Coverage for: Individual/Family | Plan Type: EPO

Ambetter from Superior HealthPlan: Ambetter Balanced Care 3 (2019) + Vision



The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately. This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, visit

https://ambetter.SuperiorHealthPlan.com/2019-brochures.html, or call 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989). For general definitions of common terms, such as

<u>allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined</u> terms see the Glossary. You can view the Glossary at https://www.healthcare.gov/sbc-glossary or call 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989) to request a copy.

| Important Questions | Answers | Why This Matters: |
|--|---|---|
| What is the overall deductible? | \$850 individual/\$1,700 family. | Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> . |
| Are there services covered before you meet your <u>deductible</u> ? | Yes. preventive services, primary care, specialist, and urgent care office visits, generic and preferred brand drugs are covered before you meet your deductible. | This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive</u> <u>services</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive</u> services at https://www.healthcare.gov/coverage/preventive-care-benefits/ . |
| Are there other deductibles for specific services? | No. | You don't have to meet <u>deductibles</u> for specific services. |
| What is the <u>out-of-</u> <u>pocket limit</u> for this <u>plan?</u> | For <u>network providers</u> : \$2,600 individual/\$5,200 family. No, for non- <u>network providers</u> . | The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met. |
| What is not included in the out-of-pocket limit? | Premium, balance-billing charges, and health care this plan doesn't cover. | Even though you pay these expenses, they don't count toward the out-of-pocket limit. |
| Will you pay less if you use a <u>network provider</u> ? | Yes. See <u>Find a Provider</u> or call 1-877-687-1196 for a list of <u>network</u> <u>providers</u> . | This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays (<u>balance-billing</u>). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services. |
| Do you need a <u>referral</u> to see a <u>specialist</u> ? | No. | You can see the <u>specialist</u> you choose without a <u>referral</u> . |

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All $\underline{\text{copayment}}$ and $\underline{\text{coinsurance}}$ costs shown in this chart are after your $\underline{\text{deductible}}$ has been met, if a $\underline{\text{deductible}}$ applies.

| | | What You Will Pay | | | |
|---|--|---|---|---|--|
| Common Medical Event | Services You May Need | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | Limitation, Exceptions, & Other Important Information | |
| | Primary care visit to treat an injury or illness | No charge | Not covered | None | |
| If you visit a health care <u>provider's</u> office or clinic | <u>Specialist</u> visit | \$5 <u>Copay</u> /visit; <u>deductible</u> does not apply | Not covered | None | |
| | Preventive care/ screening/ immunization | No charge | Not covered | You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for. | |
| If you have a test | Diagnostic test (x-ray, blood work) | 30% Coinsurance | Not covered | Prior authorization may be required. Failure to obtain prior authorization for any service that requires prior authorization may result in reduction of benefits. See your policy for more details. | |
| | Imaging (CT/PET scans, MRIs) | 30% Coinsurance | Not covered | Prior authorization may be required. | |

| | | What You Will Pay | | | |
|--|--|---|---|---|--|
| Common Medical Event | Services You May Need | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | Limitation, Exceptions, & Other Important Information | |
| | Generic drugs (Tier 1) | No charge | Not covered | Prescription drugs are provided up to 31 days retail and up to 90 days through mail order. Mail orders are subject to 3x retail cost-sharing amount. | |
| If you need drugs to treat your illness or condition More information | Preferred brand drugs (Tier 2) | Retail: \$25 Copay/prescription; Mail order: \$75 Copay/prescription; deductible does not apply | Not covered | Prior authorization may be required. Prescription drugs are provided for up to 31 days retail and up to 90 days through mail order. Mail orders are subject to 3x retail cost-sharing amount. | |
| about <u>prescription</u> <u>drug coverage</u> is available at <u>Preferred</u> <u>Drug List</u> . | Non-preferred brand drugs (Tier 3) | 30% Coinsurance | Not covered | Prior authorization may be required. Prescription drugs are provided for up to 31 days retail and up to 90 days through mail order. Mail orders are subject to 3x retail cost-sharing amount. | |
| | Specialty drugs (Tier 4) | 30% Coinsurance | Not covered | Prior authorization may be required. Prescription drugs are provided for up to 31 days retail and up to 90 days through mail order. Mail orders are subject to 3x retail cost-sharing amount. | |
| If you have outpatient surgery | Facility fee (e.g., ambulatory surgery center) | 30% Coinsurance | Not covered | Prior authorization may be required. | |
| | Physician/surgeon fees | 30% Coinsurance | Not covered | Prior authorization may be required. | |

