Schedule of Benefits

Harvard Pilgrim Health Care of New England, Inc.
NH Local Choice HMO CSR100
NEW HAMPSHIRE

IMPORTANT INFORMATION: This policy reflects the known requirements for compliance under The Affordable Care Act as passed on March 23, 2010. As additional guidance is forthcoming from the U.S. Department of Health and Human Services, and the New Hampshire Insurance Department, those changes will be incorporated into your health insurance policy.

Coverage under this Plan is under the jurisdiction of the New Hampshire Insurance Commissioner.

This Policy does not include pediatric dental services. Pediatric dental coverage is included in some health plans, but can also be purchased as a stand-alone product. Please contact your insurance carrier or producer, or seek assistance through Healthcare.gov, if you wish to purchase pediatric dental coverage or a stand-alone dental services product.

You have thirty (30) days from receipt of this Policy to review this document. If you are not satisfied for any reason with the Policy, you have the right to return the Policy to Harvard Pilgrim and have your premium returned.

This Schedule of Benefits states any Benefit Limits and the Member Cost Sharing amounts you must pay for Covered Benefits. However, it is only a summary of your benefits. Please see your Benefit Handbook for details. Your Member Cost Sharing may include a Deductible, Coinsurance, and Copayments. Please see the tables below for details.

Certain capitalized words in this Schedule of Benefits have special meaning. Unless indicated otherwise, please refer to *section II: Glossary* of your Benefit Handbook for more information.

Accessing Plan Providers

This Plan provides access to the NH Local Choice HMO network which is smaller than HPHC's full provider network. There are two types of providers that make up the NH Local Choice network: (1) Tier 1 providers, and (2) Tier 2 Providers. You will pay different levels of Copayments, Coinsurance or Deductibles depending on the tier placement and provider type you use. Tier 1 providers will result in a lower out of pocket cost while Tier 2 providers will result in a higher out of pocket cost.

Providers can change tier placement, status, practices and/or locations at any time throughout the year. When a Provider changes a practice or location, the tier of that Provider may also change. It is important to check your NH Local Choice Provider Directory before having services to ensure your Provider is in the network and to determine the tier placement of your provider or facility. To find a provider, you may view the Provider Directory online at our website, **www.harvardpilgrim.org**. You can also get a copy of the Provider Directory, free of charge, by calling the Member Services Department at **1-877-907-4742**.

In a Medical Emergency, you should go to the nearest emergency facility or call 911 or other local emergency access number. A Referral from your PCP is not needed. Your emergency room Member Cost Sharing is listed in the tables below.

Medical Necessity Guidelines

We use clinical review criteria to evaluate whether certain services or procedures are Medically Necessary for a Member's care. Members or their practitioners may obtain a copy of our Medical Necessity Guidelines on our website at **www.harvardpilgrim.org** or by calling Member Services at **1-877-907-4742**.

Virtual-Only Plan Providers

Your Plan includes a designated group of Virtual-Only Plan Providers who deliver care exclusively through virtual visits. These Plan Providers do not offer in-office visits and include:

- designated Virtual-Only Primary Care Providers (VPCP), and
- designated Virtual-Only Mental Health Providers (VMHP)

If you select a designated VPCP, all virtual visits with your VPCP or any designated VMHP will be covered with no Member Cost Sharing.

To find a designated VPCP or VMHP go to **www.harvardpilgrim.org** or call Member Services at **1-877-907-4742**.

Important Note: Only services from designated Virtual-Only Plan Providers are covered as described above. Telehealth, virtual, or in-office services from other Providers are subject to the applicable Member Cost Sharing listed in the tables below.

Covered Benefits

Your Covered Benefits are administered on a Calendar Year basis. Your Member Cost Sharing will depend upon the type of service provided and the location the service is provided in, as listed in this Schedule of Benefits. For example, for services provided in a physician's office, see "Physician and Other Professional Office Visits." For services provided in a hospital emergency room, see "Emergency Room Care." For inpatient hospital care, see "Hospital – Inpatient Services," and for outpatient surgical procedures, please see "Surgery - Outpatient."

When you receive a service at your home (other than home health care), your Member Cost Sharing will be the same as when the service is provided in an office or facility. For example, if you have a physician visit in your home, see "Physician and Other Professional Office Visits." If you have blood drawn at home, see "Laboratory, Radiology and Other Diagnostic Services."

