Providence Health Plan: Connect Plan

Coverage for: Employee+Dependents | Plan Type: PPO

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, <u>www.ProvidenceHealth</u>

Plan.com. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms see the Glossary. You can view the Glossary at <u>www.healthcare.gov/sbc-glossary</u> or call 1-800-878-4445 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible?	In-Network: \$5,000/per person \$10,000/per family (2 or more). Out-of- Network: \$10,000/per person \$20,000/per family (2 or more).	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 deductible?	Yes. Office visits, most <u>preventive care</u> , and urgent care services.	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>preventiveservices</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventiveservices</u> at https://www.healthcare.gov/coverage/preventive-care-benefits/ .
Are there other deductibles for specific services?	No.	You don't have to meet deductibles for specific services.
What is the <u>out-of-</u> <u>pocket limit</u> for this <u>plan</u> ?	In-Network: \$8,500/per person \$17,000/per family (2 or more). Out-of- Network: \$12,700/per person \$25,400/per family (2 or more).	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?	Premiums, penalties, copays or coinsurance for Supplemental Benefits, services not covered, fees above Usual, Customary and Reasonable (UCR).	Even though you pay these expenses, they don't count toward the out-of-pocket limit.
Will you pay less if you use a network provider?	Yes. See ProvidenceHealthPlan.com/findaprovide r or call 1-800-878-4445 for a list of network providers.	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> ?	Yes	This <u>plan</u> will pay some or all of the costs to see a <u>specialist</u> for covered services but only if you have a <u>referral</u> before you see the <u>specialist</u> .



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

Common		What You Will Pay		Limitations, Exceptions, & Other Important	
Medical Event	Services You May Need	Network Provider	Out-of-Network Provider	Information	
	Primary care visit to treat an injury or illness	(You will pay the least) First 3 visits no charge/visit; deductible does not apply then \$35 copay/per in-person visit; deductible does not apply or no charge/per virtual visit; deductible does not apply	(You will pay the most) 50% coinsurance	Some services such as lab and x-ray will include additional member costs.	
If you visit a health care provider's office or clinic	Specialist visit	\$70 <u>copay</u> /visit; <u>deductible</u> does not apply	50% coinsurance	Some services such as lab and x-ray will include additional member costs. Virtual visits are covered at the same cost-share as office visits.	
	Preventive care/screening/immunization	No charge; deductible does not apply	50% coinsurance	Not all <u>preventive services</u> are required to be covered in full by the ACA. For more information on <u>preventive services</u> that are covered in full see: <u>ProvidenceHealthPlan.com/PreventiveCare</u> . You may have to pay for services that aren't preventive. Ask your provider if the services needed are preventive. Then check what your plan will pay for.	
	Diagnostic test (x-ray, blood work)	50% coinsurance	50% coinsurance	none	
If you have a test	Imaging (CT/PET scans, MRIs)	50% coinsurance	50% coinsurance	Prior authorization required. If you do not obtain prior authorization claims for those services will be denied and you will be responsible for payment of those services.	
If you need drugs to treat your illness or condition	Tier 1	\$5 <u>copay</u> retail \$10 <u>copay</u> mail order; <u>deductible</u> does not apply	Not covered	ACA Preventive drugs are covered in full innetwork.	

Common		What You Will Pay		Limitations, Exceptions, & Other Important	
Medical Event	Services You May Need	Network Provider	Out-of-Network Provider	Information	
Mara information about		(You will pay the least)	(You will pay the most)	Cavara un ta a 30 day aunaly (ratail	
More information about prescription drug coverage is available at www.ProvidenceHealth	Tier 2	\$10 <u>copay</u> retail \$20 <u>copay</u> mail order; <u>deductible</u> does not apply	Not covered	Covers up to a 30-day supply (retail prescription); 90-day supply (mail order prescription).	
<u>Plan.com</u>	Tier 3	50% coinsurance; deductible does not apply	Not covered	Prior authorization may apply. If you do not obtain prior authorization claims for those services will be denied and you will be	
	Tier 4	50% <u>coinsurance;</u> <u>deductible</u> does not apply	Not covered	responsible for payment of those services. If a brand name drug is requested when a	
	Tier 5	50% coinsurance; deductible does not apply	Not covered	generic is available, you will pay the difference in cost, plus your copay. Specialty drugs (listed in Tier 5 on your formulary) can only be purchased at a participating specialty pharmacy (limited to 30 days).	
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center) Physician/surgeon fees	Ambulatory surgery center: 40% coinsurance Hospital-based facility: 50% coinsurance 50% coinsurance	50% coinsurance 50% coinsurance	Prior authorization required. If you do not obtain prior authorization claims for those services will be denied and you will be responsible for payment of those services.	
	Physician/surgeon rees	30% <u>comsurance</u>	50% <u>comsurance</u>	For any annual control and different plants	
	Emergency room care	50% coinsurance	50% coinsurance	For <u>emergency medical conditions</u> only. If admitted to hospital, all services subject to inpatient benefits.	
If you need immediate medical attention	Emergency medical transportation	50% coinsurance	50% coinsurance	none	
	<u>Urgent care</u>	\$70 <u>copay</u> /visit; <u>deductible</u> does not apply	50% coinsurance	Some services will include additional member costs.	
If you have a hospital	Facility fee (e.g., hospital room)	50% coinsurance	50% coinsurance	Prior authorization required. If you do not obtain	
stay	Physician/surgeon fees	50% coinsurance	50% coinsurance	prior authorization claims for those services will	

