Providence Health Plan: Connect 3500 Silver



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, www.ProvidenceHealthPlan.com. 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 www.healthcare.gov/sbc-glossary or call 1-800-878-4445 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible?	In-Network: \$3,500 person / \$7,000 family (2 or more). Out-of-Network: \$7,000 person / \$14,000 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. Most preventive care innetwork.	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at https://www.healthcare.gov/coverage/preventive-care-benefits/ .
Are there other <u>deductibles</u> for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	In-Network: \$8,150 person / \$16,300 family (2 or more). Out-of-Network: \$16,300 person / \$32,600 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 for adult vision services, chiropractic manipulation, acupuncture, services not covered, fees above 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 <u>network provider</u> ?	Yes. For a list of participating providers see http://phppd.providence.org/ or call 1-800-878-4445.	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> .

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

		What You Will Pay		
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Primary care visit to treat an injury or illness	\$60 <u>copay/per visit;</u> <u>deductible</u> does not apply	50% coinsurance	Some services such as lab and x-ray will include additional member costs. Phone and video visits are covered in full in-network.
If you visit a health care provider's office	Specialist visit	\$80 <u>copay/per visit;</u> <u>deductible</u> does not apply	50% coinsurance	Some services such as lab and x-ray will include additional member costs.
	Preventive care/screening/ immunization	No charge; deductible does not apply	50% coinsurance	Some <u>preventive services</u> will include additional member costs. For more information see: https://healthplans.providence.org/pdfs/members/documents/preventive-care-costs.pdf .
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	35% <u>coinsurance</u> ; <u>deductible</u> does not apply	50% coinsurance	None
	Imaging (CT/PET scans, MRIs)	35% coinsurance	50% coinsurance	Prior authorization required.
If you need drugs to treat your illness or condition More information about prescription drug coverage is available at www.ProvidenceHealth Plan.com	Generic drugs (preferred and non-preferred)	Preferred: \$20 copay/per 30 day supply retail; deductible does not apply Non-preferred: \$45 copay/per 30 day supply retail; deductible does not apply	Not covered	ACA Preventive drugs are covered in full in- network. Covers up to a 30-day supply (retail); 90-day supply (preferred retail and mail order) covered at 3 times retail. Prior authorization
	Preferred Brand drug	\$75 copay/per 30 day supply retail; deductible does not apply	Not covered	may apply. If a brand-name drug is requested when a generic is available, you will pay the difference in cost, plus your non-preferred
	Non-Preferred Brand drug	50% <u>coinsurance</u> retail; <u>deductible</u> does not apply	Not covered	brand or non-preferred specialty cost-share. <u>Specialty drugs</u> can only be purchased at a
	Specialty drug (preferred and non-preferred)	Preferred: 50% coinsurance up to \$200 retail Non-preferred: 50% coinsurance retail	Not covered	participating specialty pharmacy (limited to 30 days).

		What You Will Pay		
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
surgery	Facility fee (e.g., ambulatory surgery center)	Ambulatory surgery center: 25% coinsurance Hospital-based facility: 35% coinsurance	50% coinsurance	Prior authorization required.
	Physician/surgeon fees	35% coinsurance	50% coinsurance	
If you need immediate	Emergency room care		\$250 <u>copay</u> /per visit then 35% <u>coinsurance</u>	For <u>emergency medical conditions</u> only. If admitted to hospital, all services subject to inpatient benefits.
	Emergency medical transportation	35% coinsurance	35% coinsurance	None
	<u>Urgent care</u>	\$80 <u>copay/per visit;</u> <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)	35% <u>coinsurance</u>	50% coinsurance	
stav	Physician/surgeon fees	35% coinsurance	50% coinsurance	Prior authorization required.
abuse services	Outpatient services	Office visit: \$60 copay/per visit; deductible does not apply All other services: 35% coinsurance	50% coinsurance	All services except <u>provider</u> office visits must be <u>prior authorized</u> . See your benefit summary for ABA services.
	Inpatient services	35% <u>coinsurance</u>	50% <u>coinsurance</u>	
	Office visits	No charge; <u>deductible</u> does not apply	50% coinsurance	None
	Childbirth/delivery professional services	35% coinsurance	50% coinsurance	CNM or PCP: 25% <u>coinsurance</u> All other providers: 35% <u>coinsurance</u>
	Childbirth/delivery facility services	35% <u>coinsurance</u>	50% <u>coinsurance</u>	None