General Cost Sharing Features:	Tier 1 Provider Member Cost Sharing:	Tier 2 Provider Member Cost Sharing:
Coinsurance and Copayments		
	See the benefits table below	
Deductible		
	None	None
Any eligible medical expenses you incur toward the Tier 1 Deductible in a Calendar Year will apply to **both** the Tier 1 and Tier 2 Deductible. Likewise, any eligible expenses you incur toward the Tier 2 Deductible in a Calendar Year will apply to **both** the Tier 1 and Tier 2 Deductible. The maximum Deductible amount you will pay in a Calendar Year will never exceed the Tier 2 Deductible.		
Out-of-Pocket Maximum		
Includes all Member Cost Sharing	None	

Benefit:	Tier 1 Provider Member Cost Sharing:	Tier 2 Provider Member Cost Sharing:
Acupuncture Treatment		
	Not covered	
Ambulance and Medical Transport		
Emergency ambulance transport	No charge	
Non-emergency medical transport	No charge	
Applied Behavior Analysis		
Covered for the treatment of autism spectrum disorders	No charge	
Chemotherapy and Radiation Therapy		
Chemotherapy	No charge	No charge

Benefit:	Tier 1 Provider Member Cost Sharing:	Tier 2 Provider Member Cost Sharing:
Radiation therapy	No charge	No charge
Chiropractic Care		
– Limited to 12 visits per Calendar Year	No charge	No charge
Dental Services		
Extraction of teeth impacted in bone	Not covered	
Outpatient surgery expenses for dental care	No charge	
If you purchased this Plan through New Hampshire's Federally Operated Health Insurance Marketplace, you may have other coverage under a separate dental plan.		
Dialysis		
	No charge	No charge
Durable Medical Equipment		
Durable medical equipment	No charge	
Blood glucose monitors, continuous glucose monitors, infusion devices and insulin pumps (including supplies)	No charge	
Oxygen and respiratory equipment	No charge	
Early Intervention		
– Limited to 40 visits per Member per Calendar Year	No charge	
Emergency Admission		
	No charge	
Emergency Room Care		
Services that do not meet the definition of Medical Emergency	No charge	
Medical Emergency services	No charge	
Hearing Aids		
– Limited to 1 hearing aid per hearing impaired ear as Medically Necessary	No charge	
Home Health Care		
	No charge	No charge
If services include the administration of drugs, please see "Medical Drugs" for the Member Cost Sharing that applies to the Medical Drug.		
Hospice – Outpatient		
	No charge	No charge
Hospital – Inpatient Services		
Acute hospital care	No charge	No charge
Inpatient maternity care	No charge	No charge
Inpatient routine nursery care	No charge	
Inpatient rehabilitation – Limited to 100 days per Calendar Year	No charge	No charge
Skilled nursing facility – Limited to 100 days per Calendar Year	No charge	No charge
Infertility Treatment		
	Not covered	
Laboratory, Radiology and Other Diagnostic Services		
Laboratory	No charge	No charge

Benefit:	Tier 1 Provider Member Cost Sharing:	Tier 2 Provider Member Cost Sharing:
Genetic testing	No charge	No charge
Radiology	No charge	No charge
Advanced radiology, including CT scans, PET scans, MRI, MRA and nuclear medicine services	No charge	No charge
Other diagnostic services	No charge	No charge
Low Protein Foods		
	No charge	
Maternity Care – Outpatient		
Routine outpatient prenatal and postpartum care	No charge	
Member Cost Sharing applies to any specialized or non-routine service, or any service billed separately from your routine outpatient prenatal and postpartum care. Ultrasounds are billed separately. Member Cost Sharing for services provided by a specialist is listed under “Physician and Other Professional Office Visits” and Member Cost Sharing for an ultrasound is listed under “Laboratory, Radiology and Other Diagnostic Services.” For more information, see the “Maternity Care” benefit in your Benefit Handbook or the Preventive Services Notice on our website at **www.harvardpilgrim.org.**		
Medical Drugs (drugs that cannot be self-administered)		
	No charge	
The Member Cost Sharing listed above applies to all Medical Drugs, including those received from a specialty pharmacy. Additional Member Cost Sharing may apply for the administration of the Medical Drug depending on where you receive the infusion.		
Medical Formulas		
	No charge	
Mental Health and Substance Use Disorder Treatment		
Inpatient services	No charge	
Intermediate services including Acute residential treatment, partial hospitalization, intensive outpatient programs and mobile crisis intervention	No charge	
Outpatient group therapy	No charge	
Outpatient treatment, including individual therapy, detoxification and medication management	No charge	
Outpatient methadone maintenance	No charge	
Outpatient psychological testing	No charge	
Outpatient telemedicine virtual visit – group therapy	No charge	
Outpatient telemedicine virtual visit – including individual therapy, detoxification, and medication management	No charge	
eVisits	No charge	
Virtual visits with a designated Virtual-Only Mental Health Provider (VMHP) when you have a Virtual-Only PCP (VPCP)	No charge	
Observation Services		
	No charge	

