

GeoBlue® Student Member Guide



Your Guide to GeoBlue[®]

Welcome to GeoBlue, a program designed to keep you safe and healthy throughout your journey. Your GeoBlue[®] health insurance plan provides you access to global medical expertise with responsive, multi-channel service. Download our app or register online to learn about the extra care you receive when you travel with GeoBlue.



Getting Started

Important plan information and health tools



Getting Care

How to get care when you are in the U.S.



Accessing Self-Service Tools

Convenient online and mobile tools



Submitting a Claim

File a claim for reimbursement



Reviewing Plan Benefits

What is covered by your plan?



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Download the GeoBlue app to register

Download our app from the Apple or Google Play app stores to put your plan in the palm of your hand:

- Display an electronic ID card
- Locate Blue Cross and Blue Shield providers and hospitals within the U.S.
- Arrange direct payment to your provider
- Access global health and safety tools including translations, drug equivalents, news and safety information
- Submit and track claims

You can also register online at www.geobluestudents.com.

Visit the GeoBlue Member Hub

Visit the Member Hub on www.geobluestudents.com to view important plan information and to access convenient self-service tools. Login with the username and password you created when you registered through the app. If you have not previously registered through the app, you can register directly online.

Get your GeoBlue ID card

It is important to have your GeoBlue ID card to access healthcare services; you will need to present your ID card whenever you receive medical care. This card can be accessed from multiple sources:

- You can show, fax or email your ID card through the app
- Your ID card is available in the Member Hub on www.geobluestudents.com
- Customer Service can provide replacement ID cards

When you receive your ID card, please check the information for accuracy. Call Customer Service if you find an error.

Need help with registration?



Contact us for assistance:

Inside the U.S. call **1.844.268.2686**

Outside the U.S. call **+1.610.263.2847**

customerservice@geo-blue.com

This pamphlet contains a brief summary of the features and benefits for insured participants covered under your school health insurance. This is not a contract of insurance. Coverage is provided under an insurance policy under which your school is a participating school. The policy is underwritten by 4 Ever Life Insurance Company, Oakbrook Terrace, Illinois (Policy form 28.1303). Complete information on the insurance is contained in the Certificate of Insurance which is on file with the school and is made available to all insured participants. If there is a difference between this program description and the certificate wording, the certificate controls.

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Getting Care

Get care when you are in the U.S.

Student health center

Student health centers are a convenient healthcare option for basic health services. Consult your school's resources for more specific information about the care available to you, location(s) and hours. If you choose to receive care from your student health center, coinsurance, copayments and/or deductibles may be waived.

Finding a provider

If you need care outside of what is available from your institution, you also have access to the Blue Cross and Blue Shield network within the U.S., Puerto Rico, and U.S. Virgin Islands. To find a doctor or facility, visit the "Provider Finder" section in the Member Hub on www.geobluestudents.com or in the app.

Contact us for assistance:

- Toll free within the U.S. call 1.844.268.2686
- Outside the U.S. call +1.610.263.2847
- customerservice@geo-blue.com

Scheduling an appointment with a Blue Cross and Blue Shield provider

Call the provider to confirm they are in network and schedule your appointment. At the time of service, you will need to show the provider your GeoBlue ID card and tell them you are covered by Blue Cross and Blue Shield.

Using an out-of-network provider

This typically results in a higher coinsurance and may result in additional costs to you. If you receive care from an out-of-network provider, you may need to pay out of pocket and submit a claim for reimbursement. Click "How to File a Claim" in the Member Hub on www.geobluestudents.com to download the appropriate claim form. Submit claims electronically using the GeoBlue app or the "File an eClaim" link on the Member Hub.

Prescription benefits

Present your ID card at any participating pharmacy and you will be charged in accordance with your plan benefits.*

Paying for care - Glossary of terms

In the U.S., your health plan typically pays your medical bills for you with the following exceptions:

- **Copay or Copayment:** The specific dollar amount you will pay at the time of service.
- **Coinsurance:** The percentage of the cost you are responsible for.
- **Deductible:** An amount you are responsible to pay for eligible expenses before the plan begins to pay.
- **Out-of-Network Provider:** Medical provider who is not contracted with Blue Cross and Blue Shield companies. This typically results in a higher coinsurance and may result in additional costs to you.