		What You Will Pay			
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information	
	Home health care	35% <u>coinsurance</u>	50% coinsurance	Prior authorization required.	
	Rehabilitation services	Inpatient: 35% coinsurance Outpatient - Physical Therapy: 35% coinsurance; deductible does not apply Outpatient - Occupational & Speech Therapy: 35% coinsurance; deductible does not apply	50% coinsurance	Inpatient services: Limited to 30 days per calendar year. Limited to 60 days per calendar year for head/spinal injuries. Prior authorization required. Outpatient services: Limited to 30 visits per calendar year. Additional visits per specified condition: Limited to 30 visits per calendar year. Limits do not apply to Mental Health Services.	
If you need help recovering or have other special health needs	Habilitation services	Inpatient: 35% coinsurance Outpatient: 35% coinsurance; deductible does not apply	50% coinsurance	Inpatient services: Limited to 30 days per calendar year. Limited to 60 days per calendar year for head/spinal injuries. Prior authorization required. Outpatient services: Limited to 30 visits per calendar year. Limits do not apply to Mental Health Services.	
	Skilled nursing care	35% coinsurance	50% coinsurance	Prior authorization required. Limited to 60 days per calendar year.	
	Durable medical equipment	Diabetic Supplies: 35% coinsurance; deductible does not apply All other equipment: 35% coinsurance	50% coinsurance	None	
	Hospice services	Hospice: No charge; deductible does not apply Respite care: 35% coinsurance	Hospice: No charge; deductible does not apply Respite care: 50% coinsurance	Prior authorization required. Respite care: Limited to 5 days, up to 30 days per lifetime.	
If your child needs	Children's eye exam	No charge; deductible does not apply	Covered up to: \$45; deductible does not apply	Limited to 1 exam per calendar year.	
	Children's glasses	No charge; <u>deductible</u> does not apply	Covered up to: \$170; deductible does not apply	Limited to 1 pair per calendar year. Coverage maximum depends on lens type.	
	Children's dental check-up	No charge; deductible does not apply	30% <u>coinsurance</u> ; <u>deductible</u> does not apply	Limited to 1 services per every 6 months.	

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.) Bariatric surgery Cosmetic surgery (with certain exceptions) Private-duty nursing pregnancy Routine foot care (covered for diabetics) Unfertility treatment Weight loss programs

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

- Acupuncture (limits apply)
- Chiropractic care (limits apply)

- Hearing aids (limits apply)
- Non-emergency care when traveling outside the U.S. See www.ProvidenceHealthPlan.com

Routine eye care (Adult)

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:

U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or http://www.dol.gov/ebsa, or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or http://www.cciio.cms.gov. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit www.HealthCare.gov or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your <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 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 1-800-878-4445, the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or http://www.dol.gov/ebsa/healthreform, or you can contact the Oregon Insurance Division by:

- •Calling (503) 947-7984 or the toll free message line at (888) 877-4894
- •Writing to the Oregon Insurance Division, Consumer Protection Unit, 350 Winter Street NE, Salem, OR 97301-3883
- •Through the Internet at http://dfr.oregon.gov/gethelp/ins-help/health/Pages/index.aspx
- •E-mail at: cp.ins@state.or.us

Does this plan provide Minimum Essential Coverage? Yes

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

Does this plan meet 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.

■ The plan's overall deductible	\$3,500
■ Specialist copayment	\$80
■ Hospital (facility) coinsurance	35%
■ Other coinsurance	35%

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	\$12,800

In this example, Peg would pay:

Cost Sharing		
Deductibles	\$3,500	
Copayments	\$40	
Coinsurance	\$2,300	
What isn't covered		
Limits or exclusions	\$10	
The total Peg would pay is	\$5,850	

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>	\$3,500
Specialist copayment	\$80
Hospital (facility) coinsurance	35%
Other coinsurance	35%

This EXAMPLE event includes services like:

Primary care physician office visits (including disease education)
Diagnostic tests (blood work)
Prescription drugs

Durable medical equipment (glucose meter)

Total Example Cost \$7,400

In this example, Joe would pay:

Cost Sharing		
Deductibles	\$60	
Copayments	\$1,800	
Coinsurance	\$600	
What isn't covered		
Limits or exclusions	\$30	
The total Joe would pay is	\$2,490	

Mia's Simple Fracture

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

■ The <u>plan's</u> overall <u>deductible</u>	\$3,500
Specialist copayment	\$80
Hospital (facility) coinsurance	35%
Other <u>coinsurance</u>	35%

This EXAMPLE event includes services like:

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

Durable medical equipment (crutches) Rehabilitation services (physical therapy)

Total Example Cost	\$1,900

In this example, Mia would pay:

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Cost Sharing	
Deductibles	\$1,400
Copayments	\$200
Coinsurance	\$90
What isn't covered	
Limits or exclusions	\$0
The total Mia would pay is	\$1,690

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 24445-878-878-12 (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).

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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).

ف عم دشاب اب (TTY: 711) 4445-878-800-1 سامت دیریگب امش یارب ناگیار تروصب ینابز تالیهست ،دینک عم وگتفگ یسر اف نابز هب رگا :هجوت

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)