



# **Medical Benefits Summary Plan Description for Mid-Atlantic Associates**

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# Your Medical Benefits

Verizon medical coverage is designed to protect you and your family from the financial burden of large medical bills while giving you the flexibility to choose an option that meets your needs to manage your share of expenses. This document describes your medical options under the Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates as well as Health Maintenance Organizations (HMOs). The Plan includes:

- Medical coverage options from which to choose, depending on your home zip code.
- Coverage for your eligible dependents, if you enroll them.
- Coverage for preventive care services.
- Comprehensive coverage of medically necessary services and supplies, such as doctors' office visits, surgery, hospitalization, emergency care, and outpatient services.
- Prescription drug coverage.
- Coverage for mental health and substance abuse treatment.
- A Health Reimbursement Account (HRA).

## ***About This SPD***

This document is the summary plan description (SPD) for the Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates. It is one of several plans that together comprise Verizon Plan 550. General terms of Verizon Plan 550 are described in a separate plan document; those terms apply to the Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates. Verizon Plan 550 provides other benefits to eligible employees, as described in the "Administrative Information" section. Contributions that you make on a before-tax basis toward your cost of coverage are covered under Verizon Plan 552, a cafeteria plan within Internal Revenue Code (Code) section 125. The Plans are subject to federal law under the Employee Retirement Income Security Act of 1974 (ERISA) and its subsequent amendments. This document meets ERISA's requirements for an SPD and is based on Plan provisions effective January 1, 2013, unless specifically noted otherwise. It updates and replaces all previous SPDs and other descriptions of the benefits provided by the Plan. This SPD is part of the Verizon Plan 550 as well as Verizon Plan 552.

References in this SPD to the Plan, Plans, medical Plan, or cafeteria plan refer to the applicable Verizon legal plan.

Every effort has been made to ensure the accuracy of the information included in this SPD. Copies of Plan documents are available by contacting the Plan administrator in writing at the address provided in the "Additional Information" section.

This SPD is divided into the following major sections:

- **Participating in the Plan.** This section explains your eligibility, eligibility for your dependents, and when eligibility ends.
- **Overview of Your Options.** This section describes the medical options available to you. Refer to it when deciding which option to choose and when you need information about your coverage and benefits.
- **The Managed Care Network (MCN) Option.** This section provides details of how the MCN option works.
- **The Medical Expense Plan (MEP) Preferred Provider Organization (PPO) Option.** This section provides details of how the MEP-PPO option works.
- **The No Coverage Option.** If you do not want bargained-for medical coverage, you can choose this option.
- **More Information About the MCN and MEP-PPO Options.** This section provides more details for these options.
- **Medical Expenses Not Covered.** This section lists the expenses not covered by the MCN and MEP-PPO.
- **Prescription Drug Program for the MCN and MEP-PPO Options.** This section provides details about prescription drug benefits.
- **Coordination of Benefits.** If you're covered by more than one medical plan, special rules apply for coordinating between plans.
- **Health Maintenance Organizations (HMOs).** This section provides some details on HMOs.
- **National Exclusive Provider Organization (EPO) Mid-Atlantic Option.** This section provides some details on the EPO.
- **Health Reimbursement Account (HRA).** An HRA has been established for eligible associates. Amounts credited to an HRA can be used to help pay eligible medical expenses you or your eligible dependents incur.
- **Other Benefits.** Regardless of the medical coverage option you choose, certain benefits are available to you.
- **Continuing Coverage If Eligibility Ends.** In some cases, you and/or your dependents can continue coverage even after eligibility for the Plan ends.
- **Additional Information.** This section provides additional details about the Plan.

- **Administrative information.** This section provides administrative provisions of the Plan and your legal rights.
- **Glossary.** Certain terms used in this SPD are defined in the glossary.

## **Important Note**

Verizon and its claims and appeals administrators have the discretionary authority to interpret the terms of the Plan and this SPD and determine your eligibility for benefits under their terms.

## ***Verizon Benefits Center***

The Verizon Benefits Center offers a website called BenefitsConnection where you'll find tools to help you manage your benefits. You can access BenefitsConnection on the "About You" page on the Verizon eWeb or on the Internet at [www.verizon.com/benefitsconnection](http://www.verizon.com/benefitsconnection).

The website makes finding information fast and easy as it guides you through your benefits transactions, including enrollment. In addition to enrolling on the site, you can:

- Link to other provider sites.
- Create and print personalized provider listings and maps to providers' offices for most plans.
- Review details about your health care and insurance plans.
- Select and update your beneficiary designations.
- Verify your Verizon elections that are on file at the Verizon Benefits Center.
- Change your BenefitsConnection password.
- Give yourself a helpful "hint" in case you forget your password.

Verizon Benefits Center representatives are available should you have questions about your benefits. To reach the Verizon Benefits Center via telephone, call 1-855-4VzBens (1-855-489-2367). Via this toll-free telephone number, you also can connect with other Verizon benefit providers.

## ***Changes to the Plan***

While Verizon expects to continue the Plan indefinitely, Verizon also reserves the right to amend, modify, suspend or terminate the Plan at any time, at its discretion, with or without advance notice to participants, subject to any duty to bargain collectively. The Plan may be amended by publication of any SPD, summary of material modification, enrollment materials or the communication relating to the Plan, as approved by Verizon.

Decisions regarding changes to, or termination of, benefits are made at the highest levels of management. Verizon employees below those levels do not know whether the Company will adopt any particular change and are not in a position to speculate about such changes. Unless and until changes formally are adopted and officially are announced, no one is authorized to assure that any particular change will or will not occur.



# Participating in the Plan

## ***Eligibility***

The following chart briefly describes when associates and their families are eligible for medical benefits and who is responsible for the cost. Please note that this is an overview only. See the “Cost of Coverage” section for more information.

<b>When an Associate Is:</b>	<b>Then:</b>
Regular or term full-time with less than 3 months of net credited service	Associate pays full cost of coverage
Regular or term full-time with at least 3 months of net credited service	Company and associate share the cost of coverage
Regular or term part-time hired before January 1, 1981 with at least 3 months of net credited service	Company and associate share the cost of coverage
Regular or term part-time hired on or after January 1, 1981 with at least 3 months of net credited service, working: <ul style="list-style-type: none"> <li>• 25 hours or more per week</li> <li>• 17-24 hours per week</li> <li>• Less than 17 hours per week</li> </ul>	<ul style="list-style-type: none"> <li>• Company and associate share the cost of coverage</li> <li>• Company pays half of the cost of coverage; associate pays half of the cost of coverage</li> <li>• Company pays nothing; associate pays full cost of coverage</li> </ul>
Regular or term part-time with less than 3 months of net credited service	Associate pays full cost of coverage

The “Health Reimbursement Account” (HRA) section provides additional details regarding who may be eligible for a one-time credit to an HRA.

**Note:** You are not eligible to participate in this Plan if one of the following applies:

- You are paid by a temporary staffing or placement agency or other vendor or third party.
- You are employed under the terms of a written agreement with the Company as an independent contractor or consultant.
- You are paid through accounts payable instead of the payroll system.
- You are an occasional employee.

In addition, if a court, the Internal Revenue Service or any other enforcement authority or agency finds that an independent contractor or leased employee should be treated as a regular employee of a participating company, for example, for purposes of W-2 income reporting or tax withholding, such individual is nonetheless expressly excluded from the definition of eligible employee and is expressly ineligible for benefits under the Plan.

You are eligible for Plan coverage after you have completed three months of net credited service if you are employed by a Verizon participating company and are either a regular or term full-time or part-time CWA-represented or IBEW-represented Mid-Atlantic associate. A term associate's employment is not intended to last more than 36 months. A term associate's employment ends upon completion of the specific project for which he or she is hired.

"Service" is based on net credited service provisions of the Verizon Pension Plan for Mid-Atlantic and South Associates (to the extent that it covers Mid-Atlantic Associates, including the GTE South Incorporated [Southeast] Plan for Hourly-Paid Employees) (the "Verizon Pension Plan for Mid-Atlantic Associates"). Also, if you have less than three months of net credited service, you may choose to start coverage earlier by paying the full premium cost (see "Initial Enrollment by Newly Hired Associates" under the "Enrolling in the Plan" section for more information). For former GTE employees who are covered under the Plan due to a collective bargaining agreement between the Company and the Union, "service" will include the former GTE service that is credited as part of the agreement.

## **Eligible Dependents**

Dependents must be enrolled through the BenefitsConnection website or the Verizon Benefits Center to have coverage. You can enroll your dependents who meet the Plan's definition of eligibility, including your:

- Class I Dependents.
- Grandfathered Class II Dependents: Grandfathered Class II Dependents are eligible for coverage only if currently covered; new Class II Dependents cannot be added.
- Sponsored Parents: Sponsored Parents are eligible for coverage only if currently covered as of the Effective Date of the 2012 Memorandum of Understanding (i.e., October 19, 2012) and remain continuously eligible and enrolled; new Sponsored Parents cannot be added to coverage after October 19, 2012.
- Sponsored Children: Sponsored Children are eligible for coverage only if currently covered as of the Effective Date of the 2012 Memorandum of Understanding (October 19, 2012) and remain continuously eligible and enrolled; new Sponsored Children cannot be added to coverage after October 19, 2012.



Dependent Class	Who They Are	Relationship
<b>Class I Dependents</b> (cont'd)	<ul style="list-style-type: none"> <li>Your same-sex domestic partner and his or her children who meet the Plan requirements for a same-sex domestic partner (and children of a same-sex domestic partner) may be eligible for coverage. The child of a domestic partner may be covered until the end of the month in which the child attains age 26. For more information on eligibility requirements and tax implications, access the BenefitsConnection website or call the Verizon Benefits Center and speak with a representative.</li> <li>Your children (as defined above and including any age requirements) who are alternate recipients under an approved qualified medical child support order (QMCSO).</li> </ul>	<ul style="list-style-type: none"> <li>Domestic Partner</li> <li>Domestic Partner's Child</li> <li>Child</li> </ul>
<b>Sponsored Children<sup>1</sup></b> <i>Note: You cannot add new Sponsored Children after October 19, 2012. Once dropped from coverage, Sponsored Children cannot be reinstated.</i>	<ul style="list-style-type: none"> <li>Your unmarried children from age 19 through the end of the calendar year in which they reach age 25 who are not full-time students or incapacitated and otherwise meet the definition of child, as described above.</li> </ul>	<ul style="list-style-type: none"> <li>Sponsored Child</li> </ul>
<b>Sponsored Parents<sup>1</sup></b> <i>Note: You cannot add new Sponsored Parents after October 19, 2012. Once dropped from coverage, Sponsored Parents cannot be reinstated.</i>	<p>A parent who was added to the Plan after December 31, 1989 and who meets all of the following eligibility requirements:</p> <ul style="list-style-type: none"> <li>Is your parent or your eligible spouse's parent.</li> <li>Lives in your home or in one you provide within 50 miles of you for at least 6 months before he or she is eligible and throughout the period he or she is covered under the Plan.</li> <li>Is dependent on you for more than 50% of his or her support.</li> <li>Has annual income from all sources (other than that received from you) including Social Security, of less than \$15,000.</li> </ul>	<ul style="list-style-type: none"> <li>Sponsored Parent</li> </ul>

<sup>1</sup> The Plan does not cover services for substance abuse treatment and outpatient mental health treatment for Sponsored Children, Sponsored Parents or Grandfathered Class II Dependents.

Dependent Class	Who They Are	Relationship
<b>Grandfathered Class II Dependents<sup>1</sup></b> <i>Note: You cannot add new Class II Dependents. Once dropped from coverage, Grandfathered Class II Dependents cannot be reinstated.</i>	Your Grandfathered Class II Dependents are dependents who were continuously enrolled on or before December 31, 2000 and must be one of the following: <ul style="list-style-type: none"> <li>• Your or your spouse’s parent who was enrolled as a Class II Dependent on or before December 31, 1989 and for whom you provide at least 50% of his or her support.</li> <li>• A dependent, other than a parent, who was enrolled as a Class II Dependent on or before December 31, 1986 and for whom you provide at least 50% of his or her support.</li> </ul>	<ul style="list-style-type: none"> <li>• Class II Parent</li> <li>• Class II Child</li> <li>• Class II Grandparent</li> <li>• Class II Sibling</li> </ul>

## Verifying Dependent Eligibility

At the time you enroll your dependent or at any time, upon request, you may be asked to provide proof of dependent status, such as:

- A marriage certificate.
- A birth certificate.
- Guardianship/adoption papers.
- Information to verify domestic partnership, such as the completion of an Affidavit of Domestic Partnership or evidence of cohabitation.

If you are unable to provide the required documentation, your dependent will not be covered. In addition, you may be required to reimburse Verizon for any costs associated with covering an individual who is not an eligible dependent and your, as well as your dependents’, coverage may be terminated.

## Qualified Medical Child Support Order (QMCSO)

A QMCSO is a judgment from a state court or an order issued through an administrative process under state law that requires you to provide coverage for a dependent child under Verizon’s health care plans. The order is served on Verizon or its agent for service of legal process and reviewed by the Verizon Benefits Center. You may obtain a copy of the QMCSO administrative procedures, free of charge, from the Plan administrator (via the Verizon Benefits Center). In any case, if subject to an order, you and each child will be notified about further procedures.

<sup>1</sup> The Plan does not cover services for substance abuse treatment and outpatient mental health treatment for Sponsored Children, Sponsored Parents or Grandfathered Class II Dependents.

**Note:** If you are enrolled in an HMO and are required under a QMCSO to provide coverage for a child who does not live in the HMO service area, coverage for you and your covered dependents automatically will change to the MCN option. Call the Verizon Benefits Center for information.

## **State Eligibility Laws and the Employee Retirement Income Security Act of 1974 (ERISA)**

States sometimes pass laws that require employee benefit plans to provide benefits and/or coverage to individuals who otherwise are not eligible. For example, a state might require an employer to provide coverage to an ex-spouse, a civil union spouse who does not otherwise meet the definition of domestic partner, or a child who exceeds the plan age requirements who is not eligible for benefits under the Company medical plan.

The federal law known as ERISA supersedes state law. As a result, the Company generally only covers the individuals outlined in this SPD.

## **If Your Spouse or Same-Sex Domestic Partner Is a Verizon Employee or Retiree**

For medical coverage, if your spouse or same-sex domestic partner is employed by or retired from Verizon or affiliates, the following rules apply:

- Children can be covered by one Verizon parent or the other, but not by both.
- You can be covered as an employee under this Plan or as a dependent under another Verizon associate medical plan, but cannot be covered under more than one Verizon associate medical plan. To be covered as a dependent under another Verizon associate plan, you must choose the “No Coverage” option under this Plan. However, an exception occurs if your spouse or same-sex domestic partner is a management employee or retiree; you may be covered as both an employee under this Plan and as a dependent under a Verizon management plan and do not need to waive coverage.
- Your spouse or same-sex domestic partner can be covered as an employee or a retiree under another Verizon associate medical plan or as a dependent under this Plan, but not as both. To be covered as your dependent under this Plan, your spouse or same-sex domestic partner must be eligible for and must choose the “No Coverage” option under his or her plan.

## ***Enrolling in the Plan***

### **Initial Enrollment by Newly Hired Associates**

If you are an eligible associate, you will have the opportunity to enroll yourself and your eligible dependents when you are initially eligible for the Plan. When you enroll, you will need to make two choices:

- **Medical Option.** You will have to choose whether to be covered under the Plan and, if you want coverage, under which option. In most instances, these are your options:

— MCN.

— MEP-PPO.

- An HMO, if your home zip code is in one of the bargained-for HMO service areas, or you may be able to “opt-in” even if you live outside the HMO’s service area.
- EPO.
- No coverage.

### **Important: If You Enroll in an HMO**

The eligibility requirements described in this section are the general eligibility requirements for the Plan. As an alternative, you instead may choose to enroll in an HMO. The eligibility requirements for HMOs available to you may differ from the general eligibility requirements for the Plan. **If so, the HMO’s eligibility rules will override the rules described in this eligibility section.**

Because of this, you should check with an HMO before enrolling to make sure its eligibility requirements suit your needs. Information on an HMO’s eligibility rules can be obtained by contacting the HMO directly at the telephone number shown on the BenefitsConnection website at your initial enrollment and during annual enrollment.

- **Coverage Level.** You also will need to choose a coverage level. You have two options:

- Yourself only (Employee Only).
- Yourself plus one or more dependents (Employee + Family).

**Note:** You and any eligible dependent you choose to enroll must be covered under the same option, unless you and your dependents are covered as Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA) qualified beneficiaries. (When COBRA first is elected, all qualified beneficiaries must choose the option they were covered under on the date of the qualifying event. However, during any annual enrollment period occurring during the COBRA period, each qualified beneficiary can make his or her own coverage election and does not have to be in the same Plan option as the employee.)

When you first are hired (and prior to your attainment of three months of net credited service), you will have the option to enroll yourself and your eligible dependents by contacting the Verizon Benefits Center. You pay the full premium cost during this interim period before the Company starts contributing toward the cost of coverage. To enroll in this interim coverage, you must enroll within 31 days of the date the Verizon Benefits Center creates your enrollment package. You can stop your medical coverage during your first three months by calling the Verizon Benefits Center. Your coverage will end effective the first of the month following your request to cancel. If you stop coverage, you will not be able to re-enroll in coverage until your three-month enrollment opportunity unless you have a qualified status change.

Before you attain three months of net credited service, the Verizon Benefits Center will send you enrollment materials with your medical options listed. You will need to choose your coverage option and, if applicable, your coverage level, and authorize any payroll deductions before your enrollment deadline. If you enroll by the deadline, your elections are effective on the first day of the month in which you attain three months of net credited service; otherwise, you will be assigned the applicable option described in the “If You Do Not Enroll” section below.

Also, the following special rules apply:

- If you are changing from a management position to a full-time associate position or a part-time associate position in which you are scheduled to work 25 or more hours per week, your coverage begins the first day of the month following the date your payroll changes for the change in position. If you are changing to a part-time position in which you are scheduled to work less than 25 hours per week, you must enroll to have coverage; otherwise, you will default to no coverage.
- If you are changing from a part-time associate position in which you are scheduled to work less than 25 hours per week to a full-time position or part-time position in which you are scheduled to work 25 or more hours per week and are enrolled in a medical option, your current coverage will continue and you will receive a confirmation of coverage reflecting the reduction in your cost. If you want to make a change to the coverage shown on your confirmation of coverage, you must do so by contacting the Verizon Benefits Center within 14 days.
- If you terminate your employment and later are re-employed by a participating company, your net credited service for purposes of eligibility is defined under the Verizon Pension Plan for Mid-Atlantic Associates. If you terminate your employment and are rehired in the same plan year, your coverage election in effect when your employment terminated automatically will be reinstated and you will not be permitted to change your coverage elections upon return to work except as otherwise permitted under applicable Plan provisions. However, if immediately prior to your re-employment you were a retired participant, you will receive immediate eligibility for coverage.
- To cover your dependents, regardless of your employment status, you must contact the Verizon Benefits Center. You will need to provide each dependent's name, date of birth, and Social Security number. If you enroll eligible dependents before your enrollment deadline, their coverage begins the same date as your coverage. Otherwise, coverage begins the first day of the month after you enroll them.

—Under Section 111 of the Medicare, Medicaid and SCHIP Extension Act of 2007 (MMSEA), the Centers for Medicare and Medicaid Services (CMS) generally requires Social Security numbers for employees and dependents to assist with reporting under the Medicare Secondary Payer requirements. Accordingly, Verizon will request that you and your dependents provide Social Security numbers at the time of enrollment, so that Verizon can assist its health plan administrator(s) to comply with this requirement.

—You also may be required to provide proof of dependent eligibility, upon enrollment.

## **To Enroll or Make Changes**

Log on to the BenefitsConnection website or call the Verizon Benefits Center at 1-855-4VzBens (1-855-489-2367). The BenefitsConnection website is available 24 hours a day, seven days a week. Benefits Center Representatives are available to help you from 8:00 a.m. to 6:00 p.m. Eastern time, Monday through Friday (excluding holidays).

## **If You Do Not Enroll**

### ***Interim Three-Month Period***

If you elected to purchase coverage during your initial interim three-month period and do not re-enroll during your three-month enrollment opportunity, your current coverage option and coverage level automatically will be continued.



If you did not elect to purchase coverage during your initial interim three-month period and do not enroll or elect “no coverage” at your three-month enrollment opportunity, you will be assigned the following:

- If you are a full-time associate, a part-time associate scheduled to work 25 or more hours per week or a part-time associate who has been employed continuously by the Company since before January 1, 1981, you will have coverage for yourself only under the MCN option. It’s important that you make an election to enroll or not enroll into the Plan, because you will be responsible for contributions under the MCN option, if you do not make an affirmative election for “no coverage.”
- If you are an eligible part-time associate who has not been employed continuously by the Company since before January 1, 1981 and you are scheduled to work less than 25 hours a week, you will be assigned the “No Coverage” option.

## **Enrollment as a Surviving Spouse or Dependent**

Class I and Grandfathered Class II Dependents are eligible for 24 months of Plan coverage that’s fully paid for by the Company after an employee’s death. (Note that same-sex domestic partners are treated the same as spouses for the purposes of survivor benefits.) After the end of the 24-month period, coverage for Class I Dependents can be continued under the retiree health plan (but are charged active rates). Class I Dependents pay the full cost for this continued coverage. Class II Dependents’ coverage ends at the end of the 24-month period of Company-paid coverage. Class II Dependent Children then can continue coverage under COBRA and its subsequent amendments (see the “Continuing Coverage If Eligibility Ends” section for more information).

Coverage for Sponsored Children and Sponsored Parents ends on the last day of the month in which the associate dies. Sponsored Children can continue coverage under COBRA (see the “Continuing Coverage If Eligibility Ends” section for more information). Sponsored Parents are not eligible to continue medical coverage.

## ***Changing Your Elections***

### **Annual Enrollment**

Each year during the annual enrollment period, you will have an opportunity to change your elections. Elections made during the annual enrollment period take effect on the following January 1 and remain in effect through December 31 of that year, unless you make a change during the year due to a qualified status change (or other permissible event described here and allowable under the cafeteria plan rules). Effective as of November 1, 2012, you generally will be permitted to pay the portion of your cost of coverage on a before-tax basis<sup>1</sup>. Such election is subject to very specific tax rules often referred to as the “cafeteria plan rules.”

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<sup>1</sup> The cost to cover a Sponsored Child or Sponsored Parent is on an after-tax basis.

## Qualified Status Changes

Between annual enrollment periods, you may be able to change your medical option and covered dependents if you or a dependent has a qualified status change that affects eligibility for coverage. An election change can be made due to a change in status if the election change is on account of and corresponds with a change in status that affects eligibility for coverage under an employer's plan. (The change in elections must be consistent with the qualified status change.) Elections made due to status changes remain in effect until you make a change during an annual enrollment period or due to another qualified status change.

You must make an election within 90 days of your qualified status change or the change will not be permitted.

### ***You Gain a New Dependent***

**If you gain a new eligible dependent through marriage, acquisition of a same-sex domestic partner, birth, adoption or placement for adoption**, that person automatically is covered under your medical coverage option for 31 days after the event. If you want medical coverage to continue for the new dependent, you must call the Verizon Benefits Center to enroll that dependent in the Plan within 90 days of gaining the new dependent (otherwise, coverage will end for that dependent after 31 days). Your election will take effect on the date that you gained the new dependent.

If you do not make an election within 90 days of gaining the new dependent, you will **not** be able to add that dependent until the following January 1, assuming you make a valid election during the applicable Annual Enrollment period, or unless you have **another** qualified status change that would allow the addition of the dependent.

**Note:** If you disenroll a same-sex domestic partner, you must wait 60 days before you can enroll a new same-sex domestic partner.

**If you gain a new eligible dependent as the result of a QMCSO**, you can enroll that dependent in the Plan by calling the Verizon Benefits Center within 90 days. Your election will take effect on the date the QMCSO is approved by the claims administrator.

**If you gain a new eligible dependent as the result of an event other than those listed above**, you can enroll that dependent in the Plan by calling the Verizon Benefits Center within 90 days of the dependent becoming eligible for the Plan. Your election will take effect the first of the month following your election.

Upon request, you will be required to provide proof of dependent eligibility.

### ***You Lose a Dependent Through Death, Divorce, Legal Separation or Termination of a Same-Sex Domestic Partnership***

**If you lose a dependent through death, divorce, legal separation or termination of a same-sex domestic partnership**, coverage for that dependent ends at the end of the month in which the event occurs. However, you must call the Verizon Benefits Center to remove that dependent from your coverage within 90 days of the event; otherwise, you will continue to pay any required premiums.

### ***A Dependent Loses Eligibility***

If a dependent loses eligibility or ceases to be a dependent under the Plan, the dependent's coverage will continue until the end of the month in which the event occurs that causes the dependent to lose eligibility. If a child reaches the age 26 limit, his or her coverage will terminate at the end of the month in which he or she attains age 26.

**If you are enrolled in an HMO, check with your HMO regarding eligibility rules since HMO rules may be different.**

When a dependent loses eligibility, you must call the Verizon Benefits Center before the dependent's coverage ends. You may have the option to decrease your coverage level. If you do so, your election will be effective on the date of the event, as long as you make your election within 90 days of the dependent's loss of eligibility.

If you do not notify Verizon (by calling the Verizon Benefits Center), any claims incurred by your ineligible dependent will become your financial responsibility. **Note:** Be sure to disenroll your dependent within 60 days of when he or she becomes ineligible, to ensure he or she will not lose his or her right to purchase continued coverage under COBRA. For more information on COBRA, see the "Continuing Coverage If Eligibility Ends" section.

### ***You Are on a Leave of Absence and Lose Benefits***

If you are on a leave of absence and lose benefits as a result of your leave of absence and have a gap in coverage that is 30 days or less, your prior medical option and coverage level will be reinstated upon return to work or reinstatement.

If you are on a leave of absence and lose benefits as a result of your leave of absence and have a gap in coverage that is greater than 30 days, you will have the opportunity to make new elections. If you do not make an election to change your medical option and/or coverage level within 90 days of your return to work, you will be reinstated in the same medical option and coverage level that you had in place before your leave of absence. However, if your current medical option is no longer available upon your return to work (for example, you return during a subsequent plan year and your HMO is no longer offered), you will be assigned coverage in the MCN option with the coverage level that you had elected before your leave of absence.

### ***You Move***

If you are enrolled in an HMO and move to a location outside of your HMO's service area, you must notify your department of your address change. After payroll registers your move, you automatically will receive a move package from the Verizon Benefits Center if you move to a location outside of your current option's service area and you will have the opportunity to choose a new option. If you notify Verizon (by calling the Verizon Benefits Center) and make your election within 90 days of the creation of your move package, your election will be effective on the date of your move. If you do not call within 90 days of the creation of your move package, you will be defaulted into the MCN option with the coverage level in effect before the move.

### ***Special Enrollment Rules***

If you or your dependents (including your spouse or same-sex domestic partner) waive medical coverage because of other health insurance coverage, you may be able to enroll yourself or your dependents in the Plan if you or your dependents later lose that other coverage or insurance due to:

- Loss of eligibility.
- Termination of employer contributions for such coverage (however, special enrollment is not available if loss of coverage was due to your or your dependents' failure to pay for such coverage).

- Exhaustion of COBRA coverage.

If you notify Verizon (by calling the Verizon Benefits Center) and make your election within 90 days of losing the other coverage, you will be able to enroll yourself and your dependents retroactive to the date of the event. If you gain a new dependent as a result of marriage, birth, adoption, placement for adoption or acquisition of a same-sex domestic partner and his or her children, you will be able to enroll yourself and your dependents. However, you must request enrollment within 90 days after the marriage, birth, adoption or placement for adoption.

In addition, if you or your dependent is eligible but not enrolled for coverage, you may be able to enroll yourself or your dependents in the Plan if:

- You or your dependent loses eligibility for coverage under a state's Medicaid program or Children's Health Insurance Program (CHIP); or
- You or your dependent becomes eligible for premium assistance with respect to coverage under the Plan due to coverage under a state's Medicaid program or CHIP.

To request special enrollment or obtain more information, contact the Verizon Benefits Center at 1-855-4VzBens (1-855-489-2367).

### **When Coverage Is Effective Under Special Enrollment**

If you enroll within 90 days of gaining a new dependent as a result of birth, adoption or placement for adoption, your coverage will be effective retroactive to the date of the event.

For all other special enrollment events, your coverage will be effective the first day of the month following your enrollment provided you request enrollment within 90 days.

If you do **not** make your election within 90 days of the special enrollment, you will not be eligible to enroll you or your dependent.

## Cost of Coverage

Each year, you and Verizon make a contribution toward your bargained-for benefits. Your monthly associate contribution is explained in the charts that follow in this section of the SPD. To be eligible for the monthly employee contributions in the charts that follow, you must be an eligible associate who has at least three months of net credited service and is:

- A regular or term associate working at least 25 hours a week.
- A part-time associate hired before January 1, 1981 and employed continuously by the Company since that date.

If you have not been employed continuously by the Company since before January 1, 1981 and you work at least 17 but less than 25 hours a week, the Company contributes 50 percent of the cost of coverage (generally, this is 50 percent of the COBRA rate less the 2 percent administrative fee).

If you have not been employed continuously by the Company since before January 1, 1981 and you work less than 17 hours a week, you can enroll for coverage if you call the Verizon Benefits Center and agree to pay the full cost of coverage.

Regardless of your work schedule, you pay the full cost of medical coverage for any Sponsored Children whom you choose to cover. You pay \$1,200 annually for medical coverage for Sponsored Parents whom you choose to cover.

Note that associate contributions taken from Verizon payroll deductions generally are deducted on a before-tax basis. However, contributions to cover your Sponsored Child or Sponsored Parent must be made on an after-tax basis.

If, for some reason, you do not have sufficient wages to pay for coverage and you owe back premiums, Verizon retains the right to take the additional before-tax contributions on a prospective basis. If you owe the Plan more than what you can pay on a before-tax basis before the end of the plan year, Verizon, as the Plan's fiduciary, will collect such amounts on an after-tax basis.

### ***Tax Status of Dependents (Imputed Income)***

Most dependents are considered Internal Revenue Service (IRS) tax dependents. You are not taxed on imputed income for IRS tax dependents.

If you cover a same-sex domestic partner, a domestic partner's child or another person who is not considered an IRS tax dependent, Verizon is required to report income for you that reflects the value of the coverage for tax-reporting purposes. This is known as imputed income. You will receive a W-2 annually for the value of coverage for any dependent who is not an IRS tax dependent.

Verizon assumes all dependents are IRS tax dependents, except same-sex domestic partners and their children. You must contact the Verizon Benefits Center if your same-sex domestic partner and his or her children are your IRS tax dependents or if you cover other dependents who are not IRS tax dependents.

While contributions will be deducted from your pay on a before-tax basis to cover your domestic partner (including, if applicable, your domestic partner's child(ren)), imputed income will apply, unless you verify that such individual is your IRS tax dependent.

## ***Cafeteria Plan Requirements and Paying for Coverage***

Because your medical Plan benefit is part of a cafeteria plan, you pay for coverage with dollars deducted from your paycheck before taxes are withheld. This also is referred to as a salary reduction election or a before-tax contribution. (Note: Your cost of medical coverage for a Sponsored Child or a Sponsored Parent must be made on an after-tax basis.)

Deductions are withheld as soon as administratively possible after you become eligible, and enroll, for coverage. The amount of the salary reduction election available to you to pay for benefits is equal to your share of the premium required to pay for medical coverage.

Your ability to pay for coverage on a before-tax basis is provided under Verizon Plan 552, a cafeteria plan. Because the cafeteria plan and the medical Plan provisions work together to provide your benefits, plan rules contained in this SPD pertain to both your cafeteria plan and medical Plan, as follows:

- Participation, including the requirement that you be an employee to participate in the cafeteria plan, as described in the “Participating in the Plan” section.
- The procedures that pertain to your elections, including the period when elections can be made or changed, as described in the “Enrolling in the Plan” and “Changing Your Elections” sections.

Your medical option premium contributions will vary depending on whether you or an eligible dependent use tobacco products and whether you complete a Health Assessment.

## ***Tobacco User Status***

If you are enrolled in a Verizon Medical Plan option and certify as a non-tobacco user, you will be eligible for “non-tobacco user” premium contributions. The “non-tobacco user” status will be applied to your annual Medical Plan contribution.

To qualify for “non-tobacco user” status, you and your covered dependents must not have used any tobacco products for at least six consecutive months or must have completed a Tobacco Cessation Program in the last six months.

The Verizon Medical Plan is committed to helping you achieve your best health status. Rewards, such as lower contributions for non-tobacco users, for participating in a wellness program are available to all employees. If you think you might be unable to meet a standard for a reward under this wellness program, you may be able to qualify and earn the same reward by different means (e.g., completing a Tobacco Cessation Program in the last six months) For more information, go to the BenefitsConnection website.

If you enroll in a medical coverage option and:

- Certify as a “non-tobacco user,” you will be eligible for annual “non-tobacco user” medical premium contributions.
- Do not certify your tobacco user status, you will default to “tobacco user” status and you will not be eligible for the “non-tobacco user” medical premium contributions.
- Certify as a “tobacco user,” you will not be eligible for the “non-tobacco user” medical premium contributions.

