



Paramount Insurance Company
Small Group
2 Level PPO Plan
Certificate of Coverage

www.paramountinsurancecompany.com

Paramount is the health insurance option that offers a diverse line of products, a broad provider network, high quality and local, dependable service.

**Paramount Insurance Company
Small Group
2 Level PPO Plan
Certificate of Coverage**

Provided by:



NOTICE CONCERNING COORDINATION OF BENEFITS (COB)

IF YOU OR YOUR FAMILY MEMBERS ARE COVERED BY MORE THAN ONE HEALTH CARE PLAN, YOU MAY NOT BE ABLE TO COLLECT BENEFITS FROM BOTH PLANS. EACH PLAN MAY REQUIRE YOU TO FOLLOW ITS RULES OR USE SPECIFIC DOCTORS AND HOSPITALS, AND IT MAY BE IMPOSSIBLE TO COMPLY WITH BOTH PLANS AT THE SAME TIME. READ ALL OF THE RULES VERY CAREFULLY, INCLUDING THE COORDINATION OF BENEFITS SECTION, AND COMPARE THEM WITH THE RULES OF ANY OTHER PLAN THAT COVERS YOU OR YOUR FAMILY.

Grandfathered Health Plan Disclosure

Paramount believes this **plan** is a “grandfathered health plan” under the PPACA. As permitted by PPACA, a grandfathered health plan can preserve certain basic health coverage that was already in effect when the law was enacted. Being a grandfathered health plan means that your **plan** may not include certain consumer protections of PPACA that apply to other plans, for example, the requirement for the provision of preventive health services without any cost sharing. However, grandfathered health plan must comply with certain other consumer protections in PPACA, for example, the elimination of lifetime limits on benefits.

Questions regarding which protections apply and which protections do not apply to a grandfathered health plan and what might cause a plan to change from grandfathered health plan status can be directed to **Paramount Insurance Company** at **(419) 887-2525; 1-800-462-3589** or www.paramountinsurancecompany.com. You may also contact the Employee Benefits Security Administration, U.S. Department of Labor at 1-866-444-3272 or www.dol.gov/ebsa/healthreform. This website has a table summarizing which protections do and do not apply to grandfathered health plans

In Case of Emergency

Call 911, an ambulance or rescue squad or go directly to the nearest emergency facility.

An **Emergency Medical Condition** means a medical condition that manifests itself by such acute symptoms of sufficient severity, including severe pain that a prudent layperson with an average knowledge of health and medicine could reasonably expect the absence of immediate medical attention to result in any of the following:

- a) Placing the health of the individual or, with respect to a pregnant woman, the health of the woman or the unborn Child, in serious jeopardy;
- b) Serious impairment to bodily functions; or
- c) Serious dysfunction of any bodily organ or part.

Your Primary Care Provider can be reached 24 hours a day, seven (7) days a week. If you need medical advice after hours, on weekends or holidays, call your doctor's office number. The answering service will take your call. Leave a message for the doctor or a nurse to return your call. A doctor or nurse will call you back with instructions.

List the names and numbers of the Primary Care Provider for each family member.

Member Name: _____

Primary Care Provider (Name): _____

Number: _____

Member Name: _____

Primary Care Provider (Name): _____

Number: _____

Member Name: _____

Primary Care Provider (Name): _____

Number: _____

Member Name: _____

Primary Care Provider (Name): _____

Number: _____

Member Name: _____

Primary Care Provider (Name): _____

Number: _____

Police	Fire
Rescue	Ambulance
Hospital	Poison Control
Other	



Our Mission
is to improve
your health
and well-being.

Your health. Our mission.

Paramount Insurance Company is an affiliate of ProMedica a locally owned, nonprofit healthcare organization serving northwest Ohio and southeast Michigan.

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INTRODUCTION

You have enrolled in a comprehensive program of health care benefits (“Plan”) with Paramount Insurance Company (“Paramount”), a licensed insurance company.

This booklet, referred to as a Certificate of Coverage, including the accompanying Schedule of Benefits is provided to describe the Plan. This Certificate of Coverage has been issued to You as part of the Contract between Paramount and the Employer electing to sponsor this Plan. To determine Your Paramount benefits for a specific service, You should refer to both this Certificate of Coverage and Your Schedule of Benefits. **You should check both sources for information about the Plan because this Certificate of Coverage presents information about the basic Plan, while the Schedule of Benefits explains the specific program that the Employer has purchased.** Questions regarding Your Plan can also be directed to the Paramount Member Services Departments at: (419) 887-2531 or toll-free at 1-866-452-6128

The Definition Section of this booklet lists the definitions of key terms used in this Certificate of Coverage and Your Schedule of Benefits. Capitalized terms are defined at the end of the Certificate of Coverage.

