Coverage for: Individual + Family | Plan Type: EPO



The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan would share the cost for covered health care services. NOTE: Information about the cost of this plan (called the premium) 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, www.HealthReformPlanSBC.com or by calling 1-800-334-9778. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms, see the Glossary. You can view the Glossary at https://www.healthcare.gov/sbc-glossary/ or call 1-800-334-9778 to request a copy.

| Important Questions   | Answers   | Why This Matters:   |
|---|---|---|
| What is the overall<br><u>deductible</u> ?                              | For each <u>Plan</u> Year, Memorial Hermann<br>Preferred Tier: Individual \$750 / Family \$1,875.<br>Basic Tier: Individual \$1,000 / Family \$2,500.<br>Outside Specialty Tier: Individual \$6,000 /<br>Family \$12,000. | 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, In- <u>network</u> office visits, <u>preventive care</u><br>and generic drugs are covered before you meet<br>your <u>deductible</u> .  | This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u><br>amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers<br>certain <u>preventive services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> .<br>See a list of covered <u>preventive services</u> at<br><u>https://www.healthcare.gov/coverage/preventive-care-benefits/</u>   |
| Are there other <u>deductible</u> s for specific services?              | Yes. \$50 for <u>prescription drugs</u> . Doesn't apply to generic drugs in- <u>network</u> . There are no other specific <u>deductible</u> s.  | You must pay all of the costs for these services up to the specific <u>deductible</u> amount before this <u>plan</u> begins to pay for these services.  |
| What is the <u>out-of-pocket</u><br><u>limit</u> for this <u>plan</u> ? | Memorial Hermann Preferred Tier: Individual<br>\$5,500 / Family \$11,000. Basic Tier: Individual<br>\$5,500 / Family \$11,000. Outside Specialty<br>Tier: Individual \$9,200 / Family \$18,400.                           | 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</u> <u>limits</u> until the overall family <u>out–of–pocket limit</u> has been met.  |
| What is not included in the<br><u>out-of-pocket limit</u> ?             | Premiums, balance-billing charges & health care this plan doesn't cover.  | Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .  |
| Will you pay less if you use a<br><u>network provider</u> ?             | Yes. See<br><u>https://www.aetna.com/dsepublic/#/memorialhe</u><br><u>rmann</u> or call 1-800-334-9778 for a list of<br>Memorial Hermann Preferred Tier <u>provider</u> s.  | You pay the least if you use a <u>provider</u> in Memorial Hermann Preferred Tier. You pay more if you use a <u>provider</u> in Basic Tier or Outside Specialty Tier. 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</u> 's charge and what your <u>plan</u> pays ( <u>balance</u> <u>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<br>a <u>specialist</u> ?           | No.   | You can see the <u>specialist</u> you choose without a <u>referral</u> .  |



All **<u>copayment</u>** and **<u>coinsurance</u>** costs shown in this chart are after your **<u>deductible</u>** has been met, if a **<u>deductible</u>** applies.