You can confirm the tobacco user status for you and your covered dependents during your enrollment process. If you and your covered dependents have a change in tobacco user status during the year, contact the Verizon Benefits Center to have your status updated. For example, if you are currently certified as a “tobacco user” and have quit using tobacco products for a minimum of six months or have completed a Tobacco Cessation Program within the last six months, you may certify as a “non-tobacco user” and become eligible for the “non-tobacco user” medical premium contributions.

Your contributions will be reduced if your status is changed to “non-tobacco user” during the year. While you will not be eligible for a lower contribution on a retroactive basis, you will be eligible for lower contributions on a go-forward (prorated) basis.

## ***Health Assessment***

The Health Assessment is a tool that helps you understand your health risks and identify ways to manage your health. If you are enrolled in a Verizon medical option and you complete your Health Assessment on an annual basis, your annual contributions for medical coverage will be \$100 lower in 2013, 2014, and 2015, prorated on a pay-period basis. Your eligibility for a reduced annual contribution for medical coverage due to a completion of a Health Assessment, if applicable, will be communicated as part of Annual Enrollment.

## ***Monthly Associate Contributions***

The monthly associate contributions for the coverage period remaining in the 2012 plan year (i.e., November 1, 2012 through December 31, 2012) are below. For 2012 only, the monthly associate contribution will be the same rate for all medical options, regardless of whether the associate is a tobacco user, and there will be no reduced associate contributions for completion of a Health Assessment.

<b>Coverage Level</b>	<b>Monthly Associate Contribution</b>
Individual	\$30
Family	\$60

## Associate Contributions for the MCN and MEP-PPO Options

The monthly associate contributions for the years 2013 through 2015 for the MCN and MEP-PPO options are below:

### 2013

Coverage Level	MCN and MEP-PPO Options: Monthly Associate Contribution			
Non-Tobacco User Credit?	Yes	Yes	No	No
Completed Health Assessment?	Yes	No	Yes	No
Individual	\$45.00	\$53.33	\$95.00	\$103.33
Family	\$90.00	\$98.33	\$140.00	\$148.33

### 2014

Coverage Level	MCN and MEP-PPO Options: Monthly Associate Contribution			
Non-Tobacco User Credit?	Yes	Yes	No	No
Completed Health Assessment?	Yes	No	Yes	No
Individual	\$50.00	\$58.33	\$100.00	\$108.33
Family	\$100.00	\$108.33	\$150.00	\$158.33



**2015**

Coverage Level	MCN and MEP-PPO Options: Monthly Associate Contribution			
Non-Tobacco User Credit?	Yes	Yes	No	No
Completed Health Assessment?	Yes	No	Yes	No
Individual	\$55.00	\$63.33	\$105.00	\$113.33
Family	\$110.00	\$118.33	\$160.00	\$168.33

**Associate Contributions for the EPO and HMO Options**

The monthly associate contributions for the EPO and any HMO option will vary by option but will be no greater than the following:

**2013**

Coverage Level	EPO and HMO Options: Monthly Associate Contribution (will be no greater than the amounts in this chart)			
Non-Tobacco User Credit?	Yes	Yes	No	No
Completed Health Assessment?	Yes	No	Yes	No
Individual	\$67.50	\$75.83	\$117.50	\$125.83
Family	\$135.00	\$143.33	\$185.00	\$193.33

**2014**

Coverage Level	EPO and HMO Options: Monthly Associate Contribution (will be no greater than the amounts in this chart)			
Non-Tobacco User Credit?	Yes	Yes	No	No
Completed Health Assessment?	Yes	No	Yes	No
Individual	\$75.00	\$83.33	\$125.00	\$133.33
Family	\$150.00	\$158.33	\$200.00	\$208.33

**2015**

Coverage Level	EPO and HMO Options: Monthly Associate Contribution (will be no greater than the amounts in this chart)			
Non-Tobacco User Credit?	Yes	Yes	No	No
Completed Health Assessment?	Yes	No	Yes	No
Individual	\$82.50	\$90.83	\$132.50	\$140.83
Family	\$165.00	\$173.33	\$215.00	\$223.33

# When Participation Ends

This section explains when participation in the Plan ends for you, your dependents and your survivors. For information on continuing coverage and COBRA, see the “Continuing Coverage If Eligibility Ends” section.

<b>Associate:</b>	
<b>Leaves of Absence</b>	In general, if you go on a leave of absence, your coverage continues in accordance with Company guidelines. Typically, coverage ends on the last day of the month in which the leave begins, except as noted below:
<i>Leaves of Absence Under the Family and Medical Leave Act</i>	The Company complies with the Family and Medical Leave Act of 1993 (FMLA). All leaves of absence qualifying under the FMLA will be administered in accordance with the terms of the FMLA. Coverage may be continued during approved leaves, as provided in Company policy. Call the Verizon Benefits Center for details.
<i>Leaves of Absence Under the Uniformed Services Employment and Reemployment Rights Act</i>	All military leaves of absence qualifying under the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) will be administered in accordance with the terms of USERRA.
<i>Union Leaves of Absence</i>	Coverage can be continued according to your collective bargaining agreement.
<i>Anticipated Disability Leaves of Absence, Care of Newborn Child (CNC) Leaves of Absence, and Dependent Care Leaves of Absence</i>	Verizon will pay the amount it normally does for your coverage. If you contribute to the cost of your medical coverage, however, you must continue making contributions during your leave. The Company will bill you monthly for these charges.
<i>Education Leaves of Absence or Personal Leaves of Absence</i>	Coverage for you and eligible dependents will end on the last day of the month in which your leave begins.
<b>Change in Employment Status</b>	If your employment status changes from associate to management status, coverage under the Plan will end on the last day of the month in which you become a management employee of Verizon or an affiliate of Verizon. You will have an opportunity to make an election into another plan. However, if prior to your change in employment status, you were enrolled under an HMO and you do not make a new election, you and any enrolled dependents will remain covered under that HMO until the end of the year in which the change in employment status occurred (you also will be required to pay any required contributions).

<b>Associate:</b>	
<b>Long-Term Disability (LTD)</b>	<p>Coverage under the Plan will end on the last day of the month in which you begin to receive benefits under the long-term disability benefit under Verizon Plan 553 (the “LTD Plan”). On the first day of the month that you begin to receive LTD benefits, you are covered under the retiree health plan and the coverage and contribution requirements that apply to retiree participants will apply to you. The date that you are certified as eligible for the LTD Plan will be your retirement date for contribution purposes.</p> <p><b>Note:</b> An LTD participant cannot add a new dependent, unless the participant is pregnant at the time she is first enrolled in the Plan; in this case, the LTD benefit recipient may enroll the newborn child.</p>
<b>Voluntary Termination Under the Income Security Plan</b>	<p>Your coverage will end in accordance with the following:</p> <ul style="list-style-type: none"> <li>• If you are entitled to a service pension under a qualified defined benefit retirement plan maintained by Verizon or an affiliate of Verizon, your coverage will terminate on the last day of the month in which you terminate your employment.</li> <li>• If you are not entitled to a service pension under a qualified defined benefit retirement Plan maintained by Verizon or an affiliate of Verizon, and you have: <ul style="list-style-type: none"> <li>— At least 1 year of net credited service (as defined by the Verizon Pension Plan for Mid-Atlantic Associates), your coverage will end on the last day of the 6-month period following the last day of the month in which your employment ends.</li> <li>— Less than 1 year of net credited service (as defined by the Verizon Pension Plan for Mid-Atlantic Associates), your coverage will end on the last day of the month in which your employment ends.</li> </ul> </li> </ul>
<b>Involuntary Termination</b>	<p>If your employment involuntarily ends due to a workforce adjustment, if you are terminated with preferential rights of rehire, and if you are not entitled to a service pension under a qualified defined benefit retirement plan maintained by Verizon or an affiliate and you have:</p> <ul style="list-style-type: none"> <li>• 5 or more years of net credited service (as defined by the Verizon Pension Plan for Mid-Atlantic Associates)<sup>1</sup>, your coverage under the Plan will end on the last day of the twelfth month following the last day of the month in which your employment ends.</li> <li>• At least 1 but less than 5 years of net credited service (as defined by the Verizon Pension Plan for Mid-Atlantic Associates<sup>1</sup>), your coverage will end on the last day of the third month following the last day of the month in which your employment ends.</li> <li>• Less than 1 year of net credited service (as defined by the Verizon Pension Plan for Mid-Atlantic Associates)<sup>1</sup>, your coverage will end on the last day of the month in which your employment ends.</li> </ul>
<b>Cancellation of Coverage</b>	<p>If you cancel coverage, your coverage will end on the last day of the month in which you elect to cancel coverage.</p>

<sup>1</sup> For former GTE employees who are covered under the Plan due to a collective bargaining agreement between the Company and the Union, “service” will include the former GTE service that is credited as part of the agreement.

<b>Associate:</b>	
<b>Failure to Submit Payment (if Required)</b>	If you are required to make a payment, and it is not received on time, coverage will end on the first day of the month for which it is not received.
<b>Plan Termination</b>	Although Verizon does not intend to terminate the Plan, were the Plan to be terminated, all coverage would end on the date of termination.
<b>Other Termination of Employment</b>	If your employment is terminated for any reason not specified above, coverage under the Plan will end on the last day of the month in which your employment is terminated.

<b>Dependent:</b>	
<b>Associate's Coverage Ends</b>	If the associate's coverage ends for any reason except for when the employee dies, coverage for all dependents will end at the end of the month in which the employee's coverage ends.
<b>Associate Dies</b>	<p>If an associate dies, coverage for his or her Class I and Grandfathered Class II Dependents who are enrolled on the date of the associate's death will continue until the last day of the 24-month period following the month in which the associate dies. Coverage also will continue for the newborn child of a deceased associate who is born subsequent to the associate's death. After 24 months, certain dependents can elect coverage under the retiree plan.</p> <p>Coverage for the associate's Sponsored Children and Sponsored Parents will end on the last day of the month in which the associate dies.</p>
<b>Dependent Ceases to Meet the Eligibility Requirements of His or Her Dependent Class</b>	<p>A dependent's coverage will end on the earlier of the date the dependent is covered as an associate or retiree under any bargained-for Medical Plan and the last day of the month in which the dependent no longer qualifies as a dependent under the Plan, subject to the following (note that HMOs may have different eligibility requirements):</p> <ul style="list-style-type: none"> <li>• Coverage for your spouse ends on the last day of the month in which he or she legally becomes separated or divorced from you.</li> <li>• Coverage for a same-sex domestic partner ends on the last day of the month in which he or she fails to meet the definition of a same-sex domestic partner.</li> <li>• Coverage for a child ends on the last day of the month in which he or she reaches age 26.</li> <li>• Coverage for a disabled child ends on the last day of the month in which he or she no longer meets the definition of a disabled child, assuming the disabled child is older than age 26.</li> <li>• Coverage for a child under a QMCSO ends on the date the associate no longer is required to provide coverage for this child or, if earlier, the date the child no longer would be eligible for coverage.</li> <li>• Coverage for a Grandfathered Class II Dependent ends on the last day of the month in which he or she fails to meet the support requirements of a Grandfathered Class II Dependent.</li> </ul>

<b>Dependent:</b>	
	<ul style="list-style-type: none"> <li>• Coverage for a Sponsored Child ends on the earlier of the last day of the calendar year in which he or she reaches age 25, or the first day of the month for which a required payment is not received.</li> <li>• Coverage for a Sponsored Parent ends on the earlier of the last day of the month in which he or she fails to meet the residential and income support requirements applicable to Sponsored Parents, or the first day of the month for which a required payment is not received.</li> <li>• Coverage for a child of a same-sex domestic partner ends on the last day of the month in which the child reaches age 26, or the last day of the month in which the child otherwise fails to meet the definition of a child of a same-sex domestic partner (or the same-sex domestic partner no longer meets the definition of a domestic partner).</li> </ul>

## ***Extended Benefits***

### **If You Are Receiving Short-Term Disability Benefits**

Coverage will continue during the period you are receiving short-term disability benefits if you are an active employee and as long as you continue to make any required contributions.

### **If You or Your Dependents Are Hospitalized**

Coverage that otherwise would have ended for a covered person's hospital room and board and related hospital facility services will continue (through the remainder of his or her hospital confinement) for a covered person confined in a hospital on the date his or her coverage otherwise would have ended, as long as the eligible or covered services are medically necessary. Other charges are the patient's responsibility.

### **Continuing Coverage When a Dependent Is Ineligible**

It is your responsibility to notify the Verizon Benefits Center within 90 days if your dependents no longer meet eligibility requirements. Otherwise, any claims incurred by an ineligible dependent become your financial responsibility. Furthermore, if you do not disenroll your dependents within 60 days of when they become ineligible, they will lose the right to purchase continued health care benefits under COBRA.

Periodically, you may be asked to provide proof of your dependents' eligibility. If such proof is not provided, those dependents or survivors will lose their eligibility for the Plan, and in some situations (for example, if you commit fraud or make an intentional misrepresentation of a material fact with respect to your dependent's eligibility), your dependents' coverage may be terminated retroactively. The Company may require that you reimburse the amount of any claims paid by the Plan on behalf of the ineligible dependent to the extent permitted by applicable law.

## ***Continuation of Coverage Under COBRA***

In some instances, a person whose eligibility for coverage under this Plan ends still may be able to continue coverage in accordance with a federal law called COBRA and its subsequent amendments. Continuation of coverage under COBRA is described under the “Continuing Coverage If Eligibility Ends” section.

## ***Certificate of Creditable Coverage***

When any person’s coverage under the Plan ends (for any reason, including the end of COBRA continuation coverage), the Verizon Benefits Center will send that person a Certificate of Creditable Coverage, free of charge, as required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). This certificate may help the person receive coverage under another plan. Specifically, this certificate may help reduce exclusionary periods of coverage for pre-existing conditions under the other plan. Without evidence of creditable coverage, you may be subject to a pre-existing condition exclusion for 12 months (18 months for late enrollees) after your enrollment date in your coverage. You also will be provided with a certificate, free of charge, when you become entitled to elect COBRA continuation coverage, when your COBRA continuation coverage ceases, if you request it before losing coverage, or if you request it up to 24 months after losing coverage. To request a certificate, access the BenefitsConnection website or call the Verizon Benefits Center.

# Overview of Your Options

## ***Plan Options***

The Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates gives you a choice of different types of medical options to meet your needs.

As a participant in the Plan, you have one or more of these options available depending on where you live:

- **Managed Care Network (MCN) option.** With the MCN option, you can seek in-network care or out-of-network care. When you receive care through the network, you will receive the highest level of benefits available. If you receive medically necessary covered services outside the network, you still will receive benefits, but at a reduced level of coverage and higher out-of-pocket costs. You pay no annual deductible for in-network services. In addition, preventive care services are covered at 100 percent on an in-network basis without a copay.
- **MEP Preferred Provider Organization (MEP-PPO) option.** Like the MCN option, you can seek in-network care or out-of-network care. When you receive care through the network, you will receive the highest level of benefits available. If you receive medically necessary covered services outside the network, you still will receive benefits, but at a reduced level of coverage and higher out-of-pocket costs. In addition, preventive care services (both in-network and out-of-network) are covered at 100 percent.
- **National Exclusive Provider Organization (EPO) Mid-Atlantic (“EPO option”).** The EPO option provides care through a network of participating providers. Generally, you must use providers in the EPO network for your expenses to be covered. The EPO option is not available to new enrollees. If you are enrolled in the EPO option as of October 19, 2012, you will continue to be eligible for coverage under the EPO option provided that you remain continuously eligible for the Plan and enrolled in the EPO option. If you change medical options and are no longer enrolled in the EPO option, you will no longer be eligible to re-enroll in the EPO option.
- **Health Maintenance Organization (HMO) option.** In most parts of the country, you also will have the opportunity to join an HMO. If you join an HMO, you’ll usually need to choose one of the HMO’s doctors to be your primary care physician (PCP). Your PCP then will coordinate all your medical care. If you join an HMO, your care usually will be covered only if it is received through your PCP and other providers affiliated with the HMO. **You typically do not receive coverage for care not coordinated through your PCP, unless care is received for a true emergency.**
- **No coverage.** As an eligible associate, you have the option to elect no medical coverage for you and your dependents.



## Opting-In

If you live outside the service area of an HMO, you may be able to opt-in to an HMO. Call the Verizon Benefits Center for details since not all HMOs will allow members to opt-in.

Which Option Is Best for You?	
<p>Only you can decide which option works best for you. Here are some things to consider when making your choice:</p> <ul style="list-style-type: none"> <li>• If you want the flexibility to choose your own providers, think about selecting the bargained-for plan – the MCN or the MEP-PPO. Both options use the Anthem Blue Cross and Blue Shield (“Anthem”) PPO provider network. You can confirm your desired provider participates in the network through the BenefitsConnection website or on Anthem’s website.               <ul style="list-style-type: none"> <li>— For the MCN option, if you seek medically necessary care in-network, you’ll pay a copay for office visits, with most other medically necessary in-network care covered at 90%. However, you have the option to pay more to receive covered, medically necessary care from an out-of-network provider.</li> <li>— For the MEP-PPO option, if you seek medically necessary care from PPO providers, you’ll pay a copay for office visits, with most other medically necessary in-network care covered at 90% after a deductible. However, you have the option to pay more to receive covered, medically necessary care from an out-of-network provider.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• If you instead select an HMO, in most cases, you pay a copay of no more than \$20 for each visit to your primary care provider, \$25 for each visit to a specialist (and no more than \$75 for each emergency room visit). Most other medically necessary services are covered at 100% by the HMO.</li> <li>• Before electing the MCN option, MEP-PPO option or an HMO, be sure to check with the claims administrator to see which doctors and hospitals belong to the network and which will be available to you. If you visit doctors and hospitals outside the network, your medically necessary care will be covered at the lower rate (MCN or MEP-PPO option) or not at all (HMOs) (unless you have a true emergency). Therefore, you’ll want to be sure that the doctors and hospitals in the network are right for you.</li> <li>• Also, when choosing an option, closely look at the option’s coverage provisions – including coverage for preventive care, prescription drugs, physical therapy, and mental health treatment. Certain options may offer better coverage for the types of care you are most likely to use.</li> <li>• You can confirm if your desired provider participates in the network through the BenefitsConnection website</li> </ul>

## Comparing Your Medical Options

Coverage Feature	MCN		MEP-PPO		HMO	EPO
	In-Network	Out-of-Network	Using a PPO Provider	Using a Non-PPO Provider		
You have a PCP who directs your care	No	No	No	No	Yes, for most HMOs	No
You need referrals from your PCP before you receive care	No	No	No	No	Yes, for most services and in most HMOs	No
You can receive covered care anywhere in the United States	Yes	Yes	Yes	Yes	No	Yes
You are covered for emergencies	Yes	Yes	Yes	Yes	Yes	Yes
You must pay a deductible before the Plan pays benefits for certain services	No	Yes	Yes or no, depending on the service	Yes or no, depending on the service	No	No
You pay a per-visit copay for most care	Yes or no, depending on the service	No (except for emergency room care and urgent care)	Yes or no, depending on the service	No (except for emergency room care and urgent care)	Yes	Yes
You pay a percentage of your covered care in coinsurance for certain services	Yes	Yes	Yes	Yes	No; most services are covered at 100% after the copay	No; most services are covered at 100% after the copay
You may have to pay bills and submit claims for reimbursement	No	Yes	No	Yes	No	No
The Plan has an annual out-of-pocket maximum	Yes	Yes	Yes	Yes	Generally not applicable	No

For additional information pertaining to your MCN and MEP-PPO options, please refer to the specific coverage summary charts under the “MCN Option Coverage Summary” and “MEP-PPO Option Coverage Summary” sections.

# The Managed Care Network (MCN) Option

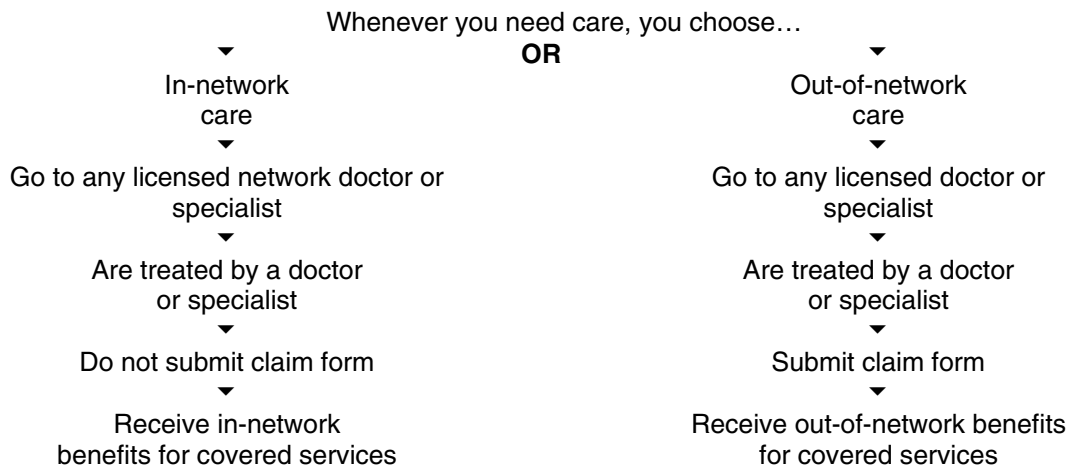
See “MCN Option Coverage Summary” later in this section for information on some covered services. In addition, see the “Administrative Information” section for a list of MCN option administrators. For more information about covered services and your MCN option benefits, access the BenefitsConnection website or contact the claims administrator via the telephone number listed on your ID card.

## How the MCN Option Works

When you need care, visit a licensed health care provider of your choice. Depending on whether you seek in-network or out-of-network care, the MCN option works differently.

With respect to medical benefits, the administrator for the MCN option is Anthem. The MCN option uses Anthem’s network of service providers. To the extent that there is no in-network service provider for a specific covered service or supply within a 40-mile radius of your home zip code, you and your eligible dependents will be eligible for the in-network provisions applicable to the MCN option.)

The chart below describes how the MCN option works.



## In-Network Benefits

### *In-Network Copays*

A copay is a flat dollar amount that you pay for covered expenses. When you seek in-network care under the MCN option, your copay is \$20 for each primary care physician’s office visit and a \$25 copay for each specialist’s office visit. The copay for each urgent care facility visit is \$20. There is a \$75 copay for emergency care in a hospital’s emergency room (if you are admitted to the hospital, your copay is waived).

## Out-of-Network Benefits

### ***Out-of-Network Deductible***

You must meet an annual deductible before the MCN option begins to pay benefits for covered services under the out-of-network portion of the option. This deductible applies to all covered services or supplies provided under the MCN option on an out-of-network basis in a year. The individual and family deductibles for the years 2013 through 2015 are shown in the table below. The family annual deductible is satisfied when any combination of individual family member deductibles equals the applicable family annual deductible, within a calendar year; however, you or your dependent will never satisfy more than your own individual amount.

Year	Out-of-Network Annual Deductible	
	Individual	Family
2013	\$700	\$1,750
2014	\$700	\$1,750
2015	\$725	\$1,812.50

#### **Note:**

- Only amounts paid toward individual deductibles can be added together to meet the family deductible.
- Amounts paid for care for Sponsored Children, Sponsored Parents, and Grandfathered Class II Dependents do not count toward the family deductible. In addition, these dependents must meet their individual deductibles even if the family deductible has been met. Once the family deductible is met in a plan year, no further deductibles are required for you and your Class I Dependents in that plan year.

The following expenses do not apply to the deductible:

- Amounts paid for in-network care, including emergency room and urgent care facility copays.
- Amounts payable when pre-admission testing is done on an inpatient basis and the inpatient admission is not considered medically necessary by the claims administrator.
- Amounts payable for a covered surgery (and associated X-ray, laboratory, anesthesia, and other expenses) when the surgery is performed on an inpatient basis and inpatient admission is not considered medically necessary by the claims administrator.
- Expenses for prescription drugs.
- Charges that exceed the maximum allowed amount (MAA), the network negotiated fee (NNF) or other Medical Plan limits.
- Amounts paid for noncovered services and supplies.

### ***Common Accident Provision***

If two or more members of your family are injured in the same accident, the MCN option requires only one individual deductible to be met (per calendar year) before it pays benefits for eligible accident-related expenses. This rule does not apply to dependents classified as Sponsored Dependents and Grandfathered Class II Dependents.

### ***Out-of-Network Coinsurance***

After you satisfy the annual deductible, the MCN option typically pays 70 percent of the MAA charges and you pay the difference between the actual charges and the amount that the MCN option pays for most other eligible expenses, including:

- Physician office visits.
- Laboratory/X-rays.
- Hospital charges.

The following special coinsurance rules apply when you receive out-of-network care:

- The MCN option will pay 80 percent of the MAA with no deductible for preventive care services obtained on an out-of-network basis. Out-of-network preventive care services will be covered according to the age and frequency provisions of the Affordable Care Act.
- The MCN option will pay 100 percent of actual charges for covered emergency care and urgent care, after you pay a \$75 copay for the emergency room or a \$20 copay for urgent care. The emergency room copay is waived if you are admitted to the hospital.

You also are responsible for amounts above MAA.

When you use an out-of-network provider, it is a good idea to contact your claims administrator to pre-certify all inpatient hospital stays (including inpatient mental health and substance abuse treatment). In addition, you also should pre-certify selected outpatient procedures, home health care, hospice care, private duty nursing, and stays in a skilled nursing facility. (See “Pre-Certification” under the “More Information About the MCN and MEP-PPO Options” section for more information on pre-certification.)

### ***Annual Out-of-Pocket Maximum***

There is financial protection if you have large expenses. If an individual’s share of covered expenses exceeds the out-of-pocket maximum in a calendar year, the MCN option will pay 100 percent of the NNF or the MAA, as applicable, for most additional covered expenses for that individual for the rest of the calendar year. You are responsible for all amounts above the MAA.

The out-of-pocket expense maximum which applies to covered services or supplies obtained on an in-network basis or out-of-network basis under the MCN option for the years 2013 through 2015 are shown in the table below. Expenses that apply towards the out-of-pocket maximum are aggregated between in-network and out-of-network expenses to reach the applicable out-of-pocket maximum. The family annual out-of-pocket maximum can be satisfied by any combination of family members within a calendar year; however, you or your dependent will never satisfy more than your own individual amount. Amounts paid towards the deductible will apply towards the annual out-of-pocket maximum.

Year	Out-of-Pocket Annual Maximum			
	In-Network		Out-of-Network	
	Individual	Family	Individual	Family
2013	\$1,000	\$2,500	\$1,800	\$4,500
2014	\$1,000	\$2,500	\$1,800	\$4,500
2015	\$1,050	\$2,625	\$1,850	\$4,625

The following expenses cannot be used to satisfy the out-of-pocket maximum (nor are they paid at 100 percent once the out-of-pocket maximum is reached):

- Copays for in-network office visits or visits to an urgent care facility or emergency room.
- Charges for the noncovered use of a private hospital room.
- Amounts payable when pre-admission testing is done on an inpatient basis and the inpatient admission is not considered medically necessary by the claims administrator.
- Charges for surgery and associated X-ray, laboratory, and other expenses when surgery is performed on an inpatient basis and hospitalization is not medically necessary, as determined by the claims administrator.
- Additional amounts paid for not following pre-certification program procedures.
- Expenses for prescription drugs.
- Charges that exceed the MAA, the NNF or other Medical Plan limits.
- Charges for services and supplies that are not covered by the Medical Plan.

## **Non-Elective Out-of-Network Care**

If you (or a covered dependent) are in an out-of-network area when you need medical care, the following rules will apply:

- Covered urgent care or emergency care is covered at the in-network level, except as noted below:
  - For nonemergency care in an emergency room, benefits for medically necessary services and supplies will be paid at the out-of-network level applicable to outpatient services.
  - When receiving care outside the country:
    - Covered urgent or emergency medical care is covered at the in-network level.
    - All other covered medical care will be covered at the out-of-network level.

If you did not submit claim forms, verify that they have been submitted (note that the forms must be in English).

## **Paying for Out-of-Network Care and Filing Claims**

If you are an MCN participant and you receive in-network care, your in-network provider files your claim for you. If you go outside the network for care, however, a claim must be filed before the Plan pays benefits.

When you receive a bill for out-of-network services, you or the health care provider should submit your bill to the claims administrator. (The name and telephone number of your claims administrator appears on your ID card.)

Typically, if you show your ID card to your doctor or other health care provider when you check in, the provider will submit the bill directly to the claims administrator. Occasionally, however, a provider may send you a bill without first submitting it to your claims administrator with a copy of the itemized bill.

After Anthem has received the bill for your care, it will determine your eligible MCN benefits and, if appropriate, send a payment to your health care provider. It also will send you an Explanation of Benefits (EOB) statement. The EOB shows how much of the bill the Plan paid and how much remains for you to pay. (An EOB will not be sent to you if you do not owe any money.)

After you receive the EOB, you should receive a new bill from your medical provider for any remaining amount not covered by the MCN option.

### ***Requesting a Claim Form***

If you need to file a claim for MCN benefits, you should contact your MCN claims administrator for a claim form. You can call your claims administrator via the Verizon Benefits Center or via the telephone number shown on your ID card.

### ***Deadline for Filing Claims***

If you need to file a claim, you should submit your claims as soon as possible after receiving a health care service. The deadline for submitting claims is 15 months after the date the service was received.



## MCN Option Coverage Summary

This section provides an overview of the benefits payable for covered services and supplies provided by both the in-network and out-of-network portions of the MCN option. (See “How the MCN Option Works” for an explanation of in-network benefits and out-of-network coverage rules.)

Keep in mind, if you utilize out-of-network providers, charges in excess of the MAA will not be covered by the Plan. If charges exceed the MAA, the Plan will apply its reimbursement percentage to the MAA, and you may be responsible in full for the difference between the billed charges and the MAA. Certain other restrictions may apply – see the “Additional Information” section.

MCN Option Feature	In-Network (Benefits Are Based on the NNF):	Out-of-Network (Benefits Are Based on the MAA):
<b>Annual Deductible Requirements</b> <sup>1</sup>	None	<b>Individual/Family</b> 2013: \$700/\$1,750 2014: \$700/\$1,750 2015: \$725/\$1,812.50
<b>Annual Out-of-Pocket Maximum</b> <sup>2</sup> Combined in- and out-of-network (per person/family, per plan year). Excludes copay for in-network office visits or visits to an urgent care facility or emergency room, charges for the noncovered use of a private hospital room, amounts payable when pre-admission testing is done on an inpatient basis and the inpatient admission is not considered medically necessary by the claims administrator, charges for surgery and associated expenses when surgery is performed on an inpatient basis and hospitalization is not medically necessary, additional amounts paid for not following pre-certification program procedures, prescription drug charges, as well as noncovered services and supplies, amounts in excess of the MAA, the NNF or applicable Medical Plan limits.	<b>Individual/Family</b> 2013: \$1,000/\$2,500 2014: \$1,000/\$2,500 2015: \$1,050/\$2,625	<b>Individual/Family</b> 2013: \$1,800/\$4,500 2014: \$1,800/\$4,500 2015: \$1,850/\$4,625
<b>Lifetime Maximum Benefit</b>	None	None

<sup>1</sup> Family annual deductible is satisfied when any combination of individual family member deductibles equals the applicable family annual deductible within a calendar year; however, an enrolled associate or eligible dependent will never satisfy more than his or her own individual amount.

<sup>2</sup> Family annual out-of-pocket maximum is satisfied when any combination of individual family member out-of-pocket maximums equal the applicable family out-of-pocket maximum within a calendar year; however, an enrolled associate or eligible dependent will never satisfy more than his or her own individual amount.