Paramount Insurance Company

1901 Indian Wood Circle
Maumee, OH 43537
(419) 887-2500

SECTION ONE: ELIGIBILITY AND EFFECTIVE DATE

1. **Eligibility.** Eligibility for Plan enrollment will not be conditioned on past, present, or future health status, medical condition, or need for medical care.

A. Eligible Employee. In order to be eligible under the Plan, an employee must be:

- (1) Eligible to participate in the Employer's health benefits program under the written benefits eligibility policies of the Employer.
- (2) Considered a bona fide employee employed on a permanent basis and working at least an average of 25 hours per week;
- (3) Actively working or retired employee, enrolled in and eligible for Medicare Part A and B, if the Employer has elected to offer Medicare-primary coverage in accordance with Medicare Secondary Payer Rules and the Employer maintains active employee benefits; and
- (4) Not enrolled in any other of the Employer's health benefits plans. B. Eligibility for Plan attached to a Health Savings Account:
 - a. An employee must be enrolled in a high deductible health plan,
 - b. Not claimed as a Dependent on another person's tax return,
 - c. Not covered by any other health plan (except some limited coverages), and

Not eligible for Medicare.

Former employees of the Employer contracting with Paramount who have elected to continue group coverage in accordance with state or federal law may also be eligible. Contact the Employer's personnel or benefits office for further information about eligibility.

B. Eligible Dependent. If the employee is eligible for family coverage, he or she also may wish to cover one or more of his or her eligible dependents. The following persons are eligible dependents, provided that they meet any additional eligibility requirements of the Employer:

- (1) The employee's legal spouse; or
- (2) married or unmarried child, including full-time students as defined in this section until your child reaches age 26.

Child includes: any natural children, legally adopted children, children for whom the employee is the legal guardian, stepchildren who are dependent upon the employee for support, and children for whom the employee is the proposed adoptive parent and is legally obligated for total or partial support during the Waiting Period prior to the adoption becoming final. Foster children are not included. Paramount may require proof of dependency.

If it is medically necessary for a dependent student to take a leave of absence from school due to a serious illness or injury, coverage will continue for 12 months from the last day of attendance in school or until the dependent reaches an age at which coverage would otherwise terminate, whichever period is shorter. Certification in writing from the dependent's attending physician will be required.

C. Extension of Coverage for Older Children. Coverage for a covered dependent child may be continued beyond the maximum dependent eligibility ages, under the following situations:

- (1) The child is incapable of self-support due to mental retardation or physical handicap; and primarily dependent upon the employee for support and maintenance.

This disability must have started before the dependent age limit was reached and must be medically certified by a Physician. You must notify Paramount of the disabled dependent's desire to continue coverage prior to or within 31 days of reaching the limiting age. You and Your

Physician must complete and sign a form that will provide Paramount with information that will be used to evaluate eligibility for such disabled dependent status. You may also be required to periodically provide current proof of retardation or physical handicap and dependence, but not more often than annually after the first two years. To obtain the form required to establish disabled dependent status, please contact a Paramount Member Services representative at (419) 887-2531 or toll-free at 1-866-452-6128.

- (2) A. In accordance with ORC 3923.24, and upon the written request of the employee, Paramount will cover an unmarried child under the Employer's health plan until the child reaches age 28, if all of the following is true;
- i. The child is the natural child, step-child or adopted child of the employee;
 - ii. The child is a resident of Ohio or a full-time student at an accredited public or private institution of higher learning;
 - iii. The child is not employed by an employer that offers any health benefit plan under which the child is eligible for coverage; and
 - iv. The child is not eligible for coverage under Medicaid or Medicare.
- B. A child may be enrolled:
- i. When the child reaches the dependent limiting age.
 - ii. When the child experiences a change in circumstances. Change in circumstance includes moving back to Ohio or the child losing employer-sponsored coverage.
 - iii. During the Annual Open Enrollment Period of the Employer.