|  |  |   | What You Will Pay   |  |  |   |
|--|--|---|---|--|--|---|
| Common Medical<br>Event  | Services You May Need                                      | Memorial Hermann<br>Preferred Tier<br>Provider<br>(You will pay the<br>least)   | Basic Tier<br>Provider<br>(You will pay<br>more)  | Outside Specialty<br>Tier Provider<br>(You will pay<br>more)   | Out-of-Network<br>Provider<br>(You will pay the<br>most) | Limitations, Exceptions,<br>& Other Important<br>Information  |
|  | Primary care visit to treat<br>an injury or illness        | \$25 <u>copay</u> /visit,<br><u>deductible</u> doesn't<br>apply, except 10%<br><u>coinsurance</u> for<br>office surgery | \$50 <u>copay</u> /visit,<br><u>deductible</u> doesn't<br>apply, except 25%<br><u>coinsurance</u> for<br>office surgery | \$100 <u>copay</u> /visit,<br><u>deductible</u> doesn't<br>apply, except 40%<br><u>coinsurance</u> for<br>office surgery | Not covered  | None  |
| If you visit a health<br>care <u>provider</u> 's<br>office or clinic | <u>Specialist</u> visit                                    | \$40 <u>copay</u> /visit,<br><u>deductible</u> doesn't<br>apply, except 10%<br><u>coinsurance</u> for<br>office surgery | \$75 <u>copay</u> /visit,<br><u>deductible</u> doesn't<br>apply, except 25%<br><u>coinsurance</u> for<br>office surgery | \$150 <u>copay</u> /visit,<br><u>deductible</u> doesn't<br>apply, except 40%<br><u>coinsurance</u> for<br>office surgery | Not covered  | None  |
|  | <u>Preventive care</u><br>/ <u>screening</u> /immunization | No charge   | No charge   | No charge  | Not covered  | You may have to pay for<br>services that aren't<br>preventive. Ask your<br><u>provider</u> if the services<br>needed are preventive.<br>Then check what your<br><u>plan</u> will pay for. |
| If you have a test   | <u>Diagnostic test</u> (x-ray,<br>blood work)              | 10% <u>coinsurance</u><br>for laboratory; \$100<br><u>copay</u> /visit for x-ray  | 25% <u>coinsurance</u>  | 40% <u>coinsurance</u>   | Not covered  | None  |
|  | Imaging (CT/PET scans,<br>MRIs)                            | \$100 <u>copay</u> /visit   | 25% coinsurance   | 40% <u>coinsurance</u>   | Not covered  | None  |
| If you need drugs<br>to treat your<br>illness or<br>condition        | Generic drugs  | <u>Copay</u> /prescription<br>(RX), <u>deductible</u><br>doesn't apply: \$10<br>(retail), \$25 (mail<br>order)          | <u>Copay</u> /prescription<br>(RX), <u>deductible</u><br>doesn't apply: \$10<br>(retail), \$25 (mail<br>order)          | Not covered  | Not covered  | Covers 30 day supply<br>(retail), 31-90 day supply<br>(mail order). Includes<br>contraceptive   |

|   | ]                            | What You Will Pay  |  |  |  |   |  |
|---|------------------------------|--|--|--|--|---|--|
| Common Medical<br>Event   | Services You May Need        | Memorial Hermann<br>Preferred Tier<br>Provider<br>(You will pay the<br>least)  | Basic Tier<br>Provider<br>(You will pay<br>more)   | Outside Specialty<br>Tier Provider<br>(You will pay<br>more) | Out-of-Network<br>Provider<br>(You will pay the<br>most) | Limitations, Exceptions,<br>& Other Important<br>Information  |  |
| Prescription drug<br>coverage is<br>administered by<br>Caremark<br>More information<br>about prescription<br>drug coverage is<br>available at | Preferred brand drugs        | 30% <u>coinsurance</u><br>with minimum (MIN)<br>& maximum<br>(MAX)/RX, after<br>specific <u>deductible</u> :<br>\$35 MIN & \$75<br>MAX (retail), \$90<br>MIN & \$190 MAX<br>(mail order) | 30% <u>coinsurance</u><br>with minimum (MIN)<br>& maximum<br>(MAX)/RX, after<br>specific <u>deductible</u> :<br>\$35 MIN & \$75<br>MAX (retail), \$90<br>MIN & \$190 MAX<br>(mail order) | Not covered  | Not covered  | drugs & devices<br>obtainable from a<br>pharmacy. No charge for<br>preferred generic FDA-<br>approved women's<br>contraceptives in- <u>network</u> .<br>\$50 per covered individual<br>pharmacy <u>deductible</u> . |  |
| www.caremark.com  | Non-preferred brand<br>drugs | 50% <u>coinsurance</u><br>with MIN &<br>MAX/RX, after<br>specific <u>deductible</u> :<br>\$50 MIN & \$125<br>MAX (retail), \$125<br>MIN & \$315 MAX<br>(mail order)                      | 50% <u>coinsurance</u><br>with MIN &<br>MAX/RX, after<br>specific <u>deductible</u> :<br>\$50 MIN & \$125<br>MAX (retail), \$125<br>MIN & \$315 MAX<br>(mail order)                      | Not covered  | Not covered  |   |  |