See your Certificate of Coverage for details.



In the event of a medical emergency

If you have an emergency, dial 911 or go to the closest Emergency Room immediately. If you're not sure whether your situation is an emergency, dial 911 and let the call-taker determine if you need emergency help. Once you are safe, call the Medical Assistance phone number for 24/7 care located on the back of your ID card. We will then take the appropriate action to assist and monitor your medical care until the situation is resolved.

*Certain limitations and exclusions apply to your coverage under this plan and may affect your coverage. Your Certificate of Insurance is on file with your school and in the Member Hub on www.geobluestudents.com.



Accessing Self-Service Tools

Convenient online and mobile tools

Find a doctor or facility

Review detailed profiles of contracted doctors to find the best match and then locate the office.

Translate medications

Find country-specific equivalents for prescription and over-the-counter medications.

Translate medical terms and phrases

Translate hundreds of key medical phrases and terms into the most widely spoken languages with audio clips and transliterations.

Understand health and security risks

Receive daily alerts detailing the latest security and health issues in your destination. View country or city profiles on crime, terrorism or natural disasters.

Telehealth

Members have anytime access to remotely delivered care through **Global TeleMD™**, a new smartphone app—at no additional cost— which provides confidential access to international doctors by telephone or video call.

Features include:

- Global network of doctors
- Medical guidance and consultations (for non-medical emergencies)
- Same-day virtual appointments, available 24/7
- Multiple language options
- Consultation notes sent directly to your phone
- Prescriptions and referral letters (subject to local regulation)

Global Assistance Program

Global Wellness Assist is an international assistance program (commonly referred to as an employee assistance program or EAP) for students, faculty and staff traveling globally on behalf of a college or university, providing access to free, confidential assistance any time, any day. Professionals are ready to assist with any issue.

Features include:

- Available 24/7/365
- Up to 6 sessions of counseling per issue, per year (telephonic and in person)
- Information, resources and counseling on any work, life, personal or family issue
- Available worldwide by phone, email or web
- No additional cost to use
- Available in several languages



Visit www.geobluestudents.com or **download the GeoBlue app** to access self-service tools for navigating risks and finding the best care options.

Services are provided by WorkPlace Options, an independent company that is not affiliated with GeoBlue and does not provide Blue Cross or Blue Shield products or services. WorkPlace Options is solely responsible for referring participants for counseling, coaching and work-life services by providers who are appropriately licensed by local authorities. The evaluation and efficacy of any service delivered by a provider lies solely with the employee, spouse, dependent or other authorized party who inquires on behalf of the participant. GeoBlue shall have no responsibility or liability whatsoever for any aspect of the provider counseling or the counselor/participant relationship.

Telemedicine services are provided by Teladoc Health, directly to you. GeoBlue assumes no liability and accepts no responsibility for information provided by Teladoc Health and the performance of their services. Support and information provided through this service does not confirm that any related treatment or additional support is covered under your health plan. To discuss the coverage under your health plan, please contact us. This service is not intended to be used for emergency or urgent treatment medical questions.

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Submitting a Claim

File a claim for reimbursement

eClaims

You can quickly and conveniently submit claims electronically, through the app or through the Member Hub on www.geobluestudents.com. Scanned paper documents are delivered directly to our Claims Department and your eClaims are saved in the Claims section of the Member Hub.

Choose “Claims” in the GeoBlue app or visit the “File an eClaim” section of the Member Hub on www.geobluestudents.com.

Email and fax

If you prefer to submit a claim via email or fax, a printable claim form and detailed instructions are available in the Member Hub on www.geobluestudents.com.

Visit the “How to File a Claim” section of the Member Hub on www.geobluestudents.com and click “How do you file a claim with GeoBlue?” to download the appropriate claim form.

Email: claims@geo-blue.com

Fax: +1.610.482.9623

Postal mail

If you prefer to submit a claim via postal mail, a printable claim form and detailed instructions are available in the Member Hub on www.geobluestudents.com.

