited *complaint* concerning an emergency or denial of continued stay for hospitalization will be resolved in one business day of receipt of your *complaint*. The investigation and resolution shall be concluded in accordance with the medical immediacy of the case and we will send you a letter with our resolution within three business days.

You may use the *appeals* process to resolve a dispute regarding the resolution of your *complaint*.

## Complaint Appeals to the Plan

1. If the *complaint* is not resolved to your satisfaction, you have the right either to appear in person before a complaint appeal panel where you normally receive health care services, unless another site is agreed to by you, or to address a written *appeal* to the complaint appeal panel. We shall complete the *appeals* process not later than the 30<sup>th</sup> calendar day after the date of the receipt of the request for *appeal*, except with respect to *appeals* relating to ongoing emergencies or denial of continued stays for hospitalization which shall be concluded in accordance with the medical immediacy of the case but in no event to exceed one business day after your request for *appeal*.
2. We shall send an acknowledgment letter to you not later the fifth business day after the date of receipt of the request of the *appeal*.

3. We shall appoint members to the complaint appeal panel, which shall advise us on the resolution of the dispute. The complaint appeal panel shall be composed of an equal number of our staff, *providers*, and *enrollees*. A member of the appeal panel may not have been previously involved in the disputed decision.
4. Not later than the fifth business day before the scheduled meeting of the panel, unless you agree otherwise, we shall provide to you or your designated representative:
  - a. Any documentation to be presented to the panel by our staff;
  - b. The specialization of any *providers* consulted during the investigation; and
  - c. The name and affiliation of each of our representatives on the panel
5. You, or your designated representative if you are a minor or disabled, are entitled to:
  - a. Appear in person before the complaint appeal panel;
  - b. Present alternative expert testimony; and
  - c. Request the presence of and question any person responsible for making the prior determination that resulted in the appeal.
6. Investigation and resolution of *appeals* relating to ongoing emergencies or denial of continued stays for hospitalization shall be concluded in accordance with the medical immediacy of the case but in no event to exceed one business day after your request for *appeal*.
7. Due to the ongoing emergency or continued *hospital stay*, and at your request, we shall provide, in lieu of a complaint appeal panel, a review by a *provider* who has not previously reviewed the case and is of the same or similar specialty as typically manages the medical condition, procedure, or treatment under discussion for review of the *appeal*.
8. Notice of our final decision on the *appeal* must include a statement of the specific medical determination, clinical basis, and contractual criteria used to reach the final decision.

### Appeal of Adverse Determination

An "*adverse determination*" is a decision that is made by us or our Utilization Review Agent that the health care services furnished or proposed to be furnished to you are not *medically necessary* or appropriate.

If you, your designated representative, or your *provider* of record disagree with the *adverse determination*, you, your designated representative, or your *provider* may *appeal* the *adverse determination* orally or in writing. An *enrollee* has 180 calendar days following receipt of a notification of an *adverse determination* to file an *appeal*.

For a standard *appeal*, we will acknowledge your *appeal* within five business days after receiving a written *appeal* of the *adverse determination*, we or our Utilization Review Agent will send you, your designated representative, or your *provider*, a letter acknowledging the date of receipt of the *appeal*. The letter will also include a list of documents that you, your designated representative, or your *provider* should send to us or to our Utilization Review Agent for the *appeal*. The *appeal* will be resolved no later than 30 calendar days after the date we or our Utilization Review Agent receives the *appeal*.

If you, your designated representative, or your *provider* orally *appeal* the *adverse determination*, we or our Utilization Review Agent will send you, your designated representative, or your *provider* a one-page appeal form. You are not required to return the completed form, but we encourage you to because it will help us resolve your *appeal*. With respect to retrospective utilization review, if additional time is needed due to



matters beyond our control, you or your designated representative will be notified before the thirtieth (30<sup>th</sup>) calendar day with specific reasons why the additional time is needed and the additional time will be no greater than 15 calendar days.

Expedited *appeals of adverse determinations* involving ongoing emergencies or denials of continued stays in a *hospital*, denials of *prescription drugs*, intravenous infusions, or a denied step therapy protocol exception will be resolved no later than one working day after the request is received.