|   | What You Will Pay                                    |   |   |  |  |   |
|---|--|---|---|--|--|---|
| Common Medical<br>Event                       | Services You May Need                                | Memorial Hermann<br>Preferred Tier<br>Provider<br>(You will pay the<br>least)   | Basic Tier<br>Provider<br>(You will pay<br>more)  | Outside Specialty<br>Tier Provider<br>(You will pay<br>more) | Out-of-Network<br>Provider<br>(You will pay the<br>most) | Limitations, Exceptions,<br>& Other Important<br>Information  |
|   | Specialty drugs                                      | \$0 <u>copay</u> /RX (30%<br>co-share if not<br>enrolled in<br>PrudentRx for<br>program eligible<br>drugs)<br><u>Specialty drugs</u> not<br>eligible for<br>PrudentRx:<br><u>Formulary</u> : \$150<br><u>copay</u> /RX<br>Non- <u>Formulary</u> :<br>\$200 <u>copay</u> /RX | \$0 <u>copay</u> /RX (30%<br>co-share if not<br>enrolled in<br>PrudentRx for<br>program eligible<br>drugs)<br><u>Specialty drugs</u> not<br>eligible for<br>PrudentRx:<br><u>Formulary</u> : \$150<br><u>copay</u> /RX<br>Non- <u>Formulary</u> :<br>\$200 <u>copay</u> /RX | Not covered  | Not covered  | If you choose to purchase<br>a brand name drug when<br>a generic is available, you<br>will be responsible for<br>paying the brand name<br>drug cost share plus the<br>difference in cost between<br>the brand and generic.<br><u>Specialty drugs</u> are<br>available through retail or<br>mail-order with a<br>maximum 30-day supply.<br>Some <u>specialty drugs</u> may<br>be eligible for the<br>PrudentRx program which<br>can allow you to obtain<br>your prescription at no<br>cost. Please call 1-800-<br>578-4403 to verify your<br>eligibility. Please see your<br>pharmacy SPD for a<br>complete program<br>overview. |
| If you have<br>outpatient surgery             | Facility fee (e.g.,<br>ambulatory surgery<br>center) | 10% <u>coinsurance</u>  | 25% <u>coinsurance</u>  | 40% <u>coinsurance</u>                                       | Not covered  | None  |
|   | Physician/surgeon fees                               | 10% <u>coinsurance</u>  | 25% <u>coinsurance</u>  | 40% coinsurance  | Not covered  | None  |
| If you need<br>immediate medical<br>attention | Emergency room care                                  | \$300 <u>copay</u> /visit   | \$300 <u>copay</u> /visit   | \$300 <u>copay</u> /visit                                    | \$300 <u>copay</u> /visit                                | Out-of- <u>network</u><br>emergency use paid the<br>same as in- <u>network</u> .  |

|   |   |   | What Yo   | u Will Pay  |  |   |
|---|---|---|---|---|--|---|
| Common Medical<br>Event   | Services You May Need                     | Memorial Hermann<br>Preferred Tier<br>Provider<br>(You will pay the<br>least)   | Basic Tier<br>Provider<br>(You will pay<br>more)  | Outside Specialty<br>Tier Provider<br>(You will pay<br>more)  | Out-of-Network<br>Provider<br>(You will pay the<br>most) | Limitations, Exceptions,<br>& Other Important<br>Information  |
|   | Emergency medical<br>transportation       | 25% <u>coinsurance</u>  | 25% <u>coinsurance</u>  | 25% <u>coinsurance</u>  | 25% <u>coinsurance</u>                                   | Out-of- <u>network</u><br>emergency use paid the<br>same as in- <u>network</u> . Non-<br>emergency transport: not<br>covered, except if pre-<br>authorized. |
|   | <u>Urgent care</u>                        | \$25 <u>copay</u> /visit,<br><u>deductible</u> doesn't<br>apply   | \$50 <u>copay</u> /visit,<br><u>deductible</u> doesn't<br>apply   | \$100 <u>copay</u> /visit,<br><u>deductible</u> doesn't<br>apply  | Not covered  | Out of Area providers are covered at the Basic Tier.  |
| lf you have a<br>hospital stay  | Facility fee (e.g., hospital room)        | 10% <u>coinsurance</u>  | 25% <u>coinsurance</u>  | 40% coinsurance   | Not covered  | None  |
| nospital stay   | Physician/surgeon fees                    | 10% <u>coinsurance</u>  | 25% <u>coinsurance</u>  | 40% coinsurance   | Not covered  | None  |
| If you need mental<br>health, behavioral<br>health, or<br>substance abuse<br>services | Outpatient services                       | Office: \$25<br><u>copay</u> /visit,<br><u>deductible</u> doesn't<br>apply; other<br>outpatient services:<br>10% <u>coinsurance</u> | Office: \$25<br><u>copay</u> /visit,<br><u>deductible</u> doesn't<br>apply; other<br>outpatient services:<br>10% <u>coinsurance</u> | Office: \$25<br><u>copay</u> /visit,<br><u>deductible</u> doesn't<br>apply; other<br>outpatient services<br>10% coins       | Not covered  | None  |
|   | Inpatient services                        | 10% <u>coinsurance</u>  | 10% coinsurance   | 10% coinsurance   | Not covered  | None  |
| lf you are pregnant   | Office visits                             | No charge; except<br>\$40 <u>copay</u> for initial<br>visit to confirm<br>pregnancy,<br><u>deductible</u> doesn't<br>apply          | No charge; except<br>\$75 <u>copay</u> for initial<br>visit to confirm<br>pregnancy,<br><u>deductible</u> doesn't<br>apply          | No charge; except<br>\$150 <u>copay</u> for<br>initial visit to confirm<br>pregnancy,<br><u>deductible</u> doesn't<br>apply | Not covered  | <u>Cost sharing</u> does not<br>apply for <u>preventive</u><br><u>services</u> . Maternity care   |
|   | Childbirth/delivery professional services | \$500<br><u>copay</u> /pregnancy,<br><u>deductible</u> doesn't<br>apply   | \$500<br><u>copay</u> /pregnancy,<br><u>deductible</u> doesn't<br>apply   | \$500<br><u>copay</u> /pregnancy,<br><u>deductible</u> doesn't<br>apply   | Not covered  | may include tests and<br>services described<br>elsewhere in the SBC<br>(i.e., ultrasound).  |
|   | Childbirth/delivery facility services     | No charge   | No charge   | No charge   | Not covered  |   |
|   | Home health care                          | 10% <u>coinsurance</u>  | 25% <u>coinsurance</u>  | 40% coinsurance   | Not covered  | 60 visits/ <u>plan</u> year.  |