Visit the “How to File a Claim” section of the Member Hub on www.geobluestudents.com and click “How do you file a claim with GeoBlue?” to download the appropriate claim form.

Claims Incurred Inside the U.S., Puerto Rico and the U.S. Virgin Islands:

GeoBlue, P.O. Box 21974, Eagan, MN 55121

Checking the status of your claim

To check your claim status, choose “Claims” in the GeoBlue app or visit the “View My Claims” section of the Member Hub on www.geobluestudents.com.



Reviewing Plan Benefits

What is covered by your plan?

Benefit Highlights	In-Network	Out-of-Network
Lifetime Maximum	Unlimited	
The Percentage of Covered Expenses the Plan Pays	100%	50% of the Maximum Reimbursable Charge
Maximum Reimbursable Charge	Not Applicable	150% of Medicare Rates
Maximum Reimbursable Charge is determined based on the lesser of the provider's normal charge for a similar service or supply; or a percentage of charges made by providers of such service or supply in the geographic area where the service is received. These charges are compiled in a database we have selected. Note: The provider may bill you for the difference between the provider's normal charge and the Maximum Reimbursable Charge, in addition to applicable deductibles and coinsurance.		
Policy Year Deductible		
Individual	\$100	\$100
Family Deductible	2 times the Individual Deductible	2 times the Individual Deductible
Family members meet only their individual deductible and then their claims will be covered under the plan coinsurance; if the family deductible has been met prior to their individual deductible being met, their claims will be paid at the plan coinsurance.		
Out-of-Pocket Maximum		
Individual	\$5,000	\$5,000
Family Maximum	2 times the Individual Out-of-Pocket Maximum	2 times the Individual Out-of-Pocket Maximum
Family members meet only their individual Out-of-Pocket and then their claims will be covered at 100%; if the family Out-of-Pocket has been met prior to their individual Out-of-Pocket being met, their claims will be paid at 100%.		
Physician's Services		
Physician's Office Visit - Primary Care Physician	100%, No Deductible, \$10 copay	50% after plan deductible
Office Visit – Specialist	100%, No Deductible, \$10 copay	50% after plan deductible
Surgery Performed In the Physician's Office	100% after plan deductible	50% after plan deductible
Second Opinion Consultations (provided on a voluntary basis)	100%, No Deductible, \$10 copay	50% after plan deductible
Allergy Treatment/Injections	100%, No Deductible, \$10 copay	50% after plan deductible
Preventive Care		
Routine Preventive Care – all ages	100% not subject to plan deductible or copayments	50% after plan deductible
Immunizations – all ages	100% not subject to plan deductible or copayments	50% after plan deductible
Mammograms, PSA, PAP Smear and Colorectal Cancer Screenings	100% not subject to plan deductible or copayments	50% after plan deductible

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Reviewing Plan Benefits

What is covered by your plan?

Benefit Highlights	In-Network	Out-of-Network
Lead Poisoning Screening Tests For Children under age 6	100% not subject to plan deductible or copayments	50% after plan deductible
Inpatient Hospital – Facility/Professional Charges Room and Board Charges Physician's Visits/Consultations Professional Services (Surgeon, Radiologist, Pathologist, Anesthesiologist)	100% after plan deductible 100% after plan deductible 100% after plan deductible	50% after plan deductible 50% after plan deductible 50% after plan deductible
Inpatient Services at Other Health Care Facilities Includes Skilled Nursing Facility, Rehabilitation Hospital and Sub-Acute Facilities Policy Year Maximum of 120 day limit.	100% after plan deductible	50% after plan deductible
Ambulatory Surgical Services Operating Room, Recovery Room, Procedure Room, Treatment Room and Observation Room Professional Services (Surgeon, Radiologist, Pathologist, Anesthesiologist)	100% after plan deductible 100% after plan deductible	50% after plan deductible 50% after plan deductible
Emergency and Urgent Care Services Physician's Office Visit Hospital Emergency Room Outpatient Professional Services (radiology, pathology and ER Physician)	100%, No Deductible, \$10 copay 100% after plan deductible Additional \$150 copay per visit – waived if admitted 100% after plan deductible	50% after plan deductible If true emergency, the benefit will be paid at the In-Network Rate. 50% after plan deductible If true emergency, the benefit will be paid at the In-Network Rate. Additional \$150 copay per visit – waived if admitted 50% after plan deductible If true emergency, the benefit will be paid at the In-Network Rate.