Common Medical Event	Services You May Need	Network Provider	Out-of-Network Provider	Limitations, Exceptions, & Other Important Information
		(You will pay the least)	(You will pay the most)	be denied and you will be responsible for payment of those services.
If you need mental health, behavioral health, or substance abuse services	Outpatient services	Office visits: First 3 visits no charge/visit; deductible does not apply then \$35 copay/per in-person visit; deductible does not apply or no charge/per virtual visit; deductible does not apply All other services: 50% coinsurance; deductible does not apply	50% coinsurance	All services except provider office visits may require prior authorization. If you do not obtain prior authorization claims for those services will be denied and you will be responsible for payment of those services. See your benefit summary for Applied Behavioral Analysis (ABA) services.
	Inpatient services	50% coinsurance	50% coinsurance	
	Office visits	No charge; deductible does not apply	50% coinsurance	none
If you are pregnant	Childbirth/delivery professional services	Primary Care Provider or Certified Nurse Midwife: coinsurance 40% All other providers: 50% coinsurance	50% coinsurance	Coinsurance applies to provider delivery charges.
	Childbirth/delivery facility services	50% coinsurance	50% coinsurance	none
	Home health care	50% coinsurance	50% coinsurance	none
If you need help recovering or have other special health needs	Rehabilitation services	50% coinsurance	50% coinsurance	Inpatient services: coverage limited to 30 days per calendar year. Outpatient services: coverage limited to 30 visits per calendar year. Limits do not apply to Mental Health Services.
	Habilitation services	50% coinsurance	50% coinsurance	Inpatient services: coverage limited to 30 days per calendar year. Outpatient services:

Common		What You Will Pay		Limitations, Exceptions, & Other Important
Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Information
				coverage limited to 30 visits per calendar year. Limits do not apply to Mental Health Services.
	Skilled nursing care	50% coinsurance	50% coinsurance	Prior authorization required. If you do not obtain prior authorization claims for those services will be denied and you will be responsible for payment of those services. Coverage is limited to 60 days per calendar year.
	Durable medical equipment	Diabetic Supplies: 50% coinsurance; deductible does not apply All other equipment: 50% coinsurance	50% coinsurance	none
	Hospice services	No charge; deductible does not apply	No charge; deductible does not apply	none
	Children's eye exam	Not covered	Not covered	No coverage for eye exam.
Children's eye exam	Children's glasses	Not covered	Not covered	No coverage for glasses.
Fredrick Comings 9 Other	Children's dental check-up	Not covered	Not covered	No coverage for dental check-up.

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.)

Abortion

Dental check-up (Child)

Private-duty nursing

Bariatric surgery

Infertility treatment

Routine eye care (Adult)

- Cosmetic surgery (with certain exceptions)
- Long-term care

• Routine foot care (covered for diabetics)

Dental care (Adult)

Massage therapy

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.)

• Acupuncture (12 visits)

- Hearing Aids (one per ear every 3 calendar years)
- Non-emergency care when traveling outside the U.S. See www.ProvidenceHealthPlan.com

Chiropractic care (20 visits)

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:

- Providence Health Plan at 503-574-8757/1-800-878-4445 (toll-free) or http://www.ProvidenceHealthPlan.com.
- For group health coverage subject to ERISA, contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or www.dol.gov/ebsa/healthreform.
- For non-federal governmental group health plans, 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.
- Church plans are not covered by the Federal COBRA continuation coverage rules. If the coverage is insured, individuals should contact the Oregon Division of Financial Regulation at 503-947-7984/1-888-877-4894 (toll-free) or https://dfr.oregon.gov regarding their possible rights to continuation coverage under State law.

