

## SUMMARY OF BENEFITS



**Cigna Health and Life Insurance Co.**  
**For - Arlington County Government**  
**Open Access Plus IN Plan**  
**OAPIN Coinsurance Plan**  
**Effective - 07/01/2020**

**Selection of a Primary Care Provider** - your plan may require or allow the designation of a primary care provider. You have the right to designate any primary care provider who participates in the network and who is available to accept you or your family members. If your plan requires designation of a primary care provider, Cigna may designate one for you until you make this designation. For information on how to select a primary care provider, and for a list of the participating primary care providers, visit [www.mycigna.com](http://www.mycigna.com) or contact customer service at the phone number listed on the back of your ID card. For children, you may designate a pediatrician as the primary care provider.

**Direct Access to Obstetricians and Gynecologists** - You do not need prior authorization from the plan or from any other person (including a primary care provider) in order to obtain access to obstetrical or gynecological care from a health care professional in our 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, visit [www.mycigna.com](http://www.mycigna.com) or contact customer service at the phone number listed on the back of your ID card.

Plan Highlights	In-Network
<b>Lifetime Maximum</b>	Unlimited
<b>Plan Coinsurance</b>	Your plan pays 90%
<b>Calendar Year Deductible</b>	Individual: None Family: None
<b>Calendar Year Out-of-Pocket Maximum</b>	Individual: \$3,500 Family: \$7,000
<ul style="list-style-type: none"> <li>• All copays and benefit deductibles contribute towards your out-of-pocket maximum.</li> <li>• Mental Health and Substance Use Disorder covered expenses contribute towards your out-of-pocket maximum.</li> <li>• After each eligible family member meets his or her individual out-of-pocket maximum, the plan will pay 100% of their covered expenses. Or, after the family out-of-pocket maximum has been met, the plan will pay 100% of each eligible family member's covered expenses.</li> <li>• This plan includes a combined Medical/Pharmacy out-of-pocket maximum.</li> </ul>	

Benefit	In-Network
<b>Physician Services - Office Visits</b>	
<b>Physician Office Visit – Primary Care Physician (PCP)</b>	Your plan pays 90%
<b>Physician Office Visit – Specialist</b>	Your plan pays 90%
<b>NOTE:</b> Obstetrician and Gynecologist (OB/GYN) visits are subject to either the PCP or Specialist cost share depending on how the provider contracts with Cigna (i.e. as PCP or as Specialist).	
<b>Surgery Performed in Physician's Office - PCP</b>	Your plan pays 90%
<b>Surgery Performed in Physician's Office – Specialist</b>	Your plan pays 90%

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Benefit	In-Network
<b>Allergy Treatment/Injections Performed in Physician's Office PCP</b>	Your plan pays 90%
<b>Allergy Treatment/Injections Performed in Specialist Office</b>	Your plan pays 90%
<b>Allergy Serum - PCP</b>	Your plan pays 100%
<b>Allergy Serum - Specialist</b>	Your plan pays 100%
<ul style="list-style-type: none"> <li>Dispensed by the physician in the office</li> </ul>	
<b>Cigna Telehealth Connection Services</b>	Your plan pays 90%
<ul style="list-style-type: none"> <li>Includes charges for the delivery of medical and health-related consultations via secure telecommunications technologies, telephones and internet only when delivered by contracted medical telehealth providers (see details on myCigna.com)</li> </ul>	
<b>Preventive Care</b>	
<b>Preventive Care</b>	Plan pays 100%
<ul style="list-style-type: none"> <li>Includes coverage of additional services, such as urinalysis, EKG, and other laboratory tests, supplementing the standard Preventive Care benefit when billed as part of office visit.</li> </ul>	
<b>Immunizations</b>	Plan pays 100%
<b>Mammogram, PAP, and PSA Tests</b>	Plan pays 100%
<ul style="list-style-type: none"> <li>Coverage includes the associated Preventive Outpatient Professional Services.</li> <li>Diagnostic-related services are covered at the same level of benefits as other x-ray and lab services, based on place of service.</li> </ul>	
<b>Inpatient</b>	
<b>Inpatient Hospital Facility Services</b>	Your plan pays 90%
<b>Semi-Private Room:</b> Limited to the semi-private negotiated rate	
<b>Private Room:</b> Limited to the semi-private negotiated rate	
<b>Special Care Units (Intensive Care Unit (ICU), Critical Care Unit (CCU)):</b> Limited to the negotiated rate	
<b>Inpatient Hospital Physician's Visit/Consultation</b>	Your plan pays 90%
<b>Inpatient Professional Services</b>	
<ul style="list-style-type: none"> <li>For services performed by Surgeons, Radiologists, Pathologists and Anesthesiologists</li> </ul>	Your plan pays 90%
<b>Outpatient</b>	
<b>Outpatient Facility Services</b>	Your plan pays 90%
<b>Outpatient Professional Services</b>	
<ul style="list-style-type: none"> <li>For services performed by Surgeons, Radiologists, Pathologists and Anesthesiologists</li> </ul>	Your plan pays 90%