<b>MCN Option Feature</b>	<b>In-Network (Benefits Are Based on the NNF):</b>	<b>Out-of-Network (Benefits Are Based on the MAA):</b>
<b>When Benefits Are Paid</b>	For covered care received from a network provider, benefits are based on the NNF and the Plan pays as shown below:	For covered nonemergency care provided on an out-of-network basis, benefits are based on the MAA and the Plan pays as shown below:

<b>MCN Option Feature</b>	<b>MCN Option Benefits</b>	
	<b>In-Network (Benefits Are Based on the NNF):</b>	<b>Out-of-Network (Benefits Are Based on the MAA):</b>
<b>Inpatient Hospital Services</b>		
Room and Board	90%	70% after deductible; pre-certification required (not covered when covered specified surgery is performed on an inpatient basis without medical necessity)
Pre-Admission Testing (to determine if hospitalization is necessary)	90%	70% after deductible (hospitalization during inpatient testing is not covered)
In-Hospital Physician Visits	90%	70% after deductible
X-Rays and Lab Tests	90%	70% after deductible
Special Care Units	90%	70% after deductible, if pre-certified
Maternity Care (prenatal and postnatal)	100% after \$20 copay – initial visit only for physician’s professional charges and delivery; other inpatient hospital services covered at 90%	70% after deductible
Newborn Baby Care (initial pediatric exam while mother is hospitalized)	90%	70% after deductible
Skilled Nursing Facilities (limit of 120 days per plan year; limit combined in- and out-of-network; each day of confinement in a skilled nursing facility counts as one-half day)	100%; pre-certification required	70% after deductible; pre-certification required
Birthing Centers	90%	70% after deductible; pre-certification required

MCN Option Feature	MCN Option Benefits	
	In-Network (Benefits Are Based on the NNF):	Out-of-Network (Benefits Are Based on the MAA):
Hospice Care (excluding bereavement counseling visits, which may be covered under the mental health care benefit provisions to the extent that such visits are determined to be a covered service or supply – contact your claims administrator for more information; lifetime limit of 180 days, of which no more than 60 days may be for inpatient hospice care; after 180 days, up to an additional 45 days may be authorized as determined by the claims administrator)	100%; pre-certification required	70% after deductible; pre-certification required
<b>Surgery and Anesthesia</b>		
Second Opinions	100% after \$20 copay for each second opinion provided by a PCP/ \$25 copay for each second opinion provided by a specialist	Not covered
Inpatient Surgery	90%; pre-certification required	70% after deductible; pre-certification required
Outpatient Surgery	90% for outpatient surgery performed in a facility; 100% after \$20 copay for each outpatient surgery performed in a PCP's office/\$25 copay for each outpatient surgery performed in a specialist's office	70% after deductible; pre-certification required
Anesthesia	90%	70% after deductible
<b>Outpatient Services</b>		
Doctors' Office Visits	100% after \$20 copay for PCP office visit/\$25 copay for specialist office visit	70% after deductible
Doctors' Home Visits	100% after \$20 copay for PCP home visit/\$25 for specialist home visit	70% after deductible

MCN Option Feature	MCN Option Benefits	
	In-Network (Benefits Are Based on the NNF):	Out-of-Network (Benefits Are Based on the MAA):
X-rays and Lab Tests	100% after \$20 copay for outpatient radiology and diagnostic laboratory tests performed in a physician's office or an outpatient facility	70% after deductible
Radiation Therapy, Chemotherapy, Electroshock Therapy, Hemodialysis	90% if done in a hospital outpatient facility; 100% after \$20 copay if done in a physician's office	70% after deductible; pre-certification required
Physical, Occupational and Speech Therapy (duration must be prescribed by your doctor and approved by the claims administrator; number of visits based on medical necessity)	90% for therapy visits and services; 100% after \$20 copay for evaluations	70% after deductible
Licensed Chiropractor (number of visits based on medical necessity; benefits limited to \$750 per calendar year per individual; limit combined in- and out-of-network; maintenance services not covered)	100% after \$20 copay	70% after deductible
Home Health Care (limit of 120 days per plan year; pre-certification required; limit combined in- and out-of-network; for purposes of the 120-day limit, every five home health care visits count as one day)	100%; pre-certification required	70% after deductible; pre-certification required
<b>Preventive Care Services</b>		
Preventive Care	100%; coverage limited to the coverage, age and frequency provisions of the Affordable Care Act	80%; no deductible; coverage limited to the coverage, age and frequency provisions of the Affordable Care Act
<p>In-network preventive care services will be covered according to the coverage, age and frequency provisions of the Affordable Care Act. While not legally applicable to out-of-network preventive care services, out-of-network preventive care services will be covered according to the coverage, age and frequency provisions applicable to in-network preventive care benefits under the Affordable Care Act.</p> <p>The Affordable Care Act requires that certain preventive care items and services be covered in-network with no cost sharing (i.e., no copay, coinsurance, or deductible). For details regarding which preventive care items and services are covered and at what level of cost sharing, contact Anthem at 1-866-832-1229 or <a href="http://www.anthem.com/verizon">www.anthem.com/verizon</a>.</p>		

MCN Option Feature	MCN Option Benefits	
	In-Network (Benefits Are Based on the NNF):	Out-of-Network (Benefits Are Based on the MAA):
Colon Cancer Screenings (routine) <ul style="list-style-type: none"> <li>• Routine fecal occult blood</li> <li>• Routine barium enema</li> <li>• Routine sigmoidoscopy</li> </ul>	100%	80%
Colonoscopy (routine) Facility and anesthesia services billed for routine colonoscopy covered at the same benefit level as the colonoscopy	100%	80%
Preventive Care X-Rays and Lab Tests (routine) <ul style="list-style-type: none"> <li>• Includes bone density testing</li> <li>• Includes cholesterol screenings</li> <li>• Includes routine vision and hearing screenings</li> </ul>	100%	80%
Exam – routine adult physical, including routine gynecological exams	100%	80%
Exam – well-child care (through age 18)	100%	80%
Hearing Exam (routine)	100%	80%
Immunizations – child and adult (routine) <ul style="list-style-type: none"> <li>• Travel immunizations are not covered</li> </ul>	100%	80%
Mammography (routine)	100%	80%
Pap Smear (routine)	100%	80%
Prostate Cancer Screening – PSA (routine)	100%	80%

MCN Option Feature	MCN Option Benefits	
	In-Network (Benefits Are Based on the NNF):	Out-of-Network (Benefits Are Based on the MAA):
<p>Contraceptives Covered Under Women’s Preventive Care – Affordable Care Act: IUDs, injections for Depo-Provera, diaphragm fittings, and any other FDA approved birth control devices; covered based on the diagnosis restriction within the Affordable Care Act.</p> <p>In addition, other FDA approved contraceptive benefits will be provided in-network with no cost sharing through your pharmacy benefit. Please see the “Prescription Drug Program for the MCN and MEP-PPO Options” section for details.</p>	100%	80%
<b>Mental Health/Substance Abuse Services</b>		
Inpatient Mental Health Treatment	90%	70% after deductible, pre-certification required
Outpatient Mental Health Treatment	100% after \$20 copay	70% after deductible
Inpatient Substance Abuse Treatment <sup>3</sup>	90%	70% after deductible; pre-certification required
Outpatient Substance Abuse Treatment <sup>3</sup>	100% after \$20 copay	70% after deductible
<b>Other Services</b>		
Durable Medical Equipment	90%; pre-certification required for items over \$5,000	70% after deductible; pre-certification required for items over \$5,000
Ambulance Services	<ul style="list-style-type: none"> <li>• 90% of submitted amount if emergency</li> <li>• 80% of NNF (in-network) or MAA (out-of-network) if nonemergency</li> </ul>	
Prosthetic Devices	90%; pre-certification required for items over \$5,000	70% after deductible; pre-certification required for items over \$5,000
Hearing Aids <sup>4</sup>	100% up to \$1,000 for hearing aid (and related exam and fitting) every 24 calendar months	

<sup>3</sup> There is no coverage for Grandfathered Class II Dependents and Sponsored Dependents.

<sup>4</sup> In addition to routine hearing aid coverage, hearing aids may be available after ear surgery (if medically necessary), if purchased within 90 days of surgery. Contact the claims administrator for details.

MCN Option Feature	MCN Option Benefits	
	In-Network (Benefits Are Based on the NNF):	Out-of-Network (Benefits Are Based on the MAA):
Emergency Care (within 72 hours of injury or onset of illness)	100% after \$75 copay if a true emergency (this copay is waived if you are admitted through the emergency room)	
Urgent Care Facility	100% after \$20 copay	
Infertility – coverage includes advanced reproductive technology such as GIFT, ZIFT, and artificial insemination	\$20,000 per family (combined with prescription drugs); 90%; pre-certification required	Not covered

## ***More Information About the MCN Option***

The following section provides more detailed information on the MCN option.

### **Obesity Treatment**

Obesity treatment (covered in-network only), includes surgery, for medically necessary treatment of clinical obesity and prescription appetite suppressants. Coverage includes medically necessary nutritional counseling when prescribed by a physician and furnished by a licensed dietician or nutritionist, for conditions for which dietary adjustment has a therapeutic role, up to \$500 each year per participant.

### **Emergency Care**

If you need emergency care, go to the nearest emergency facility. You pay a \$75 copay for each emergency room visit. If you're admitted to a hospital through the emergency room, your \$75 copay will be waived. The emergency room should be used only for medical emergencies.

Note that the emergency room copay does not count toward your annual out-of-pocket maximum and cannot be used to satisfy the deductible.

- For use of an emergency room without admission to the hospital, all medically necessary care is covered:
  - If the claims administrator determines your condition to be a true emergency, the MCN option will pay 100 percent of the NNF for an in-network hospital or the actual charge in an out-of-network hospital.
  - If you go to an emergency room of an in-network hospital and the claims administrator determines your condition not to be a true emergency, the MCN option will pay 70 percent of the NNF, after the deductible, subject to medical necessity (as determined by the claims administrator). You will be responsible for any balance due. If you go to an emergency room of an out-of-network hospital, benefits are payable at 70 percent of the MAA charges, after the deductible, and you will be responsible for any balance due.

- For an emergency admission to the hospital, benefits (including for use of the emergency room before admission) are paid in-network if admission is medically necessary (as determined by the claims administrator). If not, no benefits are paid.

For the use of an ambulance associated with your care, the following rules apply:

- The MCN option will pay 90 percent of the submitted amount for emergency use of an ambulance.
- The MCN option will pay 80 percent of NNF for the nonemergency, medically necessary use of an ambulance when you use a network ambulance service.
- The MCN option will pay 80 percent of the MAA amount for the nonemergency, medically necessary use of an ambulance when you use an out-of-network ambulance service.
- The MCN option does not provide coverage for ambulance service when not medically necessary.

## **Hospital Room and Board**

The MCN option covers room and board in a hospital ward or semiprivate room. A private room will be covered when required by law, when medically necessary and ordered by your physician, or when approved by the claims administrator. If your situation does not meet one of these conditions and you choose to stay in a private room in a hospital that has semiprivate rooms, the MCN option will pay 90 percent of the charge (70 percent of the MAA amount, after deductible, if out-of-network) for a semiprivate room. If the hospital only has private rooms, Plan benefits will be 90 percent of the charge (70 percent of the MAA amount, after deductible, if out-of-network) for the private room. Private room charges in excess of the most prevalent semiprivate room rate of that hospital or of hospitals in the same area are disregarded when determining Plan benefits.

## **Preventive Care Services**

The MCN option covers a wide array of preventive care items and services with no copay, coinsurance or deductible on an in-network basis and no copay, 80 percent coinsurance, and no deductible on an out-of-network basis.

At a minimum, coverage is based on frequency, age and other limitations that apply under the Affordable Care Act. Under the Affordable Care Act, preventive care services include routine physicals, screening tests, immunizations, mammograms, colonoscopies and other items and services that are designed to detect and treat medical conditions to prevent avoidable illness and premature death. Preventive care services also include certain services for women: well-woman visits, screening for gestational diabetes, testing for the human papilloma virus, counseling for sexually transmitted diseases, counseling and screening for human immune-deficiency virus, FDA-approved contraceptive methods and counseling as prescribed for women, breastfeeding support, supplies and counseling, and screening and counseling for interpersonal and domestic violence, as defined in guidelines from the U.S. Department of Health and Human Services, Health Resources and Services Administration. When preventive and non-preventive care is provided at the same office visit, special rules apply regarding whether or not cost sharing for preventive care services will be imposed.

You should contact your claims administrator to confirm preventive care services are covered subject to the cost sharing described above.



## **Surgery**

### ***Outpatient Surgery***

When eligible surgical procedures are performed on an outpatient basis in a physician's office:

- In-network, the MCN will pay 100 percent of the NNF after you pay a \$20 copay if performed in a primary care physician's office or 100 percent of the NNF after you pay a \$25 copay if performed in a specialist's office. If the surgery is performed in a facility, the MCN will pay 90 percent of the NNF.
- Out-of-network, the MCN will pay 70 percent of the MAA, after your deductible is met.

The MCN option also will pay for diagnostic X-ray, laboratory, pre-admission testing and other associated expenses in accordance with the cost sharing requirements applicable to outpatient services in the "MCN Option Coverage Summary" chart.

Eligible surgical procedures (when determined by the claims administrator to be medically necessary) include:

- Excision of lesions of the skin, subcutaneous and soft tissue (malignant and benign), including removal of cysts, tumors and lipomas.
- Musculoskeletal system (examination of the interior of a joint and some surgery).
- Varicose vein ligation.
- Digestive system.
- Male genital system procedures.
- Female genital system procedures.
- Maternity care and delivery.
- Eye and ocular adnexa procedures.
- Ear surgery.

### ***Second Surgical Opinion***

Because there are risks involved with any surgical procedure, it's important to get a second opinion when surgery is recommended. Under the MCN option, a second surgical opinion, including surgeon's fees and associated X-rays and laboratory tests obtained from a board certified specialist, will be considered a covered service or supply under the Plan if obtained in-network. When the second surgical opinion is nonconcurring, the Plan will cover a third surgical opinion and associated X-rays and laboratory tests.

Second and third opinions are not covered if obtained out-of-network.

### ***Multiple Procedures***

In the event of multiple or bilateral surgical procedures or when performed in stages, the following rules will apply when performed out-of-network:

- For the major procedure, regular MCN benefits will be paid. For each minor procedure, 50 percent of the MAA amount will be paid.
- Bilateral procedures (those that involve both of two symmetrical organs) will be paid up to the MAA amount for each procedure.
- An incidental procedure performed with the major surgery will not be covered unless the incidental procedure is the only procedure performed in that operative field.
- Multiple surgical procedures involving more than one physician having different specialties will be treated independently except that only one charge for use of the operating room and one charge for anesthesia will be covered under the Plan.

**Note:** The Plan will pay 90 percent of the applicable NNF for covered surgery rendered on an in-network basis under the MCN option.

### ***Use of Assistant Surgeon***

The services of a physician who actively assists an operating surgeon during surgery will be covered under the Plan, as long as those services are required by the surgical procedure, as determined by the claims administrator.

### ***Sterilization Procedures***

An initial voluntary sterilization procedure or a reversal of such a procedure for a male or female covered person will be covered under the Plan, without restriction as to waiting periods, doctor's approval, etc.

### ***Sex Change Procedures***

A transsexual operation will be covered under the MCN option as long as the covered person's provider submits satisfactory written evidence to the claims administrator that the operation is medically necessary. The claims administrator shall determine whether the operation is medically necessary.

### ***Oral Surgery***

The following oral surgery is covered under the MCN option:

- Oral surgery performed for the treatment of diseases, injuries and defects of the mouth, the jaws and associated structures.
- The excision of bone or tissue from other than the oral cavity as a donor site for purposes of grafting, as long as the grafting is necessary due to accidental injury or illness.
- Surgical treatments of temporomandibular joint (TMJ) dysfunction.

- Removal of impacted teeth in a dentist's or oral surgeon's office or in a hospital, the outpatient department of a hospital or an ambulatory surgical facility, provided that the removal is determined to be medically necessary by the claims administrator.

### ***Cosmetic Surgery***

Cosmetic surgery is covered under the MCN option only for the following reasons:

- To correct an accidental injury.
- To correct congenital deformities or anomalies that result in functional impairments.
- To provide reconstruction following surgery resulting from trauma, infection or other illness of the involved part.
- To provide reconstruction in connection with surgery performed for medical necessity (such as cysts, carcinoma, etc.) or as otherwise provided under "Mastectomies and Breast Reconstruction" below.

All claims for cosmetic surgery are subject to medical necessity review by the claims administrator.

### ***Mastectomies and Breast Reconstruction***

Covered services include mastectomy, reconstruction of the breast on which the mastectomy has been performed, surgery and reconstruction of the other breast to produce a symmetrical appearance, and prostheses and services and supplies to treat physical complications during all stages of the mastectomy, including lymphedemas.

### ***Special Rules for Transplants***

Human organ and tissue transplants will be considered covered services or supplies under the Plan, when not considered experimental or investigational, subject to the following:

- When the recipient and donor both are covered persons under the Plan, benefits will be provided for both parties.
- When the recipient is a covered person under the Plan, but the donor is not, benefits will be provided for both to the extent that benefits are not provided to the donor under any other plan.
- When the donor is a covered person under the Plan, but the recipient is not covered under a plan that provides benefits for donor expenses, benefits will be provided to the donor for his or her expenses only. No benefits will be provided to the recipient.

Any service or supply determined by the claims administrator to be for experimental or investigational purposes, including drugs or other care, will not be considered a covered service or supply under the Plan.

## ***Mental Health and Substance Abuse Treatment***

MCN coverage for you and your eligible Class I Dependents includes treatment for mental health and substance abuse. Grandfathered Class II Dependents and Sponsored Dependents are covered only for inpatient mental health care.

The following charts summarize your mental health and substance abuse treatment benefits. For more detailed information, see below.

<b>Mental Health Treatment</b>	<b>MCN Option Pays In-Network (Based on the NNF)</b>	<b>MCN Option Pays Out-of-Network (Based on the MAA)</b>
Inpatient treatment	90%	70% after deductible; pre-certification required
Outpatient treatment	100% after \$20 per visit copay	70% after deductible
<b>Substance Abuse Treatment</b>		
Inpatient treatment	90%	70% after deductible; pre-certification required
Outpatient treatment	100% after \$20 per visit copay	70% after deductible

### **Covered Inpatient Mental Health Services**

Your covered inpatient mental health treatment includes inpatient hospitalization for mental health care, including physician visits and medication.

### **Covered Outpatient Mental Health Services**

Your covered outpatient mental health treatment includes:

- Visits to a physician, a social worker trained in psychiatry or a licensed and certified clinical psychologist.
- Two consultations per plan year with a covered person's family members (spouse, parents, siblings, etc.) as part of treatment for the covered person.

### **Covered Substance Abuse Treatment**

The following treatment will be covered under the Plan:

- Inpatient detoxification when followed by rehabilitation at a state-licensed facility approved by the claims administrator.
- Outpatient treatment, including drug therapy, psychotherapy, counseling, family therapy and behavior therapy at a state-licensed facility or when approved by the claims administrator.

## **In-Network Benefits**

When you receive in-network mental health and substance abuse treatment, your coverage is as follows:

- For inpatient mental health and substance abuse treatment, the MCN option pays 90 percent of the NNF.
- For outpatient mental health and substance abuse treatment, the MCN option pays 100 percent of the NNF after you pay a \$20 copay per visit.

## **Out-of-Network Benefits**

You also can receive your care from out-of-network specialists. If so, your benefits are as follows:

- For inpatient mental health and substance abuse treatment, the MCN option pays 70 percent of the MAA amount after the deductible. You are responsible for mental health treatment charges above the MAA.
- For outpatient mental health and substance abuse treatment, the MCN option pays 70 percent of the MAA after the deductible.

Patients who undergo detoxification also must enter a rehabilitation program to be eligible for detoxification benefits.

## **Pre-Certification**

As with any hospitalization, it is a good idea to pre-certify inpatient mental health and substance abuse treatment. (See your ID card for the telephone number.) If you are receiving care from an in-network provider, he or she will pre-certify for you. If you are receiving care from an out-of-network provider, it is your responsibility to call for pre-certification.

# The MEP-PPO Option

The MEP Preferred Provider Organization (PPO) option allows you to use any licensed doctor or hospital you choose. A PPO is a network of doctors, hospitals and other providers who agree to meet strict quality standards for treatment and utilization and provide services according to a network negotiated fee (NNF) schedule. The MEP-PPO option offers the flexibility of using PPO providers or non-PPO providers for care.

With respect to medical benefits, the administrator for the MEP-PPO option is Anthem. Anthem applies its network of service providers to the MEP-PPO option. To the extent that there is no in-network service provider for a specific covered service or supply within a 40-mile radius of your home zip code, you and your eligible dependents will be eligible for the in-network provisions applicable to the specific medical option in which you are enrolled (i.e., either the in-network provisions of the MEP PPO or the MCN options).

When you use PPO providers, the provider will handle any pre-certification for you. When you use non-PPO providers, it is a good idea to contact your claims administrator to pre-certify all inpatient hospital stays (including inpatient mental health and substance abuse treatment). In addition, you also should pre-certify selected outpatient procedures, home health care, hospice care, private duty nursing, and stays in a skilled nursing facility. (See “Pre-certification” under the “More Information About the MCN and MEP-PPO Options” section for more information on pre-certification.)

See the “More Information About the MCN and MEP-PPO Options” section for information on some covered services. In addition, see the “Administrative Information” section for MEP-PPO option administrator information. For more information about covered services and your MEP-PPO option benefits, contact the claims administrator via the telephone number listed on your ID card. A list of participating providers can be obtained free of charge via the BenefitsConnection website or by calling 1-855-4VzBens(1-855-489-2367) or the telephone number on your medical ID card. The MEP-PPO option claims administrator also has an Internet site where you can get information about participating providers online.

## ***Plan Details***

### **Copays**

A copay is a flat dollar amount that you pay for covered expenses. When you seek in-network care under the MEP-PPO option, your copay is \$20 for each primary care physician’s office visit. When you seek in- or out-of-network care, the copay for each urgent care facility visit is \$20, and a \$75 copay applies for emergency care in a hospital’s emergency room (if you are admitted to the hospital, your copay is waived).

### **Annual Deductible**

Each calendar year before the MEP-PPO option pays benefits for medical expenses (not including prescription drugs) obtained on an in-network or out-of-network basis that are subject to the deductible, a covered individual must meet the annual deductible in effect for the plan year. Expenses that apply towards the deductible are combined between in-network and out-of-network expenses to reach the applicable deductible.

The individual and family deductibles for the years 2013 through 2015 are shown in the table below. The family annual deductible is satisfied when any combination of individual family member deductibles equals the applicable family annual deductible, within a calendar year; however, you or your dependent will never satisfy more than your own individual amount.

Year	Annual Deductible			
	In-Network		Out-of-Network	
	Individual	Family	Individual	Family
2013	\$400	\$1,000	\$650	\$1,625
2014	\$450	\$1,125	\$700	\$1,750
2015	\$475	\$1,187.50	\$725	\$1,812.50

**Note:**

- Only amounts paid toward individual deductibles can be added together to meet the family deductible.
- Amounts paid for care for Sponsored Children, Sponsored Parents and Grandfathered Class II Dependents do not count toward the family deductible. In addition, these dependents must meet their individual deductibles even if the family deductible has been met. Once the family deductible is met in a plan year, no further deductibles are required for you and your Class I Dependents in that plan year.

Once the deductible (individual or family) is met, the MEP-PPO option begins to pay benefits for the services and supplies when determined to be medically necessary by the claims administrator.

The deductible must be met for the following eligible services or supplies regardless of whether it is provided on an in-network or out-of-network basis:

- Inpatient hospital services and supplies (not including emergency care).
- Inpatient and outpatient surgery and anesthesia.
- Radiation therapy, chemotherapy, electroshock therapy and hemodialysis.
- Physical, occupational and speech therapy.
- Chiropractor visits.
- Inpatient mental health and substance abuse treatment.
- Durable medical equipment and prosthetic devices.

- Ambulance services.
- Infertility benefits.

In addition, the deductible must be met for the following only if such service or supply is provided on an out-of-network basis:

- Doctors' home or office visit.
- Outpatient diagnostic X-rays and laboratory tests (including pre-admission testing) when billed for by a hospital or hospital-based facility.
- Maternity and newborn care, including hospital and birthing center services and supplies.
- Home health care.
- Skilled nursing facility.
- Hospice care.
- Second surgical opinions.
- Outpatient mental health and substance abuse treatment.

The following expenses do not apply to the deductible:

- Amounts payable when pre-admission testing is done on an inpatient basis and the inpatient admission is not considered medically necessary by the claims administrator.
- Copays for office visits to PPO providers, including emergency room and urgent care facility copays.
- Amounts payable when any of the surgical procedures described under "Outpatient Surgery" under the "More Information About the MEP-PPO Option" section are performed on an inpatient basis and the inpatient admission is not considered medically necessary by the claims administrator.
- Amounts payable for surgery when a second surgical opinion is not obtained for cholecystectomy (removal of gallbladder), coronary bypass, hysterectomy, knee surgery, and laminectomy (removal of the vertebral arch).
- Charges paid for failure to follow pre-certification procedures.
- Expenses for prescription drugs.
- Amounts that exceed MAA, NNF or other Medical Plan limits.



- Amounts paid for noncovered services and supplies.

### ***Common Accident Provision***

If two or more members of your family are injured in the same accident, the MEP-PPO option requires only one individual deductible to be met (per calendar year) before it pays benefits for eligible accident-related expenses. This rule does not apply to dependents classified as Grandfathered Class II Dependents or Sponsored Dependents.

### ***Year-End Carryover***

Any covered expenses you have during October, November or December that apply to the current year's deductible also will apply to the next year's deductible. This feature helps you avoid paying the deductible twice within a short period of time.

### **Coinsurance**

For some types of medical services, you are required to pay a percentage of your covered expenses and the MEP-PPO option pays the remainder. The amount you pay based on the applicable percentage (if any) is called coinsurance. Coinsurance is different from a copay, which is a fixed dollar amount required at the time certain services are provided by PPO providers under the MEP-PPO option.

The amount you are required to pay and the amount the MEP-PPO option pays for your covered expenses will depend on the type of service you receive. See the "MEP-PPO Option Coverage Summary" chart for the amount the Plan pays for covered services.

### ***Plan Benefits***

#### **Using PPO Providers**

With the MEP-PPO option, generally when you use a PPO provider, you will pay a copay for each physician office visit for an illness or injury and the Plan pays the balance. For certain preventive services, coverage is 100 percent of the NNF and no copay is required. The MEP-PPO typically pays 80 percent or 90 percent of the NNF after the deductible for many other in-network services.

See the "MEP-PPO Option Coverage Summary" chart for specific provision information.

#### **Using Non-PPO Providers**

The MEP-PPO option typically pays 70 percent of the MAA for services obtained from non-PPO providers (subject to the annual deductible if applicable). You pay any difference between the MAA and the actual charge.

#### **Annual Out-of-Pocket Maximum**

There is a financial protection if you have large expenses. If an individual's share of covered expenses exceeds the out-of-pocket maximum in a calendar year, the MEP-PPO option will pay 100 percent of the NNF or the MAA, as applicable, for most additional covered expenses for that individual for the rest of the calendar year. You are responsible for all amounts above the MAA.

The annual out-of-pocket expense maximums that apply to covered services or supplies obtained on an in-network basis or out-of-network basis under the MEP-PPO option for the years 2013 through 2015 are shown in the table below. Expenses that apply towards the out-of-pocket maximum are aggregated between in-network and out-of-network expenses to reach the applicable out-of-pocket maximum. The family annual out-of-pocket maximums can be satisfied by any combination of family members within a calendar year; however, you or your dependent will never satisfy more than your own individual amount. Amounts paid towards the deductible will apply towards the annual out-of-pocket maximum.

Year	Out-of-Pocket Annual Maximum			
	In-Network		Out-of-Network	
	Individual	Family	Individual	Family
2013	\$1,050	\$2,625	\$2,000	\$5,000
2014	\$1,100	\$2,750	\$2,000	\$5,000
2015	\$1,150	\$2,875	\$2,050	\$5,125

The following expenses do not count toward the out-of-pocket maximum, nor will they be paid at 100 percent after a covered person reaches the applicable out of-pocket maximum:

- Copays for in-network office visits or visits to an urgent care facility or emergency room.
- Charges in excess of obesity annual and infertility lifetime maximums.
- Charges for services and supplies that are not covered by the Medical Plan.
- Charges that exceed the NNF, MAA or other Medical Plan limits.
- Charges for the noncovered use of a private hospital room.
- Amounts payable when pre-admission testing is done on an inpatient basis and the inpatient admission is not considered medically necessary by the claims administrator.
- Charges for surgery and associated X-ray, laboratory and other medical expenses when the surgery is performed on an inpatient basis and hospitalization is not considered medically necessary by the claims administrator.
- Additional amounts paid for not following pre-certification program procedures.
- Expenses for prescription drugs.

## **Paying for Care and Filing Claims**

If you use a doctor who participates in the PPO, the doctor generally will file the claim on your behalf. If you receive care from a non-PPO provider, the provider may require payment at the time of service or they may bill you. You will need to submit a claim with a copy of the bill to Anthem. (The name and telephone number appears on your ID card.)

Typically, if you show your MEP-PPO ID card to your doctor or other health care provider when you check in, the provider will submit the bill directly to Anthem. Occasionally, however, a provider may send you a bill without first submitting it to Anthem with a copy of the itemized bill.

After Anthem has received the bill for your care, Anthem will determine your eligible MEP-PPO option benefits and, if appropriate, send a payment to your health care provider (unless the bill clearly is marked "paid," in which case, payment will be sent to you). Anthem also will send you an Explanation of Benefits (EOB) statement. The EOB shows how much of the bill the Plan paid and how much (if any) remains for you to pay. (An EOB will not be sent to you if you do not owe any money.)

After you receive the EOB, you should receive a new bill from your medical provider for any remaining amount not covered by the MEP-PPO option.

### ***Requesting a Claim Form***

If you need to file a claim for MEP-PPO option benefits obtained from non-PPO providers, you should contact your MEP-PPO option claims administrator for a claim form. Check your MEP-PPO ID card for the telephone number.

### ***Deadline for Filing Claims***

You should submit your claims as soon as possible after receiving a health care service. The deadline for submitting claims is 15 months after the date the service was rendered.

## ***MEP-PPO Option Coverage Summary***

The section provides an overview of the benefits payable for covered services and supplies provided by the in-network and out-of-network portions of the MEP-PPO option.

Charges in excess of the MAA will not be covered by the MEP-PPO option. If a charge for a covered service obtained from a non-PPO provider exceeds the MAA, the MEP-PPO option's reimbursement percentage will be applied to the MAA, and you may be responsible in full for the difference between the billed charges and the MAA. Although not required, you should pre-certify medical care (if you use PPO providers, the provider will handle pre-certification for you). While there is no penalty for not pre-certifying your care, each service still will be reviewed for medical necessity.

MEP-PPO Option Feature	MEP-PPO Benefits	
	Using PPO Providers (Benefits Are Based on the NNF)	Using Non-PPO Providers (Benefits Are Based on the MAA)
<b>Deductible Requirements<sup>1</sup></b> Combined in- and out-of-network.	<b>Individual/Family</b> 2013: \$400/\$1,000 2014: \$450/\$1,125 2015: \$475/\$1,187.50	<b>Individual/Family</b> 2013: \$650/\$1,625 2014: \$700/\$1,750 2015: \$725/\$1,812.50
<b>Annual Out-of-Pocket Maximum<sup>2</sup></b> Combined in- and out-of-network (per person/family, per plan year). Excludes charges that are not covered by the Medical Plan, charges in excess of the MAA, the NNF or charges in excess of any applicable Medical Plan limits, charges for use of a private hospital room to the extent not covered by the Medical Plan, amounts you pay for pre-admission testing when the testing is done on an inpatient basis and hospitalization is determined by the claims administrator to be not medically necessary, amounts you pay for covered surgery when the surgery is performed on an inpatient basis and hospitalization is determined by the claims administrator to be not medically necessary, additional amounts paid for not following pre-certification program procedures, copays for office visits or visits to an urgent care facility or emergency room, and expenses for prescription drugs.	<b>Individual/Family</b> 2013: \$1,050/\$2,625 2014: \$1,100/\$2,750 2015: \$1,150/\$2,875	<b>Individual/Family</b> 2013: \$2,000/\$5,000 2014: \$2,000/\$5,000 2015: \$2,050/\$5,125
<b>Lifetime Maximum Benefit</b>	None	None
<b>When Benefits Are Paid</b>	Unless otherwise noted, for care that is medically necessary, benefits are based on the NNF and the Plan pays:	Unless otherwise noted, for care that is medically necessary, benefits are based on the MAA and the Plan pays:

<sup>1</sup> Family annual deductible is satisfied when any combination of individual family member deductibles equals the applicable family annual deductible within a calendar year; however, an enrolled associate or eligible dependent will never satisfy more than his or her own individual amount.

<sup>2</sup> Family annual out-of-pocket maximum is satisfied when any combination of individual family member out-of-pocket maximums equal the applicable family out-of-pocket maximum within a calendar year; however, an enrolled associate or eligible dependent will never satisfy more than his or her own individual amount.