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Reviewing Plan Benefits

What is covered by your plan?

Benefit Highlights	In-Network	Out-of-Network
Urgent Care Facility	100% after plan deductible	50% after plan deductible If true emergency, the benefit will be paid at the In-Network Rate.
X-ray and/or Lab performed at the Emergency Room or Urgent Care Facility (billed as part of the visit)	100% after plan deductible	50% after plan deductible If true emergency, the benefit will be paid at the In-Network Rate.
X-ray and/or Lab performed at the Independent facility in conjunction with the Emergency Room visit	100% after plan deductible	50% after plan deductible If true emergency, the benefit will be paid at the In-Network Rate.
Ambulance	100% after plan deductible	50% after plan deductible If true emergency, the benefit will be paid at the In-Network Rate.
Laboratory and Radiology Services (includes pre-admission testing)		
Inpatient Facility	100% after plan deductible	50% after plan deductible
Outpatient Facility	100% after plan deductible	50% after plan deductible
Independent X-ray and/or Lab Facility	100% after plan deductible	50% after plan deductible
Advanced Radiological Imaging (i.e. MRIs, MRAs, CAT Scans and PET Scans)		
Inpatient Facility	100% after plan deductible	50% after plan deductible
Outpatient Facility	100% after plan deductible	50% after plan deductible
Independent Facility	100% after plan deductible	50% after plan deductible
Maternity Care/Obstetrical Services		
Physician's Office visit to confirm pregnancy	100%, No Deductible, \$10 copay	50% after plan deductible
Global Maternity Fee (Prenatal, Postnatal and Physician's delivery charge)	100% after plan deductible	50% after plan deductible
Physician's Office visits in addition to the global maternity fee	100%, No Deductible, \$10 copay	50% after plan deductible
Laboratory, Radiology Services and or Advance Radiological Imaging	100% after plan deductible	50% after plan deductible
Delivery Charges – Facility (Hospital, Birthing Center)	100% after plan deductible	50% after plan deductible

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Reviewing Plan Benefits

What is covered by your plan?

Benefit Highlights	In-Network	Out-of-Network
Termination of Pregnancy		
Medically Necessary	100% after plan deductible	50% after plan deductible
Elective	100% after plan deductible	50% after plan deductible
Infertility Expenses – Basic		
Covered expenses include charges made by a physician to diagnose and to surgically treat the underlying medical cause of infertility.		
Physician's Office Visit	100%, No Deductible, \$10 copay	50% after plan deductible
Inpatient Facility	100% after plan deductible	50% after plan deductible
Outpatient Facility	100% after plan deductible	50% after plan deductible
Physician's Services	100% after plan deductible	50% after plan deductible
Family Planning/Contraception Management		
See benefit description for specific coverages		
For Women		
Physician's Office Visit	100% not subject to plan deductible or copayments	50% after plan deductible
Inpatient Facility	100% not subject to plan deductible or copayments	50% after plan deductible
Outpatient Facility	100% not subject to plan deductible or copayments	50% after plan deductible
Physician's Services	100% not subject to plan deductible or copayments	50% after plan deductible
For Men		
Physician's Office Visit	100%, No Deductible, \$10 copay	50% after plan deductible
Inpatient Facility	100% after plan deductible	50% after plan deductible
Outpatient Facility	100% after plan deductible	50% after plan deductible
Physician's Services	100% after plan deductible	50% after plan deductible
Obesity/Bariatric Surgery		

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Reviewing Plan Benefits

What is covered by your plan?