You can also request an expedited *appeal* for an urgent care denial. We will answer your *appeal* for urgent care within one working day or 72 hours, whichever is lesser, upon receipt of your request. You can request an expedited *appeal* for urgent care if:

1. You think the denial could seriously hurt your life or health.
2. Your *provider* thinks that you will experience severe pain without the denied care or treatment.

## External Review

If the *appeal* of the *adverse determination* is denied, you or your designated representative have the right to request an external review of that decision. The external review organization is not affiliated with us or our Utilization Review Agent. You may also request an external review without first completing an internal appeal if your internal *appeal* rights have already been exhausted.

In circumstances involving a life-threatening condition, *emergency care*, hospitalized *enrollees*, denials of *prescription drugs*, intravenous infusions, or a denied step therapy protocol exception, you, your designated representative, or your *provider* is entitled to an immediate external review without having to comply with the procedures for internal *appeals of adverse determinations*.

You or your designated representative can ask for a standard external review within four months after the date you receive the final internal *appeal* determination notice. Your request should be submitted directly to the external review organization, and you must provide the following information: name and address, phone number, email address, whether the request is urgent or standard, a completed Appointment of Representative Form if someone is filing on your behalf, and a brief description of the reason you disagree with our decision. When the external review organization completes its review and issues its decision, we will abide by the decision.

The *appeal* procedures described above do not prohibit you from pursuing other appropriate remedies, including injunctive relief, declaratory judgment, or other relief available under law, if you believe that the requirement of completing the *appeal* and review process places your health in serious jeopardy.

## Simultaneous Expedited Appeal and Expedited Internal Review

In the case of an *appeal* involving urgent care, you or your authorized representative may also request an expedited internal review. A request for expedited internal *appeal* may be submitted orally or in writing by the *enrollee* or their authorized representative; and all necessary information, including the plan's benefit determination on review, shall be transmitted between the plan and the *enrollee* or their authorized representative by telephone, facsimile, or other expeditious method. You may also request an expedited external review without first completing an internal *appeal* if your internal *appeal* rights have already been exhausted.

## Filing Complaints with the Texas Department of Insurance

Any person, including persons who have attempted to resolve *complaints* through our *complaint* system process and who are dissatisfied with the resolution, may report an alleged violation to the Texas Department of Insurance electronically at [www.tdi.texas.gov](http://www.tdi.texas.gov) or by phone at 1-800-252-3439.

You may also send a printed copy of your *complaint* to the Texas Department of Insurance:

1. **By mail:** Texas Department of Insurance, Consumer Protection (MC-CO-CPS), P.O. Box 12030, Austin, Texas 78711-2030
2. **In person or by delivery service:** Texas Department of Insurance, Consumer Protection, 1601 Congress Avenue, Austin, Texas 78701
3. **By fax:** (512) 490-1007
4. **By email:** [ConsumerProtection@tdi.texas.gov](mailto:ConsumerProtection@tdi.texas.gov)

The Commissioner of Insurance shall investigate a *complaint* against us to determine compliance within 60 days after the Texas Department of Insurance's receipt of the *complaint* and all information necessary for the Department to determine compliance. The Commissioner may extend the time necessary to complete an investigation in the event any of the following circumstances occur:

1. Additional information is needed;
2. An on-site review is necessary; or
3. We, the *provider*, or you do not provide all documentation necessary to complete the investigation; or other circumstances beyond the control of the Department occur.

## Retaliation Prohibited

1. We will not take any retaliatory action, including refusal to renew coverage, against you because you or person acting on your behalf has filed a *complaint* against us or *appealed* a decision made by us.
2. We shall not engage in any retaliatory action, including terminating or refusal to renew a *contract*, against a *provider*, because the *provider* has, on your behalf, reasonably filed a *complaint* against us or has *appealed* a decision made by us.

## ENROLLEE RIGHTS AND RESPONSIBILITIES

We are committed to:

1. Recognizing and respecting you as an *enrollee*.
2. Encouraging open discussions between you, your *provider* and medical practitioners.
3. Providing information to help you become an informed health care consumer.
4. Providing access to *covered services* and our *network providers*.
5. Sharing our expectations of you as an *enrollee*.
6. Providing coverage regardless of age, ethnicity, race, religion, gender, sexual orientation, national origin, physical or mental disability, or expected health or genetic status.