MEP-PPO Option Feature	MEP-PPO Benefits	
	Using PPO Providers (Benefits Are Based on the NNF)	Using Non-PPO Providers (Benefits Are Based on the MAA)
<b>Inpatient Hospital Services</b>		
Room and Board	90% after deductible	70% after deductible; pre-certification required
In-Hospital Physicians' Visits	90% after deductible	70% after deductible
X-Rays and Laboratory Tests	90% after deductible	70% after deductible
Maternity Care (physicians' charges for prenatal and postnatal care and delivery)	100% after \$20 copay – initial visit only for physician's professional charges and delivery; other inpatient hospital services covered at 90% after deductible	70% after deductible
Newborn Baby Care (initial pediatric exam while mother is hospitalized; limited to Class I Dependents only – i.e., newborn of children not covered) If newborn is not released with mother, a separate deductible and coinsurance applies.	90% after deductible	70% after deductible
Skilled Nursing Facilities	100%; no deductible; pre-certification required	70% after deductible; pre-certification required
Pre-Admission Testing (to determine if hospital care is necessary)	90% after deductible	70% after deductible
Birthing Centers (facility charge)	90% after deductible	70% after deductible; pre-certification required
Hospice Care (excluding bereavement counseling visits, which may be covered under the mental health care benefit provisions to the extent that such visits are determined to be a covered service or supply – contact your claims administrator for more information)	100%; no deductible; pre-certification required	70% after deductible; pre-certification required
<b>Surgery and Anesthesia</b>		
Second Opinions	100% after \$20 copay	70% after deductible
Inpatient Surgery	90% after deductible; pre-certification required	70% after deductible; pre-certification required
Outpatient Surgery	90% after deductible in outpatient facility; 100% after \$20 copay if done in a physician's office	70% after deductible
Anesthesia	90% after deductible	70% after deductible

MEP-PPO Option Feature	MEP-PPO Benefits	
	Using PPO Providers (Benefits Are Based on the NNF)	Using Non-PPO Providers (Benefits Are Based on the MAA)
<b>Outpatient Treatments</b>		
Doctors' Office Visits	100% after \$20 copay	70% after deductible
Doctors' Home Visits	100% after \$20 copay	70% after deductible
X-rays and Lab Tests (including allergy tests)	100% after \$20 copay	70% after deductible
Radiation Therapy, Chemotherapy, Electroshock Therapy, Hemodialysis	90% after deductible in outpatient facility; 100% after \$20 copay if done in a physician's office	70% after deductible
Physical, Occupational, and Speech Therapy (duration must be prescribed by your doctor)	80% after deductible; number of visits based on medical necessity	70% after deductible; number of visits based on medical necessity
Licensed Chiropractor (number of visits based on medical necessity; benefits limited to \$750 per calendar year per individual; limit combined in- and out-of-network; maintenance chiropractic services not covered)	80% after deductible	70% after deductible
Home Health Care	100%; no deductible; pre-certification required	70% after deductible; precertification required
<b>Preventive Care Services</b>		
Preventive Care	100%; no deductible; coverage limited to the coverage, age and frequency provisions of the Affordable Care Act	100%; no deductible; coverage limited to the coverage, age and frequency provisions of the Affordable Care Act
<p>In-network preventive care services will be covered according to the coverage, age and frequency provisions of the Affordable Care Act. While not legally applicable to out-of-network preventive care services, out-of-network preventive care services will be covered according to the coverage, age and frequency provisions applicable to in-network preventive care benefits under the Affordable Care Act.</p> <p>The Affordable Care Act requires that certain preventive care items and services be covered in-network with no cost sharing (i.e., no copay, coinsurance, or deductible). For details regarding which preventive care items and services are covered and at what level of cost sharing, contact Anthem at 1-866-832-1229 or <a href="http://www.anthem.com/verizon">www.anthem.com/verizon</a>.</p>		
Colon Cancer Screenings (routine) <ul style="list-style-type: none"> <li>• Routine fecal occult blood</li> <li>• Routine barium enema</li> <li>• Routine sigmoidoscopy</li> </ul>	100%; no deductible	100%; no deductible

MEP-PPO Option Feature	MEP-PPO Benefits	
	Using PPO Providers (Benefits Are Based on the NNF)	Using Non-PPO Providers (Benefits Are Based on the MAA)
Colonoscopy (routine) Facility and anesthesia services billed for routine colonoscopy covered at the same benefit level as the colonoscopy	100%; no deductible	100%; no deductible
Preventive Care X-Rays and Lab Tests (routine) <ul style="list-style-type: none"> <li>• Includes bone density testing</li> <li>• Includes cholesterol screenings</li> <li>• Includes routine vision and hearing screenings</li> </ul>	100%; no deductible	100%; no deductible
Exam – routine adult physical, including routine gynecological exams	100%; no deductible	100%; no deductible
Exam – well-child care (through age 18)	100%; no deductible	100%; no deductible
Hearing Exam (routine)	100%; no deductible	100%; no deductible
Immunizations – child and adult (routine) <ul style="list-style-type: none"> <li>• Travel immunizations are not covered</li> </ul>	100%; no deductible	100%; no deductible
Mammography (routine)	100%; no deductible	100%; no deductible
Pap Smear (routine)	100%; no deductible	100%; no deductible
Prostate Cancer Screening – PSA (routine)	100%; no deductible	100%; no deductible
Contraceptives Covered Under Women’s Preventive Care – Affordable Care Act: IUDs, injections for Depo-Provera, diaphragm fittings, and any other FDA approved birth control devices; covered based on the diagnosis restriction within the Affordable Care Act.  In addition, other FDA approved contraceptive benefits will be provided in network with no cost sharing through your pharmacy benefit. Please see the “Prescription Drug Program for MCN and MEP-PPO” section for details.	100%; no deductible	100%; no deductible

MEP-PPO Option Feature	MEP-PPO Benefits	
	Using PPO Providers (Benefits Are Based on the NNF)	Using Non-PPO Providers (Benefits Are Based on the MAA)
<b>Mental Health/Substance Abuse Services</b>		
Inpatient Mental Health Treatment	90% after deductible	70% after deductible; pre-certification required
Outpatient Mental Health Treatment	100% after \$20 copay	70% after deductible
Inpatient Substance Abuse Treatment <sup>3</sup>	90% after deductible	70% after deductible
Outpatient Substance Abuse Treatment <sup>3</sup>	100% after \$20 copay	70% after deductible
<b>Other Services</b>		
Durable Medical Equipment	80% after deductible; pre-certification required for items over \$5,000	70% after deductible; pre-certification required for items over \$5,000
Ambulance Services	<ul style="list-style-type: none"> <li>• 90% of the submitted amount after deductible if an emergency</li> <li>• 70% of the NNF (in-network) or 70% of the MAA (out-of-network), in each case, after deductible if a nonemergency</li> </ul>	
Prosthetic Devices	80% after deductible; pre-certification required for items over \$5,000	70% after deductible; pre-certification required for items over \$5,000
Hearing Aids	100%, up to \$1,000 for hearing aid (and related exam and fitting) every 24 months	
Emergency Room Care (within 72 hours of injury or onset of illness and only in the case of an emergency)	100% after \$75 copay (this copay is waived if you are admitted through the emergency room)	
Urgent Care	100% after \$20 copay	
Infertility – coverage includes advanced reproductive technology such as GIFT, ZIFT, and artificial insemination	\$20,000 per family (combined with prescription drugs and for both in-network and out-of-network); 90% after deductible; pre-certification required	\$20,000 per family (combined with prescription drugs and for both in-network and out-of-network); 70% after deductible; pre-certification required

<sup>3</sup> No coverage for Grandfathered Class II Dependents and Sponsored Dependents.



## ***More Information About the MEP-PPO Option***

The following section gives more detailed information on the MEP-PPO option.

### **Obesity Treatment**

Services or supplies related to treatment of obesity is not covered, except for:

- Medically necessary nutritional counseling prescribed by a doctor and furnished by a licensed dietician or nutritionist up to \$500 a year; or
- Medically necessary surgical procedures as determined by the Plan administrator, when the patient has a diagnosis of morbid obesity. Morbid obesity is defined as having a Body Mass Index (BMI) which exceeds 40, or a BMI which exceeds 35 in conjunction with a severe co-morbidity.

### **Emergency Care**

Emergency care is considered a covered service or supply as long as the care is provided in a hospital's emergency room within 72 hours of an accidental injury or onset of a sudden, serious and life-threatening illness, as defined by the claims administrator. When an emergency room is used for nonemergency care, the facility charges will not be covered; physician's charges will be covered as other nonemergency care if medically necessary.

### **Preventive Care Services**

The MEP-PPO option covers a wide array of preventive care items and services with no copay, coinsurance or deductible on an in-network or out-of-network basis. In each case coverage is subject to frequency, age, and other limitations under the Affordable Care Act. Under the Affordable Care Act, preventive care services include routine physicals, screening tests, immunizations, mammograms, colonoscopies and other items and services that are designed to detect and treat medical conditions to prevent avoidable illness and premature death. Preventive care services also include certain services for women: well-woman visits, screening for gestational diabetes, testing for the human papilloma virus, counseling for sexually transmitted diseases, counseling and screening for human immune-deficiency virus, FDA-approved contraceptive methods and counseling as prescribed for women, breastfeeding support, supplies and counseling, and screening and counseling for interpersonal and domestic violence, as defined in guidelines from the U.S. Department of Health and Human Services, Health Resources and Services Administration. When preventive and non-preventive care is provided at the same office visit, special rules apply regarding whether or not cost sharing for preventive care services will be imposed.

You should contact the claims administrator to confirm services are covered preventive care services and are not subject to cost sharing.

### **Hospital Room and Board**

When you use a PPO hospital, the MEP-PPO option covers room and board in a semiprivate room at 90 percent of the NNF after the deductible and there is no maximum on the number of days allowed per calendar year.

When you use a non-PPO hospital, the MEP-PPO option covers room and board in a semiprivate room at 70 percent of the MAA after the deductible.

A private room will be covered when required by law, when medically necessary and ordered by your physician, or when approved by the claims administrator. If your situation does not meet one of these conditions and you choose to stay in a private room in a hospital that has semiprivate rooms, the MEP-PPO option will pay 90 percent of the charge for a semiprivate room. If the hospital only has private rooms, the following rules apply:

- When you use a PPO hospital, MEP-PPO benefits will be based on 90 percent of the NNF charge for the private room.
- When you use a non-PPO hospital, MEP-PPO benefits will be based on 70 percent of the MAA charge for the private room.

Private room charges in excess of the most prevalent semiprivate room rate of that hospital or of hospitals in the same area are disregarded when determining MEP-PPO benefits.

## Surgery

The MEP-PPO option covers medically necessary surgery. This section describes approved surgical-related procedures.

### Key Medical/Surgical Coverages

The following chart briefly highlights some of the medical/surgical provisions for the MEP-PPO option. For details on surgery coverage, see below. For additional coverage provisions, see the “MEP-PPO Option Coverage Summary” chart.

Medical/Surgical Treatment	MEP-PPO Benefits	
	Using PPO Providers: Pays NNF	Using Non-PPO Providers: Pays MAA
Inpatient Surgery	90% after deductible; pre-certification required	70% after deductible; pre-certification required
Outpatient Surgery	90% after deductible outpatient facility; \$20 copay if done in a physician's office	70% after deductible
Second Surgical Opinions	100% after \$20 copay	70% after deductible
In-Hospital Physicians' Visits	90% after deductible	70% after deductible
Consultations	100% after \$20 copay	70% after deductible
Anesthesia	90% after deductible	70% after deductible

Medical/Surgical Treatment	MEP-PPO Benefits	
	Using PPO Providers: Pays NNF	Using Non-PPO Providers: Pays MAA
Maternity Care (physicians' charges for prenatal and postnatal care and delivery)	100% after \$20 copay – initial visit only for physician's professional charges and delivery; other inpatient hospital services covered at 90% after deductible	70% after deductible
Newborn Baby Care (initial pediatric exam while mother is hospitalized; limited to Class I Dependents only – i.e., newborn of children not covered)	90% after deductible	70% after deductible
Inpatient X-Rays and Laboratory Tests	90% after deductible	70% after deductible
Radiation Therapy, Chemotherapy, Electroshock Therapy, Hemodialysis	90% after deductible for outpatient facility; 100% after \$20 copay if done in a physician's office	70% after deductible

### ***Outpatient Surgery***

When you use a PPO provider, all outpatient surgical procedures as well as diagnostic X-ray, laboratory and other associated expenses are covered at 90 percent, after deductible. When you use a non-PPO provider and eligible surgical procedures are performed on an outpatient basis, the outpatient surgical procedures as well as diagnostic X-ray, laboratory and other associated expenses are covered at 70 percent, after deductible.

### ***Second Surgical Opinion***

Because there are risks involved with any surgical procedure, you may wish to get a second opinion when surgery is recommended. Under the MEP-PPO option, up to three consultations may be covered by the Plan, including associated X-rays and laboratory tests. (The third consultation is covered only if the second consultation does not confirm the need for surgery.) Second surgical opinion consultations provided by PPO providers have a \$20 copay, while consultants from non-PPO providers are paid at 70 percent of the MAA amount after the deductible.

If the second surgical opinion is nonconcurring, the MEP-PPO option will cover a third surgical opinion and associated diagnostic tests on the same basis as a second surgical opinion. If you receive a second or third surgical opinion, contact your health plan's Member Services for more information on filing claims.

### ***Multiple Procedures***

The MEP-PPO option will pay 90 percent, after the deductible, for covered surgery performed by a PPO provider. If surgery is performed on an outpatient basis in a physician's office by a PPO provider, the Plan will pay 100 percent after you pay a \$20 copay.

When performed by a non-PPO provider, the following rules will apply to multiple or bilateral surgical procedures or surgery performed in stages:

- For the major procedure, regular MEP-PPO benefits will be paid. For each minor procedure, 50 percent of the MAA.
- Bilateral procedures (those that involve both of two symmetrical organs) will be paid up to the MAA for each procedure.
- An incidental procedure performed with the major surgery will not be covered unless the incidental procedure is the only procedure performed in that operative field.
- Multiple surgical procedures involving more than one physician having different specialties shall be treated independently except that only one charge for use of the operating room and one charge for anesthesia will be covered under the MEP-PPO option.

### ***Use of Assistant Surgeon***

The services of a physician who actively assists an operating surgeon during surgery will be covered under the MEP-PPO option, as long as those services are required by the surgical procedure, as determined by the claims administrator.

### ***Sterilization Procedures***

An initial voluntary sterilization procedure or a reversal of such a procedure for a male or female covered person will be covered under the MEP-PPO option, without restriction as to waiting periods, doctor's approval, etc.

### ***Sex Change Procedures***

A transsexual operation will be covered under the MEP-PPO option as long as the covered person's provider submits satisfactory written evidence to the claims administrator that the operation is medically necessary. The claims administrator shall determine medical necessity for this case.

### ***Oral Surgery***

The following oral surgery is covered under the MEP-PPO option:

- Oral surgery performed for the treatment of diseases, injuries and defects of the mouth, the jaws and associated structures.
- The excision of bone or tissue from other than the oral cavity as a donor site for purposes of grafting, as long as the grafting is necessary due to accidental injury or illness.
- Surgical treatments of temporomandibular joint (TMJ) dysfunction.
- Removal of impacted teeth in a dentist's or oral surgeon's office or in a hospital, the outpatient department of a hospital or an ambulatory surgical facility, provided that the removal is determined to be medically necessary by the claims administrator.

## ***Cosmetic Surgery***

Cosmetic surgery is covered under the MEP-PPO option only for the following reasons:

- To correct an accidental injury.
- To correct congenital deformities or anomalies that result in functional impairments.
- To provide reconstruction after or incidental to surgery resulting from trauma, infection or other illness of the involved part.
- To provide reconstruction in connection with surgery performed for valid medical necessity (such as cysts, carcinoma, etc. or as otherwise provided under “Mastectomies and Breast Reconstruction” below).

All claims for cosmetic surgery are subject to medical necessity review by the claims administrator.

## ***Mastectomies and Breast Reconstruction***

Covered services include mastectomy, reconstruction of the breast on which the mastectomy has been performed, surgery and reconstruction of the other breast to produce a symmetrical appearance, and prostheses and services and supplies to treat physical complications during all stages of the mastectomy, including lymphedemas.

## ***Special Rules for Transplants***

Human organ and tissue transplants will be considered covered services or supplies under the MEP-PPO option, subject to the following:

- When the recipient and donor both are covered persons under the Plan, benefits will be provided for both parties.
- When the recipient is a covered person under the Plan, but the donor is not, benefits will be provided for both to the extent that benefits are not provided to the donor under any other plan.
- When the donor is a covered person under the Plan, but the recipient is not covered under a plan that provides benefits for donor expenses, benefits will be provided to the donor for his or her expenses only. No benefits will be provided to the recipient.

Any service or supply determined by the claims administrator to be for experimental or investigational purposes, including drugs or other care, will not be considered a covered service or supply under the Plan.

## ***Mental Health Treatment***

MEP-PPO coverage for you and your eligible Class I Dependents includes treatment for mental health. Grandfathered Class II Dependents and Sponsored Dependents are not eligible for outpatient mental health treatment.

Inpatient mental health treatment, including physician visits and medication, on an in-network basis will be covered at 90 percent of the NNF after the deductible is applied. Inpatient care done on an out-of-network basis is covered at 70 percent of the MAA after the deductible. Pre-certification is required for out-of-network care.

For outpatient mental health treatment, you pay a \$20 copay when a PPO provider is used or 70 percent of the MAA after the deductible when a non-PPO provider is used. Covered outpatient mental health services include:

- Services rendered by a physician, a social worker trained in psychiatry or a licensed and certified clinical psychologist.
- Two consultations per plan year with a covered person's family members (spouse, parents, siblings, etc.) as part of treatment for the covered person.

## **Substance Abuse Treatment**

MEP-PPO coverage for you and your eligible Class I Dependents includes treatment for substance abuse. (Grandfathered Class II Dependents and Sponsored Dependents are not eligible for substance abuse treatment.) The following treatment will be covered under the MEP-PPO option:

- To be covered, inpatient detoxification must be followed by rehabilitation at a state-licensed facility approved by the claims administrator.
- Outpatient treatment, including drug therapy, psychotherapy, counseling, family therapy, and behavior therapy at a state-licensed facility or one that is approved by the claims administrator.

**Note:** To the extent permitted by law, professional fees billed separately by private practitioners under an inpatient program are not eligible for reimbursement under the MEP-PPO option. Professional fees billed separately by private practitioners under an outpatient program will be covered if the provider is licensed and approved to provide outpatient substance abuse treatment and the treatment is part of an approved treatment program.

### ***Pre-Certification Requirements***

If you receive your care from a PPO provider, your provider will handle all pre-certification for you. When you receive care from a non-PPO provider, as with any hospitalization, it is a good idea to pre-certify inpatient mental health and substance abuse treatment. Before receiving inpatient mental health or substance abuse treatment, you should call Anthem for pre-certification. (See your ID card for the telephone number.)

## The No Coverage Option

You can elect to waive coverage for any reason by electing the “No Coverage” option.

If you elect no coverage for a calendar year, you will not have medical coverage under the Plan for that calendar year unless you have a qualified status change that affects your eligibility for coverage, which allows you to make a change (see the “Changing Your Elections” section for more information).

### ***EAP Coverage Continues***

Note that if you choose the “No Coverage” option, you still will be covered under the Employee Assistance Program (EAP) provisions of the Plan. See “The Employee Assistance Program Through Anthem” under the “Other Benefits” section for more information.

## More Information About the MCN and MEP-PPO Options

The following sections give more detailed information on certain benefits provided by the Plan, regardless of whether you are in the Managed Care Network (MCN) or the MEP Preferred Provider Organization (MEP-PPO) option. However, when you receive in-network care under the MCN option or when you use a PPO provider under the MEP-PPO option, your provider will pre-certify your care.

The provisions described in this section generally do not apply to Health Maintenance Organizations (HMOs). If you participate in an HMO, you should contact your HMO for more information on the HMO's provisions.

### ***No Participating Providers for Covered Service in Your Area***

To the extent that there is no in-network service provider for a specific covered service or supply within a 40-mile radius of your home zip code, you and your eligible dependents will be eligible for the in-network provisions applicable to the specific medical option in which you are enrolled (i.e., either the in-network provisions of the MEP-PPO or the MCN option).

### ***BlueCare Consultant Program***

Under the MCN and MEP-PPO options administered by Anthem, the BlueCare Consultant program encourages an efficient system of care for you and your covered dependents by identifying and addressing possible unmet covered health care needs.

A BlueCare Consultant nurse may provide the following services:

- Inpatient care advocacy – If you are hospitalized, a BlueCare Consultant works with your physician to make sure you are getting the care you need and that your physician's treatment plan is being carried out effectively.
- Readmission management – This program serves as a bridge between the hospital and your home if you are at high risk of being readmitted.
- Risk management – If you have certain chronic or complex conditions, this program addresses such health care needs as access to medical specialists, medication information and coordination of equipment and supplies.

A BlueCare Consultant also reviews your medical information (for example, medical and pharmacy claims) and may reach out to you to offer educational information, tips, advice or suggestions on a health-related issue based on your health profile. If you do not receive a call from a BlueCare Consultant, but feel you could benefit from the program, you can call in at any time.



You, your representative or your doctor must call your BlueCare Consultant through Member Services regarding the services outlined below and within the time frames specified below. If you do not call your BlueCare Consultant when required, your claim may be denied as not covered.

- Hospitalization – when possible, at least five days before a regular inpatient admission.
- Emergency care – within two business days or as soon as practicable following situations that require inpatient admissions.
- All organ or tissue transplants – when possible, at least 15 days before the scheduled date of an evaluation, donor search, organ procurement/tissue harvest or transplant.
- Skilled nursing facility/home health care/hospice care/private duty nursing/rehabilitation facility admissions/home infusion therapy – before any admission to a skilled nursing facility or before receiving any home health care or hospice services.
- Pregnancy – if the mother’s hospital stay needs to be extended beyond 48 hours for a normal birth or 96 hours for a cesarean section, call within the 48- or 96-hour period, respectively.
- High-risk pregnancy – if there is a high risk of premature delivery, or a condition that would be harmful to the mother or the fetus, notify your BlueCare Consultant so that special attention can be provided. Additionally, contact your BlueCare Consultant if a high-risk condition develops at any time during the pregnancy.
- Newborn stay beyond the mother’s stay – if the newborn needs to stay in the hospital longer than the mother.
- Orthognathic surgery (surgery to correct facial skeleton abnormalities) – when possible, at least 15 days before the procedure is performed.
- Durable medical equipment – when possible, at least 15 days before purchasing or renting durable medical equipment when the cost is more than \$5,000.
- Bariatric procedures (surgeries to correct morbid obesity) performed in an inpatient and outpatient setting – when possible, at least 15 days before the procedure is performed.
- Plastic/reconstructive surgeries including but not limited to blepharoplasty, rhinoplasty, panniculectomy and lipectomy/diastasis recti repair, insertion/injection of prosthetic material collagen implants and chin implant/mentoplasty/osteoplasty mandible – when possible, at least 15 days before the procedure is performed.
- Uvulopalatopharyngoplasty (UPPP) surgery.
- Inpatient behavioral health and substance abuse treatment and electroconvulsive therapy.
- Air ambulance or nonemergency ambulance transport.

## ***Pre-Certification***

To receive benefits, you, a family member or your physician must contact your BlueCare Consultant to pre-certify the following:

- Bariatric procedures.
- Elective admissions.
- Emergency admissions (no later than two days after the admission).
- OB-related admissions (complications, excludes childbirth).
- Use of a freestanding birthing center.
- Newborn hospital stays beyond the stay of the mother.
- Inpatient hospitalization.
- Rehabilitation admissions.
- Confinement in a skilled nursing facility.
- Home health care.
- Hospice care.
- Private duty nursing.
- Certain outpatient procedures, services and tests, as determined by Anthem.
- All inpatient mental health and substance abuse treatment.
- Outpatient ECT, psychological testing, neuropsychological testing, amytal interview and hypnosis.
- Elective, rehabilitation and long-term acute care facility admissions.
- All organ and bone marrow/stem cell transplants.
- Nonemergency ambulance or ambulette transport.
- Lumbar spinal injuries.
- Durable medical equipment (DME)/prosthetics/orthotics over \$5,000.

Your BlueCare Consultant will notify you and your physician of Anthem's decision. If you or your physician disagrees with Anthem's decision, you can appeal the decision.

You must certify emergency hospital admissions no more than 48 hours after admission or the next business day, whichever is later.

## **Outpatient Procedures Requiring Pre-Certification**

The following require pre-certification before the procedure or treatment is performed. Even though these procedures or treatments are most often done on an outpatient basis, pre-certification is required whether the procedure or treatment will be performed on an inpatient or outpatient basis:

- Plastic/reconstructive surgeries.
- Bariatric procedures.
- Bone marrow and stem cell transplants.
- Private duty nursing (home).
- Uvulopalatopharyngoplasty (UPPP) surgery.
- Home infusion therapy.
- Hospice care.

## **Pre-Certification Requirements**

All admissions to hospitals or health care facilities, including inpatient hospital stays (including inpatient mental health and substance abuse treatment), hospice care, and stays in a skilled nursing facility, should be pre-certified by the claims administrator. The claims administrator will review the case and determine whether the proposed service or supply will be covered as medically necessary under the Plan. (No benefits will be paid for services and supplies found to be not medically necessary.) The claims administrator then will notify the physician and the covered person of its decision. If you or your physician disagree with the claims administrator's decision, you can appeal the decision. (See the "Additional Information" section for more information.)

For the MCN option:

- If you receive in-network care, your provider will handle pre-certification.
- If you receive out-of-network care, you, a family member or your physician should pre-certify your care by calling the claims administrator via the telephone number shown on your ID card.

For the MEP-PPO option:

- If you receive care from a PPO provider, your provider will handle pre-certification.
- If you receive care from a non-PPO provider, you, a family member or your physician should pre-certify your care by calling the claims administrator via the telephone number shown on your ID card.

The following special pre-certification rules apply for both the MCN and the MEP-PPO options:

- Emergency admissions (including admissions for mental health or substance abuse treatment) should be certified by the claims administrator no later than 48 hours after admission or the next business day, whichever is later.
- Maternity admissions should be pre-certified before the anticipated delivery date, and the claims administrator should be notified of a pregnancy no later than 90 days before the anticipated delivery date, as estimated by a professional health care provider, and should be notified of the actual admission no later than 48 hours after the delivery date or the next business day, whichever is later. If the notifications for maternity admissions are given, there is no need to obtain further certification for hospital admission, to undergo concurrent review or risk any adjustment in benefits for any cases where the maternity admissions are up to 48 hours following a vaginal delivery or up to 96 hours following a cesarean section.

### ***Reimbursement Rules With Pre-Certification***

If you obtain pre-certification and the claims administrator determines that your service or supply is medically necessary, the Medical Plan will pay the regular level of benefits up to the number of days for inpatient treatment certified by the claims administrator.

### ***Reimbursement Rules Without Pre-Certification***

If you fail to receive proper pre-certification for a service that requires pre-certification, your claim(s) will be suspended to request medical records. If the medical records are not received within 21 days, your claim will be denied and your care will not be covered by the Medical Plan. However, once the medical record information is received, your claim can be re-opened and only medically necessary services will be paid.

## **Concurrent Review**

Concurrent review is the review by the claims administrator of the covered person's condition while hospitalized to determine whether the inpatient confinement will continue to be covered as medically necessary. During an inpatient confinement, the claims administrator periodically will review the covered person's case and may modify the number of days of inpatient confinement initially authorized. If a covered person enrolled in the MEP-PPO option is hospitalized in a PPO hospital, no further action is required on that person's part. If a covered person is hospitalized in an out-of-network facility under the MCN option, or is hospitalized in a non-PPO facility under the MEP-PPO option and the covered person's physician believes additional days of inpatient confinement are required beyond the number of days initially authorized, the physician, the covered person or a family member must contact the claims administrator to determine how the Plan will provide coverage for the extension.

If the covered person's physician disagrees with the claims administrator about whether additional days of inpatient hospitalization should be covered by the MCN or the MEP-PPO option, the covered person or his or her physician may appeal the claims administrator's decision by providing additional information supporting the necessity of the additional days of hospitalization. (See the "Additional Information" section for information on claims and appeals.)

Medical decisions regarding length of stay beyond the number of days authorized and paid for under the terms of the Plan as medically necessary are between the patient and his or her doctor.

## ***Individual Case Management (ICM) Program***

The ICM Program is a voluntary program designed to provide a covered person with coverage for care in the most cost-effective treatment setting, with the goal of maintaining or enhancing the quality of the covered person's life. The covered person and his or her family and physician all must be in agreement with any approved alternative health care setting before a plan is implemented under the ICM Program. The ICM Program does not prescribe the type of medical care to be provided—all decisions related to the type of medical care remain with the covered person and his or her family and physician.

The ICM Program is available to you and your dependents who have high costs or chronic medical conditions, such as:

- Spinal cord injury.
- High-risk neonates.
- Acute psychiatric illness.
- Long-term infections.
- Cancer.
- Stroke.
- Severe head trauma.

The ICM Program provides the following services:

- Evaluates the covered person's current health care setting.
- Recommends coverage of alternatives to the covered person's current health care setting.
- Provides for any transfer to an approved alternative health care setting in a timely fashion.
- Determines coverage for treatment that might otherwise not be covered under the Plan when hospitalization or more expensive health care treatment can be avoided.
- Coordinates with physicians on a more cost-effective administration of a covered person's physician-prescribed care.

If you or your dependents qualify for the ICM Program, you will be identified through the pre-certification process. In addition, you or your doctor can contact the claims administrator to request participation in the ICM Program. Contact the claims administrator for more information.

## ***The Disease Management Program***

In addition to the ICM Program, there is a separate voluntary Disease Management Program for covered persons with asthma, diabetes, congestive heart failure, coronary artery disease, and chronic obstructive pulmonary disease. The program offers disease assessment, educational materials and access to a nurse for consultation 24 hours a day. For more information, contact Anthem.

## ***Blue Distinction Center***

You or your covered dependents who need a high-risk procedure may elect to use one of the hospitals included in the Blue Distinction Center network established by the claims administrator. High-risk procedures include organ or bone marrow transplants and other procedures, as determined by the claims administrator. Plan benefits for the hospitalization and transplant procedure shall be determined in the same way, regardless of whether a Blue Distinction Center network facility is used for the transplant. In addition, when a transplant procedure is performed at a designated Blue Distinction Center network facility, the Plan will pay reasonable travel and accommodation expenses (up to \$10,000) for the covered person and one companion. You can get in touch with a BlueCare Consultant by calling the Member Services phone number on the back of your ID card and ask to speak with a BlueCare Consultant.

## ***Preventive Care***

To keep you well and help you avoid more serious medical problems in the future, both the MCN and MEP-PPO options cover certain preventive care services. See the charts under the “MCN Option Coverage Summary” and “MEP-PPO Option Coverage Summary” sections for covered services.

## ***Maternity and Newborn Care***

Benefits for maternity care will be provided for covered persons regardless of when the pregnancy began. Benefits will not be provided for services rendered after coverage has ended, even if the pregnancy began before coverage ended.

Care given to the newborn child during the mother’s stay and in the infant’s nursery after birth will be covered if the child is a Class I Dependent. The newborn child of a dependent child will not be covered.

The Plan will cover a hospital stay for a mother and her eligible newborn for 48 hours for a vaginal delivery and for 96 hours for a cesarean section. However, with the consent of the mother, a physician may discharge the mother and newborn sooner than this. Longer stays will be covered if considered medically necessary by the claims administrator.

The following maternity care services are covered under the Plan:

- Antepartum care, including prenatal services (such as initial and subsequent history, physical exams, routine urinalysis, maternity counseling).
- Delivery, including vaginal delivery, cesarean section, ectopic pregnancy, miscarriage, and abortion (voluntary or therapeutic).
- Postpartum care, including hospital and normal office visits following the delivery.

- Services of a nurse midwife.
- Use of a birthing center and ancillary services provided by the birthing center - payable at:
  - **MCN option:** 90 percent of the NNF (in-network) and 70 percent of the MAA after the deductible (out-of-network); or,
  - **MEP-PPO option:** 90 percent of the NNF after the deductible when a PPO facility is used and 70 percent of MAA when a non-PPO facility is used (out-of-network) after the deductible.

Pre-certification is required for in-network care for the MCN option, and pre-certification is required for in- and out-of-network care for the MEP-PPO option.

- One pediatric examination of the eligible newborn child while the mother is hospitalized.
- Circumcision of the eligible newborn child.

## **Your Maternity Rights (Newborns' and Mothers' Health Protection Act)**

Verizon complies with the Newborns' and Mothers Health Protection Act. The following notice legally applies to you:

Group health plans and health insurance issuers generally may not, under federal law, restrict benefits for any hospital length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery, or less than 96 hours following a cesarean section.

However, federal law generally does not prohibit the mother's or newborn's attending provider, after consulting with the mother, from discharging the mother or her newborn earlier than 48 hours (or 96 hours as applicable).

In any case, plans and issuers may not, under federal law, require that a provider obtain authorization from the plan or the insurance issuer for prescribing a length of stay not in excess of 48 hours (or 96 hours). If a state law applies, the Health Maintenance Organization (HMO) administrator will provide this information.

## ***Reproductive and Fertility Treatments***

Under the MEP-PPO option (when either a PPO provider or non-PPO provider is used) and the MCN (in-network only) option, you or your covered spouse (or same-sex domestic partner) are covered for advanced reproductive technologies. Advanced reproductive technologies (ART) and fertility treatments are those medical procedures, treatments, and prescriptions used to assist in reproduction (such as approved forms of in vitro fertilization, GIFT, ZIFT, and artificial insemination), which are approved by the treating MEP-PPO or MCN (in-network) physician and which are pre-authorized by the claims administrator as being medically appropriate for individuals in similar circumstances. ART procedures are covered under the MEP-PPO option or MCN option (in-network only) if you or your spouse or same-sex domestic partner has a diagnosis of infertility.

## **MCN Option**

You must contact the claims administrator for authorization to receive any benefits for this care. Reproductive and fertility treatment is covered in-network only at 90 percent and is limited to a lifetime family maximum of \$20,000 (prescription drugs associated with this provision will count toward the lifetime family maximum).

## **MEP-PPO Option**

You must contact the claims administrator for authorization to receive any benefits for this care. Reproductive and fertility treatment is covered at 90 percent in-network after the deductible and 70 percent out-of-network after the deductible, and is limited to a lifetime family maximum of \$20,000 (prescription drugs associated with this provision will count toward the lifetime family maximum).