Benefit Highlights	In-Network	Out-of-Network
<p>Subject to Medical Necessity and Clinical guidelines for someone who is Morbidly Obese.</p> <p>Inpatient Facility</p> <p>Outpatient Facility</p> <p>Physician's Services</p>	<p>100% after plan deductible</p> <p>100% after plan deductible</p> <p>100% after plan deductible</p>	<p>50% after plan deductible</p> <p>50% after plan deductible</p> <p>50% after plan deductible</p>
<p>Organ Transplant Services</p> <p>Includes all medically appropriate, non-experimental transplants.</p> <p>Inpatient Facility</p> <p>Physician's Services</p> <p>Lifetime Travel Maximum: \$10,000 per transplant</p>	<p>100% after plan deductible</p> <p>100% after plan deductible</p> <p>100% after plan deductible</p>	<p>50% after plan deductible</p> <p>50% after plan deductible</p> <p>Not Covered</p>
<p>Transgender Services</p> <p>See benefit description for covered services.</p> <p>Physician's Office Visit</p> <p>Inpatient Facility</p> <p>Outpatient Facility</p> <p>Physician's Services</p>	<p>100%, No Deductible, \$10 copay</p> <p>100% after plan deductible</p> <p>100% after plan deductible</p> <p>100% after plan deductible</p>	<p>50% after plan deductible</p> <p>50% after plan deductible</p> <p>50% after plan deductible</p> <p>50% after plan deductible</p>
<p>Nutritional Evaluation</p> <p>Policy Year Maximum of 3 visit limit. Limit does not apply to treatment of diabetes or for services due to a mental health or substance abuse diagnosis.</p> <p>Physician's Office Visit</p> <p>Inpatient Facility</p> <p>Outpatient Facility</p> <p>Physician's Services</p>	<p>100%, No Deductible, \$10 copay</p> <p>100% after plan deductible</p> <p>100% after plan deductible</p> <p>100% after plan deductible</p>	<p>50% after plan deductible</p> <p>50% after plan deductible</p> <p>50% after plan deductible</p> <p>50% after plan deductible</p>
<p>Nutritional Formulas</p>	<p>100% after plan deductible</p>	<p>50% after plan deductible</p>

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Reviewing Plan Benefits

What is covered by your plan?

Benefit Highlights	In-Network	Out-of-Network
Acupuncture Physician's office visit	100%, No Deductible, \$10 copay	50% after plan deductible
Chiropractic Care/Spinal Manipulations Physician's office visit	100%, No Deductible, \$10 copay	50% after plan deductible
Telehealth	100%, No Deductible, \$10 copay	50% after plan deductible
Dental Services due to an Injury and Oral and Maxillofacial Treatment (Mouth, Jaws and Teeth) Limited Benefits – please see the benefit description for limitation on Dental Services due to an injury		
Physician's Office Visit	100%, No Deductible, \$10 copay	50% after plan deductible
Inpatient Facility	100% after plan deductible	50% after plan deductible
Outpatient Facility	100% after plan deductible	50% after plan deductible
Physician's Services	100% after plan deductible	50% after plan deductible
TMJ Treatment	100% after plan deductible	50% after plan deductible
Diabetic Equipment	100% after plan deductible	50% after plan deductible
Durable Medical Equipment	100% after plan deductible	50% after plan deductible
External Prosthetic Appliances	100% after plan deductible	50% after plan deductible
Wigs (for hair loss due to alopecia areata or cancer treatment) Policy Year Maximum of \$500	100% after plan deductible	50% after plan deductible
Mental Health		
Inpatient Facility	100% after plan deductible	50% after plan deductible
Outpatient (Includes Individual, Group and Intensive Outpatient)		
Physician's Office Visit	100%, No Deductible, \$10 copay	50% after plan deductible
Outpatient Facility	100% after plan deductible	50% after plan deductible
Substance Abuse Health		
Inpatient Facility	100% after plan deductible	50% after plan deductible

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Reviewing Plan Benefits

What is covered by your plan?