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 <u>plan</u> 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:

- Providence Health Plan at 503-574-8757/1-800-878-4445 (toll-free) or http://www.ProvidenceHealthPlan.com.
- Oregon Division of Financial Regulation at 503-947-7984/1-888-877-4894 (toll-free) or https://dfr.oregon.gov

Does this plan provide Minimum Essential Coverage? Yes

Minimum Essential Coverage 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</u> credit.

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 plan 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 <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 months of in-network pre-natal care a

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

Ine <u>plan's</u> overall <u>deductible</u>	\$5,00
■ <u>Specialist</u> <u>copayment</u>	\$70
■ Hospital (facility) coinsurance	50%

■ Other coinsurance

This EXAMPLE event includes services like:

50%

Specialist office visits (pre-natal care)
Childbirth/Delivery Professional Services
Childbirth/Delivery Facility Services
Diagnostic tests (ultrasounds and blood work)
Specialist visit (aparthesis)

Specialist visit (anesthesia)

In this example, Peg would pay:

Cost Sharing		
<u>Deductibles</u>	\$5,000	
Copayments	\$0	
Coinsurance	\$3,500	
What isn't covered		
Limits or exclusions \$60		
The total Peg would pay is \$8,560		

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>	\$5,00
■ Specialist copayment	\$70
■ Hospital (facility) coinsurance	50%
■ Other coinsurance	50%

This EXAMPLE event includes services like:

<u>Primary care physician</u> office visits (*including disease education*)

Diagnostic tests (blood work)

Prescription drugs

Durable medical equipment (glucose meter)

Total Example Cost \$5,600

In this example, Joe would pay:

Cost Sharing		
<u>Deductibles</u>	\$0	
Copayments	\$600	
Coinsurance	\$500	
What isn't covered		
Limits or exclusions	\$20	
The total Joe would pay is	\$1,120	

Mia's Simple Fracture

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

■ The <u>plan's</u> overall <u>deductible</u>	\$5,000
■ Specialist copayment	\$70
■ Hospital (facility) coinsurance	50%
■ Other coinsurance	50%

This EXAMPLE event includes services like:

Emergency room care (including medical supplies)

Diagnostic test (x-ray)

<u>Durable medical equipment</u> (crutches)

Rehabilitation services (physical therapy)

Total Example Cost \$2,800

In this example, Mia would pay:

Cost Sharing		
<u>Deductibles</u>	\$2,100	
Copayments	\$500	
Coinsurance	\$0	
What isn't covered		
Limits or exclusions	\$0	
The total Mia would pay is	\$2,600	

Non-Discrimination Statement:

Providence Health Plan and Providence Health Assurance comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Providence Health Plan and Providence Health Assurance do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Providence Health Plan and Providence Health Assurance:

- Provide 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)
- Provide free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you are a Medicare member who needs these services, call 503-574-8000 or 1-800-603-2340. All other members can call 503-574-7500 or 1-800-878-4445. Hearing impaired members may call our TTY line at 711.

If you believe that Providence Health Plan or Providence Health Assurance 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 our Non-discrimination Coordinator by mail:

Providence Health Plan and Providence Health Assurance
Attn: Non-discrimination Coordinator
PO Box 4158
Portland, OR 97208-4158

If you need help filing a grievance, and you are a Medicare member call 503-574-8000 or 1-800-603-2340. All other members can call 503-574-7500 or 1-800-878-4445. (TTY line at 711) for assistance. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue SW - Room 509F HHH Building Washington, DC 20201 1-800-368-1019, 1-800-537-7697 (TTY)

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

Language Access Services:

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-878-4445 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-878-4445 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-878-4445 (TTY: 711).

注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電 1-800-878-4445 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-878-4445 (телетайп: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-878-4445 (TTY: 711) 번으로 전화해 주십시오

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-878-4445 (телетайп: 711).

注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。1-800-878-4445 (TTY: 711)まで、お電話にてご連絡ください。

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 4445-878-800-1 (رقم هاتف الصم والبكم: (TTY: 711).

ATENŢIE: Dacă vorbiţi limba română, vă stau la dispoziţie servicii de asistenţă lingvistică, gratuit. Sunaţi la 1-800-878-4445 (TTY: 711).

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតឈ្លួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-800-878-4445 (TTY: 711)។

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-878-4445 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-878-4445 (TTY: 711).

با باشد می ف (711: 711) توجه :اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما بگیرید تماس 1-870-878-8444

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-878-4445 (ATS: 711).

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-878-4445 (TTY: 711)