Benefit:	Tier 1 Provider Member Cost Sharing:	Tier 2 Provider Member Cost Sharing:
Ostomy Supplies		
	No charge	
Physician and Other Professional Office Visits **(The Member Cost Sharing below applies to services provided in an office or other outpatient facility, including the outpatient department of a hospital, unless otherwise listed in this Schedule of Benefits.)**		
Routine examinations for preventive care, including immunizations	No charge	
Not all services you receive during your routine exam are covered at no charge. Only preventive services designated under the Patient Protection and Affordable Care Act (PPACA) are covered at no charge. Other services not included under PPACA may be subject to additional cost sharing. For the current list of preventive services covered at no charge under PPACA, please see the Preventive Services Notice on our website at **www.harvardpilgrim.org.** Please see "Laboratory, Radiology and Other Diagnostic Services" for the Member Cost Sharing that applies to diagnostic services not included on this list.		
Consultations, evaluations, sickness and injury care	No charge	No charge
Virtual visits with a designated Virtual-Only PCP (VPCP)	No charge	
Additional Member Cost Sharing may apply. Please refer to the specific benefit in this Schedule of Benefits. For example, if you need sutures, please refer to treatments and procedures below. If you need an x-ray or have blood drawn, please refer to "Laboratory, Radiology and Other Diagnostic Services."		
eVisits	No charge	
Treatments and procedures including, but not limited to, casting, suturing and the application of dressings, non-routine foot care, surgical procedures, and administration of Medical Drugs	No charge	No charge
Administration of allergy injections	No charge	No charge
Preventive Services and Tests		
	No charge	
Under federal law, many preventive services and tests are covered with no Member Cost Sharing, including preventive colonoscopies, certain labs and x-rays, voluntary sterilization for women, and all FDA approved contraceptive devices. For a complete list of covered preventive services, please see the Preventive Services Notice on our website at **www.harvardpilgrim.org.** You may also get a copy of the Preventive Services Notice by calling the Member Services Department at **1-877-907-4742**. Harvard Pilgrim will add or delete services from this benefit for preventive services and tests in accordance with Federal guidance.		
Prosthetic Devices		
	No charge	
Rehabilitation and Habilitation Services - Outpatient		
Cardiac rehabilitation	No charge	No charge
Pulmonary rehabilitation therapy	No charge	No charge
Occupational therapy – Rehabilitation Services – limited to 20 visits per Calendar Year – Habilitation Services – limited to 20 visits per Calendar Year	No charge	No charge
Physical therapy – Rehabilitation Services – limited to 20 visits per Calendar Year – Habilitation Services – limited to 20 visits per Calendar Year	No charge	No charge