|  |                                     | What You Will Pay   |  |   |  |   |
|--|-------------------------------------|---|--|---|--|---|
| Common Medical<br>Event                | Services You May Need               | Memorial Hermann<br>Preferred Tier<br>Provider<br>(You will pay the<br>least)                                     | Basic Tier<br>Provider<br>(You will pay<br>more)   | Outside Specialty<br>Tier Provider<br>(You will pay<br>more)  | Out-of-Network<br>Provider<br>(You will pay the<br>most) | Limitations, Exceptions,<br>& Other Important<br>Information  |
|  | Rehabilitation services             | \$15 <u>copay</u> /visit,<br><u>deductible</u> doesn't<br>apply   | \$30 <u>copay</u> /visit,<br><u>deductible</u> doesn't<br>apply  | \$150 <u>copay</u> /visit,<br><u>deductible</u> doesn't<br>apply  | Not covered  | 75 visits/ <u>plan</u> year for<br>Physical, Occupational &   |
| If you need help<br>recovering or have | Habilitation services               | <u>Deductible</u> doesn't<br>apply: \$25<br><u>copay</u> /visit, except<br>\$15 <u>copay</u> /visit for<br>Autism | Deductible doesn't<br>apply: \$25<br><u>copay</u> /visit, except<br>\$15 <u>copay</u> /visit for<br>Autism | <u>Deductible</u> doesn't<br>apply: \$25<br><u>copay</u> /visit, except<br>\$15 <u>copay</u> /visit for<br>Autism | Not covered  | Speech Therapy<br>combined, including<br>outpatient hospital<br>services.   |
| other special<br>health needs          | Skilled nursing care                | 10% <u>coinsurance</u>  | 25% <u>coinsurance</u>   | 40% coinsurance   | Not covered  | 120 visits/ <u>plan</u> year.   |
| nealth needs                           | <u>Durable medical</u><br>equipment | 10% <u>coinsurance</u>  | 25% <u>coinsurance</u>   | 40% <u>coinsurance</u>  | Not covered  | Limited to 1 <u>durable</u><br><u>medical equipment</u> for<br>same/similar purpose.<br>Excludes repairs for<br>misuse/abuse. |
|  | Hospice services                    | 10% <u>coinsurance</u>  | 25% <u>coinsurance</u>   | 40% coinsurance   | Not covered  | None  |
| If your child peode                    | Children's eye exam                 | Not covered   | Not covered  | Not covered   | Not covered  | Not covered.  |
| If your child needs dental or eye care | Children's glasses                  | Not covered   | Not covered  | Not covered   | Not covered  | Not covered.  |
| uental of eye care                     | Children's dental check-up          | Not covered   | Not covered  | Not covered   | Not covered  | Not covered.  |

## Excluded Services & Other Covered Services:

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

• Cosmetic surgery

- Dental care (Adult & Child)
- Glasses (Child)