You have the right to:

1. Participate with your *provider* and medical practitioners in decisions about your health care. This includes working on any treatment plans and making care decisions. You should know any possible risks, problems related to recovery, and the likelihood of success. You shall not have any treatment without consent freely given by you or your legally authorized representative. You should be informed of your care options.
2. Know who is approving and performing the procedures or treatment. All likely treatment and the nature of the problem should be explained clearly.
3. Receive the benefits for which you have coverage.
4. Be treated with respect and dignity.
5. Privacy of your personal health information, consistent with state and federal laws, and our policies.
6. Receive information or make recommendations, including changes, about our organization and services, our *network of providers*, medical practitioners, *hospitals*, other *facilities* and your rights and responsibilities.
7. Candidly discuss with your *provider* and medical practitioners appropriate and *medically necessary* care for your condition, including new uses of technology, regardless of cost or benefit coverage. This includes information from your *PCP* about what might be wrong (to the level known), treatment and any known likely results. Your *PCP* can tell you about treatments that may or may not be covered by the contract, regardless of the cost. You have a right to know about any costs you will need to pay. This should be told to you in words you can understand. When it is not appropriate to give you information for medical reasons, the information can be given to a legally authorized representative. Your *provider* will ask for your approval for treatment unless there is an emergency and your life and health are in serious danger.
8. Voice *complaints* about: our organization, any benefit or coverage decisions we (or our designated administrators) make, your coverage, or care provided.
9. File an *appeal* if you disagree with certain decisions we have made.
10. See your medical records.
11. Be kept informed of *covered* and non-*covered services*, program changes, how to access services, *providers*, advance directive information, *authorizations*, benefit denials, *enrollee* rights and responsibilities, and our other rules and guidelines. We will notify you at least 60 days before the effective date of the modifications. Such notices shall include the following:
  - a. Any changes in clinical review criteria; and

- b. A statement of the effect of such changes on the personal liability of the *enrollee* for the cost of any such changes.
12. A current list of *network providers*. You can also get information on your *network providers'* education, training, and practice.
13. Select a health plan or switch health plans, within the guidelines, without any threats or harassment.
14. Adequate access to qualified medical practitioners and treatment or services regardless of, age, ethnicity, race, religion, gender, sexual orientation, national origin, physical or mental disability, or expected health or genetic status.
15. Access *medically necessary* urgent and emergency services 24 hours a day and seven days a week.
16. Receive information in a different format in compliance with the Americans with Disabilities Act, if you have a disability.
17. Refuse treatment to the extent the law allows without jeopardizing future treatment, and be informed by your provider(s) of the medical consequences. You are responsible for your actions if treatment is refused or if the *PCP's* instructions are not followed. You should discuss all concerns about treatment with your *PCP*. Your *PCP* can discuss different treatment plans with you, if there is more than one option that may help you. You will make the final decision.
18. Select your *PCP* within the *network*. You also have the right to change your *PCP* or request information on *network providers* close to your home or work.
19. Know the name and job title of people giving you care. You also have the right to know which *provider* is your *PCP*.
20. An interpreter when you do not speak or understand the language of the area.
21. A second opinion by a *network provider*, if you want more information about your treatment or would like to explore additional treatment options.
22. Determine what actions should be taken regarding your health if you are no longer able to make decisions for yourself because of illness or because you are incapacitated. You have the right to have your wishes known by completing Advance directive forms Make advance directives for health care decisions. This includes planning treatment before you need it. Advance directives are forms you can complete to protect your rights for medical care. It can help your *PCP* and other *providers* understand your wishes about your health. Advance directives will not take away your right to make your own decisions and will work only when you are unable to speak for yourself. Examples of advance directives include:
  - a. Living Will;
  - b. Health Care Power of Attorney; or
  - c. "Do Not Resuscitate" Orders. *Enrollees* also have the right to refuse to make advance directives. You should not be discriminated against for not having an advance directive.

You have the responsibility to:

1. Read this entire *contract*.
2. Treat all health care professionals and staff with courtesy and respect.
3. Give accurate and complete information about present conditions, past *illnesses*, hospitalizations, medications, and other matters about your health that we or your medical practitioners need in order to provide care. You should make it known whether you clearly understand your care and what is expected of you. You need to ask questions of your *provider* until you understand the care

you are receiving.