Benefit:	Tier 1 Provider Member Cost Sharing:	Tier 2 Provider Member Cost Sharing:
Speech therapy – Rehabilitation Services – limited to 20 visits per Calendar Year – Habilitation Services – limited to 20 visits per Calendar Year	No charge	No charge
Outpatient physical, occupational and speech therapies are covered without limits to the extent Medically Necessary for: (1) children up to the age of three and (2) the treatment of Autism Spectrum Disorders.		
Scopic Procedures - Outpatient Diagnostic and Therapeutic		
Colonoscopy, endoscopy and sigmoidoscopy	No charge	No charge
Surgery – Outpatient		
	No charge	No charge
Telemedicine Virtual Visit Services - Outpatient		
	No charge	No charge
For inpatient hospital care, see “Hospital – Inpatient Services” for cost sharing details.		
Urgent Care Services		
Doctor On Demand	No charge	
Important Note: Doctor On Demand is a specific network of providers contracted to provide virtual Urgent Care services. For more information on Doctor On Demand, including how to access them, please visit our website at **www.harvardpilgrim.org.**		
Convenience care clinic	No charge	
Urgent care center	No charge	
Hospital urgent care center	No charge	No charge
Additional Member Cost Sharing may apply. Please refer to the specific benefit in this Schedule of Benefits. For example, if you have an x-ray or have blood drawn, please refer to “Laboratory, Radiology and Other Diagnostic Services.”		
Vision Services		
Routine adult eye examinations – Limited to 1 exam every 2 Calendar Years	No charge	No charge
Routine pediatric eye examinations (including a contact lens fitting) – Limited to 1 exam per Calendar Year	No charge	No charge
Vision hardware for special conditions	No charge	
Your Plan also includes coverage for pediatric vision hardware. Please see the additional Pediatric Vision section later in this Schedule of Benefits for more information.		
Voluntary Sterilization - in a Physician’s Office		
	No charge	No charge
Voluntary Termination of Pregnancy – Outpatient		
Covered only when the life of the mother is endangered or when the pregnancy is a result of rape or incest.	No charge	No charge
Wigs and Scalp Hair Prostheses (as required by law)		
See the Benefit Handbook for details	No charge	

CORE NH 5-TIER PRESCRIPTION DRUG BENEFIT

Benefit:	Member Cost Sharing:
Your pharmacy Member Cost Sharing for up to a 30-day supply at a retail pharmacy is:	
Tier 1:	No charge
Tier 2:	No charge
Tier 3:	No charge
Tier 4:	No charge
Tier 5:	No charge
Your pharmacy Member Cost Sharing for up to a 90-day supply of maintenance medications at a retail pharmacy is:	
Tier 1:	No charge
Tier 2:	No charge
Tier 3:	No charge
Tier 4:	No charge
Tier 5:	No charge
Your pharmacy Member Cost Sharing for up to a 90-day supply of maintenance medications through the Plan's mail service prescription drug program is:	
Tier 1:	No charge
Tier 2:	No charge
Tier 3:	No charge
Tier 4:	No charge
Tier 5:	No charge

Please Note: In accordance with NH Law, you are covered in full for oral or self-administered anticancer medications.

To obtain coverage for your prescription drugs bring your prescription or refill to a participating pharmacy, along with your ID card, and pay the appropriate amount. Please refer to your Prescription Drug Brochure for detailed information about your coverage, including tier definitions.

Pediatric VisionCare

Dependents up to the age of 19 are eligible for coverage of prescription eyeglasses or contact lenses. Coverage under this benefit terminates at the end of the month in which the Dependent turns 19. Each Dependent is eligible for coverage every 12 months for *either* (A) prescription eyeglass frames and lenses or (B) prescription contact lenses, as described below:

(A) PRESCRIPTION EYEGLASS FRAMES AND LENSES

The Plan will reimburse you for the purchase of one pair of Standard or Basic prescription eyeglass frames and lenses up to the following amounts:

The Plan will reimburse you in full for covered prescription eyeglass frames and lenses. Standard or Basic lenses are limited to glass or plastic single vision lenses, conventional bifocal lenses, conventional trifocal lenses and lenticular lenses. Coverage is excluded for lenses larger than 55mm and upgrades such as tints. Coverage is also excluded for deluxe and designer eyeglass frames.

(B) PRESCRIPTION CONTACT LENSES

The Plan will reimburse you for the purchase of your first order of prescription contact lenses up to the following amounts:

The Plan will reimburse you in full for your first order of covered prescription contact lenses. Reimbursement for disposable contact lenses is limited to a 6 month supply.

OUT-OF-POCKET MAXIMUM

All Member Cost Sharing under this benefit applies toward your annual Out-of-Pocket Maximum. Please see the General Cost Sharing Table at the beginning of this Schedule of Benefits for the Out-of-Pocket Maximum amount that applies to your plan.

WHERE TO PURCHASE EYEWEAR WITH YOUR PEDIATRIC VISION CARE BENEFIT

You can purchase your eyewear from any vision hardware provider with a valid prescription from your doctor.