The following procedures are excluded from coverage:

- Procedures performed or services provided out-of-network under the MEP-PPO option.
- Procedures when you and/or your spouse or same-sex domestic partner has had a previous sterilization procedure, with or without surgical reversal.
- Charges incurred by your spouse or same-sex domestic partner who is not covered by the MEP-PPO option or MCN option.
- Charges for a surrogate parent.

## ***Hospital Services***

### **In-Hospital Visits**

In-hospital visits will be covered if provided during a covered confinement for the treatment of a condition not related to routine maternity care. Covered visits are limited to one visit by a physician per day per specialty.

Visits for the purposes of customary pre- and post-operative care will not be considered covered services or supplies under the Plan.

### **In-Hospital Consultations**

One consultation per specialty for each admission to a hospital will be covered, provided the covered person's attending physician requests the consultation. However, a referral, which means the transfer of a patient from one physician to another for definitive treatment, will not be considered a consultation under the Plan and staff consultations required by hospital rules or regulations will not be covered. Plan benefits payable for in-hospital consultations will not include reimbursement for travel expenses or loss of income.



## **Pre-Admission Testing**

Testing performed in an outpatient department of a hospital, at an ambulatory surgical facility or at another facility recognized by the hospital and a surgeon, will be considered a covered service or supply under the Plan, provided the following conditions are met:

- The tests are necessary and consistent with the diagnosis and treatment of the condition.
- The covered person physically is present for the test.
- The admission is not canceled or postponed except:
  - As a result of a second surgical opinion.
  - As a result of the test findings themselves.
  - For other medical reasons.

## **Home Health Care Services**

The following home health care services and supplies are considered covered when they are determined to be medically necessary by the claims administrator and are billed for by the home health care agency:

- Ambulance service to transport the covered person to and from the local hospital as medically required (as determined by the claims administrator), but not ambulance service that normally would be rendered without charge.
- Drugs prescribed by the physician and provided by the home health care agency.
- Hemodialysis services and equipment.
- Home health aide services, when supervised by an R.N. or a skilled team member, to provide non-skilled personal care to the covered person (e.g., assisting with self-administered medication, nutritional needs and exercises), and certain domestic care (e.g., changing the bed, doing laundry and cooking meals for the covered person only), but only to the extent the claims administrator determines that without such care rehospitalization of the covered person would be required.
- Therapeutic and diagnostic services, including diagnostic X-rays, laboratory and pathology exams that would be considered covered if provided to the covered person while a hospital inpatient, but are provided on an outpatient basis by a home health care agency because the services require special equipment not readily available in the covered person's home.
- Services of a licensed or registered speech pathologist and/or audiologist.
- Maternity care.
- Medical social services provided by a licensed social worker.

- Medical/surgical supplies.
- Nursing care furnished by an R.N. or an L.P.N.
- Nutritional guidance provided by a qualified licensed dietician, subject to approval of the claims administrator.
- Rental or purchase (if the purchase price is less than the rental cost) of durable medical equipment.
- Services of a certified inhalation therapist or licensed occupational therapist.
- Services of a licensed physical therapist or physical therapy rendered by a physical therapy assistant under the supervision of a licensed physical therapist and billed for by the licensed physical therapist.

In addition, covered services and supplies will include one visit per week by the attending physician during a covered person's approved home health care admission, unless additional visits are determined to be medically necessary by the claims administrator; visits by the attending physician will be covered even if billed for directly by the attending physician.

To be eligible for benefits for home health care, a covered person's plan of treatment must be pre-approved by the claims administrator. No more than 30 days will be pre-authorized at one time. If home health care is needed beyond the pre-authorized number of days, the home health care agency or the attending physician must contact the claims administrator for an authorized extension. The claims administrator may authorize additional home health care for up to 30 days at a time. The claims administrator may request any information it deems necessary in its review of a proposed treatment plan or an extension of such a plan. A covered person's home health care must begin in accordance with the following:

- If the covered person is hospitalized and receiving inpatient benefits prior to home health care treatment, the covered person's home health care must have a verbal authorization and must commence within 72 hours of the covered person's discharge from the hospital.
- If the covered person is not hospitalized prior to home health care treatment, the covered person's home health care must commence within 72 hours of the claims administrator's verbal authorization of home health care treatment.

The following home health care services are **not** considered covered under the Plan:

- Eyeglasses and contact lenses or examinations, except as otherwise covered under the Plan.
- Food, housing or home delivery (e.g., meals on wheels).
- Hearing aids, except as otherwise covered under the Plan.
- Mental health treatment.

- Care provided in a nursing home or skilled nursing facility.
- Care primarily for rest or custodial care.
- Visits by physicians for care that normally is considered as part of postsurgical care.
- Visits for care unrelated to the diagnosis or the plan of treatment.
- Private duty nursing.
- Prosthetic devices.
- Services provided to a covered person whose place of residence is an institution that provides treatment to injured or disabled persons.
- Services provided to covered persons who essentially are not homebound for medical reasons.
- Services that would have been covered had the covered person been hospitalized.

### ***Skilled Nursing Facility Services***

The following services and supplies are covered under the Plan, provided they are medically necessary and billed for by the skilled nursing facility:

- Semiprivate room and board, including general nursing services, meals and special diets.
- Use of special treatment rooms.
- Prescription drugs prescribed by the physician, but only if billed for by the skilled nursing facility.
- Medical and surgical dressings, supplies, casts and splints.
- Diagnostic services (the same as would be provided for a regular inpatient admission to a hospital).
- Therapy services (the same as would be provided for a regular inpatient admission to a hospital).
- Physicians' medical visits and consultations.

Admission to the skilled nursing facility must occur within 14 days of a prior hospital stay of at least three days and the admission must be for the continued treatment of the same illness or injury for which the covered person was in the same hospital. In addition, admission to a skilled nursing facility must be approved in advance by the claims administrator. Physicians' medical visits in a skilled nursing facility are limited to one per day. The following skilled nursing facility services are not considered covered under the Plan:

- Treatment of covered persons who have reached the maximum level of recovery possible for their particular condition and who no longer require definitive treatment other than routine supportive care.
- Treatment that does not require confinement in a skilled nursing facility and is designed solely to assist the covered person with the simple activities of daily living or to provide the protection of an institutional environment as a convenience to the covered person.
- Custodial care, care that primarily is domiciliary in nature or care that provides room and board (with or without routine supportive care, training and supervision in personal hygiene and other forms of self-care) to a covered person who does not require medical or nursing services.
- Treatment of primary mental illness, including drug addiction, chronic brain syndrome and alcoholism, without other specific medical conditions of a severity to require care. However, this exclusion will not apply to covered persons with primary mental illness receiving short-term convalescent care for a secondary medical condition for whom prognosis for recovery or improvement is considered favorable for that medical condition.
- Treatment of covered persons suffering senile deterioration who do not have a treatable medical condition requiring attention.
- Maternity care and care for newborns or infants.

## ***Hospice Care***

To be eligible for hospice care, a physician must certify that the covered person meets the following criteria:

- The covered person has a confirmed diagnosis of terminal illness.
- The covered person has a life expectancy of six months or less.
- No further curative therapy is indicated for or desired by the covered person.

The following services and supplies will be covered if provided by an approved provider and billed for by a hospice care agency:

- Use of medical equipment.
- Dressings, medications and medical supplies.
- Use of a semiprivate room, board and general nursing care on an inpatient basis.

The hospice care program must be approved in advance by the claims administrator.

No benefits are available for physicians' services for hospice care if billed for separately. Benefits may be provided for physicians' services for hospice care if billed for by the hospice care agency as part of the hospice care program.

## Medical Expenses Not Covered

The following are some of the expenses that the Plan does not cover. Only expenses incurred while you are eligible for and enrolled in the Plan are covered. Additional expenses may not be covered. If you have any questions about whether an expense is covered, call the claims administrator:

- Services or supplies that are not medically necessary.
- Services or supplies covered under any federal or state “no-fault” motor vehicle insurance provision that relates to medical treatment or other mandated insurance, regardless of whether the covered person properly asserts his or her rights under the motor vehicle insurance contract.
- Services or supplies for which the covered person recovers cost by legal action, insurance proceeds or settlement from a third party whose negligent or wrongful actions have caused or are alleged to have caused the covered person’s illness or injury or from the insurer of the third party.
- Services or supplies provided by a local, state or federal governmental agency, except as otherwise required by federal law.
- Services or supplies that are furnished, paid for or otherwise provided for treatment of a military service-connected disability or by reason of the present service of any person in the armed forces of a government.
- Services or supplies provided for any condition covered by Workers’ Compensation laws or for any other occupational condition, ailment, injury or illness occurring on the job if one of the following is true:
  - The covered person’s employer provides reimbursement for such charges.
  - The covered person’s employer makes a settlement for such charges.
  - The covered person fails to assert his or her rights in attaining reimbursement from the employer.

This exclusion applies to all covered persons under the Plan. The Plan has the right to recover or place a lien on any benefits paid or payable if Workers’ Compensation provides benefits for the same condition.

- Hospital inpatient care if the confinement is for dental treatment or services, except in the cases of:
  - Dental treatment or service when a physician other than a dentist certifies that hospitalization is medically necessary.
  - Dental treatment or services for accidental injury to the natural, healthy teeth occurring while covered under the Plan (excluding any claim for accidental injury for \$250 or less).

- Temporomandibular joint (TMJ) dysfunction surgery when determined to be medically necessary by the claims administrator.
- Removal of impacted teeth, if hospitalization is medically necessary.
- Hospitalization that primarily is for physical therapy or speech therapy that could have been provided on an outpatient basis.
- Hospitalization that primarily is for X-ray, laboratory and other diagnostic studies, electrocardiograms or electroencephalograms, including pre-admission testing when confinement during such tests is not medically necessary.
- Saturday and Sunday room and board charges for admissions on Friday or Saturday that are not emergency admissions.
- Tests performed on an inpatient basis when the same tests had been performed on a pre-admission basis, unless re-testing is determined by the claims administrator to be medically necessary.
- Hospitalization for surgery when that surgery is not medically necessary.
- Facility charges for use of an emergency room for nonemergency care.
- Care, treatment, services or supplies that are not medically necessary as determined by the claims administrator.
- Cosmetic surgery or drugs used for cosmetic purposes unless performed to correct an injury caused by an accident, or unless necessary to correct functional medical problems caused by congenital deformities or anomalies or to provide reconstruction after disease.
- Care in an institution that primarily is for convalescent or domiciliary care, or custodial care, such as a place of rest, home for the aged, nursing home, half-way house or hotel.
- Acupuncture when used for therapeutic purposes.
- Diagnostic X-rays, laboratory and machine tests that are not consistent with the diagnosis, symptoms or illness of the covered person.
- Athletic club dues or exercise equipment for the home.
- Reproductive and fertility treatment unless approved by your doctor and pre-authorized by the claims administrator as medically appropriate for the individuals circumstances (see “Reproductive and Fertility Treatments” for covered services). (Services are not covered out-of-network under the MCN option.) Services not covered are the financial responsibility of the patient.
- Services or supplies related to weight control (even if prescribed by a physician).

- Services or supplies that are determined by the claims administrator to be not necessary for the diagnosis, care or treatment of the physical or mental condition involved, even when prescribed, recommended or approved by the attending physician or dentist.
- Charges determined by the claims administrator to be for educational services or supplies, such as training in the activities of daily living, instructions on scholastic skills, preparing for an occupation, treatment of learning disabilities or to promote development beyond any level of function previously demonstrated.
- Preventive care services beyond regular scheduled Plan benefits.
- Except if medically necessary, as determined by the claims administrator, inpatient private duty nursing services provided by an R.N. or an L.P.N.
- Services recommended by a nonprofessional, or services performed solely at the request of the covered person.
- Chiropractic care, developmental therapy, physical therapy, speech therapy, and other therapy services for maintenance after the optimum level of improvement has been reached, as determined by the claims administrator.

### ***Experimental or Investigational Services and Supplies***

Any service or supply determined by the claims administrator to be for experimental or investigational purposes, including drugs or other care, will not be considered a covered service or supply under the Plan.

### ***Charges by Certain Providers***

- Charges of a physician or other professional provider on “stand-by” in the event complications might occur.
- Surgical or routine maternity care visits while hospitalized to the extent those visits are considered part of the surgeon’s or obstetrician’s fee, as determined by the claims administrator.
- The administration of anesthesia by the surgeon, assistant surgeon or physician who also renders diagnostic tests, performs surgery or provides any other service for the same procedure.
- Professional services provided to a covered person by the covered person’s family member or by a person residing in the covered person’s home.

### ***Routine or Convenience Items***

- Routine physical examinations, except as specifically provided under the Plan (see “Preventive Care Services” in the “MCN Option Coverage Summary” and “MEP-PPO Option Coverage Summary” charts).
- Routine foot care (such as removal of corns and calluses [except in connection with diabetes], orthopedic shoes, insoles and arch supports), except custom molded orthotics, when determined to be medically necessary by the Plan administrator.



- Routine eye examinations, eyeglasses, contact lenses and eye refractions for the fitting of glasses, except as specifically provided under the Plan.
- Routine hearing examinations and hearing aids, except as specifically provided under the Plan.
- Vitamins (except prenatal vitamins), food and food supplements used as dietary supplements, except as provided under the prescription drug program or except if prescribed while hospitalized and taken on an inpatient basis as medically necessary.
- Personal comfort or beautification items while hospitalized, such as television rentals, barber services and guest meals.
- Diversional or recreational therapy.
- Convenience items, even when prescribed by the physician or provided by a hospital, if not medically necessary for treatment of the covered person's medical condition.
- Miscellaneous equipment including:
  - Air conditioners.
  - Bed rails, tables, trays or boards (except if an integral part of the hospital bed).
  - Bicycles.
  - Children's strollers.
  - Dietetic or health foods.
  - Electric fans.
  - Enuresis units.
  - Escalator or elevator for the covered person's home.
  - Food liquidators.
  - Hand rails.
  - Heating pads.
  - Heating units for swimming pools.
  - Humidifiers.
  - Hypo-allergenic cosmetics or toiletries.

- Ice bags.
- Mattresses, except when purchased with a hospital bed.
- Niagra vibrators.
- Overbed tables.
- Puritron air fresheners.
- Ramps.
- Scales (weight).
- Telephones.
- Thermometers.
- Vaporizers.
- Walking canes with seat.
- Wigs, except as specifically provided under the Plan.

### ***Other Exclusions***

- Charges in excess of the MAA charge or in excess of any applicable annual or lifetime maximum, as determined by the applicable claims administrator.
- Charges for services or supplies provided before coverage begins or after coverage ends, except as specifically provided under this Plan. Any charges incurred by the patient at any time they are not covered by the Plan are the financial responsibility of the patient.
- Services or supplies for which there is no legal obligation to pay.
- Services for which the physician or other provider does not customarily bill his or her patient.
- Services or supplies provided as a result of injury or illness due to an act of war, declared or undeclared, that occurs after the individual becomes covered under the Plan.
- Hospital room, board and ancillary services or supplies when hospital confinement is or becomes primarily rehabilitative, except as specifically provided under inpatient substance abuse treatment, unless the diagnosis and condition of the covered person are such that rehabilitation cannot be provided on an outpatient basis. However, use of a facility that is part of a hospital or an approved skilled nursing facility is a covered service or supply when rehabilitation is medically necessary, as determined by the claims administrator, due to an accidental injury, spinal injury or an illness such as a stroke.

- Treatment on or to the teeth except for:
  - Treatment when incurred due to an accidental injury to the natural healthy teeth occurring while the individual is a covered person under the Plan (excluding any claim for accidental injury when such claim totals \$250 or less).
  - Surgical procedures for TMJ dysfunction.
  - Dental treatment in a hospital when a physician other than a dentist certifies that hospitalization is medically necessary.
  - The removal of impacted teeth in a dentist's or oral surgeon's office or when use of a hospital or ambulatory surgical facility is medically necessary, as determined by the claims administrator.
- Items that are considered capital improvements to the home, such as electrical wiring and plumbing.

# Prescription Drug Program for the MCN and MEP-PPO Options

Your prescription coverage includes:

- A retail prescription benefit.
- A mail-order benefit.

The retail and mail-order prescription benefit is administered by Express Scripts.

## ***Prescription Drug Program Overview***

The following chart provides an overview of the benefits payable under the prescription drug program:

Prescription Drugs	Using a Participating Pharmacy	Using a Non-Participating Pharmacy
<b>Retail Pharmacy</b> (supply appropriate for up to 30 days of therapy)		
<b>Annual Deductible</b>	No deductible required	\$50 combined for generic and brand-name drugs
<b>Coinsurance</b>		
Generic Drugs	<ul style="list-style-type: none"> <li>• You pay the discounted network price (DNP), but no more than an \$8 copay in 2013 and 2014 and \$9 in 2015 per prescription</li> <li>• Once you obtain three fills of a prescription for a maintenance medication from an in-network pharmacy (i.e., the initial prescription plus two refills), then you must use the mail-order pharmacy or you will pay 50% of the DNP. Fixed dollar maximum copays will not apply</li> </ul>	After the deductible is met, you pay 100% of the cost difference between the DNP and retail cost. <b>In addition:</b> <ul style="list-style-type: none"> <li>• You pay 30% of the DNP cost for the original prescription and each refill.</li> <li>• Once you obtain three fills of a prescription for a maintenance medication from an out-of-network pharmacy (i.e., the initial prescription plus two refills), then you must use the mail-order pharmacy or you will pay 50% of the DNP</li> </ul>

Prescription Drugs	Using a Participating Pharmacy	Using a Non-Participating Pharmacy
Single-Source Brand-Name Drugs (No Generic Available)	<ul style="list-style-type: none"> <li>You pay 30% of the DNP but no more than a \$25 copay per prescription for each of 2013 and 2014<sup>1</sup></li> <li>Once you obtain three fills of a prescription for a maintenance medication from an in-network pharmacy (i.e., the initial prescription plus two refills), then you must use the mail-order pharmacy or you will pay 50% of the DNP and maximum dollar copays will not apply</li> </ul>	<p>After the deductible is met, you pay 100% of the cost difference between the DNP and the retail cost. <b>In addition:</b></p> <ul style="list-style-type: none"> <li>You pay 40% of the DNP for the original prescription and each refill</li> <li>Once you obtain three fills of a prescription for a maintenance medication from an out-of-network pharmacy (i.e., the initial prescription plus two refills), then you must use the mail-order pharmacy or you will pay 50% of the DNP</li> </ul>
Multi-Source Brand-Name Drugs (When Generic Is Available)	<ul style="list-style-type: none"> <li>If you purchase a brand-name drug when a generic equivalent is available, you pay the generic equivalent DNP but no more than an \$8 copay per prescription in 2013 and 2014 and \$9 in 2015, <b>plus</b> 100% of the cost difference between the brand-name and generic drug (fixed dollar maximum copay does not apply)<sup>2</sup></li> <li>Once you obtain three fills of a prescription for a maintenance medication from an in-network pharmacy (i.e., the initial prescription plus two refills), then you must use the mail-order pharmacy or you will pay 50% of the DNP and maximum dollar copays will not apply</li> </ul>	<p>After the deductible is met, you pay 100% of the cost difference between the DNP and the retail cost. <b>In addition:</b></p> <ul style="list-style-type: none"> <li>If you purchase a brand-name drug when a generic equivalent is available, you will pay 30% of the generic equivalent DNP plus 100% of the cost difference between the brand-name and generic drug<sup>2</sup></li> </ul> <p>Once you obtain three fills of a prescription for a maintenance medication from an out-of-network pharmacy (i.e., the initial prescription plus two refills), then you must use the mail-order pharmacy or you will pay 50% of the DNP</p>
<b>Mail Service Pharmacy</b> (supply appropriate for up to 90 days of therapy)		
Generic Drugs	You pay the DNP per prescription, but no more than a \$16 copay in 2013 and 2014 and \$18 copay in 2015	None
Single-Source Brand-Name Drugs (No Generic Available)	You pay 30% of the DNP, but no more than a \$50 copay per prescription for 2013 and 2014 <sup>1</sup>	None

Prescription Drugs	Using a Participating Pharmacy	Using a Non-Participating Pharmacy
Multi-Source Brand-Name Drugs (When Generic is Available)	You pay the DNP per prescription but no more than a \$16 copay in 2013 and 2014 and \$18 in 2015, plus 100% of the cost difference between the brand -name and generic drug (fixed dollar maximum copay does not apply) <sup>2</sup>	None

<sup>1</sup> For 2015 and each calendar year thereafter, the maximum per prescription copay will increase by 6% when compared with the maximum copay for the prior plan year.

<sup>2</sup> Does not apply for brand-name drugs where there is a generic equivalent and the claims administrator approves your doctor's certification that you are medically unable to take the generic version of the medication. If the claims administrator approves your request, the cost-sharing that applies to brand-name drugs with no generic available will apply.

## ***Retail Prescription Benefit***

You can get up to a 30-day supply of medication at a retail pharmacy. It is your decision to use either a participating or non-participating pharmacy each time you need short-term medications.

### **Using a Participating Pharmacy**

When you use a participating pharmacy, you pay:

- For a generic drug, you'll pay the discounted network price (DNP) for each prescription drug, but no more than \$8 copay in 2013 and 2014 and \$9 copay in 2015.
- For single-source and multi-source brand-name drugs, you'll pay 30 percent of the DNP (but no more than a \$25 copay) for each prescription in 2013 and 2014. The maximum copay will increase 6 percent per year, when compared with the maximum copay for the prior plan year, for the years 2015 and beyond. If you choose a brand-name drug when a generic equivalent is available, you'll pay an amount equal to the generic equivalent DNP up to a maximum copay of \$8 per prescription in 2013 and 2014, and \$9 in 2015, plus 100 percent of the cost difference between the brand-name and the generic drug; the fixed dollar maximum copays do not apply. You will not have to pay the cost difference between the brand-name and the generic drug if your doctor certifies that you are medically unable to take the generic version of the medication and such exception is approved by Express Scripts' procedures for approval of treatment or services and instead, you will pay 30 percent of the brand-name DNP, subject to the maximum copay.

**Example:** You select a brand-name drug with a DNP of \$20. This particular brand-name drug also has a generic equivalent with a DNP of \$10. In this example, in 2013, you would pay an **\$8** copay **plus** the cost difference between the brand-name and generic drug (\$20 minus \$10 which is equal to **\$10**). Your total cost would be **\$18**.

- Once you obtain three fills of a prescription for a maintenance medication from a participating pharmacy (i.e., the initial prescription plus two refills), then you must use the mail-order pharmacy or you'll pay 50 percent of the DNP; the fixed dollar maximum copays will not apply. This requirement applies regardless of whether you are purchasing a generic, single-source, or multi-source brand-name drug.
- The DNP is a negotiated price, which generally is lower than the retail price of the drug. To ensure you receive the discounted price, you will need to show your ID card at the time of purchase.

If your doctor prescribes more than a 30-day supply, the maximum copays do not apply and you are responsible for the cost of the additional supply.

You pay your share of the bill at the pharmacy, so you do not need to file a claim form.

## Using a Non-Participating Retail Pharmacy

When you use a non-participating pharmacy, you pay an annual \$50 per person prescription deductible, combined for generic and brand-name drugs. After the annual deductible is met, you also pay:

- For generic drug expenses, you'll pay 30 percent of the DNP for each prescription. In addition, you pay 100 percent of the cost difference between the DNP and retail cost.
- When you purchase a single-source or multi-source brand-name drug, you'll pay 40 percent of the DNP for each prescription drug. In addition, you'll pay 100 percent of the cost difference between the DNP and the retail cost. If you choose a brand-name drug when a generic equivalent is available, you'll pay 30 percent of the generic equivalent DNP for each prescription plus 100 percent of the cost difference between the brand-name retail cost and generic drug DNP. You will not have to pay the cost difference between the generic and brand-name drug (and the single-source and multi-source brand-name drug coverage will apply) if your doctor certifies that you are medically unable to take the generic version of the medication, and this exception is approved by Express Scripts' procedures for approval of treatment or services and instead, you will pay 40 percent of the brand name DNP, subject to the maximum copay.

**Example:** You select a brand-name drug with a DNP cost of \$50. This brand-name drug has a retail cost of \$75. This particular brand-name drug also has a generic equivalent with a DNP cost of \$20 and a retail cost of \$35. In this example, in 2013, you would pay **\$6** (30% of the generic equivalent DNP of \$20) **plus** the cost difference between the brand-name retail cost and generic drug DNP (\$75 minus \$20 which is equal to \$55). Your total cost would be **\$61** (in addition to all or any portion of the annual \$50 deductible that applies).

- Once you obtain three fills of a prescription for a maintenance medication from a non-participating pharmacy (i.e., the initial prescription plus two refills), then you must use the mail-order pharmacy or you'll pay 50 percent of the DNP.

Your costs could be much higher based on the retail cost of the drug

Also, you pay the full bill at the pharmacy and must file a claim for reimbursement.

## ***Mail-Order Prescription Benefit***

You can obtain up to a 90-day supply of medication delivered to your home by mail, as follows:

- For a generic drug, you'll pay the DNP for each prescription drug, but no more than a \$16 copay in 2013 and 2014 and an \$18 copay in 2015.
- For a single-source or multi-source brand-name drug, you'll pay 30 percent of the DNP for each prescription drug, but no more than a \$50 copay in 2013 and 2014. The \$50 maximum copay will increase by 6 percent per year, when compared with the maximum copay for the prior plan year for the years 2015 and beyond. If you choose a brand-name drug when a generic equivalent is available, you'll pay an amount equal to the DNP up to a maximum of \$16 in 2013 and 2014, and \$18 in 2015, plus 100 percent of the cost difference between the brand-name and generic drug; the fixed dollar maximum copays do not apply. You will not have to pay the cost difference between the brand-name and the generic drug (and the single-source and multi-source brand-name drug coverage will apply if your doctor certifies that you are medically unable to take the generic version of the medication and this exception is approved by Express Scripts' procedures for approval of treatment or services).

There is no deductible for mail-order prescriptions.

## **Initial Orders**

There are three ways to order a prescription by mail:

- Access Express Scripts' website ([www.express-scripts.com/verizon](http://www.express-scripts.com/verizon)) and follow the instructions to transfer an existing retail prescription to mail.
- Send your original prescription and your payment to Express Scripts using a mail order form.
- Have your doctor call 1-888-EASYRX1 (1-888-327-9791) for instructions on faxing the prescription.
- For the fastest service, ask your doctor to send the prescription directly to Express Scripts by e-prescribing.

Your medication will usually arrive by United States Postal Service mail or UPS within 8 days after Express Scripts receives your order

If you can't wait two weeks to receive your medication, ask your physician to write two prescriptions – one that you can use at your local pharmacy and one for your ongoing supply that you can use for the mail-order pharmacy.

**Note:** Medications cannot be mailed outside the United States.



## Refills

There are three ways to order refills:

- Access Express Scripts' website and follow the instructions for refilling prescriptions.
- Call Express Scripts at the number listed on your ID card.
- Mail your refill slip to Express Scripts using a mail-order form.

## ***What Is Covered***

The prescription program covers the following items. If you have questions about covered charges, you should contact Express Scripts.

- Medications that require a prescription and that are medically necessary. Medically necessary means appropriate with regard to general medical standards and effective in prevention, diagnosis or treatment according to accepted clinical evidence, as determined by the claims administrator.
- Biologicals, immunization agents and vaccines.
- Allergy sera, at a retail pharmacy.
- Diabetes therapy.
  - Insulin, needles and syringes.
  - Diabetic kits (insulin, apparatus and supplies), available through Express Scripts. You pay a single payment when the order is placed as one prescription on the same day with insulin or other oral agents. If you request the medication and supplies be refilled, but part of the request is made too soon, then the prescriptions will not be dispensed together.
  - Over-the-counter insulin and diabetic supplies ordered separately (not as a kit).
- Medications with special considerations. Some medications in the following treatment categories have limitations or considerations for age, gender or supply amounts.
  - Premenstrual conditions.
  - Asthma.
  - Erectile dysfunction.
  - Acne.
  - Flu prevention and treatment.
  - Contraceptives.

— Cancer.

— Hormone replacement.

- Exempt infant formula when it is medically necessary for infants who have been diagnosed with medical or dietary problems.

## ***Special Purchase Requirements for Certain Medications***

Special requirements apply for the purchase of certain medications. For example:

- Before dispensing medications with the potential of a drug interaction with other drugs, the prescription program will alert the pharmacist who will determine if the doctor should be contacted.
- After clinical reviews are performed, patients who potentially may be overusing highly addictive narcotics may be limited to purchasing their medications at one participating retail pharmacy of their choice and through mail order.

## ***Generic Medications***

Generic prescription drugs have the same chemical makeup, but usually cost less, than brand-name drugs. In fact, using a generic can save you hundreds of dollars each year. If you take medication – or are being prescribed a drug for the first time – be sure to ask your doctor if the medication is available as a generic.

## ***Compound Medications***

Compound medications are custom-made by a pharmacy according to a doctor's prescription. Often, these medications are made up of several ingredients, each with its own, unique identification number, called a National Drug Code (NDC).

Special rules apply for submitting claims for compound medications. See the "Filing Prescription Claims" section for more information.

## ***Medications That Require a Coverage Review***

Certain medications must undergo a coverage review before they are covered under the prescription program.

If you have a prescription that needs this review, the pharmacist will coordinate with the prescribing doctor. If you have a question about whether a medication will require a coverage review, call Express Scripts. For faster approval or if you or your doctor has a question, you or your doctor can contact the Express Scripts coverage review unit. Usually, approval takes two to three business days to process a request for review.

Generally, medications are selected for coverage review before dispensing if:

- The medication is often associated with complications.
- The medication has a high potential for adverse reactions.

- More information is needed to determine whether the drug meets the Plan's coverage criteria.
- The medication is needed to treat complex conditions.
- The medication is effective only for some individuals or with other therapies.
- The medication is costly and has the potential for misuse.

Examples of drugs subject to a coverage review include those in the categories listed below. The list changes from time to time as new drugs are approved, new clinical guidelines for appropriate use are developed or problems are identified.

- Acne therapy.
- Alzheimer's therapy.
- Anticonvulsants (seizure medications).
- Appetite suppressants and other weight loss medications.
- Erectile dysfunction medications.
- Erythroid stimulants (correct anemia in patients with dialysis, HIV, etc.).
- Hepatitis C therapy.
- Hereditary angioedema.
- Human growth hormones.
- Interferons (used to treat immune disorders and infections).
- Miscellaneous dermatologicals.
- Myeloid stimulants (used to fight infection and treat low white-blood cell counts).
- Platelet proliferation stimulants.

### ***Quantity Dispensing Limits***

Some medications are limited to specific quantities, such as the number of pills or total dosage. The quantity is based on guidelines approved by the U.S. Food and Drug Administration and published by the manufacturer, as well as accepted medical practice. If your medication is prescribed for quantities or doses outside these guidelines, a coverage review may be required to determine whether the medication meets the Plan's coverage criteria.

When a review is complete, Express Scripts will notify you and your doctor of the decision. If coverage is approved, the letter will inform you of the length of time of your coverage approval. If the medication is not covered under the Plan, the letter will include the reason for the denial and how to submit an appeal if you choose.

Examples of categories of prescription drugs that have limits include the following:

- Anti-influenza agents.
- Cholesterol medications (Crestor).
- Erectile dysfunction agents.
- Hereditary angioedema agents.
- Migraine medications.

### ***What Is Not Covered***

The prescription drug program does **not** cover:

- Medications not approved by the U.S. Food and Drug Administration (FDA).
- Medications that states restrict for sale or distribution.
- Medications that are not medically necessary or that do not treat an accidental injury, illness or pregnancy, except those identified under “What Is Covered.”
- Therapeutic devices, bandages, heat lamps, braces or artificial appliances. However, the Plan may cover insulin needles and syringes, over-the-counter diabetic supplies (unless covered by Medicare), and diaphragms and IUDs that require a prescription.
- Health and beauty aids and medications for cosmetic purposes, such as Renova, Retin-A or Solage for age spots or as a wrinkle cream, and Propecia or Rogaine for hair loss.
- Charges for the administration or injection of any drug.
- Medications for experimental use.
- Medication covered by Workers’ Compensation laws or similar government programs, or for which no charge is made.
- Charges covered by Medicare, including both Medicare Part A and Part B – regardless of whether or not you have enrolled in or received Medicare Part A and Part B benefits.

- Blood or blood plasma.<sup>1</sup>
- Medication you receive in a hospital or outpatient surgical center.<sup>1, 2</sup>
- Medication you receive while you are a patient in a skilled nursing facility or similar institution when medications provided by those institutions are covered by a medical plan, including Medicare.<sup>1, 2</sup>
- Prescriptions refilled in excess of the number of times the doctor specified or any refill dispensed after one year from the doctor's original order.
- Mifeprex, for termination of intrauterine pregnancy.
- Over-the-counter (OTC) medications and their equivalents available by prescription (except insulin, diabetic supplies and products included in the Affordable Care Act).
- Ostomy supplies.