4. Review and understand the information you receive about us. You need to know the proper use of *covered services*.
5. Show your *enrollee* identification ID card and keep scheduled appointments with your *provider*, and call the *provider's* office during office hours whenever possible if you have a delay or cancellation.
6. Know the name of your *PCP*. You should establish a relationship with your *provider*. You may change your *PCP* verbally or in writing by contacting Member Services.
7. Read and understand to the best of your ability all materials concerning your health benefits or ask for help if you need it.
8. Understand your health problems and participate, along with your health care professionals and *providers* in developing mutually agreed upon treatment goals to the degree possible.
9. Follow the treatment plans and instructions for care that you have agreed on with your health care professionals and *provider*.
10. Tell your health care professional and *provider* if you do not understand your treatment plan or what is expected of you. You should work with your *PCP* to develop treatment goals. If you do not follow the treatment plan, you have the right to be advised of the likely results of your decision.
11. Follow all health benefit plan guidelines, provisions, policies and procedures.
12. Use any emergency room only when you think you have a medical emergency. For all other care, you should call your *PCP*.
13. When you enroll in this coverage, give all information about any other medical coverage you have. If, at any time, you get other medical coverage besides this coverage, you must tell the entity with which you enrolled.
14. Pay your monthly premiums, all *copayment amounts* and *percentage copayment* on time.
15. Inform the entity in which you enrolled for this *contract* if you have any changes to your name, address, or family members covered under this *contract* within 60 days from the date of the event.

### **Texas Department of Insurance Notice**

1. A health maintenance organization (HMO) plan provides no benefits for services you receive from out-of-network *physicians* or *providers*, with specific exceptions as described in your *evidence of coverage* and below.
2. You have the right to an adequate *network of participating providers* (known as “*network physicians and providers*”).
  - a. If you believe that the *network* is inadequate, you may file a *complaint* with the Texas Department of Insurance at [www.tdi.texas.gov/consumer.complfrm.html](http://www.tdi.texas.gov/consumer.complfrm.html).
3. If your HMO *approves* a referral for out-of-network services because no *preferred provider* is available, or if you have received out-of-network *emergency care*, your HMO must, in most cases, resolve the *non-participating provider's* bill so that you only have to pay any applicable *percentage copayment* and *copay amounts*.

4. You may obtain a current directory of *participating providers* at the following website: [Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com) or by calling 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) for assistance in finding available *participating providers*. If you relied on materially inaccurate directory information, you may be entitled to have an out-of-network claim paid at the in-network level of benefits, if you present a copy of the inaccurate directory information to the HMO, dated not more than 30 days before you received the service.

# GENERAL PROVISIONS

## Entire Contract

This *contract*, with the enrollment application, the *Schedule of Benefits*, amendments or riders attached is the entire *contract* between you and us. No agent may:

1. Change this *contract* unless approved by an officer of Ambetter from Superior HealthPlan;
2. Waive any of the provisions of this *contract*;
3. Extend the time for payment of premiums; or
4. Waive any of our rights or requirements.

## Non-Waiver

If we or you fail to enforce or to insist on strict compliance with any of the terms, conditions, limitations or exclusions of the *contract*, that will not be considered a waiver of any rights under the *contract*. A past failure to strictly enforce the *contract* will not be a waiver of any rights in the future, even in the same situation or set of facts.

## Rescissions

No misrepresentation of fact made regarding an *enrollee* during the application process that relates to insurability will be used to void/rescind the coverage or deny a claim unless:

1. The misrepresented fact is contained in a written application, including amendments, signed by an *enrollee*;
2. A copy of the application, and any amendments, has been furnished to the *enrollee(s)* or to the *enrollee's* personal representative; and
3. The misrepresentation of fact was intentionally made and material to our determination to issue coverage to any *enrollee*. An *enrollee's* coverage will be voided/rescinded and claims denied if that person performs an act or practice that constitutes fraud. "Rescind" has a retroactive effect and means the coverage was never in effect.

## Repayment for Fraud, Misrepresentation or False Information

During the first two years an *enrollee* is covered under the *contract*, if an *enrollee* commits fraud, intentional misrepresentation of a material fact or knowingly provides false information relating to the eligibility of any *enrollee* under this *contract* or in filing a claim for *contract* benefits, we have the right to demand that *enrollee* pay back to us all benefits that we provided or paid during the time the *enrollee* was covered under the *contract*.

## Conformity with Applicable Laws

Any part of this *contract* in conflict with *applicable laws* on this *contract's effective date* or on any premium due date is changed to conform to the minimum requirements of the *applicable laws*.