HOW TO RECEIVE REIMBURSEMENT FOR THE PEDIATRIC VISION CARE BENEFIT

To receive reimbursement for prescription eyeglasses and frames or prescription contact lenses that you have paid for, you must follow these simple steps:

1. Complete a member reimbursement form. You can obtain this form by visiting our website at **www.harvardpilgrim.org** or by calling the Member Services Department at **1-877-907-4742** to request a form. For TTY service, please call **711**. A representative will be happy to assist you.
2. Each Member must use a separate member reimbursement form.
3. Attach the copy of an itemized bill to the form, showing proof of payment. Make a copy of the form for your records.
4. Mail the original form, together with the bill and proof of payment to:
   HPHC Claims
   P.O. Box 699183
   Quincy, MA 02269-9183

We will reimburse you for your payment of covered eyeglasses or contact lenses as described above. The reimbursement is applied AFTER application of discounts, coupons or other offers. Please allow 30 days to receive your reimbursement.

WHERE TO CALL WITH QUESTIONS

If you have any questions about your Pediatric VisionCare benefit, including how to receive reimbursement or eyewear discounts, please contact the Member Services Department at **1-877-907-**

4742. This telephone number is also listed on your ID card. If you are deaf or hearing impaired, call **711** for TTY service. A representative will be happy to assist you.

EXCLUSIONS

- Expenses incurred prior to your effective date
- Colored contact lenses, special effect contact lenses
- Deluxe or designer frames
- Eyeglass or contact lens supplies
- Lost or broken lenses or frames, unless the Member has reached his/her normal interval for service
- Non-prescription or plano lenses
- Plain or prescription sunglasses, no-line bifocals, blended lenses or oversize lenses
- Safety glasses and accompanying frames
- Spectacle lens styles, materials, treatments or add ons
- Sunglasses and accompanying frames
- Two pairs of glasses in lieu of bifocals
- Vision hardware (with the exception of contact lenses) purchased from an internet provider

General List of Exclusions
NEW HAMPSHIRE

The following list identifies services that are generally excluded from Harvard Pilgrim Plans. Additional services may be excluded related to access or product design. For a complete list of exclusions please refer to the specific plan's Benefit Handbook.

Exclusion
Alternative Treatments
• Acupuncture care, unless specifically listed as a Covered Benefit. • Acupuncture services that are outside the scope of standard acupuncture care. • Alternative or holistic services and all procedures, laboratories and nutritional supplements associated with such treatments. • Aromatherapy and treatment with crystals. • Any of the following types of programs including tuition based programs: Health resorts, spas, recreational programs, camps, outdoor skills programs, therapeutic or educational boarding schools, relaxation or lifestyle programs and wilderness programs (therapeutic outdoor programs). Please Note: Covered Benefits received while a Member is participating in a program, such as a wilderness program, may be reimbursed if the provider separately identifies and submits bills for Medically Necessary Services that are Covered Benefits and all other terms of overage under the Plan are met, including any applicable provider network and Member Cost Sharing requirements. • Massage therapy when performed by anyone other than a licensed physical therapist, physical therapy assistant, occupational therapist, or certified occupational therapy assistant. • Myotherapy. • Services by a Naturopath that are not covered by other Providers under the Plan.
Dental Services
• Dental Care, except the specific dental services listed in your Benefit Handbook and Schedule of Benefits • Temporomandibular Joint Dysfunction (TMD) care, except the specific medical treatments listed as Covered Benefits in your Benefit Handbook. • Extraction of teeth.
Durable Medical Equipment and Prosthetic Devices
• Any devices or special equipment needed for sports or occupational purposes, unless listed under the benefit for Prosthetic Devices for Members under the age of 19. • Any home adaptations, including, but not limited to home improvements and home adaptation equipment. • Non-durable medical equipment, unless used as part of the treatment at a medical facility or as part of approved home health care services. • Repair or replacement of durable medical equipment or prosthetic devices as a result of loss, negligence, willful damage, or theft.
Experimental, Unproven or Investigational Services
• Any products or services, including, but not limited to, drugs, devices, treatments, procedures, and diagnostic tests that are Experimental, Unproven, or Investigational. • Novel gene threrapy drugs or new to market reformulations or expansions of existing gene therapies that are approved by the FDA through its Accelerated Approval Program or other similar accelerated review pathway are excluded from coverage for a period of time from the date of FDA approval.
Foot Care
• Foot orthotics, except for the treatment of severe diabetic foot disease or systemic circulatory diseases. • Routine foot care. Examples include nail trimming, cutting or debriding and the cutting or removal of corns and calluses. This exclusion does not apply to preventive foot care for Members diagnosed with diabetes or systemic circulatory diseases.
Maternity Services
• If you are covered under an HMO plan, routine pre-natal and post-partum care when you are traveling outside the Service Area. • Services provided by a doula.
Physical Appearance
• Cosmetic Services, including drugs, devices, treatments and procedures, except for (1) Cosmetic Services that are incidental to the correction of Physical Functional Impairment, (2) restorative surgery to repair or restore appearance damaged by an accidental injury, (3) post-mastectomy care, and (4) gender affirming procedures and related services. • Electrolysis or laser hair removal, except for what is Medically Necessary as part of gender affirming services. • Hair removal or restoration, including, but not limited to, transplantation or drug therapy. • Liposuction, except for what is Medically Necessary as part of gender affirming services, or removal of fat deposits considered undesirable. • Scar or tattoo removal or revision procedures (such as

