

# HAP HMO Custom 2060 / Rx HMO Custom 2060w

Coverage for: Individual + Family | Plan Type: HMO

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately. This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, call 1-800-422-4641 or visit <a href="http://www.hap.org">http://www.hap.org</a>. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms see the Glossary. You can view the Glossary at <a href="https://www.healthcare.gov/sbc-glossary/">https://www.healthcare.gov/sbc-glossary/</a> or call 1-800-422-4641 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible?	<b>\$500</b> individual / <b>\$1,000</b> family.	Generally, you must pay all of the costs from providers up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
Are there services covered before you meet your deductible?	Yes. Emergency Services, <u>Urgent</u> <u>care</u> , Chiropractic, Office Visits, <u>Preventive services</u> , Pharmacy	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount.  But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive</u> <u>services</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at https://www.healthcare.gov/coverage/preventive-care-benefits/.
Are there other deductibles for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	Coinsurance Maximum: \$1,000 individual/ \$2,000 family; does not apply to deductible.  Out-of-Pocket Limit: \$6,600 individual/ \$13,200 family.	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limit</u> s until the overall family <u>out-of-pocket limit</u> has been met.
What is not included in the out-of-pocket limit?	Premiums, balance-billing charges, and health care this plan doesn't cover. All other cost share accumulates unless otherwise specified in Plan Documents.	Even though you pay these expenses, they don't count toward the out-of-pocket limit.
Will you pay less if you use a <u>network provider</u> ?	Yes. See <a href="www.hap.org">www.hap.org</a> or call 1-800-422-4641 for a list of <a href="mailto:network">network</a> <a href="provider">provider</a> s.	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plans network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider</u> 's charge and what your <u>plan</u> pays ( <u>balance billing</u> ). Be aware your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.

Important Questions	Answers	Why This Matters:
Do you need a <u>referral</u> to see a <u>specialist</u> ?	Yes.	Written <u>referrals</u> are not required for <u>specialist</u> visits within the member's assigned <u>network</u> for selected services. <u>Referrals</u> or oral approvals are required in other instances. Further information on the <u>referral</u> process can be found at <u>www.hap.org</u> .



		What You Will Pay			
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information	
	Primary care visit to treat an injury or illness	\$30 <u>Copay</u> ; <u>deductible</u> does not apply	Not Covered		
	Specialist visit	\$40 <u>Copay</u> ; <u>deductible</u> does not apply	Not Covered		
If you visit a health care provider's office or clinic	Other practitioner office visit	Telehealth Visit: \$30 Copay; deductible does not apply Chiropractic Visit: \$40 Copay; deductible does not apply	Not Covered	Telehealth: Through our contracted telehealth services provider.  Chiropractic: Manipulation of the spine for subluxation only; Up to 24 visits per benefit period.	
	Preventive care/screening/immunization	No Charge; deductible does not apply	Not Covered	Coverage information available at <a href="https://www.hap.org">www.hap.org</a> . You may have to pay for services that aren't preventive services. Ask your provider if the services needed are preventive services. Then check what your plan will pay for.	
If you have a test	Diagnostic test (x-ray, blood work)	15% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	Some services require preauthorization	
If you have a test	Imaging (CT/PET scans, MRIs)	15% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	Services require preauthorization	