Long-term care

- Non-emergency care when traveling outside the U.S.
- Private-duty nursing

- Routine eye care (Adult & Child)
- Routine foot care

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

| <ul> <li>Acupuncture - 20 visits/<u>plan</u> year for disease,<br/>injury &amp; chronic pain.</li> <li>Bariatric surgery</li> <li>Chiropractic care - 10 visits/<u>plan</u> year.</li> <li>Hearing aids - 1 hearing aid per ear/36<br/>months.</li> </ul> | <ul> <li>Infertility treatment - Limited to the diagnosis &amp; treatment of underlying medical condition. Artificial insemination &amp; ovulation induction &amp; advanced reproductive technology: \$15,000 maximum/lifetime combined.</li> <li>Weight loss programs - Except for required preventive services.</li> </ul> |
|---|--|
|---|--|

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:
 For more information on your rights to continue coverage, contact the plan at 1-800-334-9778.

- If your group health coverage is subject to ERISA, you may also contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <a href="http://www.dol/gov/ebsa/healthreform">http://www.dol/gov/ebsa/healthreform</a>
- For non-federal governmental group health plans, you may also contact the Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or www.cciio.cms.gov.
- If your coverage is a church <u>plan</u>, church <u>plans</u> are not covered by the Federal COBRA continuation coverage rules. If the coverage is insured, individuals should contact their State insurance regulator regarding their possible rights to continuation coverage under State law.

Other coverage options may be available to you too, including buying individual insurance coverage through the <u>Health Insurance Marketplace</u>. For more information about the <u>Marketplace</u>, visit <u>www.HealthCare.gov</u> or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your <u>plan</u> 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 plan documents also provide complete information on how 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:

- If your group health coverage is subject to ERISA, you may contact Aetna directly by calling the toll-free number on your Medical ID Card, or by calling our general number at 1-800-334-9778. You may also contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <a href="http://www.dol/gov/ebsa/healthreform">http://www.dol/gov/ebsa/healthreform</a>
- For non-federal governmental group health plans, you may also contact the Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or <u>www.cciio.cms.gov</u>.
- Additionally, a consumer assistance program can help you file your <u>appeal</u>. Contact information is at: <u>http://www.aetna.com/individuals-families-health-insurance/rights-resources/complaints-grievances-appeals/index.html</u>.

## Does this plan provide Minimum Essential Coverage? Yes.

<u>Minimum Essential Coverage</u> generally includes <u>plans</u>, <u>health insurance</u> available through the <u>Marketplace</u> or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of <u>Minimum Essential Coverage</u>, you may not be eligible for the <u>premium tax credit</u>.

## Does this plan meet 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.

To see examples of how this <u>plan</u> might cover costs for a sample medical situation, see the next section

## About these Coverage Examples:



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

| Peg is Having a Baby                         |
|--|
| (9 months of in-network pre-natal care and a |
| hospital delivery)                           |

| The plan's overall deductible          | \$750 |
|--|-------|
| Specialist copayment                   | \$40  |
| Hospital (facility) <u>coinsurance</u> | 10%   |
| Other <u>coinsurance</u>               | 10%   |

This EXAMPLE event includes services like: Specialist office visits (prenatal care) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services Diagnostic tests (ultrasounds and blood work) Specialist visit (anesthesia)

| Total Example Cost              | \$12,700 |
|---------------------------------|----------|
| In this example, Peg would pay: |          |
| <u>Cost Sharing</u>             |          |
| Deductibles*                    | \$800    |
| <u>Copayments</u>               | \$700    |
| <u>Coinsurance</u>              | \$40     |
| What isn't covered              |          |
| Limits or exclusions            | \$60     |
| The total Peg would pay is      | \$1,600  |

Managing Joe's Type 2 Diabetes (a year of routine in-network care of a wellcontrolled condition)

| The plan's overall deductible          | \$750 |
|--|-------|
| Specialist copayment                   | \$40  |
| Hospital (facility) <u>coinsurance</u> | 10%   |
| Other <u>coinsurance</u>               | 10%   |

This EXAMPLE event includes services like: Primary care provider office visits (including disease education) Diagnostic tests (blood work) Prescription drugs Diabetic supplies (glucose meter)

| Total Example Cost              | \$5,600 |
|---------------------------------|---------|
| In this example, Joe would pay: |         |
| <u>Cost Sharing</u>             |         |
| Deductibles*                    | \$200   |
| <u>Copayments</u>               | \$1,100 |
| Coinsurance                     | \$0     |
| What isn't covered              |         |
| Limits or exclusions            | \$20    |
| The total Joe would pay is      | \$1,320 |