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Benefit	In-Network
<b>Outpatient Therapy Services - PCP</b>	Your plan pays 90%
<b>Outpatient Therapy Services - Specialist</b>	Your plan pays 90%
Calendar Year Maximums: <ul style="list-style-type: none"> <li>Pulmonary Rehabilitation, Cognitive Therapy, Physical Therapy, Speech Therapy and Occupational Therapy – 52 days</li> <li>Limits are not applicable to mental health conditions for Physical, Speech and Occupational Therapies.</li> </ul>	
<b>Note:</b> Therapy days, provided as part of an approved Home Health Care plan, accumulate to the applicable outpatient therapy services maximum.	
<b>Chiropractic Care - PCP</b>	Your plan pays 90%
<b>Chiropractic Care - Specialist</b>	Your plan pays 90%
Calendar Year Maximum: <ul style="list-style-type: none"> <li>Chiropractic Care - Unlimited days</li> </ul>	
<b>Cardiac Rehabilitation - PCP</b>	Your plan pays 90%
<b>Cardiac Rehabilitation - Specialist</b>	Your plan pays 90%
Calendar Year Maximum: <ul style="list-style-type: none"> <li>Cardiac Rehabilitation – 90 days</li> </ul>	
<b>Note:</b> Therapy days, provided as part of an approved Home Health Care plan, accumulate to the applicable outpatient therapy services maximum.	
Other Health Care Facilities/Services	
<b>Home Health Care</b> (includes outpatient private duty nursing subject to medical necessity)	Your plan pays 90%
<ul style="list-style-type: none"> <li>90 days maximum per Calendar Year (The limit is not applicable to mental health and substance use disorder conditions.)</li> <li>16 hour maximum per day</li> </ul>	
<b>Skilled Nursing Facility, Rehabilitation Hospital, Sub-Acute Facilities</b>	Your plan pays 90%
<ul style="list-style-type: none"> <li>180 days maximum per Calendar Year</li> </ul>	
<b>Durable Medical Equipment</b>	Your plan pays 90%
<ul style="list-style-type: none"> <li>Unlimited maximum per Calendar Year</li> </ul>	
<b>Breast Feeding Equipment and Supplies</b>	Your plan pays 100%
<ul style="list-style-type: none"> <li>Limited to the rental of one breast pump per birth as ordered or prescribed by a physician</li> <li>Includes related supplies</li> </ul>	
<b>External Prosthetic Appliances (EPA)</b>	Your plan pays 70%
<ul style="list-style-type: none"> <li>Unlimited maximum per Calendar Year</li> </ul>	
<b>Routine Foot Disorders</b>	Not Covered
<b>Note:</b> Services associated with foot care for diabetes and peripheral vascular disease are covered when approved as medically necessary.	
<b>Acupuncture Performed in Physician's Office - PCP</b>	Your plan pays 90%
<b>Acupuncture Performed in Physician's Office - Specialist</b>	Your plan pays 90%
<ul style="list-style-type: none"> <li>20 days maximum per Calendar Year</li> </ul>	

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Benefit	In-Network
<b>Nutritional Counseling</b> <ul style="list-style-type: none"> <li>Unlimited days maximum per Calendar Year</li> </ul>	Your plan pays 90%
<b>Early Intervention Services (Birth to Age 3)</b> <ul style="list-style-type: none"> <li>Unlimited days maximum per Calendar Year</li> </ul>	Your plan pays 90%
<b>Medical Specialty Drugs</b>	
<b>Inpatient</b> <ul style="list-style-type: none"> <li>This benefit applies to the cost of the Infusion Therapy drugs administered in an Inpatient Facility. This benefit does not cover the related Facility or Professional charges.</li> </ul>	Your plan pays 90%
<b>Outpatient Facility Services</b> <ul style="list-style-type: none"> <li>This benefit applies to the cost of the Infusion Therapy drugs administered in an Outpatient Facility. This benefit does not cover the related Facility or Professional charges.</li> </ul>	Your plan pays 90%
<b>Physician's Office</b> <ul style="list-style-type: none"> <li>This benefit applies to the cost of targeted Infusion Therapy drugs administered in the Physician's Office. This benefit does not cover the related Office Visit or Professional charges.</li> </ul>	Your plan pays 90%
<b>Home</b> <ul style="list-style-type: none"> <li>This benefit applies to the cost of targeted Infusion Therapy drugs administered in the patient's home. This benefit does not cover the related Professional charges.</li> </ul>	Your plan pays 90%