## Conditions Prior To Legal Action

Legal Actions: An action at law or in equity may not be brought to recover on this *contract* before the 61st day after the date written *proof of loss* has been provided in accordance with the requirements of this *contract*. An action at law or in equity may not be brought after the expiration of three years after the time written *proof of loss* is required to be provided.

On occasion, we may have a disagreement related to coverage, benefits, premiums, or other provisions under this *contract*. Litigation is an expensive and time-consuming way to resolve these disagreements and should be the last resort in a resolution process.

### **Personal Health Information (PHI)**

Your health information is personal. We are committed to do everything we can to protect it. Your privacy is also important to us. We have policies and procedures in place to protect your health records.

We protect all oral, written and electronic PHI. We follow Health Insurance Portability and Accountability Act (HIPAA) requirements and have a Notice of Privacy Practices. We are required to notify you about these practices every year. This notice describes how your medical information may be used and disclosed and how you can get access to this information. Please review it carefully. If you need more information or would like the complete notice, please visit <https://ambetter.SuperiorHealthPlan.com/privacy-practices.html> or call Member Services at 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989).

We protect all of your PHI. We follow HIPAA to keep your health care information private.

### **Language**

If you don't speak or understand the language in your area, you have the right to an interpreter. For language assistance, please visit: <https://ambetter.SuperiorHealthPlan.com/language-assistance.html>.

### **Time Limit on Certain Defenses:**

(a) After the second anniversary of the date this *contract* is issued, a misstatement, other than a fraudulent misstatement, made by the applicant in the application for the *contract* may not be used to void the *contract* or to deny a claim for loss incurred or disability (as defined in the *contract*) beginning after that anniversary.

(b) A claim for loss incurred or disability (as defined in the *contract*) beginning after the second anniversary of the date this *contract* is issued may not be reduced or denied on the ground that a disease or physical condition not excluded from coverage by name or specific description effective on the date of loss existed before the *effective date* of coverage of this *contract*.



## Statement of Non-Discrimination

Ambetter from Superior HealthPlan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Ambetter from Superior HealthPlan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

### Ambetter from Superior HealthPlan:

- **Provides free aids and services to people with disabilities to communicate effectively with us, such as:**
  - o Qualified sign language interpreters
  - o Written information in other formats (large print, audio, accessible electronic formats, other formats)
- **Provides free language services to people whose primary language is not English, such as:**
  - o Qualified interpreters
  - o Information written in other languages

If you need these services, contact Ambetter from Superior HealthPlan at 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989).

If you believe that Ambetter from Superior HealthPlan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a complaint with:

**Superior HealthPlan Complaints Department**  
5900 E Ben White Blvd., Austin, TX 78741  
1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989)  
Fax 1-866-683-5369

You can file a complaint by mail, fax, or email. If you need help filing a complaint, Ambetter from Superior HealthPlan is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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## Declaración de no discriminación

Ambetter de Superior HealthPlan cumple con las leyes de derechos civiles federales aplicables y no discrimina basándose en la raza, color, origen nacional, edad, discapacidad, o sexo. Ambetter de Superior HealthPlan no excluye personas o las trata de manera diferente debido a su raza, color, origen nacional, edad, discapacidad, o sexo.

### Ambetter de Superior HealthPlan:

- **Proporciona ayuda y servicios gratuitos a las personas con discapacidad para que se comuniquen eficazmente con nosotros, tales como:**
  - o Intérpretes calificados de lenguaje por señas
  - o Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos)
- **Proporciona servicios de idiomas a las personas cuyo lenguaje primario no es el inglés, tales como:**
  - o Intérpretes calificados
  - o Información escrita en otros idiomas

Si necesita estos servicios, comuníquese con Ambetter de Superior HealthPlan a 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989).

Si considera que Ambetter de Superior HealthPlan no le ha proporcionado estos servicios, o en cierto modo le ha discriminado debido a su raza, color, origen nacional, edad, discapacidad o sexo, puede presentar una queja ante:

**Superior HealthPlan Complaints Department**  
5900 E Ben White Blvd., Austin, TX 78741  
1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989)  
Fax 1-866-683-5369

Usted puede presentar una queja por correo, fax, o correo electrónico. Si necesita ayuda para presentar una queja, Ambetter de Superior HealthPlan está disponible para brindarle ayuda.