Within 30 days of one of the above events, the employee must certify in writing that the child is eligible under the above conditions. The employee must pay the full cost of the child's coverage to the Employer. To obtain the form required to apply for extension of adult child coverage to age 28, the employee should contact their Employer or a Paramount Member Services representative at (419) 887-2531 or toll-free at 1-866-452-6128. Paramount will require certification of eligibility and proof of residency or full-time student status if living out of state and continued eligibility certification annually until the child reaches age 28.

2. Enrollment. Eligible employees and eligible dependents may enroll in the Plan as follows.

- A. Initial Election Period.** An Election Period will be held prior to the Effective Date of this Plan. An eligible employee and his or her eligible dependents may choose between this Plan and any other health care benefit plans offered by the Employer during this time, and may enroll in the Plan.
- B. Subsequent Election Period.** An eligible employee and his or her eligible dependents may enroll during any subsequent annual Election Period.
- C. Marriage, Birth, Placement for Adoption, or Adoption.** An eligible employee and his or her eligible dependents may enroll within 31 calendar days of the employee's marriage or the birth, placement for adoption, or adoption of the employee's dependent child.

A newborn dependent child is automatically covered at birth for 31 calendar days for injury or sickness, including Medically Necessary care and treatment of congenital defects and birth abnormalities. To continue coverage for a newborn child beyond the 31-day period, a completed enrollment application and any required additional premium payment must be received within the first thirty-one (31) days following the birth. If the application and appropriate payment is not received, the newborn child will not be eligible for any further benefits after the thirty-one days following the birth.

If a covered dependent child gives birth, the newborn grandchild will not be covered unless the employee adopts or assumes legal guardianship of the child.

When placed for adoption, a child is covered only for the period of time the employee is legally obligated to provide partial or full support for the child.

If an employee acquires a child by birth, placement for adoption, or adoption, the employee (if not already enrolled) and his or her spouse and child may enroll. An eligible employee must enroll or already be enrolled in order for the spouse and/or child to enroll. The eligible employee may enroll even if the child does not enroll.

- D. Special Enrollment Period** If an eligible employee declines enrollment for themselves or their dependents (including their spouse) because of other health insurance coverage, the employee may in the future be able to enroll themselves or their dependents in this plan, provided that the employee requests enrollment within 31 days after other coverage ends because (1) there is a loss of eligibility for group health plan coverage or health insurance coverage and (2) termination of employer contributions toward group health plan coverage. Examples of reasons for loss of eligibility include: legal separation, divorce, death of an employee, termination or reduction in hours of employment – voluntary or involuntary (with or without electing COBRA), exhaustion of COBRA, “aging out” under other parent’s coverage, moving out of an HMO’s service area, and meeting or exceeding lifetime limit on all benefits. Loss of eligibility for coverage does not include loss due to the individual’s failure to pay premiums or termination of coverage for cause, such as fraud.

Loss of eligibility also includes termination of Medicaid or Children’s Health Insurance Program (CHIP) coverage and the eligibility for Employment Assistance under Medicaid or CHIP. To be eligible for this special enrollment the employee must request coverage within 60 days after the date the employee or dependent becomes eligible for premium assistance under Medicaid or CHIP or the date the employee or the dependent’s Medicaid or CHIP coverage ends.

In addition, if the employee has a new dependent as a result of marriage, birth, adoption, or placement for adoption, the employee may be able to enroll themselves and their dependents, provided that the employee requests enrollment within 31 days after the marriage, birth, adoption, or placement for adoption.

- E. Newly Eligible.** An eligible employee and his or her eligible dependents may enroll within 31 calendar days of first becoming eligible because the employee is newly hired.
- F. Legal Guardianship.** An eligible dependent may be enrolled within 31 calendar days of the date a covered employee assumes legal guardianship.
- G. Court Ordered Coverage.** If a covered or eligible employee is required by a court or administrative order to provide health care coverage for his or her child, and the child is an eligible dependent, the employee may enroll the child at any time after the order. If the employee is not already enrolled, he or she must enroll with the child.

If a covered employee fails to enroll the child, Paramount will enroll the child upon application of the child’s other parent or pursuant to an order.

Covered dependents enrolled under this provision may not be terminated (while the employee remains a covered employee) unless Paramount is provided satisfactory written evidence that the court or administrative order is no longer in effect or the child is or will be enrolled under comparable health care coverage provided by another health insurer, to take effect no later than the date of termination under this Plan.