## ***Filing Prescription Claims***

If you use a participating retail pharmacy or mail order, you do not have to file claims. You need to show your ID card when you use a participating retail pharmacy.

If you use a non-participating retail pharmacy, you need to submit claims to Express Scripts.

If your claim is denied, you have a right to appeal. See the "If a Benefit Is Denied" section for information on filing an appeal.

## **Claims for Compound Medications**

There are two ways to submit claims for compound medications:

- Take the prescription to a participating retail pharmacy, and ask the pharmacist to submit the claim directly to Express Scripts so that you only need to make your copay at the time of service. If you use mail order, no claims need to be submitted. Please note, however, that mail-order pharmacies can fill only certain prescriptions for compound medications. Contact Express Scripts to determine which medications can be filled.

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<sup>1</sup> May be covered under the Verizon Medical Plan. Claims should be submitted to the appropriate claims administrator.

<sup>2</sup> Medications administered while you are an inpatient at a hospital, skilled nursing care facility or similar facility generally are covered under your medical option – not the prescription drug program. However, prescriptions filled at a pharmacy associated with a personal care facility, such as a nursing home, are covered under the prescription program. Benefits are based on whether the retail pharmacy is a participating or non-participating pharmacy.

- If you paid the entire cost of your compound medication, you will need to submit a claim form to Express Scripts to receive reimbursement.

You must send in your pharmacy receipt, as well as a list of all the ingredients in the medication and each ingredient's National Drug Code (NDC), which your pharmacist can provide. (See the claim form for details.)

If you submit a claim, you will be responsible for any cost differences between what the pharmacy charges and what the Plan allows for reimbursement.

If your claim is denied, you have a right to appeal. See the "If a Benefit Is Denied" section for information on filing an appeal.

# Coordination of Benefits

## ***How Coordination Works***

If you or your eligible dependent is covered by more than one medical plan, special rules apply for determining who pays benefits first (the primary plan) and how benefits are determined when another plan is secondary (pays benefits after the primary plan). This section describes these rules.

The coordination of benefits (COB) feature eliminates duplicate payments for the same service when you or your dependents are covered by more than one medical plan. When benefits coordinate, one plan will pay benefits first (the primary plan), another second (the secondary plan), and so on. This section generally does not apply to benefits payable under the prescription drug program.

When the Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates, a component of Verizon Plan 550, (the Plan) is primary, it pays benefits up to the limits described in this SPD. When the Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates is secondary, the claims administrator for this Plan subtracts the primary plan's payment from the actual amount charged. The Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates' secondary payment and the primary plan's payment, added together, never will exceed the amount of actual charges (100 percent). (Under the Managed Care Network [MCN] or MEP Preferred Provider Organization [PPO], benefits for covered services or supplies received on an in-network basis or from a PPO provider will not exceed the applicable network negotiated fee [NNF].)

The Verizon claims administrator pays the lesser of what they would have paid if the Plan was primary, or the difference between the actual charge and amount paid by the primary plan. If you have coverage through a Health Maintenance Organization (HMO), the reasonable cash value of each service provided under the HMO will be deemed the benefit paid for purposes of the coordination of benefits provisions of the Plan.

## ***Priority of Payment***

Under the Plan's COB provisions, the order of payment is as follows:

- A plan that covers a patient as an active, inactive or former employee pays before a plan that covers the patient as a dependent.
- For a dependent child, Verizon uses the "birthday rule." This means that if a child is covered by both parents' group medical coverage, the parent whose birthday falls first during the calendar year pays benefits first. So, if the mother's birthday is April 27 and the father's birthday is October 23, the mother's plan pays benefits first. (The parent's age has no effect on whose plan pays benefits first.) If, however, the plan covering the parent who is not a Plan participant does not use the birthday rule, then that plan (not this Plan) pays benefits first.
- In the case of a divorce or separation, the plan of the parent with court-ordered financial responsibility for the dependent child pays benefits for the child first. If there is no court order establishing financial responsibility or if both parents have joint legal custody, the plan of the parent with physical custody of the child pays first. If the court order provides they have joint physical custody, the birthday rule will apply.

**Note:** If both parents elect coverage under a Verizon-sponsored medical plan, their child can be covered under only one parent's Plan.

When the above rules do not establish an order of benefit determination, the plan that covers the person as an active employee is the primary plan and the plan that covers the person as an inactive or former employee is the secondary plan. If this rule does not establish an order of benefit determination, the plan that has covered the person for the longer period of time is the primary plan and the plan that has covered the person for the shorter period of time is the secondary plan.

A plan that does not have a COB feature is considered the primary plan.

## **For Those Eligible for Medicare**

For covered persons eligible for or entitled to Medicare, the Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates automatically is considered the primary plan and Medicare is secondary with respect to the following persons entitled to Medicare:

- A covered person who is eligible for or entitled to Medicare because of end-stage renal disease. In this case, Medicare will be the secondary plan and the Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates will be primary for the first 30 months of Medicare entitlement. After the first 30 months of Medicare eligibility because of end-stage renal disease, Medicare will become the primary plan and the Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates will become secondary.
- For Medicare entitlement due to age for active employees and their spouses.
- For Medicare entitlement due to disability for employees (with coverage under the Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates due to current employment status) and their family members.

For all other persons eligible for or entitled to Medicare, Medicare is primary and the Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates is the secondary plan. Benefits are coordinated as follows:

- The Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates determines the benefit amount it would pay if there were no other coverage, and then subtracts any benefits payable under Medicare.
- The Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates takes into account the benefits you are (or would be) eligible to receive from both Medicare Parts A and B – whether or not you are enrolled in Part B. **So, it is important to enroll in Part B when you first become eligible.**

A note about Medicare Part C and Medicare Part D:

- Medicare Part C allows for Medicare Advantage plans, which are alternative systems of health care that combine delivery of care and payment to promote cost-effective health care. Verizon only offers Medicare Advantage plans to individuals who have terminated or retired from Verizon and their dependents. At Verizon's discretion, Medicare Advantage plans may not be offered at all. A monthly premium may apply.



- Medicare Part D provides prescription drug coverage. Before enrolling in Medicare Part D, you should consider whether or not it will provide you with additional value, when combined with Verizon's prescription drug plan coverage. The Verizon prescription coverage described in this SPD is, on average, at least as good as the standard Medicare prescription drug coverage. Accordingly, if you maintain enrollment in this Verizon prescription drug coverage, you will not need to pay extra if you later decide to enroll in a Medicare prescription drug plan (PDP). A monthly premium generally applies (unless you are a low income individual as defined by the Centers for Medicare and Medicaid Services [CMS]). You will receive a notice at least annually that explains the creditable status of your prescription drug coverage. Upon retirement, if you are eligible for retiree prescription drug coverage, you may be eligible to enroll in a Medicare Part D plan sponsored by Verizon (often referred to as an employer group waiver plan plus wrap).

For more information about Medicare, contact the Social Security Administration or the Verizon Benefits Center.

### ***Subrogation and Third-Party Reimbursement***

If you recover any charges for covered expenses from a third party (for example, as a result of a lawsuit from an automobile accident), the Plan's provision for subrogation and reimbursement takes effect. Under these procedures, the claims administrator's subrogation vendor tries to recover money that has been paid (or should be paid) on behalf of a third party (the other driver, in this example) whose negligence or wrongful actions caused illness or injury to a Plan participant. In this example of a car accident, should the Plan provide benefits because of your accident, the Plan has the right to recover the amount of those benefits from the negligent person or by obtaining a reimbursement from that person's insurance company – or from you if settlement amounts have been paid to you by the negligent person or his or her insurer.

If you are a covered person under a self-insured Plan option, you can contact the subrogation vendor directly with questions. If you are a covered person under an insured Plan option, you can contact the claims administrator with questions.

The subrogation and reimbursement provisions also mean that if you make a liability claim against a third party after you have received benefits from the Plan, you must include the amount of those benefits as part of the damages you claim. If the claim proceeds to a settlement or judgment in your favor, you must reimburse the Plan for the benefits you received. You and your dependents must grant a lien to the Plan and you and your dependents must assign to the Plan any benefits received under any insurance policies or other coverages. As a condition of eligibility for benefits, you and your dependents must agree to cooperate with the claims administrator's subrogation vendor in carrying out the Plan's subrogation and reimbursement rights. Cooperation means you must respond promptly and fully with inquiries from the claims administrator's subrogation vendor and take what action the claims administrator's subrogation vendor requests to help recover the value of benefits provided under the Plan. If you don't, any amounts which could have been recovered through subrogation may be deducted from future Plan payments. In any case, Verizon will require payment from you only for amounts recovered that are net of your legal costs related to the action.

The covered person must sign any documents requested by the Plan to enable the Plan to exercise its rights under this provision.

The Plan is not responsible for your legal costs.

## ***Right of Recovery***

If, for any reason, the Plan pays a benefit that is larger than the amount allowed, the claims administrator has a right to recover the excess amount from the person or agency who received it. The person receiving benefits must produce any instruments or papers necessary to ensure this right of recovery.

## Health Maintenance Organizations (HMOs)

As an alternative to the MCN and MEP-PPO options, you may elect to join an HMO. The HMOs available to you will vary depending on where you live. Some HMOs offer programs for people eligible for Medicare; others do not. Your enrollment materials will explain which HMOs (if any) are open to you. If you are eligible for retiree health care coverage, you will not be eligible to elect an HMO unless you are enrolled in such HMO at the time of retirement (and it remains available).

### ***How HMOs Typically Work***

When you join an HMO, all your care generally must be provided through the HMO's network of doctors and hospitals in order to be covered.

In general, HMOs cover routine physicals, annual gynecological exams and immunizations. HMOs also cover your medical expenses when you're sick or injured.

Every HMO has its own coverage provisions. If you are thinking of joining an HMO (or already have joined), you should access the BenefitsConnection website or contact the HMO directly to get full information about the HMO's coverage provisions. Upon request, you will receive written materials describing the services provided by the HMO, the conditions for eligibility to receive those services, the circumstances under which services may be denied, the procedures to be followed in obtaining covered services, and the procedures for review of claims for services that are denied in whole or in part.

The remainder of this section describes some typical features of most HMOs.

### **Be Sure Your Dependents Are Eligible for HMO Coverage**

The eligibility rules for an HMO may differ from the general rules that apply to the Plan. **If so, the HMO's eligibility rules will override the general rules.** Because of this, if you have dependents you want to cover, be sure to check with the HMO to make sure they will be eligible for coverage under the HMO's rules.

**Sponsored Dependents:** If you are considering moving a Sponsored Dependent from one HMO to another at annual enrollment, be sure to check with the new HMO regarding their rules for eligible dependents. If a Sponsored Dependent enrolled in an HMO changes to another Verizon-sponsored plan, you will not be able to enroll the Sponsored Dependent in an HMO at a later date. Contact the Verizon Benefits Center for additional information and eligibility restrictions.

### **Choosing a Primary Care Physician (PCP)**

When you join an HMO, you'll typically need to choose a PCP from the HMO's network of doctors. Your PCP will be your primary doctor – the physician who coordinates all your care and guides you through the HMO's services and network.

### **Procedures for Receiving Care**

In most HMOs, your care is covered only if it is provided by your PCP or with a referral from your PCP. Because of this, the first thing you should do when you need care is contact your PCP. Your PCP then will decide whether to treat you or to refer you to other doctors or medical facilities within the Plan's network.

## **Patient Protections Disclosure**

HMOs generally require the designation of a primary care physician (PCP). You have the right to designate any PCP who participates in the HMO network and who is available to accept you or your family members. Until you make this designation, it is possible that your HMO may designate one for you. For information on how to select a primary care provider, and for a list of the participating primary care providers, please contact the HMO directly. You may obtain contact information for your HMO by calling the Verizon Benefits Center at 1-855-4VzBens.

For children, you may designate a pediatrician as the PCP.

You do not need prior authorization from the HMO or from any other person (including a PCP) in order to obtain access to obstetrical or gynecological care from a health care professional in the HMO network who specializes in obstetrics or gynecology. The health care professional, however, may be required to comply with certain procedures, including obtaining prior authorization for certain services, following a pre-approved treatment plan, or procedures for making referrals. For a list of participating health care professionals who specialize in obstetrics or gynecology, contact your HMO.

## **Emergencies**

Most HMOs do not require you to contact your PCP first when you need care in a serious medical emergency. (You may need to contact your PCP if you need urgent care, however.) You should check with your HMO for complete details on emergency coverage.

## **Your Costs**

Generally, all you pay for care in an HMO is a copay of \$20 per visit for your PCP and \$25 for a specialist (no more than \$75 for an emergency room visit, which is waived if admitted) each time you receive care. However, there is a \$150 per admission hospital copay. Most other services are covered at 100 percent by the HMO. Typically, you will not receive any bills for care and all claims will be handled directly by the HMO.

## **Prescription Drug Coverage for HMOs**

Prescription drug coverage for most bargained-for HMOs is provided by Express Scripts – instead of by the HMOs. The Health Plan Comparison Charts you receive at the time you choose your health plan option will indicate whether or not Express Scripts is your prescription drug provider.

## **The Express Scripts Prescription Drug Program**

The Express Scripts prescription drug program is the same as that for the MCN and MEP-PPO options. See the “Prescription Drug Program for the MCN and MEP-PPO Options” section for details of the program.

## ***Changes to HMO Options***

The HMO benefits design, administrators and service areas may change from time to time. However, any changes will be made in correspondence with the annual enrollment period. Review your Health Plan Comparison Charts you receive during annual enrollment for any Plan changes. For details regarding your HMO benefits and cost sharing, contact the Verizon Benefits Center or your HMO directly and request a summary of coverage/insurance. This document will be provided to you free of charge upon request.

If an HMO option is terminated and you are enrolled in such HMO and you fail to elect another available medical option within the time and manner specified by Verizon, you will be defaulted into the MCN option with the coverage level you elected before the HMO option was terminated.

## National EPO Mid-Atlantic Option

With the EPO option, when you receive in-network care from participating providers, you pay no deductible; your cost for in-network medical care consists of a fixed copay, depending on the type of service provided. On the other hand, generally, if you receive care from out-of-network providers, your expenses are not covered.

### ***Additional Eligibility Provisions***

You cannot enroll in the EPO option after October 19, 2012. If you are enrolled in the EPO option on October 19, 2012, you can continue to be covered under the EPO provided that you remain continuously eligible for the Medical Plan and remain enrolled in the EPO option. If you change to another medical option at any time after October 19, 2012 and are no longer enrolled in the EPO option, you will no longer be eligible to re-enroll in the EPO option.

For details regarding the benefits provided, including cost sharing, contact the Verizon Benefits Center for a copy of the EPO summary of coverage. In addition, you should know that the following copay amounts will apply for in-network care:

- Copay for an office visit to a primary care provider (including OB-GYN) will be no greater than \$20.
- Copay for a specialist office visit will be no greater than \$25.
- Copay for an emergency room visit will be no more than \$75.
- Copay for inpatient hospital admissions will be no more than \$150.

### ***Additional Details About Your Benefits***

For details regarding your EPO benefits and cost sharing, contact the Verizon Benefits Center or your EPO claims administrator directly and request a summary of coverage/insurance. This document will be provided to you free of charge upon request.

# Health Reimbursement Account (HRA)

Effective January 1, 2013, the Company is establishing a Health Reimbursement Account (HRA), within the meaning of IRS Notice 2002-45 and related guidance, for each eligible full-time employee and each eligible part-time employee working 17 hours or more per week, who has at least three months of net credited service and who is eligible for medical coverage under the Plan.

The amount that Verizon credits to an HRA can be used to help pay eligible medical expenses you or your eligible dependents incur, if those expenses are not reimbursed by another health care plan or program. Your HRA is governed by IRS guidance that details who is eligible to use the account and what expenses are eligible for reimbursement.

Overall, the HRA is merely a bookkeeping account on Verizon's records. It is considered a notional account and is not funded.

## Eligibility for the HRA

The following chart describes when you are eligible for a one-time company-sponsored credit to an HRA. You do not need to enroll in Verizon medical coverage to receive an HRA credit. However, if you were first hired after January 1, 2013, you will not be eligible for an HRA.

As of January 1, 2013 if an Associate Is:	Then:
Regular full-time or part-time with less than 3 months of net credited service	Not eligible for HRA
Regular full-time with at least 3 months of net credited service	One-time \$850 credit to HRA
Regular part-time (working at least 17 hours per week as of January 1, 2013) with at least 3 months of net credited service	One-time \$425 credit to HRA
Regular part-time with at least 3 months of net credited service but working less than 17 hours per week	Not eligible for HRA
Hired after January 1, 2013	Not eligible for HRA

## HRA Credits

The Company will allocate a one-time credit of \$850 to an HRA for each eligible full-time employee and a one-time credit of \$425 to an HRA for each eligible part-time employee working at least 17 hours per week. You can use this credit to reimburse yourself for eligible medical expenses.

Credits will be determined and allocated to an HRA by Verizon in the amount and at the time described in this SPD and will be reduced by the amount of any eligible medical expenses for which you are reimbursed under your HRA. At any time, you may receive reimbursement for eligible medical expenses up to the amount in your HRA. You **may not** make any contributions to your HRA.

## ***Eligible Medical Expense Reimbursements From an HRA***

Eligible medical expenses as defined in Internal Revenue Code section 213(d) for you and your eligible IRS tax dependents may be reimbursed from your HRA. Eligible medical expenses must be incurred while you are a participant in an HRA. Only medical expenses that have not been or will not be reimbursed by any other source may be eligible medical expenses. You must first submit claims for medical expenses to the other medical plan(s) before submitting expenses to your HRA for reimbursement.

You can use your HRA for eligible expenses you pay such as copays, deductibles and your share of costs for prescription medications and medical supplies. If you purchase over-the-counter drugs and medicines (other than insulin), you will need a prescription from your health care provider to claim reimbursement from your HRA. To view a complete list of eligible expenses, go to the BenefitsConnection website at [www.verizon.com/benefitsconnection](http://www.verizon.com/benefitsconnection) and select *Spending Accounts*, navigate to *Tools and Resources* on the *Spending Accounts* main page, then select the List of Eligible Health Care Spending Account Expenses from the drop down menu.

You cannot use your HRA to reimburse yourself for any premium or contribution toward the cost for your medical coverage under the Verizon medical plan or any other plan.

Eligible medical expenses are “incurred” when the medical care is provided, not when you are billed, charged or pay for the expense.

## **Expense Reimbursement and Your Dependents**

For purposes of reimbursement of eligible expenses from your HRA, an eligible dependent generally is your spouse or an individual who satisfies the definition of IRS tax dependent, such as a child.

## ***Using Your HRA***

### **Accessing the Funds in Your HRA**

You may use the **VISA** debit card, provided to you, at authorized merchants and service providers that will automatically debit your HRA for eligible expenses. If you elect to contribute to a Health Care Spending Account (HCSA) with Verizon for 2013, you will receive one debit card to be used for both your HCSA and your HRA. You can also pay for expenses out of pocket and then submit claims for reimbursement online or via mail or fax.

### **Filing a Claim for Reimbursement**

As you incur eligible medical expenses, you can submit claims for reimbursement from your HRA. You have until March 31 of the next calendar year to submit claims for the current plan year’s expenses – those incurred January 1, 2013 – December 31, 2013.

**How to Submit Claims Online.** From the BenefitsConnection website, select *Spending Accounts*, then *Submit New Claim* from the *I Want To* section to enter your claim information and upload your documentation online. Follow these steps to submit your claim online:

- Fill in all the information requested on the online form. Scan receipts and other supporting documentation by selecting Submit Claim/Card Receipt.



- Your supporting documentation may be an itemized bill, receipt or Explanation of Benefits (EOBs) that contains: date of service, description of service, provider name, cost, and name of person receiving care. You may be able to download copies of your EOBs from your insurance company's website.
- Most claims are processed within one or two business days and payments are sent shortly thereafter.

**How to Submit Paper Claims.** From the BenefitsConnection website, click on *Spending Accounts*, then, navigate to *Tools and Resources* on the *Spending Accounts* main page, select the claim form from the drop down menu. Follow the instructions for submission.

**Substantiation of Expenses/Supporting Documentation.** Save all itemized receipts for eligible health care expenses. If you submit a claim online, via fax or by mail, you will be required to provide documentation to validate your eligible expenses. Itemized receipts must include:

- Date of service/purchase;
- Type of service or product name;
- Amount paid; and
- Name of person, provider or organization providing the service or product.

While most debit card transactions can be automatically substantiated, some debit card transactions do require documentation to validate that the purchase is for an eligible health care expense.

**Reimbursement via Direct Deposit.** From the BenefitsConnection website, click on *Spending Accounts*, then select *Manage Direct Deposit* to have your HRA reimbursement deposited directly into your checking or savings account.

**If You Have a Health Care Spending Account (HCSA) in Addition to Your HRA.** Beginning with any amounts you contribute to your HCSA for 2013, your HCSA balance must be exhausted each year prior to claims being reimbursed from the HRA. This is because your unused HRA balance can carry over from year to year. However, per the IRS use it or lose it rule, any unused funds in your HCSA at the end of the plan year (calendar year) will be forfeited. However, you have until May 31 of the following calendar year to submit your HCSA claims. If you are enrolled in the HCSA as of December 31 of the current plan year, you will have an additional 2½-month grace period to incur eligible expenses and apply these to your prior year balance.

## ***Unused HRA Credits***

If there is a positive balance in your HRA after the 2013 plan year and you remain an eligible participant, you may continue to incur claims and receive reimbursement until your HRA balance is zero.

## ***When HRA Participation Ends***

Your HRA participation ends when you exhaust your HRA account balance.

If you are on a leave of absence, you will participate and receive reimbursements from your HRA in the same manner as an associate who is not on a leave of absence.

## ***Forfeiture of Your HRA Account Balance***

### **Termination of Employment**

If you terminate employment for any reason other than retirement (as defined under the Verizon Pension Plan), claims incurred after the date of termination will not be eligible for reimbursement. Claims incurred before termination but not paid shall be eligible for reimbursement for three months following your date of termination. Any remaining balance after the run-off period will be forfeited unless you elect continued coverage under COBRA.

### **Your Death**

If you die, the remaining balance in your HRA may be used to reimburse claims incurred before your death for you and your IRS tax dependents' eligible medical expenses. Claims incurred before your death but not paid will be eligible for reimbursement for three months following your date of death. Any remaining balance after the run-off period will be forfeited, unless your dependents elect continued coverage under COBRA.

## Other Benefits

The benefits described in this section are provided without regard to the medical option you choose. Eligibility rules are described below.

### ***The Employee Assistance Program Through Anthem***

The Employee Assistance Program (EAP) is a professional and confidential program to help you resolve personal problems before they negatively affect your health, relationships with others or job performance. EAP services include telephonic counseling, face-to-face counseling and educational information, including referrals to community services.

The EAP is offered at no cost to you and your eligible dependents.

### **Eligibility**

You and family members living in your home (including a same-sex domestic partner and his or her children) are eligible to use the EAP automatically on your first day of work, regardless of which medical option you enroll in, or if you elect no medical coverage.

### **Change in Employment Status**

If your employment status changes from associate to management, you and your eligible dependents will remain eligible for the EAP under the management medical plan.

### **Termination of Coverage**

You and your dependents no longer are eligible for the EAP when your employment terminates unless you elect to continue medical benefits under the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA).

### **Accessing Services**

If you or your dependents want to use EAP services, call Anthem's toll-free telephone number at any time, seven days a week. You also can access the EAP via the Web at [www.anthem.com/eap/verizon](http://www.anthem.com/eap/verizon).

### **EAP Services**

Services provided by the EAP include:

- ***Assistance With Personal, Family and Work Issues.*** When you call the EAP, you will speak with an experienced and specially trained counselor who will assist you in getting the help you need. EAP counseling is confidential. Depending on your situation, the counselor may suggest additional face-to-face sessions with a counselor in your community to help you reach your goals. Your EAP provides up to five counseling sessions during a calendar year for each household member. (All household members receive up to five visits for each specific problem per year. If any household member has a second new problem, he or she will receive an additional five visits.) If you and your counselor decide that you require additional professional help, the counselor will assist you in obtaining care through your Medical Plan or other community resources.

- **Consultative and Critical Incident Services.** The EAP offers support to managers, Union representatives, and coworkers who want to offer employees a way to resolve personal problems before they have a negative impact at work.

The EAP also is available (telephonically and on-site) to assist managers and employees during and after a traumatic workplace event. Workplace trauma is any critical incident experienced by personnel, producing intense emotional reactions that have the potential to interfere with job functions.

Some examples of critical incidents include:

- Violent or catastrophic events (shooting, assaults, accidents, natural disasters, terrorist or hostage acts).
  - The serious injury, illness or death of an employee.
  - Any distressing occurrence attracting unusual media attention.
- **Financial Counseling.** You and your eligible dependents can receive a referral from the EAP for financial counseling.

### ***EAP Services Not Provided***

The EAP does not provide the following services:

- Counseling required by any state or federal judicial office or other governmental agency mandating that an individual undergo counseling.
- Evaluations or recommendations to be used in child custody or abuse proceedings, criminal proceedings, Workers' Compensation proceedings or legal actions of any kind.
- The EAP counselor will not have the authority to release an employee from work for any reason or to make recommendations regarding an employee's "fitness for duty."

### ***Reimbursement of Medicare Premiums***

Medicare Part B reimbursement is available to employees and eligible dependents with end-stage renal disease after the first 30 months of Medicare coverage. Contact the Verizon Benefits Center for more information.

### ***Laser Vision Correction (LASIK) Discount***

If you enroll in a medical coverage option, you and your covered dependents will have access to a discounted LASIK network through the Vision Plan. You pay the full cost of any service, but you'll be charged a reduced rate. For additional information, contact the Vision Plan claims administrator directly. Amounts paid by an individual for LASIK services do not count against the Medical Plan deductibles or out-of-pocket expense maximums.

# Continuing Coverage If Eligibility Ends

Generally, your coverage or a dependent's coverage will end when your eligibility or your dependent's eligibility for the Plan ends. In some circumstances, however, coverage can be continued after eligibility ends.

## Important Note

If you have questions about the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA) or wish to enroll, contact the Verizon Benefits Center. You can access COBRA information via the BenefitsConnection website.

You can also call your COBRA administrator via the Verizon Benefits Center..

## *Continuation of Coverage Under COBRA*

The Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA) and its subsequent amendments provide special rules that allow you and your eligible dependents (qualified beneficiaries) to continue coverage for a period of time after coverage otherwise would end. (Special COBRA rules would apply if Verizon were ever to become bankrupt. For more information, contact the Plan administrator.)

Eligible dependents include your spouse (or same-sex domestic partner) and children covered at the time coverage would otherwise end. (Note that same-sex domestic partners are not included under COBRA rules, but Verizon has chosen to extend COBRA-like coverage to same-sex domestic partners and children of same-sex domestic partners in the same manner as an eligible covered spouse and children.) Sponsored Dependents and Grandfathered Class II Dependents who are not your children are not eligible for continuation of coverage. Also, if you have or adopt a child or if a child is placed with you for adoption during the continuation period, you can add coverage for that child who then will become a qualified beneficiary. During the continuation period, you or your dependent must pay the full cost for the coverage on an after-tax basis, plus a two percent administrative fee, or 150 percent of the Company's cost during the 11-month period for which you have coverage because you (or your eligible dependent) are disabled.

Coverage continuation is available in the following situations:

- **If your coverage ends because of termination of employment (except for gross misconduct) or retirement (including disability retirement) or because of a reduction in your work hours**, you and your covered dependents can continue coverage for up to 18 months from the day coverage otherwise would end. In addition, if you continue coverage and have or adopt a child or a child is placed with you for adoption during the COBRA continuation period, you can add coverage for that child, with coverage beginning immediately and lasting up to the end of your original 18-month coverage period.

If a dependent who is continuing coverage otherwise would become ineligible for coverage during the original 18-month coverage period because of your death, divorce or legal separation or the loss of dependent status, that dependent may elect to continue coverage for up to **36 months from the day coverage originally would have ended**.

These 18- and 36-month periods will run concurrent with (not in addition to) any period of continuation coverage provided through the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA).

If you or a covered dependent who is continuing coverage becomes totally disabled during the first 60 days of the COBRA continuation period (or, for a totally disabled child born to, adopted or placed for adoption with a covered employee during the COBRA continuation period, during the first 60 days after the birth, adoption or placement of the child) a special rule applies. If the Social Security Administration determines that you or your enrolled dependent is disabled within the first 60 days of COBRA continuation coverage and the qualified beneficiary notifies the Company within 60 days of the Social Security Administration's determination and within the first 18 months of COBRA continuation coverage, coverage can be continued for you or your covered dependent for up to a total of **29 months from the date coverage originally otherwise would have ended.**

If the disabled person is among those electing continuation coverage, the cost for the additional 11 months of coverage will equal 150 percent of the cost to provide the coverage. If the disabled individual is not among those electing continuation coverage, those who elect continuation coverage will pay for the entire 29-month period at 102 percent of the cost to the Plan.

- **If your covered spouse (or same-sex domestic partner) or dependent child becomes ineligible for coverage** under the Plan because you legally become separated or divorced, your same-sex domestic partner relationship ends or you die, your spouse (or same-sex domestic partner) or children will have the opportunity to continue coverage for up to **36 months from the date coverage otherwise would have ended.**
- **If your covered dependent child becomes ineligible for coverage** under the Plan because of that child's age, loss of student status or marriage, your dependent child can continue Verizon coverage for up to **36 months from the date coverage otherwise would have ended.**
- **If your dependents lose coverage** under the Plan because, while you are an active employee, you elect to be covered by Medicare, your dependents can continue coverage for up to **36 months from the date coverage otherwise would have ended.**

**Note:** If the Company's health care coverage changes during the period that you, your spouse or your dependents are continuing coverage, the changes apply to your COBRA coverage and are applicable under your medical option.

## Notification Requirements

To be eligible for COBRA continuation coverage (for yourself or a dependent), you must notify the Verizon Benefits Center within 60 days from the later of the date of the event that causes you or your dependent to lose coverage or the date coverage ends. You also have 60 days to make your decision as to whether you will elect continued coverage. This 60-day period begins on the later of the date that coverage ends or the date the written notice of the right to continue coverage is provided to you (or your dependent). If you elect continued coverage, that coverage will be effective on the date your prior coverage ended. If you fail to elect continued coverage within the applicable time frame, you will lose the opportunity to continue coverage under COBRA.

If you are terminated or lose coverage because of a reduction in work hours, you'll receive additional information from Verizon about your opportunity to continue coverage under COBRA. It's your responsibility, however, to notify Verizon **within 60 days** when a spouse or dependent child becomes ineligible for coverage, so he or she can receive information about continued coverage opportunities.

## **Paying for Your Continued Coverage**

You have 45 days from the date of your election to continue coverage under COBRA to make your first payment. The first payment will include payment for your coverage prior to the date of your election. Payments will be due regularly thereafter. If you fail to make a required payment, your coverage will end 30 days after the required payment was due but not paid.

## **How Continued Coverage Could End**

Continued coverage will end for you or your dependents on the date the earliest of these situations occurs:

- The period of continued coverage expires.
- The Plan is terminated by the Company.
- You do not make the required monthly payments on a timely basis.
- You or a dependent becomes eligible for coverage under another group medical plan (for example, a new employer) after electing COBRA, unless the new plan has a pre-existing condition limitation or exclusion that applies to you or your dependent. If a pre-existing condition exclusion applies, this Plan will be primary as to the excluded condition only and will be the secondary plan to all other coverage.
- You or a dependent becomes entitled to Medicare after electing COBRA.
- You or a dependent ceases to be disabled during the special 11-month extension for a disabled individual.

## **If You Have Questions**

If you have questions about COBRA or wish to enroll, contact the Verizon Benefits Center. You can access COBRA information via the BenefitsConnection website. You can also call your COBRA administrator via the Verizon Benefits Center.

## **Additional Information**

### ***Claims and Appeals Procedures***

The authority and discretion to designate each of the claims and appeals administrators is granted to the Verizon Employee Benefits Committee (VEBC) and the Verizon Claims Review Committee (VCRC), and to the individuals who chair each of these committees.

At the time of publication of this summary plan description (SPD), there are several different claims and appeals administrators for the Plan. The VEBC or the VCRC may change these designations at any time.

There are two types of claims: eligibility claims and benefit claims. See “If a Benefit Is Denied” later in this section for more information.

### **Claims Regarding Eligibility to Participate in the Plan**

At this time, for eligibility-related claims, the claims and appeals administrator is the VCRC.

Eligibility claims should be directed to the Verizon Claims Review Unit at:

Verizon Claims Review Unit  
PO Box 8998  
Norfolk, VA 23501-8998

Eligibility appeals should be directed to the Verizon Claims Review Committee c/o the Verizon Claims Review Unit at:

Verizon Benefits Center  
Attn: Verizon Claims Review}  
PO Box 8998  
Norfolk, VA 23501-8998

The Verizon Benefits Center works under the direction of the VCRC, which has discretionary authority to determine claims and appeals related to eligibility and enrollment in the Plan.