Exclusion
salabrasion, chemosurgery and other such skin abrasion procedures). • Skin abrasion procedures performed as a treatment for acne. • Treatments and procedures related to appearance including but not limited to abdominoplasty; chemical peels; collagen injections; dermabrasion; implantations (e.g. cheek, calf, pectoral, gluteal); lip reduction/enhancement; panniculectomy; removal of redundant skin; and silicone injections (e.g. for breast enlargement), except for what is Medically Necessary as part of gender affirming services or another Covered Benefit. • Treatment for skin wrinkles and skin tags or any treatment to improve the appearance of the skin. • Treatment for spider veins. • Wigs and scalp hair prostheses when hair loss is due to male pattern baldness, female pattern baldness, or natural or premature aging.
Procedures and Treatments
• Care by a chiropractor outside the scope of standard chiropractic practice, including but not limited to, surgery, prescription or dispensing of drugs or medications, internal examinations, obstetrical practice, or treatment of infections and diagnostic testing for chiropractic care. • Commercial diet plans, weight loss programs and any services in connection with such plans or programs. • Nutritional or cosmetic therapy using vitamins, minerals or elements, and other nutrition-based therapy. Examples include supplements, electrolytes, and foods of any kind (including high protein foods and low carbohydrate foods). • Services for Members who are donors for non-members, except as described under Human Organ Transplant Services. • Testing for central auditory processing. • Group diabetes training, educational programs or camps.
Providers
• Charges for services which were provided after the date on which your membership ends. • Charges for any products or services, including, but not limited to, professional fees, medical equipment, drugs, and hospital or other facility charges, that are related to any care that is not a Covered Benefit. • Charges for missed appointments. • Concierge service fees. (See your Benefit Handbook for more information.) • Follow-up care after an emergency room visit, unless provided by a Plan Provider and/or arranged by your PCP when required under your Plan. • Inpatient charges after your hospital discharge. • Provider's charge to file a claim or to transcribe or copy your medical records. • Services or supplies provided by: (1) anyone related to you by blood, marriage or adoption, or (2) anyone who ordinarily lives with you.
Reproduction
• Infertility drugs, if infertility treatment is not a Covered Benefit. • Infertility drugs if a Member is not in a Plan authorized cycle of infertility treatment. • Infertility treatment, except when specifically listed as a Covered Benefit. • Infertility treatment for Members who are not medically infertile. • Sperm collection, freezing and storage except as described in your Benefit Handbook. • Sperm identification when not Medically Necessary (e.g., gender identification). • Any form of Surrogacy or services for a gestational carrier other than covered maternity services. • Reversal of voluntary sterilization (including any services for infertility related to voluntary sterilization or its reversal). • The following fees: wait list fees, non-medical costs, shipping and handling charges, etc. • Voluntary termination of pregnancy except as described in your Benefit Handbook.
Services Provided Under Another Plan
• Costs for any services for which you are entitled to treatment at government expense, including military service connected disabilities. • Costs for services for which payment is required to be made by a Workers' Compensation plan (unless the Member has waived Workers Compensation) or an Employer under state or federal law.
Telemedicine
• Telemedicine services involving fax. • Provider fees for technical costs for the provision of telemedicine services.
Types of Care
• Acute or long-term home health care services. • Custodial Care. • Rest or domiciliary care. • All institutional charges over the semi-private room rate, except when a private room is Medically Necessary. • Pain management programs or clinics. • Physical conditioning programs such as athletic training, body-building, exercise, fitness, flexibility, and diversion or general motivation. • Private duty nursing. • Vocational rehabilitation, or vocational evaluations on job adaptability, job placement, or therapy to restore function for a specific occupation.
Vision and Hearing
• Eyeglasses, contact lenses and fittings, except as listed in your Benefit Handbook and Schedule of Benefits. • Deluxe or designer frames. • Hearing aid batteries, cords, and individual or group auditory training devices and any instrument or device used by a public utility in providing telephone or other communication services. • Over the counter hearing aids. • Refractive eye surgery, including, but not limited to, lasik surgery, orthokeratology and lens implantation for the correction of naturally occurring myopia, hyperopia and astigmatism.