		What You Will Pay			
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information	
	Preferred Generic drugs	\$10 Copay / prescription (retail); deductible does not apply	Not Covered	Costs shown apply to a 30-day supply of drugs. A 90-day supply of non-maintenance drugs must be filled at our designated mail order pharmacy. Other exclusions & limitations may apply. Applies to all Generic and Brand type drugs.	
	Non-preferred Generic drugs	\$10 Copay / prescription (retail); deductible does not apply	Not Covered		
If you need drugs to treat your illness or	Preferred Brand drugs	\$30 <u>Copay</u> / prescription (retail); <u>deductible</u> does not apply	Not Covered		
condition.  More information about prescription drug coverage is available at www.hap.org	Non-preferred Brand drugs	\$50 Copay / prescription (retail); deductible does not apply	Not Covered		
	Preferred Specialty drugs	\$100 Copay / prescription (retail); deductible does not apply	Not Covered	All specialty drugs are limited to a 30-day supply at a specialty pharmacy only. Certain specialty drugs may be approved for 60 or 90 days. In this case, if a Copay or max is shown, You will pay 2 times that amount for a supply up to 60 days, and 3 times that amount for a supply of up to 90 days. Other exclusions & limitations may apply.	
	Non-preferred Specialty drugs	\$200 Copay / prescription (retail); deductible does not apply	Not Covered		
If you have outpatient	Facility fee (e.g., ambulatory surgery center(ASC))	15% Coinsurance after deductible	Not Covered	Some services require <u>preauthorization</u> .	
surgery	Physician/surgeon fees	15% <u>Coinsurance</u> after <u>deductible</u>	Not Covered		

			ou Will Pay		
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information	
	Emergency room care	\$200 Copay; deductible does not apply	\$200 Copay; deductible does not apply	Copay will be waived if admitted	
If you need immediate medical attention	Emergency medical transportation	15% <u>Coinsurance</u> after <u>deductible</u>	15% <u>Coinsurance</u> after <u>deductible</u>	Emergency transport only	
	Urgent care	\$40 <u>Copay</u> ; <u>deductible</u> does not apply	\$40 Copay; deductible does not apply		
If you have a hospital	Facility fee (e.g., hospital room)	15% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	Some services require <u>preauthorization</u> .	
stay	Physician/surgeon fees	15% <u>Coinsurance</u> after <u>deductible</u>	Not Covered		
If you need mental health, behavioral health, or substance abuse services	Outpatient services	\$30 <u>Copay</u> ; <u>deductible</u> does not apply	Not Covered	Some services require <u>preauthorization</u> . Services can be accessed by calling 1-800-444-5755.	
	Inpatient services	15% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	Services require <u>preauthorization</u> . Services can be accessed by calling 1-800-444-5755.	
	Office visits	\$40 <u>Copay</u> ; <u>deductible</u> does not apply	Not Covered	Prenatal covered under Preventive Services.	
If you are pregnant	Childbirth/delivery professional services	15% <u>Coinsurance</u> after <u>deductible</u>	Not Covered		
	Childbirth/delivery facility services	15% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	Some services require preauthorization	

		What You Will Pay			
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information	
	Home health care	15% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	Does not include Rehabilitation Services; Unlimited.	
	Rehabilitation services	15% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	May be rendered at home; Up to 60 combined visits per benefit period.	
If you need help recovering or have other special health needs	Habilitation services	15% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	Limited to Applied Behavior Analysis (ABA) and Physical, Speech, and Occupational Therapy services associated with the treatment of Autism Spectrum Disorders through age 18. Covered for authorized services only. See Outpatient Mental Health for ABA cost sharing amount.	
	Skilled nursing care	15% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	Covered for authorized services; Up to 730 days. Maximum benefit renews after 60 days of nonconfinement.	
		15% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	Covered for approved equipment only	
	Hospice services	15% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	Up to 210 days per lifetime.	
If your child needs	Children's eye exam	\$40 <u>Copay</u> ; <u>deductible</u> does not apply	Not Covered	One routine eye exam per benefit period at no cost share.	
dental or eye care	Children's glasses	Not Covered	Not Covered		
•	Children's dental check-up	Not Covered	Not Covered		

#### **Excluded Services & Other Covered Services:**

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

- Acupuncture
- Hearing Aids
- Private Duty Nursing
- Voluntary Termination of Pregnancy

- Cosmetic Surgery
- Long-Term Care
- Routine Foot Care

- Dental Care (Adult)
- Non-Emergency Care Outside the U.S.
- Vision Hardware

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

• Bariatric Surgery

Routine Eye Care (Adult)