## Claims Regarding Scope/Amount of Benefits Under the Plan

At this time, for benefit-related claims, the VCRC has delegated its authority to finally determine claims to the health plans. The following table lists the claims and appeals administrators who have discretionary authority to decide claims and appeals for Plan benefits (not including Health Maintenance Organizations [HMOs]):

Coverage	Claims and Appeals Administrators
<b>Managed Care Network (MCN) Option</b> (for hospital, surgical and medical benefits)	Anthem Blue Cross and Blue Shield
<b>MEP Preferred Provider Organization (MEP-PPO) Option</b> (for hospital, surgical and medical benefits)	Anthem Blue Cross and Blue Shield
<b>Prescription Drug Program</b>	Express Scripts

If you choose an HMO, your HMO will handle claims and appeals related to benefits provided through the HMO. If your HMO prescription drug program is “carved out” and administered by Express Scripts, Express Scripts will handle your prescription drug claims and appeals. The vast majority of HMOs have accepted the responsibility of being the claims fiduciary. If your HMO has not, you will be notified in your claim denial notice, which will indicate that you should appeal to the VCRC. In such an instance, the VCRC will be the claims and appeals fiduciary (i.e., final decision-maker at the appeal level) for your benefit-related claim or appeal.

The addresses of the claims and appeals administrators for the Plan are listed above. If you have a claim or appeal, you should contact the appropriate claims and appeals administrator for the type of claim or appeal you have.

The claims and appeals administrators have discretionary authority to:

- Interpret the Plan based on its provisions and applicable law and make factual determinations about claims arising under the Plan.
- Determine whether a claimant is eligible for benefits.
- Decide the amount, form and timing of benefits.
- Resolve any other matter under the Plan that is raised by a participant or a beneficiary, or that is identified by either the claims or appeals administrator.

The claims and appeals administrators have discretionary authority to decide claims under the Plan and review and resolve any appeal of a denied claim. In case of an appeal, the claims and appeals administrators’ decisions are final and binding on all parties to the full extent permitted under applicable law, unless the participant or a beneficiary later proves that a claims and appeals administrator’s decision was an abuse of administrator discretion.

## If a Benefit Is Denied

The following chart applies to **medical and prescription drug** claims:

Disagreements about benefit eligibility or benefit amounts can arise. If the Verizon Benefits Center is unable to resolve the disagreement, Verizon has formal appeal procedures in place for Employee Retirement Income Security Act of 1974 (ERISA) covered plans. You must request your benefits or file a claim within fifteen months of the receipt of service or onset of illness or injury, whichever is later, or your claim will be denied.

The claims and appeals procedures are slightly different, depending on whether you have an “**eligibility**” claim or a “**benefit**” claim. An **eligibility** claim is a claim to participate in a plan or plan option or to change an election to participate during the year. A **benefit** claim is a claim for a particular benefit under a plan.<sup>1</sup> It typically will include your initial request for benefits.

Note: If you are enrolled in a fully-insured medical option, such as an HMO, the procedures may vary slightly from this summary. Upon request, the insurer will notify you of its specific process.

Benefit claims and appeals are divided into four categories:

- **Post-service**  
A claim for reimbursement of services already received. This is the most common type of claim.
- **Pre-service**  
A claim for a benefit for which prior authorization is required by the Plan.
- **Concurrent care**  
A claim for ongoing treatment over a period of time or a number of additional treatments that have been approved.
- **Urgent care**  
A claim for medical care or treatment that, if the longer time frames for non-urgent care were applied, the delay: (1) could seriously jeopardize the health of the claimant or his or her ability to regain maximum function; or (2) in the opinion of a physician with knowledge of the claimant’s medical condition, would subject the claimant to severe pain that could not be managed without care or treatment that is the subject of the claim.

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<sup>1</sup> A benefit claim includes a rescission (i.e., retroactive termination) of coverage.

Under the Affordable Care Act, medical benefit claims (not eligibility claims<sup>2</sup>) offered under a non-grandfathered health plan and first filed on or after January 1, 2013 are eligible for an external review (Step 3 of the claims and appeals process) by an independent review organization (IRO). To be eligible for the external review, the medical benefit claim must involve medical judgment<sup>3</sup> excluding claims that involve only contractual or legal interpretation without any use of medical judgment as determined by the external reviewer. You will be provided with information regarding this new external review if you receive a final internal adverse benefit determination (i.e., your claim is denied after completing Step 2 of the claims and appeals process). You cannot request an external review unless you have exhausted the internal claims and appeals process and receive a final adverse benefit determination.

Following is a summary of the claims and appeals procedure that generally applies to all Verizon non-grandfathered medical plan options. The claims administrator will be able to provide you with more details regarding this process specific to your medical or prescription drug plan option. The claims fiduciary must comply with this process or you may be entitled to argue that the process has been exhausted. If you believe that the claims fiduciary has violated this process, you may write to the Verizon Claims Unit or the claims administrator, and they must respond with an appropriate explanation within 10 days.

References to “you” refer to the claimant, including his or her authorized representative.

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<sup>2</sup> An eligibility claim is a claim to participate in a plan or plan option or to change an election to participate during the year. The only eligibility-type claim eligible for the IRO is a rescission.

<sup>3</sup> An adverse benefit determination is eligible for the external review if it involves medical judgment (i.e. the Plan’s requirements for medical necessity, health care setting, level of care, or effectiveness of a covered benefit or involves a determination that a treatment is experimental or investigational. It also includes rescissions (a retroactive termination of coverage).

General procedure	Post-service claim	Pre-service claim	Concurrent care claim	Urgent care claim
<b>Internal Claims (Internal Benefit Determination) – Step 1:</b>				
<p><b>How to file a claim</b></p> <p>To file an <b>eligibility claim</b>, request a Claim Initiation Form from the Verizon Benefits Center at 1-855-4VzBens (1-855-489-2367). You (or your authorized representative) must return the form to the address on the form.</p> <p>To file a <b>benefit claim</b>, you (or your authorized representative, including your provider) should write to the medical or prescription drug plan administrator (e.g., Anthem or Express Scripts) (the “claims administrator”). Refer to the “Claims and Appeals Administrators” section for claims administrator contact information.</p> <p>You must include:</p> <ul style="list-style-type: none"> <li>• A description of the benefits for which you are applying.</li> <li>• The reason(s) for the request.</li> <li>• Relevant documentation.</li> </ul>				<p>To file an urgent care claim, you should call the Verizon Benefits Center or your health plan. In addition, you must state that you are filing an urgent care claim.</p>
<p><b>What happens if you do not follow procedure</b></p> <p>If you misdirect your claim, but provide sufficient information to an individual who is responsible for benefits administration, you will be notified of the proper procedure within (<b>see columns to the right</b>) of receipt of the claim.</p>	<p>Not applicable. Response time frame does not begin until claim is properly filed.</p>	<p>5 days</p>	<p>Not applicable. Response time frame does not begin until claim is properly filed. If claim involves urgent care, 24 hours.</p>	<p>24 hours</p>

General procedure	Post-service claim	Pre-service claim	Concurrent care claim	Urgent care claim
<p><b>When you will be notified of the claim decision</b>            You will be notified of the decision within (<b>see columns to the right</b>) of the Verizon Claims Unit's or the claims administrator's receipt of your Claim Initiation Form or the health plan's receipt of your claim letter. If your claim is denied, it is referred to by ERISA as an adverse benefit determination.</p>	<p>30 days</p> <p>This period may be extended for 15 days. You will be notified within the initial 30-day period.</p>	<p>15 days</p> <p>This period may be extended for an additional 15 days. You will be notified within the initial 15-day period.</p>	<p>A time period sufficiently in advance of the reduction or termination of coverage to allow you to appeal and obtain a response to that appeal before your coverage is reduced or terminated.</p> <p>For concurrent care that is urgent, within 24 hours (provided that you submitted a claim at least 24 hours in advance of reduction or termination of coverage); otherwise, within 72 hours.</p>	<p>72 hours</p>

General procedure	Post-service claim	Pre-service claim	Concurrent care claim	Urgent care claim
<p><b>Failure to provide sufficient information procedure</b>            If you fail to provide sufficient information, the claim may be decided based on the information provided. If the Verizon Claims Unit or the claims administrator decides to request additional information before deciding the claim, you will be notified within <b>(see columns to the right)</b> that additional information is needed.</p> <p>If the administrator does not deny the claim based on lack of sufficient information, you will have <b>(see columns to the right)</b> from receipt of the notice to provide the additional information. Otherwise, the claim will be decided based on information originally provided.</p> <p>If you provide additional information, you will be notified of the decision by the Verizon Claims Unit or claims administrator within <b>(see columns to the right)</b>.</p>	<p>30 days</p> <p>45 days</p> <p>The time period remaining for the initial claim.</p>	<p>15 days</p> <p>45 days</p> <p>The time period remaining for the initial claim.</p>	<p>Decision will be based on information provided, unless the concurrent care claim involved urgent care; see urgent care time frame.</p>	<p>24 hours</p> <p>48 hours</p> <p>48 hours</p>

General procedure	Post-service claim	Pre-service claim	Concurrent care claim	Urgent care claim
<p><b>How you will be notified of the claim decision</b></p> <p>If your claim (benefit determination) is approved, the Verizon Claims Unit or the claims administrator will notify you in writing. For benefit claims, if this notification is provided in writing, it is commonly referred to as an explanation of benefits or EOB.</p> <p>If your claim is denied (adverse benefit determination), in whole or in part, the Verizon Claims Unit or the claims administrator will notify you in writing, except for urgent care. Your denial notice will contain:</p> <ul style="list-style-type: none"> <li>• The specific reason(s) for the denial.</li> <li>• The Plan provisions on which the denial was based.</li> <li>• Information sufficient to identify the claim involved (date of service, the health care provider, claim amount [if applicable], and upon request, the availability of the diagnosis and treatment codes and their corresponding meanings).</li> <li>• Any additional material or information you may need to submit to complete the claim.</li> <li>• Any internal procedures or clinical information on which the denial was based (or a statement that this information will be provided free of charge, upon request).</li> <li>• The Plan’s appeal procedures.</li> <li>• The availability of and contact information for any office of health insurance consumer assistance or ombudsman available to assist with the appeals process.</li> </ul> <p>Your notice will be written in a culturally and linguistically appropriate manner. Depending on where you live, you may be able to receive the denial notice in Spanish, Tagalong, Chinese or Navajo.</p> <p>In addition:</p> <ul style="list-style-type: none"> <li>• If the Verizon Benefits Center or the claims administrator relies on new evidence to deny your claim, you will be notified in advance, free of charge, with the rationale so that you can respond in advance of the final internal adverse benefit determination.</li> <li>• You have a right to review your claim file.</li> </ul>				<p>If your claim is denied, the Verizon Claims Unit or claims administrator will notify you by telephone. Within 3 days of the oral denial, you will receive a written denial notice, as explained under the general procedure. The denial notice also will explain the expedited review process.</p>
<p><b>Internal Appeals (Benefit Determinations on Review) -- Step 2:</b></p>				
<p><b>About appeals and the claims fiduciary</b></p> <p>Before you can bring any action at law or in equity to recover Plan benefits, you must exhaust this process. Specifically, you must file an appeal or appeals, as explained in this Step 2, and the appeal(s) must be finally decided by the claims fiduciary.</p> <p>The Verizon Claims Review Committee (VCRC) is the claims fiduciary for all Eligibility claims. The VCRC has delegated its authority to finally determine claims to the claims administrators for Benefit claims. The vast majority of claims administrators have accepted the responsibility of being the claims fiduciary. If the claims administrator has not, you will be notified in your claim denial notice, which will ask you to appeal with the VCRC.</p> <p>The claims fiduciary is authorized to finally determine appeals and interpret the terms of the Plan in its sole discretion. All decisions by the claims fiduciary are final and binding on all parties.</p>				

General procedure	Post-service claim	Pre-service claim	Concurrent care claim	Urgent care claim
<p><b>How to file an appeal</b>            If your claim is denied and you want to appeal it, you must file your appeal within <b>(see columns to the right)</b> from the date you receive notice of your denied claim (adverse benefit determination). You may request access, free of charge, to all documents relating to your appeal.</p> <p>You should write to the party identified in your claim denial notice (adverse benefit determination) and include:</p> <ul style="list-style-type: none"> <li>• A copy of your claim denial notice.</li> <li>• The reason(s) for the appeal.</li> <li>• Relevant documentation.</li> </ul>	180 days	180 days	180	180 days  You may orally file your appeal with the Verizon Claims Unit for eligibility – related claims or with the claims administrator (i.e., the claims and appeals fiduciary) for benefit-related claims. At the time your claim is denied, the Verizon Claims Unit or claims administrator, as applicable, will give you instructions about how to file your appeal. You must identify that you are appealing an urgent care claim.



General procedure	Post-service claim	Pre-service claim	Concurrent care claim	Urgent care claim
<p>The individual/committee (and any medical expert) reviewing your appeal will be independent from the individual/committee who reviewed your initial claim. In addition, if your appeal involves a medical judgment, the claims administrator will consult with a health care professional who has appropriate relevant experience. You are entitled to learn the identity of such an expert, upon request.</p>				
<p><b>When you will be notified of the appeal decision</b>            You will be notified of the decision within (<b>see columns to the right</b>) of the VCRC's or claims administrator's receipt of your appeal.</p>	<p><b>Eligibility Appeals:</b> 60 days</p> <p><b>Benefit appeals:</b></p> <ul style="list-style-type: none"> <li>• 60 days if VCRC / claims administrator provides 1 level of mandatory appeal.</li> <li>• 30 days, if claims administrator provides 2 levels of mandatory appeal.</li> </ul>	<p><b>Eligibility Appeals:</b> 30 days</p> <p><b>Benefit appeals:</b></p> <ul style="list-style-type: none"> <li>• 30 days, if VCRC / claims administrator provides 1 level of mandatory appeal.</li> <li>• 15 days, if claims administrator provides 2 levels of mandatory appeal.</li> </ul>	<p><b>Eligibility and Benefit appeals:</b></p> <p>Before a reduction or termination of benefits would occur (the claims administrator may respond within 72 hours).</p> <p>If the concurrent care claim involves urgent care, 72 hours<sup>4</sup></p>	<p><b>Eligibility and Benefit appeals:</b></p> <p>72 hours<sup>4</sup></p>

<sup>4</sup> If the claims administrator provides 2 mandatory appeals, both appeals must occur within the 72-hour time frame.

General procedure	Post-service claim	Pre-service claim	Concurrent care claim	Urgent care claim
<p><b>How you will be notified of the appeal decision</b>            If your appeal is <b>approved or denied</b>, the VCRC or claims administrator will notify you in writing.</p> <p>If your appeal is <b>denied (final internal adverse benefit determination)</b>, in whole or in part, your denial notice will contain:</p> <ul style="list-style-type: none"> <li>• The specific reason(s) for the denial.</li> <li>• The Plan provisions on which the denial was based.</li> <li>• Information sufficient to identify the claim involved (date of service, the health care provider, claim amount [if applicable], and upon request, the availability of the diagnosis and treatment codes and their corresponding meanings).</li> <li>• A statement regarding the documents to which you are entitled, upon request and free of charge.</li> <li>• Any internal procedures or clinical information on which the denial was based (or a statement that this information will be provided free of charge, upon request).</li> <li>• Information pertaining to your right to an external review (and if applicable, any second level internal appeal).</li> <li>• The availability of and contact information for any office of health insurance consumer assistance or ombudsman available to assist with the appeals process.</li> <li>• A statement of your right to bring a civil action under Section 502(a) of ERISA.</li> </ul> <p>Your notice will be written in a culturally and linguistically appropriate manner. Depending on where you live, you may be able to receive the denial notice in Spanish, Tagalog, Chinese or Navajo.</p>				
<p><b>External Review -- Step 3:</b></p>				
<p>If you receive a final internal adverse benefit determination with respect to your medical benefit claim/appeal, you have the right to file an external review. <b>Only</b> medical benefit claims/appeals are eligible for an external review, including rescissions as explained above.</p> <p>Your claim will be reviewed de novo (afresh or anew) by an IRO, if it's eligible for the external review. The IRO is not bound by any decisions or conclusions reached during the Plan's internal claims and appeals process.</p> <p><b>Standard external review</b>            You may request a Standard External Review within four months after the date of receipt of notice of an adverse benefit determination or final internal adverse benefit determination.</p> <p><b>Expedited external review</b>            You may make a request for an expedited external review at the time you receive:</p> <ul style="list-style-type: none"> <li>• <b>An internal adverse benefit determination</b> if the determination involves a medical condition where the time frame for completion of a standard external review would seriously jeopardize your life or health or your ability to regain maximum function and you have filed a request for an expedited internal appeal; or</li> <li>• A <b>final internal adverse benefit determination</b>, if (1) you have a medical condition where the time frame for completion of a standard external review would seriously jeopardize your life or health or your ability to regain maximum function; or (2) the final internal adverse benefit determination concerns an admission, availability of care, continued stay, or health care item or service for which you received emergency services, but have not been discharged from a facility.</li> </ul>				

General procedure	Post-service claim	Pre-service claim	Concurrent care claim	Urgent care claim
<p><b>Preliminary review</b>            Within <b>(see columns to the right)</b> following receipt of the request, the claims administrator must complete a preliminary review of the request to determine whether:</p> <ul style="list-style-type: none"> <li>• You were covered under the Plan at the time the medical care, item, or service was requested;</li> <li>• The adverse benefit determination does not relate to your failure to meet the eligibility requirements under the terms of the Plan, except for a rescission (again, external review generally does not apply to eligibility-type requests or claims);</li> <li>• You have exhausted the Plan's internal appeal process; and</li> <li>• You have provided all the information and forms required to process the external review.</li> </ul>	5 business days	5 business days	5 business days  Immediately if the concurrent care claim involves urgent care.	Immediately

General procedure	Post-service claim	Pre-service claim	Concurrent care claim	Urgent care claim
<p><b>Issue written notice to claimant</b> The claims administrator is required to issue a written notice and explain its preliminary review determination within (<b>see columns to the right</b>):</p> <ul style="list-style-type: none"> <li>• If the request is eligible for external review, the claims administrator on behalf of the Plan must assign the review an IRO.</li> <li>• If the request is incomplete, the notice must state what is needed to complete the request for external review.</li> <li>• If the request is complete but not eligible for external review, the notice must state the reasons for ineligibility and provide EBSA's contact information (1-866-444-EBSA [3272]).</li> </ul>	<p>1 business day</p> <p><i>If a request is incomplete, claimant must provide required information within the 4-month filing period or 48 hours following notice, whichever is later.</i></p>	<p>1 business day</p> <p><i>If a request is incomplete, claimant must provide required information within the 4-month filing period or 48 hours following notice, whichever is later.</i></p>	<p>1 business day</p> <p>Immediately if the concurrent care claim involves urgent care.</p>	<p>Immediately</p>
<p><b>Provide IRO with all documentation</b> The claims administrator must provide the IRO any documents and information considered in making the adverse benefit determination within (<b>see columns to the right</b>) after the date of assignment.</p>	<p>5 business days</p>	<p>5 business days</p>	<p>5 business days</p> <p>If the concurrent care claim involves urgent care, refer to the "Expedited external review."</p>	<p>Refer to "Expedited external review."</p>

General procedure	Post-service claim	Pre-service claim	Concurrent care claim	Urgent care claim
<p><b>Provide claimant with written notice of acceptance of external review request</b>  The IRO must provide you written notice of acceptance of external review request within <b>(see columns to the right)</b> and include a statement that you may submit additional information in writing within 10 business days to be considered by the IRO.</p> <p>Upon receipt of additional information, the IRO has 1 business day to forward the information to the claims administrator.</p>	Timely	Timely	Timely  If the concurrent care claim involves urgent care, refer to “Expedited external review.”	N/A
<p><b>Reconsider adverse benefit determination</b>  Upon the IRO’s receipt of any information submitted by you, the IRO must forward the information to the claims administrator. The claims administrator may then <b>reconsider its adverse benefit determination</b>, but will not delay the external review.</p> <p>If the claims administrator <b>reverses</b> its decision, they must notify you and the IRO within <b>(see columns to the right) following the decision</b> and the IRO must terminate the external review. The amount of time that it takes to review and reverse a decision may vary by claims administrator. For Express Scripts Inc., it is 72 hours.</p>	1 business day following decision	1 business day following decision	1 business day following decision  If the concurrent care claim involves urgent care, refer to the “Expedited external review.”	Refer to “Expedited external review.”

General procedure	Post-service claim	Pre-service claim	Concurrent care claim	Urgent care claim
<p><b>When you will be notified of the external appeal decision</b> The IRO must provide (oral or written) notice of the final external review decision to you and the claims administrator within <b>(see columns to the right)</b> after the IRO receives the request for external review.</p>	<p><b>Written notice:</b> 45 days</p>	<p><b>Written notice:</b> 45 days</p>	<p><b>Written notice:</b> 45 days</p> <p><b>Oral notice:</b> 72 hours, if the concurrent care claim involves urgent care.</p> <p>If the initial notice is not in writing, the IRO must provide written confirmation of decision to the claimant and the claims administrator within 48 hours.</p>	<p><b>Oral notice:</b> 72 hours</p> <p>If the initial notice is not in writing, the IRO must provide written confirmation of decision to the claimant and the claims administrator within 48 hours.</p>
<p><b>IRO external review decision notice</b> The decision notice must include:</p> <ul style="list-style-type: none"> <li>• General description of the reason for the request for external review, including sufficient information to identify the claim (i.e., date[s] of service, health care provider, claim amount (if applicable), diagnosis, and treatment codes and their meaning, and the reason for the previous denial);</li> <li>• Date IRO received the assignment to conduct the external review and the date of the IRO’s decision;</li> <li>• References to evidence or documentation, including specific coverage provisions and evidence-based standards considered;</li> <li>• Discussion of the principal reason(s) for its decision, including rationale and any evidence-based standards relied upon;</li> <li>• Statement that the determination is binding except to the extent other remedies may be available under state or federal law to either the Plan or to the claimant;</li> <li>• Statement that judicial review may be available to the claimant; and</li> <li>• Current contact information, including phone number, for any applicable office of health insurance consumer assistance or ombudsman.</li> </ul>				
<p><b>If IRO reverses claims administrator’s decision</b> The claims administrator must provide coverage or payment for the claim within <b>(see columns to the right)</b></p>	<p>Immediately</p>	<p>Immediately</p>	<p>Immediately</p>	<p>Immediately</p>

## ***Your Rights Under ERISA***

As a participant in the Plan, you are entitled to certain rights and protections under the Employee Retirement Income Security Act of 1974 (ERISA) and its subsequent amendments. ERISA provides that all Plan participants are entitled to:

- Examine, without charge at the Plan administrator's office and at other specified locations, such as worksites and union halls, all Plan documents and, if applicable, insurance contracts and collective bargaining agreements, and a copy of the latest annual report (Form 5500 Series) filed by the Plan with the U.S. Department of Labor and available at the Public Disclosure Room of the Employee Benefits Security Administration.
- Obtain, upon written request to the Plan administrator, copies of documents governing the operation of the Plan, including insurance contracts and collective bargaining agreements, and copies of the latest annual report (Form 5500 Series) and updated summary plan description (SPD). The Plan administrator may make a reasonable charge for the copies.
- Receive a summary of the Plan's annual financial report. The Plan administrator is required by law to furnish you with a copy of this summary annual report.
- Continue group health coverage if there is a loss of coverage under the Plan as a result of a qualified status change (see the "Changing Your Elections" section for more information).
- Obtain a Certificate of Creditable Coverage (see the "When Participation Ends" section for more information).

In addition to establishing rights for Plan participants, ERISA imposes certain duties upon the persons who are responsible for the operation of the Plan. The people who operate your Plan, called "fiduciaries" of the Plan, have a duty to do so prudently and in the interest of you and other Plan participants and beneficiaries.

No one, including your employer, your Union or any other person, may fire you or otherwise discriminate against you in any way to prevent you from obtaining a benefit or exercising your rights under ERISA. If your claim for a benefit is denied or ignored in whole or in part, you have the right to know why this was done, to obtain copies of documents relating to the decision without charge, and to appeal any denial, all within certain time schedules.

Under ERISA, there are steps you can take to enforce the above rights.

For instance, if you request a copy of Plan documents or the latest annual report from the Plan and do not receive them within 30 days, you may file suit in a federal court. In such a case, the court may require the Plan administrator to provide the materials and pay you up to \$110 a day until you receive the materials, unless the materials were not sent because of reasons beyond the control of the Plan administrator.

If you have a claim for benefits that is denied or ignored, in whole or in part, you may file suit in a state or federal court. In addition, if you disagree with the Plan's decision or lack thereof concerning the status of a medical child support order, you may file suit in federal court. If it should happen that Plan fiduciaries misuse the Plan's money or if you are discriminated against for asserting your rights, you may seek assistance from the U.S. Department of Labor or you may file suit in a federal court.

The court will decide who should pay court costs and legal fees. If you are successful, the court may order the person you have sued to pay these costs and fees. If you lose, the court may order you to pay these costs and fees (for example, if it finds your claim to be frivolous).

## **Assistance With Your Questions**

If you have any questions about the ERISA-covered Plan, you should contact the Plan administrator. If you have any questions about this statement or about your rights under ERISA, or if you need assistance in obtaining documents from the Plan administrator, you should contact the nearest office of the Employee Benefits Security Administration, U.S. Department of Labor, listed in your telephone directory, or write to:

Division of Technical Assistance and Inquiries  
Employee Benefits Security Administration  
U.S. Department of Labor  
200 Constitution Avenue, N.W.  
Washington, D.C. 20210.

You also may obtain certain publications about your rights and responsibilities under ERISA by calling the publication hotline of the Employee Benefits Security Administration.

## ***Summary Health Information Required by the Patient Protection and Affordable Care Act***

As required by the Affordable Care Act, Summaries of Benefits and Coverage (SBCs) are available on the BenefitsConnection website at: [www.verizon.com/benefitsconnection](http://www.verizon.com/benefitsconnection). If you would like a paper copy of the SBCs (free of charge), you may contact the Verizon Benefits Center at 1-855-4VzBens (1-855-489-2367).

Verizon is required to make SBCs available that summarize important information about health benefit plan options in a standard format, to help you compare across plans and make an informed choice. The health benefits available to you provide important protection for you and your family in the case of illness or injury, and choosing a health benefit option is an important decision. SBCs are available in addition to other Plan information on BenefitsConnection. Click on See My Medical Plan Provisions and select My Medical Plan Options.

## ***Your Rights Following a Mastectomy (Women's Health and Cancer Rights Act of 1998)***

Any health plan option that you select under a Verizon medical plan includes coverage for a medically necessary mastectomy and patient-elected reconstruction after the mastectomy. Specifically, for you or your covered dependent who is receiving mastectomy-related benefits, coverage will be provided in a manner determined in consultation with the attending physician and the patient for:

- All stages of reconstruction of the breast on which the mastectomy was performed.
- Surgery and reconstruction of the other breast to produce a symmetrical appearance.



- Prostheses.
- Treatment of physical complications at all states of mastectomy, including lymphedema.

Benefits will be subject to the same annual deductibles and coinsurance provisions as for all other medically necessary procedures under your medical option.

These benefits already complied with the Women’s Health and Cancer Rights Act that was enacted in October 1998.

For more information on mastectomy coverage, call the claims administrator listed on your ID card.

## ***HIPAA Privacy Rights***

The information provided in the notice that follows is required under the Health Insurance Portability and Accountability Act (HIPAA).

### **HIPAA privacy notice**

#### **NOTICE OF PRIVACY PRACTICES FOR THE VERIZON COMMUNICATIONS INC. HEALTH PLANS**

#### **THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.**

#### **PLEASE REVIEW THIS NOTICE CAREFULLY.**

#### **I. Background Information and Effective Date**

The Department of Health and Human Services published a final regulation addressing the privacy of Protected Health Information (as defined in section III below) in August of 2002 (the “Privacy Rule”). As a result, the Verizon Communications Inc. (“Verizon”) health plans listed in section II below will have to comply with the Privacy Rule, effective April 14, 2003 (the “Effective Date”). This Notice, which is required by the Privacy Rule, is effective on the Effective Date.

#### **II. Plans on Behalf of Which this Notice is Being Provided**

For purposes of this Notice, the term “Verizon Health Plans” has special meaning. This Notice applies to the following Verizon plans, which collectively are referred to in this Notice as the “Verizon Health Plans:”

- Verizon Plan 550 (EIN: 23-2259884, PIN: 550)
- Verizon Plan 552 (EIN: 23-2259884, PIN: 552)

**Note:** Verizon Plan 550 and Verizon Plan 552 are hybrid entities under the Privacy Rule. In that case, this Notice shall only apply and be interpreted to apply to that portion of these plans that are subject to the Privacy Rule as a group health plan.

In addition, in the event you are covered by an insured health plan, your insurer will be providing you with a separate notice that describes the insurer's use and disclosure of your Protected Health Information.

### **III. Health Information to Which this Notice Applies**

This Notice applies to "Protected Health Information," which is defined as any written, oral, or electronic health information that meets the following three requirements:

- The information is created or received by a health care provider, a Verizon Health Plan, or Verizon.
- The information includes specific identifiers that identify you or could be used to identify you.
- The information relates to one of the following:
  - Providing health care to you;
  - Your past, present, or future physical or mental condition; or
  - The past, present, or future payment for your health care.

This includes any of the following documentation, if the documentation reveals your identity and your health status or payment issues: medical records (such as hospital charts or doctor's notes); medical bills (such as bills for hospital or doctor's services); claims data (such as data on claims payments made by one of the Verizon Health Plans on your behalf); and insurance payment information (such as an Explanation of Benefits).

### **IV. Uses and Disclosures of Protected Health Information by the Verizon Health Plans**

The Verizon Health Plans may use or disclose your Protected Health Information for purposes of making or obtaining payment for your health care, for purposes of conducting health care operations, or for certain other specified purposes. The Verizon Health Plans have established a policy to guard against unnecessary uses and disclosures of your Protected Health Information.

The purposes for which your Protected Health Information may be used and disclosed by the Verizon Health Plans may be summarized as follows:

#### **A. To Make or Obtain Payment for Health Care**

The Verizon Health Plans may use or disclose your Protected Health Information to make payment for, or to obtain or facilitate payment of, your health care claims. Payment for health care includes such activities as: making eligibility or coverage determinations; claims management or adjudication; claims appeals determinations; coordination of benefits with another health plan; medical necessity determinations; concurrent or retrospective review of services; utilization review of services; pre-certification or pre-authorization of services; subrogation of claims; billing; determination of cost sharing amounts; risk adjusting based on enrollee health status and demographics; disclosure to consumer reporting agencies; obtaining payment under a contract of reinsurance; and collection activities.

For example, a Verizon Health Plan may provide Protected Health Information regarding your coverage or treatment to other health plans to coordinate the payment of benefits between or among the other plans and the Verizon Health Plan.

***B. To Conduct Health Care Operations***

The Verizon Health Plans may use or disclose your Protected Health Information to facilitate the administration and operation of the Verizon Health Plans. Health care operations include such activities as: case management and care coordination; conducting or arranging for medical review, auditing, or legal services; population-based activities to improve health or reduce health care costs; contacting providers or patients with information regarding treatment alternatives; clinical guideline and protocol development; reviewing the competence or qualifications of health care professionals and evaluating health plan performance; underwriting and premium rating; fraud and abuse detection; and activities relating to the creation, renewal, or replacement of a health care contract. Pursuant to the provisions of the Genetic Information Nondiscrimination Act of 2008, the Verizon Health Plans do not use or disclose Protected Health Information that is “genetic information” for underwriting purposes as defined under such Act.

For example, a Verizon Health Plan may use Protected Health Information regarding your coverage or treatment for case management to help ensure that appropriate treatment is being provided for your condition.

***C. For Treatment Alternatives or Distribution of Health-Related Benefits and Services***

The Verizon Health Plans may use or disclose your Protected Health Information to tell you about treatment alternatives, or to provide you with information about other health-related benefits or services that may be of interest to you.

***D. To Assist Verizon as Plan Sponsor***

The Verizon Health Plans may disclose your Protected Health Information to Verizon, as sponsor of the Verizon Health Plans, to assist Verizon in the performance of plan administrative functions. The Verizon Health Plans also may provide summary health information to Verizon, as plan sponsor, so that Verizon may obtain premium bids or modify, amend, or terminate the Verizon Health Plans. Summary health information does not directly identify you, but summarizes claims history, claims expenses, or types of claims experienced. Finally, the Verizon Health Plans may disclose your enrollment and disenrollment information to Verizon as plan sponsor.

***E. When Legally Required***

The Verizon Health Plans may disclose your Protected Health Information when required to do so by any federal, state, or local law.

***F. In Connection With Judicial and Administrative Proceedings***

The Verizon Health Plans may disclose your Protected Health Information in the course of any judicial or administrative proceeding in response to an order of a court or administrative tribunal as expressly authorized by the order. The Verizon Health Plans also may disclose your Protected Health Information in the course of any judicial or administrative proceeding in response to a subpoena, discovery request, or other lawful process, but only when the Verizon Health Plan involved receives satisfactory assurance from the party seeking the Protected Health Information that that party made reasonable efforts to either notify you about the request or to obtain an order protecting your Protected Health Information.

**G. For Law Enforcement Purposes**

The Verizon Health Plans may disclose your Protected Health Information to a law enforcement official for certain law enforcement purposes. For example, the Verizon Health Plans may disclose your Protected Health Information pursuant to a law requiring the reporting of certain types of wounds or other physical injuries.