**Place of Service - your plan pays based on where you receive services**

Benefit	Physician's Office	Independent Lab	Emergency Room/ Urgent Care Facility	Outpatient Facility
	In-Network	In-Network	In-Network	In-Network
<b>Laboratory</b>	Covered same as plan's Physician's Office Services	Plan pays 90%	Covered same as plan's Emergency Room/Urgent Care Services	Plan pays 90%
<b>Radiology</b>	Covered same as plan's Physician's Office Services	Not Applicable	Covered same as plan's Emergency Room/Urgent Care Services	Plan pays 90%
<b>Advanced Radiology Imaging</b>	Covered same as plan's Physician's Office Services	Not Applicable	Covered same as plan's Emergency Room/Urgent Care Services	Covered same as plan's Outpatient Facility Services

Advanced Radiology Imaging (ARI) includes MRI, MRA, CAT Scan, PET Scan, etc.

Note: All lab and x-ray services, including ARI, provided at Inpatient Hospital are covered under Inpatient Hospital benefit

Benefit	Emergency Room / Urgent Care Facility	Outpatient Professional Services		*Ambulance	
	In-Network	In-Network		In-Network	
<b>Emergency Care</b>	Plan pays 90%	Plan pays 90%		Plan pays 90%	
<b>Urgent Care</b>	Plan pays 90%	Plan pays 90%		Not Applicable*	
*Ambulance services used as non-emergency transportation (e.g., transportation from hospital back home) generally are not covered.					
Benefit	Inpatient Hospital and Other Health Care Facilities		Outpatient Services		
	In-Network		In-Network		
<b>Hospice</b>	Plan pays 90%		Plan pays 90%		
<b>Bereavement Counseling</b>	Plan pays 90%		Plan pays 90%		
Note: Services provided as part of Hospice Care Program					
Benefit	Initial Visit to Confirm Pregnancy	Global Maternity Fee (All Subsequent Prenatal Visits, Postnatal Visits and Physician's Delivery Charges)	Office Visits in Addition to Global Maternity Fee (Performed by OB/GYN or Specialist)	Delivery - Facility (Inpatient Hospital, Birthing Center)	
	In-Network	In-Network	In-Network	In-Network	
<b>Maternity</b>	Covered same as plan's Physician's Office Services	Plan pays 90%	Covered same as plan's Physician's Office Services	Covered same as plan's Inpatient Hospital benefit	
Benefit	Physician's Office	Inpatient Facility	Outpatient Facility	Inpatient Professional Services	Outpatient Professional Services
	In-Network	In-Network	In-Network	In-Network	In-Network
<b>Abortion</b> (Elective and non-elective procedures)	Covered same as plan's Physician's Office Services	Plan pays 90%	Plan pays 90%	Covered same as plan's Inpatient Professional Services	Covered same as plan's Outpatient Professional Services
<b>Family Planning - Men's Services</b>	Covered same as plan's Physician's Office Services	Plan pays 90%	Plan pays 90%	Covered same as plan's Inpatient Professional Services	Covered same as plan's Outpatient Professional Services
Includes surgical services, such as vasectomy (excludes reversals)					
<b>Family Planning - Women's Services</b>	Plan pays 100%	Plan pays 100%	Plan pays 100%	Plan pays 100%	Plan pays 100%
Includes surgical services, such as tubal ligation (excludes reversals) Contraceptive devices as ordered or prescribed by a physician.					
<b>Infertility</b>	Covered same as plan's Physician's Office Services	Plan pays 90%	Plan pays 90%	Covered same as plan's Inpatient Professional Services	Covered same as plan's Outpatient Professional Services
Infertility covered services: lab and radiology test, counseling, surgical treatment, includes artificial insemination and excludes in-vitro fertilization, GIFT, ZIFT, etc.					