3. **Effective Date.** Coverage begins on the date specified below, so long as Paramount receives payment of applicable premiums and a completed enrollment application on behalf of each eligible person to be enrolled in the Plan.
- A. **New Hire Policy.** Coverage for eligible employees and those eligible dependents who enroll simultaneously with the eligible employee during the initial or subsequent yearly Election Period is effective in accordance with the New Hire Policy of the Employer's Contract with Paramount.
- B. **Marriage, Birth Adoption, or Placement for Adoption.** If an eligible employee and/or eligible dependent(s) enrolls because of marriage, birth, adoption, or placement for adoption pursuant to Paragraph 2C. of this section, coverage is effective as follows:
- (1) In the case of marriage, on the date of a legal marriage if a completed enrollment application is received by Paramount within 31 days of the marriage date.
 - (2) In the case of birth, as of the date of such birth if a completed enrollment application is received by Paramount within 31 days of the birth date; or
 - (3) In the case of adoption or placement for adoption, the date of adoption or placement for adoption if a completed enrollment application is received by Paramount within 31 days of the date of adoption or placement for adoption.
- C. **Special Enrollment Period - Loss of Other Coverage.** If an eligible employee and/or eligible dependent(s) enrolls because of loss of other coverage pursuant to Paragraph 2.D. of this section, coverage is effective on the day following the effective date of termination of other coverage if a completed enrollment application is received by Paramount within 31 days of the termination of other coverage.
- D. **Newly Eligible.** If an eligible employee and/or eligible dependent(s) enrolls because of newly acquired eligibility pursuant to Paragraph 2.E. of this section, coverage is effective in accordance with the Employer's New Hire Policy. Please contact Your Employer's benefits office for details.
- E. **Late Enrollment.** An eligible employee or dependent who did not request enrollment for coverage during the Initial Election Period, or Special Enrollment Period, or a newly eligible dependent who failed to qualify during the Special Enrollment Period and did not enroll within 31 days of the date during which the individual was first entitled to enroll, is considered a Late Enrollee and may only apply for coverage as a Late Enrollee during the Group's Subsequent Election Period.
4. **Terms.** Once enrolled as described in this section, an eligible employee is known as a "covered employee" and an eligible dependent is known as a "covered dependent." A "Covered Person" is a defined term meaning a covered employee or covered dependent. Whenever used in this Certificate of Coverage, "You" or "Your" means a Covered Person.
5. **Pre-Existing Conditions.** Paramount Insurance Company does not have any restrictions on pre-existing conditions. In other words, if you were being treated for a condition before you became a Paramount member, Paramount will provide benefits for Covered Services related to that condition on or after your effective date with Paramount.
6. **Termination of Coverage.**
- A. **Employee.** Paramount will not terminate coverage for you or your dependents due to health status, health care needs or the exercise of rights under Paramount's internal review procedures. However, Paramount

will not re-enroll anyone terminated for any of the reasons listed in this section.

A covered employee's coverage and that of his or her covered dependents will end (subject to Section Two, Continuation of Coverage) on the earliest of the following dates:

- (1) The last calendar day of the month in which the covered employee terminates employment, unless the Employer's Contract with Paramount provides for a different termination date;
- (2) The last calendar day of the month in which the covered employee ceases to be eligible for coverage, unless the Employer's Contract with Paramount provides for a different termination date;
- (3) The last calendar day of the month preceding the first day of the next month for which any required contribution for employee coverage has not been made, unless the Employer's Contract with Paramount provides for a different termination date;
- (4) The date the Plan is terminated or employee coverage is terminated; or
- (5) The date of the covered employee's death.

B. Dependent. Coverage for a covered dependent will end (subject to Section Two, Continuation of Coverage) on the earliest of the following dates:

- (1) The last calendar day of the month in which the covered dependent becomes ineligible for coverage under the Plan, unless the Employer's Contract with Paramount provides for a different termination date;
- (2) The date of the death of the covered dependent;
- (3) The date dependent coverage terminates or the Plan terminates; or
- (4) The last calendar day of the month preceding the first calendar day of the next month for which the required payment for dependent coverage has not been made, unless the Employer's Contract with Paramount provides for a different termination date.