**H. For Health Oversight Activities**

The Verizon Health Plans may disclose your Protected Health Information to a health oversight agency for health oversight activities authorized by law, including: audits; civil, administrative, or criminal investigations; inspections; licensure or disciplinary actions; civil, administrative, or criminal proceedings or actions; or other activities necessary for appropriate oversight of the health care system, certain government benefit programs, certain entities subject to government regulatory programs, or certain entities subject to civil rights laws. The Verizon Health Plans may not disclose your Protected Health Information if you are the subject of an investigation and the investigation does not arise out of and is not directly related to your receipt of health care or public benefits.

**I. In the Event of a Serious Threat to Health or Safety**

Under certain circumstances, the Verizon Health Plans may, consistent with applicable law and standards of ethical conduct, use or disclose your Protected Health Information if the Verizon Health Plans, in good faith, believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or to the health or safety of the public.

**J. For Specified Government Functions**

Under certain circumstances, the Verizon Health Plans may use or disclose your Protected Health Information to facilitate specified government functions related to: the military and veterans; national security and intelligence activities; protective services for the President of the United States and others; or correctional institutions and inmates.

**K. For Public Health Activities**

The Verizon Health Plans may disclose your Protected Health Information for public health activities, such as to assist public health authorities or other legal authorities to prevent or control disease, injury, or disability, or for other public health activities as specified in the Privacy Rule.

**L. For Disaster Relief Purposes**

Under certain circumstances, the Verizon Health Plans may use or disclose your Protected Health Information to a public or private entity authorized by law or by its charter to assist in disaster relief efforts.

**M. In Connection with Decedents**

The Verizon Health Plans may disclose your Protected Health Information to funeral directors or coroners to enable them to carry out their lawful duties.

**N. For Workers' Compensation Purposes**

The Verizon Health Plans may disclose your Protected Health Information to the extent necessary to comply with laws related to Workers' Compensation or similar programs established by law that provide benefits for work-related injuries or illnesses without regard to fault.

**O. For Involvement In, and Notification Of, Your Care**

The Verizon Health Plans may use or disclose your Protected Health Information to your relatives or other persons you identify who are involved in your care or payment for your care, or to notify family members or others responsible for your care of your condition or location. In these situations, when you are present and not incapacitated, the Verizon Health Plans will either: (1) provide you with an opportunity to disagree to the use or disclosure and, if you do not disagree, your Protected Health Information may be used or disclosed; or (2) obtain your agreement to the use or disclosure.

**P. To Assist Victims of Abuse, Neglect, or Domestic Violence**

The Verizon Health Plans may, under certain circumstances, disclose Protected Health Information about individuals who are reasonably believed to be a victim of abuse, neglect, or domestic violence to a government authority, including a social service or protective services agency, authorized by law to receive such reports.

**Q. For Cadaveric Organ, Eye, or Tissue Donation**

The Verizon Health Plans may use or disclose Protected Health Information to organ procurement organizations or other entities engaged in the procurement, banking, or transplantation of cadaveric organs, eyes, or tissue for the purpose of facilitating organ, eye, or tissue donation and transplantation.

**R. For Certain Government-Approved Research Activities**

The Verizon Health Plans may use or disclose Protected Health Information about you for research as provided under the Privacy Rule.

**S. To Other Covered Entities**

The Verizon Health Plans may disclose Protected Health Information to health care providers to assist them in connection with their treatment or payment activities. In addition, the Verizon Health Plans may disclose Protected Health Information to other entities subject to the Privacy Rule to assist them with their payment activities or certain of their health care operations. For example, the Verizon Health Plans might disclose your Protected Health Information to a health care provider when needed by the provider to render treatment to you.

**T. With an Authorization**

Other than as stated above, the Verizon Health Plans will not use or disclose your Protected Health Information without your written authorization. If you authorize a Verizon Health Plan to use or disclose your Protected Health Information, you may revoke that authorization in writing at any time. If you revoke the authorization, the Verizon Health Plan will no longer use or disclose your Protected Health Information for the reasons covered by your written authorization. Your revocation will not affect any uses or disclosures a Verizon Health Plan has already made prior to the date the Verizon Health Plan receives notice of the revocation.

**V. Your Rights Regarding Your Protected Health Information**

You have the following rights regarding the Protected Health Information retained by a Verizon Health Plan:

**A. Right to Request Restrictions**

You have the right to request that a Verizon Health Plan restrict:

- Uses and disclosures of your Protected Health Information to carry out payment or health care operations.

- Certain uses and disclosures for disaster relief and other notification purposes and for involvement in your care.

If you make a request to a Verizon Health Plan for a restriction as described above, the Verizon Health Plan is not required to agree to such a restriction in certain situations. However, the Verizon Health Plan must comply with your requested restriction if: (1) except as otherwise required by law, you request a restriction on the disclosure to a health plan of your Protected Health Information for payment or health care operations; and (2) the Protected Health Information relates solely to a health care item or service for which a health care provider has been paid out of pocket in full.

If you wish to make a request for a restriction, please make a request in writing to the privacy contact identified in paragraph IX below. Your request should include the following: (1) what uses and/or disclosures you want to limit; and (2) to whom you want the restriction to apply (for example, disclosures to your spouse).

#### ***B. Right to Receive Confidential Communications***

You have the right to request that a Verizon Health Plan communicate with you in a certain way if you feel that the disclosure of your Protected Health Information could endanger you. For example, you may ask that a Verizon Health Plan only communicate with you at a certain telephone number. If you wish to receive confidential communications, please make your request in writing to the privacy contact identified in paragraph IX below. Your request must be reasonable and should include the following: (1) an alternative address or other means of contacting you; and (2) a statement that the disclosure of all or part of the Protected Health Information to which the request pertains could endanger you. The Verizon Health Plan(s) will attempt to accommodate these requests for confidential communications.

#### ***C. Right to Inspect and Copy***

In general, you have the right to inspect and obtain a copy of your Protected Health Information. If a Verizon Health Plan uses or maintains an electronic health record with respect to your Protected Health Information, you have the right to request and obtain a copy of this information in an electronic format. A request to inspect or obtain a copy of your Protected Health Information must be made in writing to the privacy contact identified in paragraph IX below and must include: (1) the desired form or format of access; (2) a description of the Protected Health Information to which the request applies; and (3) appropriate contact information. If you request a copy of your Protected Health Information, you may be charged a reasonable fee for the costs of copying, postage, and other supplies associated with your request. Under very limited circumstances, your request to inspect or obtain a copy of your Protected Health Information may be denied. In most cases, if your request is denied, you may request a review of the denial in accordance with the privacy complaint procedure, a copy of which can be obtained from the privacy officer in care of the Verizon HIPAA Unit at the address in paragraph IX below.

#### ***D. Right to Amend***

If you believe that Protected Health Information a Verizon Health Plan has about you is inaccurate or incomplete, you may ask that Verizon Health Plan to amend that Protected Health Information. You have the right to request an amendment for as long as the Protected Health Information is kept by the Verizon Health Plan.

A request to amend your Protected Health Information must be made in writing to the privacy contact identified in paragraph IX below. The request to amend must include the name of the Verizon Health Plan(s) to which the request applies, a description of the amendment requested, and a reason to support the request.

Your request for an amendment may be denied if you request an amendment of Protected Health Information that the Verizon Health Plan determines: (1) was not created by the Verizon Health Plan, unless the originator of the Protected Health Information is no longer available to make the amendment; (2) is not part of the Verizon Health Plan's records; (3) is not Protected Health Information that you would be permitted to inspect or copy; or (4) is accurate and complete.

If your request is denied, you may request a review of the denial in accordance with the privacy complaint procedure, a copy of which can be obtained from the privacy officer in care of the Verizon HIPAA Unit at the address in paragraph IX below.

#### ***E. Right to an Accounting of Disclosures***

You have a right to request a list of the disclosures made by a Verizon Health Plan of your Protected Health Information. The list will not include the following types of disclosures: (1) disclosures to you of your own Protected Health Information; (2) disclosures for purposes of payment and health care operations; (3) disclosures you authorize; (4) disclosures to persons involved in your care or for disaster relief or other notification purposes; (5) disclosures for national security, intelligence, or law enforcement purposes; (6) disclosures that are part of a limited data set, as defined in the Privacy Rule; or (7) disclosures that are incident to a use or disclosure otherwise permitted or required by the Privacy Rule.

A request for an accounting must be made in writing to the privacy contact identified in paragraph IX below. The request must specify the name of the Verizon Health Plan(s) to which the request applies, as well as the time period for which you are requesting the accounting. The time period for which you request an accounting may not start earlier than the April 14, 2003 Effective Date of the Privacy Rule and may not be for a period of time going back more than six years. The first accounting you request within a 12-month period will be free of charge. For additional accountings within that same 12-month period, you may be charged a reasonable fee for the costs of providing the accounting. You will be notified in advance of the cost involved, and you may choose to withdraw or modify your request at that time before any costs are incurred.

#### ***F. Right to Receive a Paper Copy of this Notice***

You have the right to request and receive a paper copy of this Notice at any time, even if you received this Notice previously or agreed to receive this Notice electronically. To obtain a paper copy of this Notice, please contact the Verizon Benefits Center at 1-855-4VzBens (1-855-489-2367).

### **VI. Other Obligations of the Verizon Health Plans**

In addition to the other obligations set forth in this Notice, the Verizon Health Plans are required to:

- Maintain the privacy of your Protected Health Information in a manner consistent with the Privacy Rule.
- Provide you with this Notice of their legal duties and privacy practices with respect to your Protected Health Information.

- Abide by the terms of this Notice.

When and as required, the Verizon Health Plans will notify you in the event of an impermissible or unauthorized acquisition, access, use, or disclosure of your Protected Health Information, that compromises the security or privacy of such Protected Health Information, under the Privacy Rule.

## **VII. Changes to this Notice**

The Verizon Health Plans reserve the right to change this Notice and to make the revised or changed Notice effective for Protected Health Information the Verizon Health Plans already have about you, as well as for any such information received in the future. If the Verizon Health Plans materially change any of their privacy policies and procedures, the Verizon Health Plans will revise the Notice as appropriate and will provide a copy of the revised Notice to you by mail within 60 days of the change. You may also obtain a paper copy of this Notice from the Verizon Benefits Center at 1-855-4VzBens (1-855-489-2367).

## **VIII. Complaints**

If you believe that your privacy rights have been violated, you may file a complaint with the privacy officer in care of the Verizon HIPAA Unit identified in paragraph IX below or with the Secretary of the United States Department of Health and Human Services. All complaints must be submitted in writing. You will not be retaliated against in any way for filing a complaint.

## **IX. Contact Information**

In some cases, your Protected Health Information may be held internally at Verizon by members of the Verizon workforce who perform functions on behalf of the Verizon Health Plans. In most cases, however, your Protected Health Information will be held by privacy contacts, such as the health insurers or health plan option administrators, who pay claims on behalf of one or more of the Verizon Health Plans.

### **Contact your health insurer or health plan option administrator:**

If you have a question, concern, complaint, or request regarding Protected Health Information held by a **health insurer or health plan option administrator**, contact your health insurer or health plan option administrator directly. Contact information for your health insurer or health plan option administrator can be found in your summary plan description, your insurance cards, on the BenefitsConnection website at [www.verizon.com/benefitsconnection](http://www.verizon.com/benefitsconnection) or by calling 1-908-559-3628.

### **Contact the Privacy Officer for the Verizon Health Plans:**

If you have a question, concern, complaint, or request regarding Protected Health Information held internally at Verizon, contact the privacy officer for the Verizon Health Plans as follows:

HIPAA Privacy Officer  
c/o Verizon HIPAA Unit  
P.O. Box 1483  
Lincolnshire, IL 60069-1483  
1-908-559-3628

**IF YOU HAVE ANY QUESTIONS REGARDING THIS NOTICE, PLEASE CONTACT THE PRIVACY OFFICER DESIGNATED IN PARAGRAPH IX ABOVE.**



## **Administrative Information**

Administrative information about the Plan is provided in this section.

### ***Important Telephone Numbers***

You can connect to the Verizon Benefits Center and other Verizon benefit providers by calling the toll-free number 1-855-4VzBens. If you prefer, you can call the benefit providers directly via the telephone numbers shown on your ID card.

### ***Plan Sponsor/Employer***

The Plan sponsor/employer is:

Verizon Communications Inc.  
One Verizon Way  
Basking Ridge, NJ 07920

### ***Plan Administrator***

The Plan administrator is:

Chairperson of the VEBC  
c/o Verizon Benefits Center  
PO Box 8998  
Norfolk, VA 23501-8998

Telephone number: 1-855-4VzBens (1-855-489-2367) and follow the instructions to reach the Verizon Benefits Center.

You may communicate to the Plan administrator in writing at the address above. But, for questions about Plan benefits, you should contact the Verizon Benefits Center. The Verizon Benefits Center administers enrollment and handles participant questions, requests and certain benefit claims but is not the Plan administrator. Claims relating to the scope and amount of benefits under the Plan are administered by the administrators listed below.

The Plan administrator (or a person designated by the administrator) has the full and final discretionary authority to publish the Plan document and benefit Plan communications, to prepare reports and make filings for the Plan, and to otherwise oversee the administration of the Plan. However, most of your day-to-day questions can be answered by the Plan's benefits administrator or a Benefits Center Representative.

Do not send any benefit claims to the Plan administrator or to the Verizon legal department. Instead, submit them to the appropriate claims administrator for the Plan (see the "Additional Information" section for more information).

## **Benefits Administrators**

The benefits administrators have the authority and responsibility to perform daily administration of benefits under the Plan. You can call the benefits administrators at the phone number shown on your ID cards:

- Anthem Blue Cross and Blue Shield.
- Express Scripts.

## **Claims and Appeals Administrators**

There are several claims and appeals administrators for the Plan.

The claims administrator has the authority to make final determinations regarding claims for benefits.

The claims administrator is authorized to determine eligibility for benefits and interpret the terms of the Plan in its sole discretion, and all decisions by the claims administrator are final and binding on all parties.

## **Verizon Claims Review Committee (VCRC)**

The VCRC is responsible for enrollment and eligibility claims. The VCRC can be reached at the following address:

Verizon Claims Review Committee  
c/o Verizon Benefits Center  
PO Box 8998  
Norfolk, VA 23501-8998

The administrators listed here are the benefits administrators responsible for authorizing benefit payments, considering appeals, resolving questions, obtaining records, filing reports and the distribution of information to Plan participants.

<b>Coverage</b>	<b>Benefits Administrators</b>
<b>Managed Care Network (MCN) Option</b>	Anthem Blue Cross and Blue Shield P.O. Box 105187 Atlanta, GA 30348 1-866-832-1229
<b>Medical Expense Plan PPO (MEP-PPO) Option</b>	Anthem Blue Cross and Blue Shield P.O. Box 105187 Atlanta, GA 30348 1-866-832-1229

Coverage	Benefits Administrators
<p><b>Prescription Drug Program</b> Express Scripts is the claims and appeals administrator for the retail program and the mail service pharmacy. Express Scripts is responsible for authorizing benefit payments, considering appeals, resolving questions, maintaining records, filing reports, and distributing information to Plan participants.</p>	<p>Express Scripts P.O. Box 631850 Irving, TX 75063 Attn: Appeals 1-877-877-1878</p>
<p><b>Disease Management Program</b></p>	<p>Anthem Blue Cross and Blue Shield P.O. Box 105187 Atlanta, GA 30348 1-866-832-1229</p>

## HMOs

Under an HMO option, your HMO is the benefits administrator responsible for exercising the discretion to determine benefit payments, and is also the claims administrator for claims relating to the scope or amount of benefits under this option. You should check the literature you receive from your HMO for its address and telephone number. If your HMO prescription drug program is “carved out” and administered by Express Scripts, Express Scripts is the claims and appeals administrator for the prescription drug portion of your coverage. The vast majority of HMOs have accepted the responsibility of being the claims fiduciary. If your HMO has not, you will be notified in your claim denial notice, which will indicate that you should appeal to the VCRC. In such an instance, the VCRC will be the claims and appeals fiduciary (i.e., final decision-maker at the appeal level) for your benefit-related claim or appeal.

## Qualified Medical Child Support Orders (QMCSOs)

The Verizon Benefits Center is responsible for the administration of QMCSOs and can be reached at the following address:

Verizon Benefits Center  
PO Box 8998  
Norfolk, VA 23501-8998

## Plan Funding

Except for certain HMO benefits, the Plan is not financed by an insurance company, nor are Plan benefits guaranteed under a contract of insurance. The claims and appeals administrators listed earlier in this section do not insure or guarantee Plan benefits.

Except for certain HMO benefits, the Company has the discretion to pay claims out of the general assets of the Company, and certain benefits currently are funded through a trust.

The trustee is:

Bank of New York Mellon  
One Mellon Bank Center  
Room 151-1335  
Pittsburgh, PA 15258

A list of HMOs that may insure certain benefits is available on request from the Plan administrator.

## **HRA**

The HRA is a bookkeeping account on Verizon's records. It is a notional account, is not funded, and does not bear interest or accrue earnings of any kind. All benefits under the HRA are paid entirely from Verizon's general assets.

## ***Plan Identification***

Medical coverage is provided through the Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates, which is a component Plan of Verizon Plan 550. It is a welfare plan, that is a group health plan listed with the Department of Labor under two numbers: the Employer Identification Number (EIN) is 23-2259884 and the Plan Number (PN) is 550. Contributions that you make on a before-tax basis toward your cost for coverage are covered under Verizon Plan 552, a cafeteria plan within Internal Revenue Code Section 125. The EIN for Verizon Plan 552 is 23-2259884 and the PN is 552.

In addition to the benefits described in this summary, Verizon Plan 550 provides other benefits to Mid-Atlantic associates of Verizon (including Connected Solutions Inc. technicians) who will receive their own version of the SPD. Medical benefits are provided under the component Plans referred to as the Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates and the Connected Solutions Managed Care Health Plan. Dental benefits are provided under the component Plans referred to as the Verizon Dental Expense Plan for Mid-Atlantic Associates. Vision benefits are provided under the component Plans referred to as the Verizon Vision Care Plan for Mid-Atlantic Associates and the Connected Solutions Vision Care Plan. Dental and vision benefits are described in separate SPDs.

## **Plan Year**

Plan records are kept on a plan-year basis, which is the same as the calendar-year basis.

## **Agent for Service of Legal Process**

The agent for service of legal process is the Plan administrator. Legal process must be served in writing to the Plan administrator at the address stated earlier in this section for the Plan administrator.

In addition, a copy of the legal process involving this Plan should be delivered to:

Verizon Legal Department  
Employee Benefits Group  
Verizon Communications Inc.  
One Verizon Way  
Basking Ridge, NJ 07920

Legal process also may be served on the trustee.

## **Official Plan Document**

This SPD is a summary of the official Plan documents.

## ***Collective Bargaining Agreements***

The terms of your benefits may also be governed by a collective bargaining agreement between Verizon and your Union. You and your beneficiaries may review the collective bargaining agreement at your location and you also can request a copy by writing to the Plan administrator.

## ***Participating Companies***

The following is a list of participating companies as of January 1, 2013. This list may change from time to time.

- Verizon Advanced Data Inc.
- Verizon Delaware Inc.
- Verizon Maryland Inc.
- Verizon New Jersey Inc.
- Verizon Pennsylvania Inc.
- Verizon Services Corp.
- Verizon South Inc. (Virginia)
- Verizon Virginia Inc.
- Verizon Washington, D.C. Inc.
- Verizon Corporate Services Corp.

# Glossary

## A

### **Accidental Injury**

An injury caused by a chance event or unknown causes.

### **Affordable Care Act**

In March of 2010, Congress passed the Patient Protection and Affordable Care Act and Health Care and Education Reconciliation Act. These new laws are commonly referred to as “Health Care Reform.” For purposes of this SPD, they are collectively referred to as the “Affordable Care Act.”

### **Ambulatory Surgical Facility**

An institution, either freestanding or part of a hospital, equipped and operated for surgery, for patients who usually are admitted for less than 24 hours.

### **Attending Physician**

The physician who is directing the covered person’s care.

## B

### **Brand-Name Drug**

Brand-name drugs are patented by their manufacturers, so only their makers can sell them – usually at a high retail price. But when the patent expires, these same drugs can be produced as generics by other makers, who often sell them at a much lower price.

## C

### **Chiropractor**

A person who is licensed to perform manipulation and specific adjustment of body structures to heal the body.

### **Clinical Psychologist**

A psychologist who is licensed or certified in the state where the service is provided and has a doctoral degree in psychology with at least two years of clinical experience in a recognized health setting.

### **COBRA**

A federal law (the Consolidated Omnibus Budget Reconciliation Act of 1985 and its subsequent amendments) allowing continuation of health plan coverage for a period of time at the participant’s expense if a participant loses plan coverage because of certain qualifying events.

### **Coinsurance**

The cost sharing percentage that applies for certain services and supplies based on the network negotiated fee (NNF) for in-network care and the maximum allowed amount (MAA) for out-of-network care if you are enrolled in the Managed Care Network (MCN) or the MEP-PPO option

## **Copay**

A fixed dollar amount you pay for certain services or supplies.

## **Covered Person**

Any associate and his or her dependents enrolled in the Plan, or any eligible individual who has elected coverage under COBRA.

## **Covered Services**

The services, treatments or supplies identified as payable in the official Plan document. Covered services must be medically necessary (as determined by the claims administrator) to be payable.

## **Custodial Care**

Services and supplies that are primarily intended to help you meet personal needs. Custodial care can be prescribed by a physician or given by trained medical personnel. It may involve artificial methods such as feeding tubes, ventilators or catheters.

## **D**

### **Deductible**

The amount of the network negotiated fee (NNF) or the maximum allowed amount (MAA) charge for covered expenses you pay before certain options pay benefits for specific care.

### **Discounted Network Price (DNP)**

The price negotiated with a pharmacy by the benefits administrator of the prescription drug program. A covered person pays a portion of this price when he or she purchases medications at a network pharmacy with a prescription drug ID card.

## **E**

### **Educational or Developmental**

A service or supply, the primary purpose of which is to provide the covered person with training in the activities of daily living, instruction in scholastic skills such as reading and writing, preparation for an occupation, treatment for a learning disability, or to promote development beyond any level of function previously demonstrated.

### **Emergency Care**

The first treatment provided in a hospital's emergency room after an accidental injury or the onset of a sudden, serious and life-threatening illness that requires hospital care, as determined by the claims administrator because:

- Care cannot be provided safely and adequately other than in a hospital.
- Adequate care is not available elsewhere in the area at the time and place needed.
- If hospital care is not given, the covered person's condition could (as determined by the claims administrator) reasonably be expected to result in:

— Loss of life or limb.

- Significant impairment to a bodily function.
- Permanent dysfunction of a body part.

## **Experimental or Investigational**

A service or supply, the medical use of which still is under study and is not yet recognized throughout the medical profession in the United States as safe and effective for diagnosis and treatment, as determined by the claims administrator. This includes but is not limited to:

- All phases of clinical trials.
- All treatment protocols based on or similar to those used in clinical trials.
- Drugs approved by the U.S. Food and Drug Administration (FDA) under its Treatment Investigational New Drug regulation.
- FDA-approved drugs used for unrecognized treatment indications.

A drug, device, procedure or treatment is determined to be experimental or investigational if:

- There are insufficient outcomes data available from controlled clinical trials published in the peer review literature to substantiate its safety and effectiveness for the illness or injury involved.
- If approval is required by the FDA, such approval has not been granted for marketing.
- A recognized national medical or dental society or regulatory agency has determined, in writing, that it is experimental, investigational or for research purposes.
- The written protocol or protocols or the written informed consent used by the treating facility or by another facility studying substantially the same drug, device, procedure or treatment states that it is experimental, investigational or for research purposes.

## **F**

### **Full-Time Associate**

A full-time associate is an employee who is regularly scheduled to work 25 or more hours a week. Also, a part-time employee who is not a member of IBEW Local 1944 and who has been continuously employed since December 31, 1980 is considered a full-time associate.

## **G**

### **Generic Drug**

A prescribed medication that is chemically equivalent to a brand-name medication that no longer is under patent protection.



## **H**

### **HMO**

A Health Maintenance Organization (HMO) that has entered into a written contract with Verizon with the purpose of being included as a coverage option under the Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates.

### **Home Health Care**

Care provided in a covered person's home when his or her condition is such that hospitalization would have been medically necessary if home health care were not available.

### **Hospice Care**

Inpatient or home care given to a terminally ill covered person, by or under arrangement with a hospice care agency, to enable the covered person to be as comfortable, alert and capable of participating in life as is possible.

### **Hospital**

An institution that is licensed as a hospital. It must maintain on its premises all facilities needed for medical and surgical treatment, provide such treatment on an inpatient basis for compensation under the supervision of physicians, and provide 24-hour service by registered graduate nurses.

"Hospital" does not include an institution that primarily is a place for rest, a place for the aged or a nursing home.

## **I**

### **Illness**

A non-occupational bodily disorder.

### **Imputed Income**

Most dependents are considered Internal Revenue Service (IRS) tax dependents. You do not pay imputed income for IRS tax dependents.

If you cover a same-sex domestic partner, a domestic partner's child or another person who is not considered an IRS tax dependent, Verizon is required to report income for you that reflects the value of the coverage for tax-reporting purposes. This is known as imputed income. You will receive a W-2 annually for the value of coverage for any dependent who is not an IRS tax dependent.

Verizon assumes all dependents are IRS tax dependents, except same-sex domestic partners and their children. You must contact the Verizon Benefits Center if your same-sex domestic partner and his or her children are your IRS tax dependents or if you cover other dependents who are not IRS tax dependents.

### **Injury**

A non-occupational bodily injury.

### **Inpatient Treatment**

Care that requires an overnight stay at a hospital or clinic.

## IRS Tax Dependent

An IRS tax dependent for Medical Plan purposes changed under the Health Care and Education Reconciliation Act. While Verizon always recommends that you consult with a tax adviser, the definition provided here is a summary of these complex rules for **federal** tax purposes.

### **General Rule**

Your spouse, as defined by federal law, is an IRS tax dependent. (Under federal law, a spouse cannot be of the same sex.) In addition, your child who has not attained the age of 27 as of the end of the taxable year is an IRS tax dependent. This rule is more generous than the eligibility rule that applies to covering a child under the Plan. To meet this general rule, the child must be your (the associate's) son, daughter, stepson, stepdaughter or eligible foster child<sup>1</sup>. A son or daughter includes your legally adopted child or a child who is lawfully placed with you for adoption. This exclusion does **not** apply to the child of your domestic partner.

### **Other Categories**

If you are covering an individual who is not an IRS tax dependent under the general rule, he or she may still be an IRS tax dependent if he or she is a U.S. citizen or resident who is a "qualifying child" or a "qualifying relative."

A "qualifying child" generally is a person who meets **all** of these requirements:

- Is younger than the associate covering the child.
- Is unmarried (i.e., has not filed a joint tax return during the calendar year at issue).
- Is under the age of 19 (or 24 in the case of a student) or is permanently and totally disabled.
- Is your child, grandchild, brother, sister, stepbrother or stepsister or niece or nephew.
- Does not provide over one-half of his or her own support for the calendar year.
- Lives with you for more than one-half of the calendar year.

If a person does not meet the definition of "qualifying child," he or she might be an IRS tax dependent by satisfying the "qualifying relative" requirements.

A "qualifying relative" generally is a person who meets **all** of these requirements:

- Is not your qualifying child or any other taxpayer's qualifying child during the calendar year.
- Receives over one-half of his or her support from you for the calendar year.
- Is "related to you" or "lives with you for the entire calendar year as a member of your household."

<sup>1</sup> An "eligible foster child" is an individual who is placed with you by an authorized placement agency or by judgment, decree or other order of any court of competent jurisdiction.

## **Examples**

Your domestic partner might be your IRS tax dependent if he or she is a U.S. citizen or resident, receives over one-half of his or her support from you and lives with you for the entire calendar year as a member of your household. Even though a domestic partner is not a “relative” in the traditional sense, he or she may meet the definition of “qualifying relative.”

Your domestic partner’s child typically will not be your IRS tax dependent, unless the domestic partner also is your tax dependent.

## **L**

### **Legally Separated**

An employee and his or her spouse legally are separated if they do not live together and if they have a signed document or a legal proceeding, such as a separation agreement, that indicates that the employee or his or her spouse intends to live separately.

## **M**

### **Maximum Allowed Amount (MAA)**

For covered services you receive from an out-of-network provider under the MCN or MEP-PPO, the maximum allowed amount is 315 percent of the national Medicare schedule.

### **Medically Necessary**

A service or supply provided by a hospital, physician or other provider of health care services to diagnose or treat an illness or injury, which service or supply is consistent with the covered person’s condition and which meets all of the following tests, as determined by the claims fiduciary:

- It must be ordered by a physician.
- It must be recognized throughout the provider’s profession as safe, appropriate, effective and essential. It must be required for the diagnosis or treatment of the particular illness or injury and it must be employed appropriately in a manner and setting consistent with generally accepted United States medical standards.
- It must be the most efficient and economical service or supply that can safely be provided.
- It must be neither educational or developmental nor experimental or investigational in nature.

Services or supplies that are provided only because an unnecessary service or supply is being provided shall not be considered medically necessary.

In the case of a hospital stay, in addition to meeting the above tests, the length of the stay and hospital services and supplies shall be considered medically necessary only to the extent that the claims fiduciary determines them to be not allocable to the scholastic education or vocational training of the covered person.

A service or supply furnished to a newborn child shall not be considered medically necessary for medical care of a diagnosed illness or injury, unless the service or supply meets either of these conditions:

- It is furnished for the medical care of a diagnosed illness (including a congenital defect or birth abnormality) or injury and meets all of the foregoing tests.
- It is furnished immediately after the child's birth and is one of the following:
  - Hospital room and board.
  - Other supplies and nonprofessional services furnished to newborns by the hospital for medical care in that hospital.

The foregoing definition shall be applied solely for purposes of determining Plan benefits and not for determining what type of medical care should be provided; all decisions related to the type of medical care to be provided shall be made independently by the covered person and the covered person's physician.

## **N**

### **Network Negotiated Fee (NNF)**

The NNF is the fee the provider has agreed with the claims administrator to accept as payment in full for covered services or supplies provided on an in-network basis under the MCN or when provided by a PPO provider under the MEP-PPO option.

### **Non-Occupational Injury**

A non-occupational injury is an accidental bodily injury that does not:

- Arise out of (or in the course of) any work for pay or profit.
- Result in any way from an injury which does.

## **O**

### **Out-of-Pocket Maximum**

The maximum amount you will have to pay in one plan year for covered expenses.

### **Outpatient Treatment**

Care that does not require an overnight stay at a hospital or clinic.

## **P**

### **Part-Time Associate**

A part-time associate is an employee who is regularly scheduled to work less than 25 hours a week.

### **Participating Company**

Verizon or any corporation or partnership which is an affiliate of Verizon which has elected to participate in the Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates.

## **Participating Retail Pharmacy**

A retail pharmacy that belongs to the Express Scripts Select National Network.

## **Physician or Doctor**

A person (either an M.D. or a D.O.) who is licensed to practice medicine, prescribe and administer drugs, or perform surgery. A physician also means a certified and licensed psychologist when providing psychological services in connection with mental health treatment. The person must act within the scope and authority of his or her license.

## **Primary Care Physician (PCP)**

With coverage in an HMO, you generally must choose a PCP. This doctor is responsible for providing your health care and coordinating your care with other specialists as needed.

## **S**

### **Same-Sex Domestic Partner**

To qualify as a Class I Dependent, your same-sex domestic partner must meet all of the following criteria:

- Is an adult of the same sex as you.
- Is not married to anyone else.
- Is not the same-sex domestic partner of anyone else.
- Is your only same-sex domestic partner and intends to remain so indefinitely.
- Is not related to you by blood that would prevent marriage under the law.
- Lives with you in the same permanent residence.
- Is jointly responsible, along with you, for one another's welfare and for basic living expenses.
- Is at least 18 years old and competent to contract under the law.

In addition, if you disenroll your partner, you must wait 60 days before enrolling a new partner.

You must agree to notify the Verizon Benefits Center if your partner no longer meets the criteria listed above.

### **Skilled Nursing Facility**

A facility that provides medically necessary continuous professional nursing supervision to covered persons who are not in the acute phase of illness but require primarily convalescent, rehabilitative or restorative services. The facility also may include intermediate, residential or long-term care units. Beds must be set up and staffed in a unit specifically designated for this service. The facility must meet requirements as described in the Plan document.

## **Spouse**

Your spouse is a person of the opposite sex who is a husband or wife, pursuant to a legal union, under the laws of the state in which you live.

The definition of spouse specified in this document is consistent with the definition under the federal Defense of Marriage Act. The Plan uses this definition, even if state or local laws define spouse differently.

## **Sudden, Serious and Life-Threatening Illness**

Severe symptoms that occur unexpectedly and that require immediate and urgent medical attention. Examples include, but are not limited to, an apparent heart attack, severe shortness of breath, severe allergic reactions, severe bleeding, obvious fractures, and sudden loss of consciousness. The claims administrator makes the determination as to what qualifies.