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Benefit	Physician's Office	Inpatient Facility	Outpatient Facility	Inpatient Professional Services	Outpatient Professional Services
	In-Network	In-Network	In-Network	In-Network	In-Network
<b>TMJ, Surgical and Non-Surgical</b>	Covered same as plan's Physician's Office Services	Plan pays 90%	Plan pays 90%	Covered same as plan's Inpatient Professional Services	Covered same as plan's Outpatient Professional Services
Services provided on a case-by-case basis. Always excludes appliances & orthodontic treatment. Subject to medical necessity. Unlimited maximum per lifetime					
<b>Bariatric Surgery</b>	Covered same as plan's Physician's Office Services	Plan pays 90%	Plan pays 90%	Covered same as plan's Inpatient Professional Services	Covered same as plan's Outpatient Professional Services
<b>Surgeon Charges Lifetime Maximum: \$10,000</b>					
Treatment of clinically severe obesity, as defined by the body mass index (BMI) is covered. The following are excluded:					
<ul style="list-style-type: none"> <li>• medical and surgical services to alter appearances or physical changes that are the result of any surgery performed for the management of obesity or clinically severe (morbid) obesity.</li> <li>• weight loss programs or treatments, whether prescribed or recommended by a physician or under medical supervision</li> </ul>					
Benefit	Inpatient Hospital Facility		Inpatient Professional Services		
	Cigna LifeSOURCE Transplant Network <sup>®</sup> Facility In-Network	Non-LifeSOURCE Facility In-Network	Cigna LifeSOURCE Transplant Network <sup>®</sup> Facility In-Network	Non-LifeSOURCE Facility In-Network	
<b>Organ Transplants</b>	Plan pays 100%	Plan pays 90%	Plan pays 100%	Covered same as plan's Inpatient Professional Services	
<ul style="list-style-type: none"> <li>• Travel Maximum - Cigna LifeSOURCE Transplant Network<sup>®</sup> Facility: In-Network: \$10,000 maximum per Transplant</li> </ul>					
Benefit	Inpatient In-Network	Outpatient - Physician's Office In-Network	Outpatient – All Other Services In-Network		
<b>Mental Health</b>	Plan pays 90%	Plan pays 90%	Plan pays 90%		
<b>Substance Use Disorder</b>	Plan pays 90%	Plan pays 90%	Plan pays 90%		
<b>Notes:</b>					
<ul style="list-style-type: none"> <li>• Unlimited maximum per Calendar Year</li> <li>• Services are paid at 100% after you reach your out-of-pocket maximum.</li> <li>• Inpatient includes Acute Inpatient and Residential Treatment.</li> <li>• Outpatient - Physician's Office - may include Individual, family and group therapy, psychotherapy, medication management, etc.</li> <li>• Outpatient - All Other Services - may include Partial Hospitalization, Intensive Outpatient Services, Applied Behavior Analysis (ABA Therapy), etc.</li> </ul>					

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## Mental Health and Substance Use Disorder Services

### Mental Health/Substance Use Disorder Utilization Review, Case Management and Programs

Cigna Total Behavioral Health - Inpatient and Outpatient Management

- Inpatient utilization review and case management
- Outpatient utilization review and case management
- Partial Hospitalization
- Intensive outpatient programs
- Changing Lives by Integrating Mind and Body Program
- Lifestyle Management Programs: Stress Management, Tobacco Cessation and Weight Management.
- Narcotic Therapy Management
- Complex Psychiatric Case Management

**Pharmacy****In-Network****Cost Share and Supply****Cigna Pharmacy Cost Share**

- Retail – up to 90-day supply (except Specialty up to 30-day supply)
- Home Delivery – up to 90-day supply

**Retail (per 30-day supply):**

Generic: You pay \$10  
 Preferred Brand: You pay 25% up to a maximum of \$50  
 Non-Preferred Brand: You pay 40% up to a maximum of \$90

**Retail (per 90-day supply):**

Generic: You pay \$20  
 Preferred Brand: You pay 25% up to a maximum of \$100  
 Non-Preferred Brand: You pay 40% up to a maximum of \$180

**Home Delivery (per 90-day supply):**

Generic: You pay \$20  
 Preferred Brand: You pay 25% up to a maximum of \$100  
 Non-Preferred Brand: You pay 40% up to a maximum of \$180

- Retail drugs for a 30 day supply may be obtained In-Network at a wide range of pharmacies across the nation although prescriptions for a 90 day supply (such as maintenance drugs) will be available at select network pharmacies.
- Cigna 90 Now Program: For specified maintenance medications, you must obtain a 90-day prescription (filled at either a 90-day network retail pharmacy or network home delivery pharmacy) for the medication to be covered by the plan. Otherwise, after three 30-day fill(s), you pay the entire cost of the prescription.
- This plan will not cover out-of-network pharmacy benefits.
- Specialty medications are used to treat an underlying disease which is considered to be rare and chronic including, but not limited to, multiple sclerosis, hepatitis C or rheumatoid arthritis. Specialty Drugs may include high cost medications as well as medications that may require special handling and close supervision when being administered.
- Patient is responsible for the applicable cost share based upon the tier of the dispensed medication.
- Exclusive specialty home delivery: Specialty medications must be filled through home delivery; otherwise you pay the entire cost of the prescription after 3 Retail fills. Some exceptions may apply.
- Your pharmacy benefits share an out-of-pocket maximum with the medical/behavioral benefits.
- If you receive a supply of 34 days or less at home delivery (including a Specialty Prescription Drug), the home delivery pharmacy cost share will be adjusted to reflect a 30-day supply.
- In-Network Generic Preventive drugs will not be subject to the generic cost share.