Benefit Highlights	In-Network	Out-of-Network
Outpatient (Includes Individual, Group and Intensive Outpatient) Physician's Office Visit Outpatient Facility	100%, No Deductible, \$10 copay 100% after plan deductible	50% after plan deductible 50% after plan deductible
Hearing Benefit One Examination per 24 month period	100%, No Deductible, \$10 copay	50% after plan deductible
Hearing Aid Benefit Up to \$1,000 per hearing aid unit necessary for each hearing impaired ear every 24 months	100% after plan deductible	50% after plan deductible
Home Health Care Services Policy Year Maximum of 120 visit limit	100% after plan deductible	50% after plan deductible
Private Duty Nursing Policy Year Maximum of 120 visit limit	100% after plan deductible	50% after plan deductible
Hospice Care Services	100% after plan deductible	50% after plan deductible
Infusion Therapy Outpatient Facility Physician's Services	100% after plan deductible 100% after plan deductible	50% after plan deductible 50% after plan deductible
Short Term Rehabilitative Therapy Physician's Office Visit Outpatient Hospital Facility Note: The Short Term Rehabilitative Therapy maximum does not apply to the treatment of autism.	100%, No Deductible, \$10 copay 100% after plan deductible	50% after plan deductible 50% after plan deductible

Prescription Drugs Schedule of Benefits

This pamphlet contains a brief summary of the features and benefits for insured participants covered under your school health insurance. This is not a contract of insurance. Coverage is provided under an insurance policy under which your school is a participating school. The policy is underwritten by 4 Ever Life Insurance Company, Oakbrook Terrace, Illinois. Complete information on the insurance is contained in the Certificate of Insurance which is on file with the school and is made available to all insured participants. If there is a difference between this program description and the certificate wording, the certificate controls.

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Reviewing Plan Benefits

What is covered by your plan?

The below section describes the coverage for Prescriptions Drugs for all Eligible Subscribers. The plan provides Prescription Drug benefits for Prescription Drugs and Related Supplies provided by Pharmacies as shown in the schedule and as described in the Prescription Drug Coverage section of this certificate. To receive Prescription Drug Benefits, the Eligible Subscriber may be required to pay a portion of the Covered Expenses. That portion includes any applicable Deductible and/or Copayments as may be applicable. Benefits are limited as described in the Prescription Drug section of this certificate and are subject to the Medical "Exclusions" section of this certificate.

Benefit Highlights	Participating Pharmacy	Non-Participating Pharmacy
Retail Prescription Drugs	Cost per 30-day Supply	Cost per 30-day Supply
	Certain medications as part of preventive care services are covered at 100% with no cost sharing either through a retail drug store. Detailed information is available at www.healthcare.gov	
Generic*	\$20 Copayment, deductible does not apply	\$20 Copayment, deductible does not apply
Brand-Name*	\$50 Copayment, deductible does not apply	\$50 Copayment, deductible does not apply
Non – Formulary*	\$50 Copayment, deductible does not apply	\$50 Copayment, deductible does not apply
* Designated as per generally-accepted industry sources and adopted by the Insurance Company		

Exclusions and Expenses Not Covered

Additional coverage limitations determined by plan or provider type are shown in the Schedule. Payment for the following is specifically excluded from this plan:

- Care for health conditions that are required by state or local law to be treated in a public facility.
- Care required by state or federal law to be supplied by a public school system or school district.
- Care for military service disabilities treatable through governmental services if you are legally entitled to such treatment and facilities are reasonably available.
- Charges for preventive care, injuries or sickness incurred in your Home Country.
- Services or supplies furnished and billed by a provider outside the United States, unless such services or supplies are furnished in connection with Urgent Care or an Emergency.
- For or in connection with an Injury or Sickness which is due to participation in a riot, civil commotion or police action.
- For claim payments that are illegal under applicable law.
- Charges which you are not obligated to pay or for which you are not billed or for which you would not have been billed except that they were covered under this plan.
- Assistance in the activities of daily living, including but not limited to eating, bathing, dressing or other Custodial Care or self-care activities, homemaker services and services primarily for rest, domiciliary or convalescent care.
- Non-Treatment Facilities, Institutions or Programs - Benefits are not provided for institutional care, housing, incarceration or programs from facilities that are not licensed to provide medical or behavioral health treatment for covered conditions. Examples are prisons, nursing homes, juvenile detention facilities, group homes, foster homes and adult family homes. Benefits are provided for medically necessary medical or behavioral health treatment received in these locations
- For or in connection with experimental, investigational or unproven services.
Experimental, investigational and unproven services are medical, surgical, diagnostic, psychiatric, substance abuse or other health care technologies, supplies, treatments, procedures, drug therapies or devices that are determined by the utilization review Physician to be:
 - Not demonstrated, through existing peer-reviewed, evidence-based, scientific literature to be safe and effective for treating or diagnosing the condition or sickness for which its use is proposed;
 - not approved by the U.S. Food and Drug Administration (FDA) or other appropriate regulatory agency to be lawfully marketed for the proposed use;
 - the subject of review or approval by an Institutional Review Board for the proposed use except as provided in the "Clinical Trials" section(s) of this plan; or
 - the subject of an ongoing phase I, II or III clinical trial, except for routine patient care costs related to qualified clinical trials as provided