**Mia's Simple Fracture** (in-network emergency room visit and follow up care)

| The plan's overall deductible          | \$750 |
|--|-------|
| Specialist copayment                   | \$40  |
| Hospital (facility) <u>coinsurance</u> | 10%   |
| Other coinsurance                      | 10%   |

## This EXAMPLE event includes services like:

Emergency room care (including medical supplies) Diagnostic test (x-ray) Durable medical equipment (crutches) Rehabilitation services (physical therapy)

| Total Example Cost              | \$2,800 |  |
|---------------------------------|---------|--|
| In this example, Mia would pay: |         |  |
| <u>Cost Sharing</u>             |         |  |
| Deductibles*                    | \$800   |  |
| <u>Copayments</u>               | \$400   |  |
| Coinsurance                     | \$50    |  |
| What isn't covered              |         |  |
| Limits or exclusions            | \$0     |  |
| The total Mia would pay is      | \$1,250 |  |

\*Note: This plan has other deductibles for specific services included in this coverage example. See "Are there other deductibles for specific services?" row above.

The plan would be responsible for the other costs of these EXAMPLE covered services.

#### **Assistive Technology**

Persons using assistive technology may not be able to fully access the following information. For assistance, please call 1-800-334-9778.

### **Smartphone or Tablet**

To view documents from your smartphone or tablet, the free WinZip app is required. It may be available from your App Store.

#### **Non-Discrimination**

Aetna complies with applicable Federal civil rights laws and does not unlawfully discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, disability, gender identity or sexual orientation.

We provide free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting: Civil Rights Coordinator, P.O. Box 14462, Lexington, KY 40512 (CA HMO customers: P.O. Box 24030, Fresno, CA 93779), 1-800-648-7817, TTY: 711, Fax: 859-425-3379 (CA HMO customers: 860-262-7705), <u>CRCoordinator@aetna.com</u>.

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

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna).

# TTY: 711

# Language Assistance:

To access language services at no cost to you, call 1-800-334-9778.

| Albanian -         | Për shërbime përkthimi falas për ju, telefononi 1-800-334-9778.  |
|--------------------|--|
| Amharic -          | የቋንቋ አንልግሎቶችን ያለክፍያ ለማግኘት፣ በ ነ-800-334-9778 ይደውሉ።  |
| Arabic -           | للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء االتصال على الرقم 9778-334-1800  |
| Armenian -         | ԱնվՃար լեզվական ծառայություններից օգտվելու համար զանգահարեք 1-800-334-9778 հեռախոսահամարով։                                    |
| Bahasa Indonesia - | Untuk bantuan dalam bahasa Indonesia, silakan hubungi 1-800-334-9778 tanpa dikenakan biaya.                                    |
| Bantu-Kirundi -    | Kugira uronke serivisi z'indimi atakiguzi, hamagara 1-800-334-9778.  |
| Bengali-Bangala -  | আপনাকে বিনামূকযে ভাষা পবিকষিা পপকে হকয এই নম্বকি পেবযক ান েরুন: 1-800-334-9778।  |
| Bisayan-Visayan -  | Ngadto maakses ang mga serbisyo sa pinulongan alang libre, tawagan sa 1-800-334-9778.  |
| Burmese -          | သင့္အေနျဖင့္ အခေၾကးေငြ မေပးရပဲ ဘာသာစကားဝန္ေဆာင္မႈမ်ား ရရွိႏုိင္ရန္ 1-800-334-9778 သို႕ ဖုန္းေခၚဆုိပါ။                          |
| Catalan -          | Per accedir a serveis lingüístics sense cap cost per vostè, telefoni al 1-800-334-9778.  |
| Chamorro -         | Para un hago' i setbision lengguåhi ni dibåtde para hågu, ågang 1-800-334-9778.  |
| Cherokee -         | GУоДЛ SODHAODЛ ОСӨЬС°ЛЛ С АГОДЛ ЛGEGWЛЛ ЉУ, ФРАЬW6°Ь 1-800-334-9778.   |
| Chinese -          | 如欲使用免費語言服務,請致電 1-800-334-9778.   |
| Choctaw -          | Anumpa tohsholi I toksvli ya peh pilla ho ish I paya hinla, I paya 1-800-334-9778.   |
| Cushite -          | Tajaajiiloota afaanii garuu bilisaa ati argaachuuf,bilbili 1-800-334-9778.   |
| Dutch -            | Voor gratis toegang tot taaldiensten, bell 1-800-334-9778.   |
| French -           | Afin d'accéder aux services langagiers sans frais, composez le 1-800-334-9778.   |
| French Creole -    | Pou jwenn sèvis lang gratis, rele 1-800-334-9778.  |
| German -           | Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie 1-800-334-9778 an.                                     |
| Greek -            | Για να επικοινωνήσετε χωρίς χρέωση με το κέντρο υποστήριξης πελατών στη γλώσσα σας, τηλεφωνήστε στον αριθμό<br>1-800-334-9778. |
| Gujarati -         | તમારેકોઇ જાતના ખર્ચવિના ભાષાની સેિાઓની પહોોંર્ માટે, કોલ કરો1-800-334-9778.  |