## Additional Drugs Covered

### Prescription Drug List:

Your Cigna Standard Prescription Drug List includes a full range of drugs including all those required under applicable health care laws. To check which drugs are included in your plan, please log on to myCigna.com.

Some highlights:

- Coverage includes Self Administered injectables and optional injectable drugs – but excludes infertility drugs.
- Contraceptive devices and drugs are covered with federally required products covered at 100%.
- Insulin, glucose test strips, lancets, insulin needles & syringes, insulin pens and cartridges are covered.
- Lifestyle drugs are covered - limited to sexual dysfunction.
- Oral Fertility drugs are covered.
- Prescription vitamins are covered.
- Prescription weight loss drugs are covered.
- Prescription smoking cessation drugs are covered.

## Pharmacy Program Information

### Pharmacy Clinical Management: Essential

Your plan features drug management programs and edits to ensure safe prescribing, and access to medications proven to be the most reliable and cost effective for the medical condition, including:

- Prior authorization requirements.
- Step Therapy on select classes of medications and drugs new to the market
- Quantity limits, including maximum daily dose edits, quantity over time edits, duration of therapy edits, and dose optimization edits
- Age edits, and refill-too-soon edits
- Plan exclusion edits
- Current users of Step Therapy medications will be allowed one 30-day fill during the first three months of coverage before Step Therapy program applies.
- Your plan includes Specialty Drug Management features, such as prior authorization and quantity limits, to ensure the safe prescribing and access to specialty medications.
- For customers with complex conditions taking a specialty medication, we will offer Accredo Therapeutic Resource Centers (TRCs) to provide specialty medication and condition counseling. For customers taking a specialty medication not dispensed by Accredo, Cigna experts will offer this important specialty medication and condition counseling.

## Additional Information

### Case Management

Coordinated by Cigna HealthCare. This is a service designated to provide assistance to a patient who is at risk of developing medical complexities or for whom a health incident has precipitated a need for rehabilitation or additional health care support. The program strives to attain a balance between quality and cost effective care while maximizing the patient's quality of life.

### Cigna Diabetes Prevention Program in collaboration with Omada

Cigna Diabetes Prevention Program in collaboration with Omada is a program to help you avoid the onset of diabetes, as well as health risks that might lead to heart disease or a stroke. The program is covered by your health plan at the preventive level, just like for your wellness visit. Program participants have access to a professional virtual health coach, an online support group, interactive lessons, and a smart-technology scale. The program will help you make small changes in your eating, activity, sleep, and stress to achieve healthy weight loss through a series of 16 weekly lessons and tools to help you maintain weight loss over time. You will also be offered the opportunity to join a gym for a low monthly fee and no enrollment fee.

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## Additional Information

### Health Advisor - A

Support for healthy and at-risk individuals to help them stay healthy

- Health Assessments
- Health and Wellness Coaching
- Gaps in Care Coaching
- Treatment Decision Support
- Educate and Refer

Included

### Out-of-Network Emergency Services Charges

1. Emergency Services are covered at the In-Network cost-sharing level if services are received from a non-participating (Out-of-Network) provider.  
2. The allowable amount used to determine the Plan's benefit payment for covered Emergency Services rendered in an Out-of-Network Hospital, or by an Out-of-Network provider in an In-Network Hospital, is the amount agreed to by the Out-of-Network provider and Cigna, or if no amount is agreed to, the greater of the following: (i) the median amount negotiated with In-Network providers for the Emergency Service, excluding any In-Network copay or coinsurance; or (ii) the amount payable under the Medicare program, not to exceed the provider's billed charges.

The member is responsible for applicable In-Network cost-sharing amounts (any deductible, copay or coinsurance). The member is also responsible for all charges that may be made in excess of the allowable amount. If the Out-of-Network provider bills you for an amount higher than the amount you owe as indicated on the Explanation of Benefits (EOB), contact Cigna Customer Service at the phone number on your ID card.