- Chiropractic Care
- Weight Loss Programs

Infertility Treatment

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: contact the <u>plan</u> at 1-800-422-4641 you may also contact your state insurance department, the U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or <a href="www.dol.gov/ebsa/healthreform">www.dol.gov/ebsa/healthreform</a>, or the U.S. Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or <a href="http://www.cciio.cms.gov">http://www.cciio.cms.gov</a>. Other coverage options may be available to you, too, including buying individual insurance coverage through the <a href="health Insurance Marketplace">Health Insurance Marketplace</a>. For more information about the <a href="health Insurance www.HealthCare.gov">Marketplace</a>. visit <a href="https://www.HealthCare.gov">www.HealthCare.gov</a> or call 1-800-318- 2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice or assistance, contact the plan at 1-800-422-4641; you may also contact the Department of Insurance and Financial Services, Healthcare Appeals Section, Office of General Counsel, 611 Ottawa, 3rd Floor, P.O.Box 30220, Lansing, MI 48909-7720, <a href="http://michigan.gov/difs">http://michigan.gov/difs</a>; call 1-877-999-6442 or the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <a href="http://www.dol.gov/ebsa/healthreform">http://www.dol.gov/ebsa/healthreform</a>. Additionally, a consumer assistance program can help you file your <a href="majorated appeal">appeal</a>. Contact Michigan Health Insurance Consumer Assistance Program (HICAP), Michigan Department of Financial and Insurance Regulation, P.O.Box 30220, Lansing, MI 48909, phone 1-877-999-6442, website: <a href="majorated appeal">http://michigan.gov/difs</a> or e-mail difs-HICAP@michigan.gov.

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

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

### Does this plan meet Minimum Value Standards? Yes

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

## **Language Access Services:**

Please see a full list of Language Access Services following the Coverage Examples at the end of the Summary of Benefits of Coverage.

-To see examples of how this plan might cover costs for a sample medical situation, see the next section.——————

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# **About these Coverage Examples:**



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

Peg is Having a Baby (9 months of in-network pre-nate and a hospital delivery)	tal care	Managing Joe's type 2 Dial (a year of routine in-network ca well-controlled condition	are of a	Mia's Simple Fracture (in-network emergency room v follow up care)	
■ The <u>plan's</u> overall <u>deductible</u>	\$500	■ The <u>plan's</u> overall <u>deductible</u>	\$500	■ The <u>plan's</u> overall <u>deductible</u>	\$500
■ Specialist copayment	\$40	■ <u>Specialist</u> <u>copayment</u>	\$40	■ Specialist copayment	\$40
■ Hospital (facility) <u>coinsurance</u> 15%		■ Hospital (facility) coinsurance 15%		■ Hospital (facility) coinsurance	15%
■ Other <u>coinsurance</u> 15%		Other coinsurance 15%		■ Other <u>coinsurance</u>	15%
This EXAMPLE event includes services I Specialist office visits (prenatal care) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services Diagnostic tests (ultrasounds and blood workspecialist visit (anesthesia)	rk)	This EXAMPLE event includes services I Primary care physician office visits (includir disease education) Diagnostic tests (blood work) Prescription drugs Durable medical equipment (glucose meter	99	This EXAMPLE event includes services  Emergency room care (including medical supplies)  Diagnostic tests (x-ray)  Durable medical equipment (crutches)  Rehabilitation services (physical therapy)	like:
Total Example Cost	\$12,700	Total Example Cost	\$5,600	Total Example Cost	\$2,800
In this example, Peg would pay:	\$12,700	In this example, Joe would pay:	\$5,600	In this example, Mia would pay:	\$2,800
In this example, Peg would pay:  Cost Sharing		In this example, Joe would pay:  Cost Sharing		In this example, Mia would pay:  Cost Sharing	
In this example, Peg would pay:  Cost Sharing  Deductibles	\$500	In this example, Joe would pay:  Cost Sharing  Deductibles	\$500	In this example, Mia would pay:  Cost Sharing  Deductibles	\$500
In this example, Peg would pay:  Cost Sharing	\$500 \$10	In this example, Joe would pay:  Cost Sharing		In this example, Mia would pay:  Cost Sharing	\$500 \$325
In this example, Peg would pay:  Cost Sharing  Deductibles  Copayments	\$500	In this example, Joe would pay:  Cost Sharing  Deductibles  Copayments	\$500 \$844	In this example, Mia would pay:  Cost Sharing  Deductibles  Copayments	\$500
In this example, Peg would pay:  Cost Sharing  Deductibles  Copayments  Coinsurance	\$500 \$10	In this example, Joe would pay:  Cost Sharing  Deductibles  Copayments  Coinsurance	\$500 \$844	In this example, Mia would pay:  Cost Sharing  Deductibles  Copayments  Coinsurance	\$500 \$325