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Reviewing Plan Benefits

What is covered by your plan?

in the "Clinical Trials" section(s) of this plan.

12. Cosmetic surgery and therapies. Cosmetic surgery or therapy is defined as surgery or therapy performed to improve or alter appearance or self-esteem or to treat psychological symptomatology or psychosocial complaints related to one's appearance.
13. The following services are excluded from coverage regardless of clinical indications: Macromastia or Gynecomastia Surgeries; Abdominoplasty; Panniculectomy; Rhinoplasty; Blepharoplasty for cosmetic reasons; Redundant skin surgery; Removal of skin tags for cosmetic reasons; Acupressure; Craniosacral/cranial therapy; Dance therapy, Movement therapy; Applied kinesiology; Rolwing; Prolotherapy; and Extracorporeal shock wave lithotripsy (ESWL) for musculoskeletal and orthopedic conditions.
14. Services and supplies in connection with transgender services, except as specifically stated in the "Transgender Services" provision under the section COVERED EXPENSES BENEFIT DESCRIPTION.
15. Acupuncture treatment except as specifically stated in the "Acupuncture" provision of COVERED EXPENSES BENEFIT DESCRIPTION. Acupressure, or massage to control pain, treat illness or promote health by applying pressure to one or more specific areas of the body based on dermatomes or acupuncture points.
16. Medical and surgical services, initial and repeat, intended for the treatment or control of obesity, except for treatment of clinically severe (morbid) obesity as shown in Covered Expenses, including: medical and surgical services to alter appearance or physical changes that are the result of any surgery performed for the management of obesity or clinically severe (morbid) obesity; and weight loss programs or treatments, whether prescribed or recommended by a Physician or under medical supervision.
17. Unless otherwise covered in this plan, for reports, evaluations, physical examinations, or hospitalization not required for health reasons including, but not limited to, employment, insurance or government licenses, and court-ordered, forensic or custodial evaluations.
18. Court-ordered treatment or hospitalization, unless such treatment is prescribed by a Physician and listed as covered in this plan.
19. Infertility, Assisted Reproduction And Sterilization Reversal
 - a. Treatment of infertility, including procedures, supplies and drugs;
 - b. Any assisted reproduction techniques, regardless of reason or origin of condition, including but not limited to, artificial insemination, in-vitro fertilization, and gamete intra-fallopian transplant (GIFT) and any direct or indirect complications thereof;

Please Note: This exclusion does not apply to the diagnosis of infertility or the surgical correction or a condition causing infertility. This would be treated the same as any other medical condition.