### Medicare Coordination

In accordance with the Social Security Act of 1965, this plan will pay as the Secondary plan to Medicare Part A and B as follows:

- (a) a former Employee such as a retiree, a former Disabled Employee, a former Employee's Dependent, or an Employee's Domestic Partner who is also eligible for Medicare and whose insurance is continued for any reason as provided in this plan (including COBRA continuation);
- (b) an Employee, a former Employee, an Employee's Dependent, or former Employee's Dependent, who is eligible for Medicare due to End Stage Renal Disease after that person has been eligible for Medicare for 30 months.

When a person is eligible for Medicare A and B as described above, this plan will pay as the Secondary Plan to Medicare Part A and B **regardless if the person is actually enrolled in Medicare Part A and/or Part B and regardless if the person seeks care at a Medicare Provider or not for Medicare covered services.**

### Multiple Surgical Reduction

Multiple surgeries performed during one operating session result in payment reduction of 50% to the surgery of lesser charge. The most expensive procedure is paid as any other surgery.

### One Guide

Available by phone or through myCigna mobile application. One Guide helps you navigate the health care system and make the most of your health benefits and programs.

## Additional Information

<p><b>Premium Personal Health Team</b>          The Premium Personal Health Team is a designated and integrated service delivery approach using a one health advocate model. Core functions include:</p> <ul style="list-style-type: none"> <li>• Case Management - Short term and complex</li> <li>• Inpatient Advocacy</li> <li>• Pre Admission Outreach</li> <li>• Post Discharge Outreach</li> <li>• 24 hour Health Information Line Outreach</li> </ul>	<p>Care Facility - N/A</p>
<p><b>Pre-Certification - Continued Stay Review - Preferred Care Management Inpatient</b> - required for all inpatient admissions          In-Network: Coordinated by your physician</p>	
<p><b>Pre-Certification - Preferred Care Management Outpatient Prior Authorization</b> - required for selected outpatient procedures and diagnostic testing          In-Network: Coordinated by your physician</p>	
<p><b>Pre-Existing Condition Limitation (PCL)</b> does not apply.</p>	
<p><b>Treatment Decision Support</b>          Treatment decision support for common health conditions. Cigna health advocates provide unbiased information and education on treatment options for common health conditions, including: back pain, coronary artery disease, osteoarthritis of the hip and knee, benign uterine conditions, breast cancer and prostate cancer.</p>	<p>Included</p>
<p><b>Your Health First - 200</b>          Individuals with one or more of the chronic conditions, identified on the right, may be eligible to receive the following type of support:</p> <ul style="list-style-type: none"> <li>• Condition Management</li> <li>• Medication adherence</li> <li>• Risk factor management</li> <li>• Lifestyle issues</li> <li>• Health &amp; Wellness issues</li> <li>• Pre/post-admission</li> <li>• Treatment decision support</li> <li>• Gaps in care</li> </ul>	<p>Holistic health support for the following chronic health conditions:</p> <ul style="list-style-type: none"> <li>• Heart Disease</li> <li>• Coronary Artery Disease</li> <li>• Angina</li> <li>• Congestive Heart Failure</li> <li>• Acute Myocardial Infarction</li> <li>• Peripheral Arterial Disease</li> <li>• Asthma</li> <li>• Chronic Obstructive Pulmonary Disease (Emphysema and Chronic Bronchitis)</li> <li>• Diabetes Type 1</li> <li>• Diabetes Type 2</li> <li>• Metabolic Syndrome/Weight Complications</li> <li>• Osteoarthritis</li> <li>• Low Back Pain</li> <li>• Anxiety</li> <li>• Bipolar Disorder</li> <li>• Depression</li> </ul>

## Definitions

**Coinsurance** - The portion of covered expenses you are responsible for is called Coinsurance.

**Copay** - A flat fee you pay for certain covered services such as doctor's visits or prescriptions.

**Deductible** - A flat dollar amount you must pay out of your own pocket before your plan begins to pay for covered services.

**Out-of-Pocket Maximum** - Specific limits for the total amount you will pay out of your own pocket before your plan coinsurance percentage no longer applies. Once you meet these maximums, your plan then pays 100 percent of the "Maximum Reimbursable Charges" or negotiated fees for covered services.

**Place of Service** - Your plan pays based on where you receive services. For example, for hospital stays, your coverage is paid at the inpatient level.

**Prescription Drug List** - The list of prescription brand and generic drugs covered by your pharmacy plan.

**Professional Services** - Services performed by Surgeons, Assistant Surgeons, Hospital Based Physicians, Radiologists, Pathologists and Anesthesiologists

**Transition of Care** - Provides in-network health coverage to new customers when the customer's doctor is not part of the Cigna network and there are approved clinical reasons why the customer should continue to see the same doctor.