| Hawaiian -                    | No ka wala'au 'ana me ka lawelawe 'ōlelo e kahea aku i kēia helu kelepona 1-800-334-9778. Kāki 'ole 'ia kēia kōkua nei. |
|-------------------------------|---|
| Hindi -                       | आपकेलिए बिना ककसी कीमत केभाषा सेवाओंका उपयोग करनेकेलिए,1-800-334-9778 पर कॉल करें।                                      |
| Hmong -                       | Xav tau kev pab txhais lus tsis muaj nqi them rau koj, hu 1-800-334-9778.   |
| lgbo -                        | lji nwetaòhèrè na ọrụ gasi asụsụ n'efu, kpọọ 1-800-334-9778   |
| llocano -                     | Tapno maaksesyo dagiti serbisio maipapan iti pagsasao nga awan ti bayadanyo, tawagan ti 1-800-334-9778.                 |
| Indonesian -                  | Untuk mengakses layanan bahasa tanpa dikenakan biaya, hubungi 1-800-334-9778.   |
| Italian -                     | Per accedere ai servizi linguistici, senza alcun costo per lei, chiami il numero 1-800-334-9778.                        |
| Japanese -                    | 言語サービスを無料でご利用いただくには、1-800-334-9778 までお電話ください。   |
| Karen -                       | လ၊တၢ်ကမၤန္နာ်ကိုဉ်အတၢ်မၢစၢၤအတၢ်ဖံးတၢ်မ၊တဖဉ်လ၊တအိဉ်ဒီးအပ္ဒ္၊လ၊ကဘဉ်ဟ့ဉ်အီးအဂ်ိုဘဉ်နှဉ် ကိး 1-800-334-9778 တက္ၢ်           |
| Korean -                      | 무료 언어 서비스를 이용하려면 1-800-334-9778 번으로 전화해 주십시오.   |
| Kru-Bassa -                   | Μ dyi wuqu-dù kà kò qò ɓĕ dyi mɔú ń nì Pídyi ní, nìí, qá nɔ̀ɓà nìà kɛ: 1-800-334-9778                                   |
| Kurdish -                     | بۆ دەسپێړاگەيشتن بە خزمەتگوزارى زمان بەبى تێچوون بۆ تۆ، پەيوەندى بكە بە ژمارەي 9778-334-800-1                           |
| Laotian -                     | ເພື່ອເຂົ້າໃຊ້ການບໍລິການພາສາໂດຍບໍ່ເສຍຄ່າຕໍ່ກັບທ່ານ, ໃຫ້ໂທຫາເບີ 1-800-334-9778  |
| Marathi -                     | कोणत्याही शल्ुकालशवाय भाषा सेवा प्राप्त करण्यासाठी,, 1-800-334-9778 वर फोन करा.   |
| Marshallese -<br>Micronesian- | Nan etal nan jikin jiban ikijen Kajin ilo an ejelok onen nan kwe, kirlok 1-800-334-9778.                                |
| Pohnpeyan -                   | Pwehn alehdi sawas en lokaia kan ni sohte pweipwei, koahlih 1-800-334-9778.   |
| Mon-Khmer,<br>Cambodian -     | ដើម្បីទទួលបានសេវាកម្មភាសាដែលឥតគិតថ្លៃសម្រាប់លោកអ្នក សូមហៅទូរស័ព្ទទៅកាន់លេខ 1-800-334-9778 ។                             |
| Navajo -                      | T'áá ni nizaad k'ehjí bee níká a'doowoł doo bą́ą́h ílínígóó kojį' hólne' 1-800-334-9778.                                |
| Nepali -                      | निःशुल्क भाषा सेवा प्राप्त गर्न 1-800-334-9778 मा टेलिफोन गर्नुहोस् ।   |
| Nilotic-Dinka -               | Të kɔɔr yïn wɛɛ̈r de thokic ke cïn wëu kɔr keek tënɔŋ yïn. Ke cɔl kɔc ye kɔc kuɔny ne nɔmba 1-800-334-9778.             |
| Norwegian -                   | For tilgang til kostnadsfri språktjenester, ring 1-800-334-9778.  |
| Pennsylvania Dutch -          | Um Schprooch Services zu griege mitaus Koscht, ruff 1-800-334-9778.   |
| Persian -                     | بر ای دسترسی به خدمات زبان به طور رایگان، با شماره 9778-334-800 تماس بگیرید .   |
| Polish -                      | Aby uzyskać dostęp do bezpłatnych usług językowych proszę zadzwonoć 1-800-334-9778.                                     |
| Portuguese -                  | Para acessar os serviços de idiomas sem custo para você, ligue para 1-800-334-9778.                                     |