20. Reversal of male or female voluntary sterilization procedures.
21. Any services or supplies for the treatment of male or female sexual dysfunction such as, but not limited to, treatment of erectile dysfunction (including penile implants), anorgasmia, and premature ejaculation.
22. Medical and Hospital care and costs for the infant child of a Dependent, unless this infant child is otherwise eligible under this plan.
23. Non-medical counseling or ancillary services, including but not limited to Custodial Services, education, training, vocational rehabilitation, behavioral training, gym or swim therapy, legal or financial counseling, biofeedback, neuro-feedback, hypnosis, sleep therapy, employment counseling, back to school, return to work services, work hardening programs, driving safety, and services, training, educational therapy or other non-medical ancillary services for learning disabilities, developmental delays or intellectual disabilities.
24. Therapy or treatment intended primarily to improve or maintain general physical condition or for the purpose of enhancing job, school, athletic or recreational performance, including but not limited to routine, long term, or maintenance care which is provided after the resolution of the acute medical problem and when significant therapeutic improvement is not expected.
25. Family and marital counseling except when medically necessary to treat the diagnosed mental or substance use disorder or disorders of an insured Subscriber.
26. Consumable medical supplies other than ostomy supplies and urinary catheters. Excluded supplies include, but are not limited to bandages and other disposable medical supplies, skin preparations and test strips, except as specified in the "Home Health Services" or "Breast Reconstruction and Breast Prostheses" sections of this plan.
27. Private duty nursing except as provided under the Home Health Services provision.
28. Personal or comfort items such as personal care kits provided on admission to a Hospital, television, telephone, newborn infant photographs, complimentary meals, birth announcements, and other articles which are not for the specific treatment of an Injury or Sickness.
29. Artificial aids including, but not limited to, corrective orthopedic shoes, arch supports, elastic stockings, garter belts, corsets and wigs other than for scalp hair prostheses worn due to alopecia areata or due to cancer treatment.
30. Hearing aids, including but not limited to semi-implantable hearing devices, audiant bone conductors and Bone Anchored Hearing Aids (BAHAs), except as covered under this plan as shown in the Schedule of Benefits section. A hearing aid is any device that amplifies sound.

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Reviewing Plan Benefits

What is covered by your plan?

31. Aids or devices that assist with nonverbal communications, including but not limited to communication boards, pre-recorded speech devices, laptop computers, desktop computers, Personal Digital Assistants (PDAs), Braille typewriters, visual alert systems for the deaf and memory books except as shown in the Covered Expenses section for treatment of autism.
32. Vision Treatment, eye exercise, equipment or surgery to correct eyesight, such as laser treatment, refractive keratotomy (RK) and photorefractive Keratotomy (PRK). We will pay for eligible treatment or surgery of a detached retina, glaucoma, cataracts or keratoconus.
33. Vision Exams, Lenses and Hardware, including eyeglasses, contact lenses and the examination for prescribing or fitting of glasses or contact lenses or for determining the refractive state of the eye. This plan never covers non-prescription eyeglasses or contact lenses, or other special purpose vision aids (such as magnifying attachments), sunglasses or light-sensitive lenses, even if prescribed.
34. All non-injectable prescription drugs, injectable prescription drugs that do not require Physician supervision and are typically considered self-administered drugs, Non-prescription drugs, and investigational and experimental drugs, except as provided in this plan.
35. Routine foot care, including the paring and removing of corns and calluses or trimming of nails. However, services associated with foot care for diabetes and peripheral vascular disease are covered when Medically Necessary.
36. Membership costs or fees associated with health clubs, weight loss programs and smoking cessation programs or voluntary support groups.
37. Genetic screening or pre-implantations genetic screening. General population-based genetic screening is a testing method performed in the absence of any symptoms or any significant, proven risk factors for genetically linked inheritable disease.
38. Dental services or supplies except as specifically stated.
39. Orthodontia services, regardless of condition, including casts, models, x-rays, photographs, examinations, appliances, braces and retainers.
40. Fees associated with the collection or donation of blood or blood products, except for autologous donation in anticipation of scheduled services where in the utilization review Physician's opinion the likelihood of excess blood loss is such that transfusion is an expected adjunct to surgery.
41. Blood administration for the purpose of general improvement in physical condition.
42. Cosmetics, dietary supplements and health and beauty aids.
43. Drugs, supplies, equipment or procedures to replace hair, slow hair loss or stimulate hair growth.
44. All nutritional supplements and formulae except for infant formula needed for the treatment of inborn errors of metabolism.
45. For or in connection with an Injury or Sickness arising out of, or in the course of, any employment for wage or profit.
46. Expenses incurred for treatment of sport-related accidental injury resulting from professional sports or participating in any practice or conditioning program for such sport, contest or completion.
47. Consultations provided using telephone, facsimile machine, or electronic mail.

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For questions about your medical plan:

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