The <u>plan</u> would be responsible for the other costs of these EXAMPLE covered services.



#### Language Assistance

We want you to easily get the information you need. To request assistance in a language other than English, call (800) 422-4641 (TTY: 711).

VINI RE: Nëse flisni shqip, ju ofrohen shërbime ndihme gjuhësore falas. Telefononi numrin (800) 422-4641 ose TTY: 711.

تنبيه: إذا كنت تتحدث اللغة العربية، فإننا نوفر لك خدمات المساعدة اللغوية مجانًا. اتصل بالرقم 4641-422 (800) أو خدمة الهاتف النصي: 711.

নজর দিন: আপনি বাংলা ভাষা্য কথা বললে, ভাষা সহায়তার পরিষেবা বিনামূল্যে আপনার জন্য উপলব্ধ। (৪০০) 422-4641 বা TTY: 711 নম্বরে কল করুন।

注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電(800)422-4641或TTY用户請致電711。

HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos Sprachassistenzdienste zur Verfügung. Rufnummer: (800) 422-4641 oder TTY: 711.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero (800) 422-4641 (TTY: 711).

注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。(800)422-4641まで、お電話にてご連絡ください。 TTY ユーザーは 711までご連絡ください。

주의: 한국어를 사용하시는 경우, 무료 언어 지원 서비스를 이용하실 수 있습니다. 800-422-4641 번 또는 TTY: 711 번으로 연락해 주십시오.

UWAGA: jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer (800) 422-4641 lub TTY: 711.

ВНИМАНИЕ! Если ваш родной язык русский, вам могут быть предоставлены бесплатные переводческие услуги. Обращайтесь по номеру (800) 422-4641 (телетайп: 711).

NAPOMENA: Ako govorite hrvatski/srpski, dostupna Vam je besplatna podrška na Vašem jeziku. Kontaktirajte (800) 422-4641 ili tekstualni telefon za osobe oštećena sluha: 711.

ATENCIÓN: si habla español, los servicios de asistencia de idiomas se encuentran disponibles gratuitamente para usted. Llame al (800) 422-4641, los usuarios TTY deben llamar al 711.

المجان کے بیسلاف کے فورود بلاور کی ایعتی کی مورود ہوئے کے فورود کی ایک کی بیسلام کی ایک کی بیسلام کی ایک کی ایک 461 کے 11 :TT: کی بیسلاف کے مورود بلاور کی ایک کی بیسلام کی ایک کی بیسلام کی بیران کی بیسلام کی بی بیران کی بید می بیسلام کی بیسلام کی بیران کی بیسلام کی بیران کی بید می بید می بید می

PAG-UKULAN NG PANSIN: Kung Tagalog ang wikang ginagamit mo, may makukuha kang mga serbisyong tulong sa wika na walang bayad. Tumawag sa (800) 422-4641 o TTY: 711.

CHÚ Ý: Nếu quý vị nói tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Hãy gọi (800) 422-4641 hoặc TTY: 711.