## Exclusions

### What's Not Covered (not all-inclusive):

Your plan provides for most medically necessary services. The complete list of exclusions is provided in your Certificate or Summary Plan Description. To the extent there may be differences, the terms of the Certificate or Summary Plan Description control. Examples of things your plan does not cover, unless required by law or covered under the pharmacy benefit, include (but aren't limited to):

- Care for health conditions that are required by state or local law to be treated in a public facility.
- Care required by state or federal law to be supplied by a public school system or school district.
- Care for military service disabilities treatable through governmental services if you are legally entitled to such treatment and facilities are reasonably available.
- Treatment of an Injury or Sickness which is due to war, declared, or undeclared.
- Charges which you are not obligated to pay or for which you are not billed or for which you would not have been billed except that they were covered under this plan. For example, if Cigna determines that a provider or Pharmacy is or has waived, reduced, or forgiven any portion of its charges and/or any portion of Copayment, Deductible, and/or Coinsurance amount(s) you are required to pay for a Covered Expense (as shown on The Schedule) without Cigna's express consent, then Cigna in its sole discretion shall have the right to deny the payment of benefits in connection with the Covered Expense, or reduce the benefits in proportion to the amount of the Copayment, Deductible, and/or Coinsurance amounts waived, forgiven or reduced, regardless of whether the provider or Pharmacy represents that you remain responsible for any amounts that your plan does not cover. In the exercise of that discretion, Cigna shall have the right to require you to provide proof sufficient to Cigna that you have made your required cost share payment(s) prior to the payment of any benefits by Cigna. This exclusion includes, but is not limited to, charges of a non-Participating Provider who has agreed to charge you or charged you at an In-Network benefits level or some other benefits level not otherwise applicable to the services received.
- Charges arising out of or relating to any violation of a healthcare-related state or federal law or which themselves are a violation of a healthcare-related state or federal law.
- Assistance in the activities of daily living, including but not limited to eating, bathing, dressing or other Custodial Services or self-care activities, homemaker services and services primarily for rest, domiciliary or convalescent care.
- For or in connection with experimental, investigational or unproven services.
- Experimental, investigational and unproven services are medical, surgical, diagnostic, psychiatric, substance use disorder or other health care technologies, supplies, treatments, procedures, drug or Biologic therapies or devices that are determined by the utilization review Physician to be:
  - o Not approved by the U.S. Food and Drug Administration (FDA) or other appropriate regulatory agency to be lawfully marketed;
  - o Not demonstrated, through existing peer-reviewed, evidence-based, scientific literature to be safe and effective for treating or diagnosing the condition or Sickness for which its use is proposed;
  - o The subject of review or approval by an Institutional Review Board for the proposed use except as provided in the "Clinical Trials" sections of this