| | | What You Will Pay | | | |
|--|------------------------------------|---|--|---|--|
| Common Medical Event | Services You May Need | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | Limitation, Exceptions, & Other Important Information | |
| | Emergency room care | \$100 <u>Copay</u> /visit with <u>deductible</u> | \$100 <u>Copay</u> /visit with <u>deductible</u> | None | |
| If you need immediate medical attention | Emergency Medical transportation | 30% Coinsurance | 30% Coinsurance | None | |
| | <u>Urgent Care</u> | \$10 <u>Copay</u> /visit; <u>deductible</u> does not apply | Not covered | None | |
| | Facility fee (e.g., hospital room) | \$200 <u>Copay</u> per day with <u>deductible</u> | Not covered | Prior authorization may be required. | |
| If you have a hospital stay | /e a | \$50 <u>Copay</u> per stay; <u>deductible</u> does not apply | Not covered | Prior authorization may be required. | |
| If you need mental health, behavioral health, or substance abuse services | Outpatient services | No charge/office visit; deductible does not apply; 30% Coinsurance for all other services | Not covered | Prior authorization may be required. (PCP and other practitioner visits do not require prior authorization) | |
| | Inpatient services | \$200 <u>Copay</u> per day with <u>deductible</u> | Not covered | Prior authorization may be required. | |

| | What You Will Pay | | | | |
|-------------------------|---|--|---|--|--|
| Common Medical Event | Services You May Need | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | Limitation, Exceptions, & Other Important Information | |
| If you are pregnant | Office visits | No charge | Not covered | Prior authorization not required for deliveries within the standard timeframe per federal regulation, but may be required for other services. Cost-sharing does not apply for preventive services. Depending on the type of services, coinsurance, deductible or copayment may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). | |
| | Childbirth/delivery professional services | \$50 <u>Copay</u> per stay; <u>deductible</u> does not apply | Not covered | Prior authorization not required for deliveries within the standard timeframe per federal regulation, but may be required for other services. Cost-sharing does not apply for preventive services. Depending on the type of services, coinsurance, deductible or copayment may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). | |
| | Childbirth/delivery facility services | \$200 <u>Copay</u> per day with <u>deductible</u> | Not covered | Prior authorization not required for deliveries within the standard timeframe per federal regulation, but may be required for other services. Cost-sharing does not apply for preventive services. Depending on the type of services, coinsurance, deductible or copayment may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). | |

| | | What You Will Pay | | | |
|---|----------------------------|---|---|--|--|
| Common Medical Event | Services You May Need | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | Limitation, Exceptions, & Other Important Information | |
| | Home health care | 30% Coinsurance | Not covered | Prior authorization may be required. 60 Visits per year. | |
| If you need help recovering or have other special health needs | Rehabilitation services | 30% <u>Coinsurance</u> | Not covered | 35 visits per year, combined with chiropractic care (visit limit does not apply to treatment or care determined to be medically necessary as a result of and related to an acquired brain injury or to treatment of developmental delays). | |
| | Habilitation services | 30% Coinsurance | Not covered | 35 visits per year (visit limit does not apply to treatment of developmental delays). | |
| | Skilled nursing care | 30% Coinsurance | Not covered | Prior authorization may be required. 25 days per year. | |
| | Durable medical equipment | 30% Coinsurance | Not covered | Prior authorization may be required. | |
| | Hospice services | 30% Coinsurance | Not covered | Prior authorization may be required. | |
| If your shild woods | Children's eye exam | No charge | Not covered | 1 Visit per year. | |
| If your child needs dental or eye care | Children's glasses | No charge | Not covered | 1 Item per year. | |
| dental of eye care | Children's dental check-up | Not covered | Not covered | None | |

Excluded Services & Other Covered Services

Services your Plan Generally Does NOT cover (Check your policy or plan documentation for more information and a list of any other excluded services.)

- Abortion (Except when the life of the mother is endangered)
- Acupuncture
- Bariatric surgery

- Cosmetic surgery
- Dental care
- Non-emergency care when traveling outside the U.S.

- Long-term care
- Private-duty nursing
- Weight loss programs

Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.)

 Chiropractic care (Limited to 35 specialist visits per year, combined with rehabilitation services)

- Hearing aids (Two items per three years)
- Infertility treatment (Coverage for the diagnosis of infertility only)
- Routine eye care (Adult)

Routine foot care (For diabetes treatment)

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Ambetter from Superior HealthPlan at 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989); Texas Department of Insurance, 333 Guadalupe, Austin, TX 78701, Phone No. (800) 578-4677. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit www.HealthCare.gov or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your plan for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact: Texas Department of Insurance, 333 Guadalupe, Austin, TX 78701, Phone No. (800) 578-4677.

Does this plan provide Minimum Essential Coverage? Yes

If you don't have Minimum Essential Coverage for a month, you'll have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

Does this plan meet the Minimum Value Standards? Yes

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989).

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989).

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989).

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989).