| Punjabi -         | ਤੁਹਾਡੇ ਲਈ ਬਿਨਾਂ ਕਿਸੇ ਕੀਮਤ ਵਾਲੀਆਂ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਦੀ ਵਰਤੋਂ ਕਰਨ ਲਈ, 1-800-334-9778 'ਤੇ ਫ਼ੋਨ ਕਰੋ।                      |
|-------------------|---|
| Romanian -        | Pentru a accesa gratuit serviciile de limbă, apelați 1-800-334-9778.  |
| Russian -         | Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону 1-800-334-9778.                       |
| Samoan -          | Mo le mauaina o auaunaga tau gagana e aunoa ma se totogi, vala'au le 1-800-334-9778.                              |
| Serbo-Croatian -  | Za besplatne prevodilačke usluge pozovite 1-800-334-9778.   |
| Spanish -         | Para acceder a los servicios de idiomas sin costo, llame al 1-800-334-9778.                                       |
| Sudanic-Fulfude - | Heeba a nasta jangirde djey wolde wola chede bo apelou lamba 1-800-334-9778.                                      |
| Swahili -         | Kupata huduma za lugha bila malipo kwako, piga 1-800-334-9778.  |
| Syriac -          | :مەبتە، مەبىقە، 1-800-334-9778 مەبىقە، خل يىلخىۋى، تەنىتە مەتتە خىكتەبىرە، مەبىھە،                                |
| Tagalog -         | Para ma-access ang mga serbisyo sa wika nang wala kayong babayaran, tumawag sa 1-800-334-9778.                    |
| Telugu -          | మీరు భాష సేవలను ఉచితంగా అందుకునందుకు, 1-800-334-9778 కు కాల్ చేయండి.  |
| Thai -            | หากท่านต้องการเข้าถึงการบริการทางด้านภาษาโดยไม่มีค่าใช้จ่าย โปรดโทร 1-800-334-9778.                               |
| Tongan -          | Kapau 'oku ke fiema'u ta'etōtōngi 'a e ngaahi sēvesi kotoa pē he ngaahi lea kotoa, telefoni ki he 1-800-334-9778. |
| Trukese -         | Ren omw kopwe angei aninisin eman chon awewei (ese kamo), kopwe kori 1-800-334-9778.                              |
| Turkish -         | Sizin için ücretsiz dil hizmetlerine erişebilmek için, 1-800-334-9778 numarayı arayın.                            |
| Ukrainian -       | Щоб отримати безкоштовний доступ до мовних послуг, задзвоніть за номером 1-800-334-9778.                          |
| Urdu -            | بالقیمت زبان سے متعلقہ خدمات حاصل کرنے کے لیے ، 9778-334-800-1 پر بات کریں۔                                       |
| Vietnamese -      | Nếu quý vị muốn sử dụng miễn phí các dịch vụ ngôn ngữ, hãy gọi tới số 1-800-334-9778                              |
| Yiddish -         | 1-800-334-9778 צו צוטריט שפרַאך בַאדינונגען אין קיין פרייַז צו איר, רופן  |
| Yoruba -          | Lati wọnú awọn isẹ èdè l'ofẹ fun o, pe 1-800-334-9778.  |
|                   |   |