También puede presentar una queja de violación a sus derechos civiles ante la Oficina de derechos civiles del Departamento de Salud y Servicios Humanos de Estados Unidos (U.S. Department of Health and Human Services), en forma electrónica a través del portal de quejas de la Oficina de derechos civiles, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o por correo o vía telefónica llamando al: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Los formularios de queja están disponibles en <http://www.hhs.gov/ocr/office/file/index.html>.

|                    |  |
|--------------------|--|
| <b>Spanish:</b>    | Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Ambetter de Superior HealthPlan, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989).  |
| <b>Vietnamese:</b> | Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Ambetter from Superior HealthPlan, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989).  |
| <b>Chinese:</b>    | 如果您，或是您正在協助的對象，有關於 Ambetter from Superior HealthPlan 方面的問題，您有權利免費以您的母語得到幫助和訊息。如果要與一位翻譯員講話，請撥電話 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989)。  |
| <b>Korean:</b>     | 만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Ambetter from Superior HealthPlan 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) 로 전화하십시오.   |
| <b>Arabic:</b>     | إذا كان لديك أو لدى شخص تساعد أسئلة حول Ambetter from Superior HealthPlan ، لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل بـ 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989).  |
| <b>Urdu:</b>       | اگر آپ Ambetter from Superior HealthPlan کے بارے میں آپ، یا جن کی آپ مدد کر رہے ہیں ان کے سوالات ہوں تو، آپ کو بلا معاوضہ اپنی زبان میں مدد اور معلومات حاصل کرنے کا حق ہے۔ کسی مترجم سے بات کرنے کے لیے، 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) پر کال کریں۔   |
| <b>Tagalog:</b>    | Kung ikaw, o ang iyong tinutulongan, ay may mga katanungan tungkol sa Ambetter from Superior HealthPlan, may karapatan ka na makakuha nang tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989).                                     |
| <b>French:</b>     | Si vous-même ou une personne que vous aidez avez des questions à propos d'Ambetter from Superior HealthPlan, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989).                                      |
| <b>Hindi:</b>      | आप या जिसकी आप मदद कर रहे हैं उनके, Ambetter from Superior HealthPlan के बारे में कोई सवाल हों, तो आपको बिना किसी खर्च के अपनी भाषा में मदद और जानकारी प्राप्त करने का अधिकार है। किसी दुभाषिये से बात करने के लिए 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) पर कॉल करें।  |
| <b>Persian:</b>    | اگر شما، یا کسی که به او کمک می کنید سؤالی در مورد Ambetter from Superior HealthPlan دارید، از این حق برخوردارید که کمک و اطلاعات را بصورت رایگان به زبان خود دریافت کنید. برای صحبت کردن با مترجم با شماره 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) تماس بگیرید.   |
| <b>German:</b>     | Falls Sie oder jemand, dem Sie helfen, Fragen zu Ambetter from Superior HealthPlan hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) an.                                   |
| <b>Gujarati:</b>   | જે તમને અથવા તમે જેમની મદદ કરી રહ્યા હોય તેમને, Ambetter from Superior HealthPlan વિશે કોઈ પણ હોય તો તમને, કોઈ ખર્ચ વિના તમારી ભાષામાં મદદ અને માહિતી પ્રાપ્ત કરવાનો અધિકાર છે. દુભાષિયા સાથે વાત કરવા માટે 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) ઉપર કોલ કરો.   |
| <b>Russian:</b>    | В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Ambetter from Superior HealthPlan вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989). |
| <b>Japanese:</b>   | Ambetter from Superior HealthPlan について何かご質問がございましたらご連絡ください。ご希望の言語によるサポートや情報を無料でご提供いたします。通訳が必要な場合は、1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) までお電話ください。   |
| <b>Laotian:</b>    | ຖ້າທ່ານ ຫຼືຄົນທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ ມີຄຳຖາມກ່ຽວກັບ Ambetter from Superior HealthPlan, ທ່ານມີອິດທິຳເດີຊັບການຊ່ວຍເຫຼືອເປັນຮ່ຳຮຽນ ຂ່າວຂານທີ່ເປັນພາສາຂອງທ່ານ ໃດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ຕໍ່ສອນສຳລັບພາສາອື່ນ, ໃຫ້ໂທຫາ 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989).   |