Exclusion
All Other Exclusions
• Any service or supply furnished in connection with a non-Covered Benefit. • Any service or supply (with the exception of contact lenses) purchased from the internet. • Any service, supply or medication when there is a less intensive Covered Benefit or more cost-effective alternative that can be safely and effectively provided, in accordance with applicable Medical Necessity Guidelines. • Any service, supply or medication, including physical examinations and testing, required by a third party that is not otherwise Medically Necessary (examples of a third party are an employer, an insurance company, a school, a camp, or court). • Beauty or barber service. • Cost of organs that are sold rather than donated to recipients. • Any drug or other product obtained at an outpatient pharmacy, except for pharmacy supplies covered under the benefit for diabetes services, unless your Plan includes outpatient pharmacy coverage. • Diabetes equipment replacements when solely due to manufacturer warranty expiration. • Digital therapeutics. • Donated or banked breast milk. • Educational services or testing, except services covered under the benefit for Early Intervention Services. No benefits are provided: (1) for educational services intended to enhance educational achievement; or (2) to resolve problems of school performance. • Externally powered exoskeleton assistive devices and orthoses. • Food or nutritional supplements, including, but not limited to, FDA-approved medical foods obtained by prescription, except as required by law or prescribed for Members who meet HPHC policies for enteral nutrition or tube feedings. • Medical equipment, devices or supplies except as listed in your Benefit Handbook. • Medical, mental health, or substance use disorder treatment services that are (1) provided to Members who are confined or committed to jail, house of correction, or prison, or custodial facility of the Department of Youth Services, or (2) provided by the Department of Mental Health. • New-to-Market prescription drugs until reviewed by the Plan, which will be the earlier of December 31st of the following calendar year or as required by law. • Reimbursement for travel expenses. • Services for non-Members. • Services for which no coverage is provided in your Benefit Handbook, Schedule of Benefits, or Prescription Drug Brochure. • Services provided under an individualized education program (IEP), including any services provided under an IEP that are delivered by school personnel or any services provided under an IEP purchased from a contractor or vendor. • Services that are not Medically Necessary. • Services your PCP or a Plan Provider has not provided, arranged or approved when required under your Plan. • Taxes or governmental assessments on services or supplies. • Transportation, except for emergency ambulance transport, and non-emergency medical transport needed for transfer between hospitals or other covered health care facilities or from a covered facility to your home when Medically Necessary. • Voice modification surgery, except when Medically Necessary for gender affirming services. • Air conditioners, air purifiers and filters, dehumidifiers and humidifiers. • Car seats. • Chairs, bath chairs, feeding chairs, toddler chairs, chair lifts, recliners. • Exercise equipment. • Home modifications including but not limited to elevators, handrails and ramps. • Hot tubs, jacuzzis, saunas or whirlpools. • Mattresses. • Medical alert systems. • Motorized beds. • Pillows. • Stair lifts and stair glides. • Strollers. • Safety equipment. • Vehicle modifications including but not limited to van lifts. • Telephone. • Television.

Harvard Pilgrim Health Care

a Point32Health company

Language Assistance Services

Arabic (العربية) انتباه: إذا كنت تتحدث لغة أخرى غير الإنجليزية، فإن خدمات المساعدة اللغوية متاحة لك مجانًا. يرجى الاتصال بالرقم الموجود على بطاقة هوية العضو الخاصة بك.

French (Français) ATTENTION : Si vous parlez une langue autre que l'anglais, des services d'assistance linguistique gratuits sont à votre disposition. Veuillez appeler le numéro indiqué sur votre carte d'adhérent.