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## Exclusions

- plan; or
- o The subject of an ongoing phase I, II or III clinical trial, except for routine patient care costs related to qualified clinical trials as provided in the "Clinical Trials" sections of this plan.
- In determining whether any such technologies, supplies, treatments, drug or Biologic therapies or devices are experimental, investigational and/or unproven, the utilization review Physician may rely on the clinical coverage policies maintained by Cigna or the Review Organization. Clinical coverage policies may incorporate, without limitation and as applicable, criteria relating to U.S. Food and Drug Administration-approved labeling, the standard medical reference compendia and peer-reviewed, evidence-based scientific literature or guidelines.
- Cosmetic surgery and therapies. Cosmetic surgery or therapy is defined as surgery or therapy performed to improve or alter appearance or self-esteem.
- The following services are excluded from coverage regardless of clinical indications: abdominoplasty; panniculectomy; rhinoplasty; redundant skin surgery; removal of skin tags; acupressure; craniosacral/cranial therapy; dance therapy, movement therapy; applied kinesiology; rolfing; prolotherapy; and extracorporeal shock wave lithotripsy (ESWL) for musculoskeletal and orthopedic conditions.
- Dental treatment of the teeth, gums or structures directly supporting the teeth, including dental X-rays, examinations, repairs, orthodontics, periodontics, casts, splints and services for dental malocclusion, for any condition. Charges made for services or supplies provided for or in connection with an accidental Injury to teeth are covered provided a continuous course of dental treatment is started within six months of an accident.
- Medical and surgical services, initial and repeat, intended for the treatment or control of obesity, except for treatment of clinically severe (morbid) obesity as shown in Covered Expenses, including: medical and surgical services to alter appearance or physical changes that are the result of any surgery performed for the management of obesity or clinically severe (morbid) obesity; and weight loss programs or treatments, whether prescribed or recommended by a Physician or under medical supervision.
- Unless otherwise covered in this plan, for reports, evaluations, physical examinations, or hospitalization not required for health reasons including, but not limited to, employment, insurance or government licenses, and court-ordered, forensic or custodial evaluations.
- Court-ordered treatment or hospitalization, unless such treatment is prescribed by a Physician and listed as covered in this plan.
- Any medications, drugs, services or supplies for the treatment of male or female sexual dysfunction such as, but not limited to, treatment of erectile dysfunction (including penile implants), anorgasmia, and premature ejaculation.
- Medical and Hospital care and costs for the infant child of a Dependent, unless this infant child is otherwise eligible under this plan.
- Non-medical counseling and/or ancillary services including, but not limited to, Custodial Services, educational services, vocational counseling, training and rehabilitation services, behavioral training, biofeedback, neurofeedback, hypnosis, sleep therapy, return to work services, work hardening programs and driver safety courses.
- Therapy or treatment intended primarily to improve or maintain general physical condition or for the purpose of enhancing job, school, athletic or recreational performance, including but not limited to routine, long term, or maintenance care which is provided after the resolution of the acute medical problem and when significant therapeutic improvement is not expected.
- Consumable medical supplies other than ostomy supplies and urinary catheters. Excluded supplies include, but are not limited to bandages and other disposable medical supplies, skin preparations and test strips, except as specified in the "Home Health Services" or "Breast Reconstruction and Breast Prostheses" sections of this plan.
- Private Hospital rooms and/or private duty nursing except as provided under the Home Health Services provision.
- Personal or comfort items such as personal care kits provided on admission to a Hospital, television, telephone, newborn infant photographs, complimentary meals, birth announcements, and other articles which are not for the specific treatment of an Injury or Sickness.
- Artificial aids including, but not limited to, corrective orthopedic shoes, arch supports, elastic stockings, garter belts, corsets, dentures and wigs.
- Hearing aids, including but not limited to semi-implantable hearing devices, audiant bone conductors and Bone Anchored Hearing Aids (BAHAs). A hearing aid is any device that amplifies sound.
- Aids or devices that assist with non-verbal communications, including but not limited to communication boards, pre-recorded speech devices, laptop

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## Exclusions

computers, desktop computers, Personal Digital Assistants (PDAs), Braille typewriters, visual alert systems for the deaf and memory books.

- Eyeglass lenses and frames and contact lenses (except for the first pair of contact lenses for treatment of keratoconus or post cataract surgery).
- Routine refractions, eye exercises and surgical treatment for the correction of a refractive error, including radial keratotomy.
- All non-injectable prescription drugs, unless Physician administration or oversight is required, injectable prescription drugs to the extent they do not require Physician supervision and are typically considered self-administered drugs, non-prescription drugs, and investigational and experimental drugs, except as provided in this plan.
- Routine foot care, including the paring and removing of corns and calluses or trimming of nails. However, services associated with foot care for diabetes and peripheral vascular disease are covered when Medically Necessary.
- Membership costs or fees associated with health clubs, weight loss programs and smoking cessation programs.
- Genetic screening or pre-implantations genetic screening. General population-based genetic screening is a testing method performed in the absence of any symptoms or any significant, proven risk factors for genetically linked inheritable disease.
- Dental implants for any condition.
- Fees associated with the collection or donation of blood or blood products, except for autologous donation in anticipation of scheduled services where in the utilization review Physician's opinion the likelihood of excess blood loss is such that transfusion is an expected adjunct to surgery.
- Blood administration for the purpose of general improvement in physical condition.
- Cost of biologicals that are immunizations or medications for the purpose of travel, or to protect against occupational hazards and risks.
- Cosmetics, dietary supplements and health and beauty aids.
- For or in connection with an Injury or Sickness arising out of, or in the course of, any employment for wage or profit.
- Charges for the delivery of medical and health-related services via telecommunications technologies, including telephone and internet, unless provided as specifically described under the benefit section.
- Massage Therapy
- All nutritional supplements and formulae except for infant formula needed for the treatment of inborn errors of metabolism or enteral nutritional formula when medically necessary.

### These are only the highlights

This summary outlines the highlights of your plan. For a complete list of both covered and not covered services, including benefits required by your state, see your employer's insurance certificate, service agreement or summary plan description -- the official plan documents. If there are any differences between this summary and the plan documents, the information in the plan documents takes precedence.

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