About these Coverage Examples:



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage

Peg is Having a baby

(9 months of in-network prenatal care and a hospital delivery)

| ■ The <u>plan's</u> overall <u>deductible</u> | \$850 |
|--|-------|
| Specialist copayment | \$5 |
| Hospital (facility) <u>copayment</u> | \$200 |
| Other coinsurance | 30% |

This EXAMPLE even includes services like:

Specialist office visits (prenatal care)
Childbirth/Delivery Professional Services
Childbirth/Delivery facility Services
Diagnostic test (ultrasounds and blood work)
Specialist visit (anesthesia)

| Total Example Cost | \$12,800 |
|--------------------|----------|
| | |

In this example, Peg would pay:

| Cost Sharing | | | |
|----------------------------|---------|--|--|
| Deductibles | \$850 | | |
| Copayments | \$200 | | |
| Coinsurance | \$300 | | |
| What isn't covered | | | |
| Limits or exclusions | \$60 | | |
| The total Peg would pay is | \$1,410 | | |

Managing Joe's type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

| ■ The <u>plan's</u> overall <u>deductible</u> | \$850 |
|--|-------|
| Specialist copayment | \$5 |
| Hospital (facility) <u>copayment</u> | \$200 |
| Other <u>coinsurance</u> | 30% |

This EXAMPLE even includes services like:

Primary care physician office visits (includes disease education)

Diagnostic tests (blood work)

Prescription Drugs

Durable medical equipment (glucose meter)

| Total | Example Cost | \$7,400 |
|-------|--------------|---------|
| | | |

In this example, Joe would pay:

| Cost Sharing | | |
|----------------------------|---------|--|
| Deductibles | \$850 | |
| Copayments | \$300 | |
| Coinsurance | \$600 | |
| What isn't covered | | |
| Limits or exclusions | \$60 | |
| The total Joe would pay is | \$1,810 | |

Mia's Simple Fracture

(in-network emergency room visit and follow up care)

| ■ The <u>plan's</u> overall <u>deductible</u> | \$850 |
|--|-------|
| Specialist copayment | \$5 |
| Hospital (facility) <u>copayment</u> | \$200 |
| Other <u>coinsurance</u> | 30% |

This EXAMPLE even includes services like:

Emergency room care (including medical supplies)

Diagnostic test (x-ray)

Durable medical equipment (crutches)

Rehabilitation services (Physical therapy)

| Total Example | Cost | \$1,900 |
|---------------|------|---------|
| | | |

In this example, Mia would pay:

| Cost Sharing | |
|----------------------------|---------|
| Deductibles | \$850 |
| Copayments | \$20 |
| Coinsurance | \$500 |
| What isn't covered | |
| Limits or exclusions | \$0 |
| The total Mia would pay is | \$1,370 |

The <u>plan</u> would be responsible for the other costs of these EXAMPLE covered services.

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:
 - Qualified sign language interpreters
 - 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:
 - Qualified interpreters
 - 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 grievance with: Superior HealthPlan Complaint 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 grievance by mail, fax, or email. If you need help filing a grievance, 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.isf, 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.



| Spanish: | 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). |
|-------------|--|
| Vietnamese: | 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. Đề nói chuyện với một thông dịch viên, xin gọi 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989). |
| Chinese: | 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)。 |
| Korean: | 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. |
| Arabic: | إذا كان لديك أو لدى شخص نساحه أمثلة حول Ambetter from Superior HealthPlan ، لديك الحق في الحصول على المساحدة والمعلومات الضرورية بلغتك من دون أية نكلقة. للتحدث مع مترجم انصل بـ 1196-877-687-1196 . (Relay Texas/TTY 1-800-735-2989). |
| Urdu: | اگر Ambetter from Superior HealthPlan کے بارے میں آپ، یا جن کی آپ مدد کر رہے ہیں ان کے سوالات ہوں تو، آپ کو پلامعاوضہ اپنی زبان میں مدد اور معلومات حاصل کرنے کا حق ہے۔ کسی مترجم سے بات کرنے کے لیے، 1196-877-687-1 در Relay Texas/TTY 1-800-735-2989) پر کل کریں۔ |
| Tagalog: | Kung ikaw, o ang iyong tinutulangan, 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). |
| French: | 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). |
| Hindi: | 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। |
| Persian: | اگر شما، یا کسي که به او کمک مي کنيد مئوالي در مورد Ambetter from Superior HealthPlan داريد، از اين حق برخورداريد که کمک و اطلاعات را بصورت رايگان به زبان خود دريافت کنيد. بر اي صحبت کردن با مترجم با شماره 196-877-687-480 (Relay Texas/TTY 1-800-735-2989) شماس بگيريد. |
| German: | 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. |
| Gujarati: | જે તમને અથવા તમે જેમની મદદ કરી રહ્યા ફોય તેમને, Ambetter from Superior HealthPlan વિશે કોઈ પ્રશ્ન ફોય 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 કૉલ કરો. |
| Russian: | 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). |
| Japanese: | Ambetter from Superior Health Plan 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。 |
| Laotian: | ຖ້າທ່ານ ຫຼືຄົນທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ ມີຄຳຖາມກ່ຽວກັບ Ambetter from Superior HealthPlan, ທ່ານມີສິດທີ່ຈະໄດ້ຮັບການຊ່ວຍເຫຼືອແລະຂໍ້ມູນຂ່າວສານທີ່ເປັນພາສາຂອງທ່ານ ໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ເພື່ອຈະເວົ້າກັບນາຍພາສາ, ໃຫ້ໂທຫາ 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989). |

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