Greek (Ελληνικά) ΠΡΟΣΟΧΗ: Εάν μιλάτε κάποια άλλη γλώσσα πέρα από τα αγγλικά, γλωσσικές υπηρεσίες χωρίς χρέωση είναι στη διάθεσή σας. Καλέστε τον αριθμό στην κάρτα μέλους σας.

Gujarati (ગુજરાતી) ધ્યાન આપો: જો તમે અંગ્રેજી સિવાય બીજી ભાષા બોલો છો, તો ભાષા હિાય વિાઓ, તમારા માટે મફત ઉપલબ્ધ છે. કૃપા કરીને તમારા ભિય આઈડી કાડ્ડ પરના નંબર પર કોલ કરો.

Haitian Creole (Kreyòl Ayisyen) ATANSYON: Si w pale yon lang ki pa Anglè, gen sèvis èd pou lang ki disponib gratis pou ou. Tanpri rele nimewo ki sou kat ID manm ou a.

Hindi (हिंदी) ध्यान दें: अगर आप अंग्रेजी के अलावा कोई दूसरी भाषा बोलते हैं, तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कृपया अपने सदस्य आईडी कार्ड पर दिए गए नंबर पर कॉल करें।

Italian (Italiano) ATTENZIONE: se parli una lingua diversa dall'inglese, sono disponibili gratuitamente servizi di assistenza linguistica. Chiama il numero indicato sulla tua tessera membro identificativa.

Khmer (ភាសាខ្មែរ) ប្រសិនបើអ្នក កនិយាយភាសាបរទេសផ្សេងប្រាំពីភាសាអង់គ្លេស បរសាកមុមជំនួ យភាសា ដលែតកលិតថ្លៃ សេវាអាចរកបានសម្រាប់អ្នក ក។ សូ មុហៅលេខកាន់បណ ខបាំបណ ID កាតសាជិកអ្នក ក។

Korean (한국어) 알림: 영어 이외의 언어를 사용하신다면 언어 지원 서비스를 무료로 제공해 드립니다. 가입자 ID 카드에 명시된 번호로 전화하시기 바랍니다.

Lao (ພາສາລາວ) ກະລຸນາ ຮັບຊາບ: ຖ້າ ທ່ານເວົ້າພາສາອື່ນທີ່ບໍ່ແ ມ່ນພາສາ ອັງກິດ, ທ່ານສາມາດໃຊ້ບໍລິການດ້ານພາສາ ໄ ດ້ ໂດຍບໍ່ເສຍ ຄ່າ. ກະລຸນາໂທຫາເບີ ທ່ ຢ ໃນ ບັດປະຈໍາ ຕົວສະມາຊິກຂອງ ທ່ານ.

Polish (polski) UWAGA: Jeśli posługujesz się językiem innym niż angielski, możesz bezpłatnie korzystać z usług pomocy językowej. Zadzwoń pod numer podany na Twojej karcie członkowskiej.

Portuguese (Português) ATENÇÃO: caso fale outro idioma que não o inglês, são-lhe disponibilizados gratuitamente serviços de assistência linguística. Ligue para o número no seu cartão de identificação de membro.

Russian (Русский) ВНИМАНИЕ! Если вы не говорите на английском языке, то можете бесплатно воспользоваться услугами языковой поддержки. Позвоните по номеру, указанному на вашей идентификационной карте участника.

Spanish (Español) ATENCIÓN: Si usted habla un idioma que no sea inglés, están disponibles para usted, sin costo, servicios de asistencia en otros idiomas. Llame al número que figura en su tarjeta de identificación de miembro.

Traditional Chinese (繁體中文) 注意事項：如果您講非英語的其他語言，我們可以為您提供免費的語言協助服務。請撥打您會員 ID 卡上的電話號碼。

Vietnamese (Tiếng Việt) LƯU Ý: Nếu quý vị nói ngôn ngữ khác không phải tiếng Anh, chúng tôi cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi đến số điện thoại trên thẻ ID hội viên của quý vị.

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Please call the number on your member ID card.

Continued on next page

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Point32Health Civil Rights Legal Coordinator
1 Wellness Way
Canton, MA 02021-1166

866-750-2074, TTY service: 711
Fax: 617-668-2754
Email: **OCRCoordinator@point32health.org**

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Civil Rights Compliance Officer is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **https://ocrportal.hhs.gov/ocr/portal/lobby.jsf**, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

800-368-1019, 800-537-7697 (TDD)

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