C. Termination for Cause. Your coverage may be terminated or rescinded* for cause by Paramount upon 30 calendar days prior written notice if You:

- (1) Do not make any required premium contribution; or
- (2) Perform any act or practice that constitutes fraud or an intentional misrepresentation of material fact under the terms of coverage, including without limitation:
 - a. Allowing the use of Your Paramount Identification card by any other person using another Covered Person's card;
 - b. Providing untrue, incorrect, or incomplete information on behalf of Yourself or another Covered Person in the application for this Plan, which constitutes an intentional material misrepresentation. You will be responsible for paying charges for all Covered Services provided to You through Paramount that are related to such untrue, incorrect, or incomplete information; and
 - c. Committing intentional fraud, forgery, or other deception related to enrollment or coverage. You will be responsible for paying charges for all Covered Services provided to You from the date You were enrolled in the Plan.

*A Rescission of your coverage means that the coverage may be legally voided all the way back to the day the Plan began to provide you with coverage, just as if you never had coverage under the Plan. Your coverage can only be rescinded if you (or a person seeking coverage on your behalf), performs an act, practice, or omission that constitutes fraud; or unless you (or a person seeking coverage on your behalf) makes an intentional misrepresentation of material fact, as prohibited by the terms of your Plan. Your coverage can also be rescinded due to such an act, practice, omission or intentional misrepresentation by your employer.

You will be provided with thirty (30) calendar days' advance notice before your coverage is rescinded. You have the right to request an internal appeal of a rescission of your coverage. Once the internal appeal process is exhausted, you have the additional right to request an independent external review.

D. Plan Termination. Coverage under the Plan may be renewed each year at the option of the Employer; provided that, Paramount may terminate or non-renew the Employer's Contract for one or more of the following reasons:

- (1) Failure to pay the required premiums on time;
- (2) Fraud or intentional misrepresentation of a material fact by the Employer in connection with such coverage;
- (3) Failure to comply with any contribution and participation requirements defined by Paramount.
- (4) If there is no longer a Covered Person who lives, resides, or works in the state of Ohio;
- (5) If the membership of the Employer in an association (on the basis of which coverage is provided) ceases;
- (6) When Paramount discontinues offering this Plan in the Small Group market, as applicable, in Ohio and:
 - a. Paramount provides notice to each Employer and Covered Person provided coverage under this Plan in the Small Group Market, as applicable, of such discontinuation at least 90 calendar days prior to the date of discontinuation of such coverage;
 - b. Paramount offers each Employer provided coverage in the Small Group Market, as applicable, under this Plan the option to purchase other coverage currently being offered by Paramount to an Employer or union sponsored health benefit plan in such market(s); and
 - c. In exercising the option to discontinue coverage of this type and in offering the option of other coverage under this provision, Paramount acts uniformly without regard to claims experience of those Employers or the health status of any Covered Persons or eligible employees or dependents; or
- (7) When Paramount discontinues offering coverage in the Small Group Market in Ohio and after Paramount provides notice to the Ohio Department of Insurance and each Employer and its Covered Persons in the applicable market(s) of such discontinuation at least 180 calendar days prior to the date of discontinuation of such coverage.

SECTION TWO: CONTINUATION OF COVERAGE

1. **Continuation of Coverage Under COBRA.** If Your coverage under the Employer's Contract with Paramount would otherwise end, You may be eligible for continuation of coverage under the Consolidated Omnibus Budget Reconciliation Act of 1985 ("COBRA"), as amended, or under other federal or state laws.

The Employer's benefits administrator will coordinate continuation of coverage. To obtain specific details and to arrange for continuation of health care benefits, the covered employee should contact the Employer's benefits office.

2. **Continuation of Coverage Under Ohio State Law (for Employers with fewer than 20 Employees).** As an alternative to the continuation of coverage described in Paragraph 1 of this section, You may continue group coverage for a period of 12 months following the covered employee's termination of employment if the covered employee:

- A. Has been covered under any coverage for at least 3 months preceding the date his or her employment was terminated.

- B. Did not voluntarily terminate their employment and the termination of employment is not the result of gross misconduct on the part of the employee; and
- C. Is not eligible for or covered by:
 - (1) Medicare; or
 - (2) Any other insured or uninsured arrangement that provides Hospital, surgical, or medical coverage.

3. **Continuation of Coverage During Military Service.** If You are absent from work due to U.S. military service, You may elect to continue coverage (including coverage for Your dependents) for up to a maximum 24 months from the first day of absence or, if earlier, until the day after the date You are required to apply for or return to active employment. Your contributions for the continued coverage will be the same as those paid by similarly situated active employees during the first 30 days of Your absence. Thereafter, Your contributions will be the same as those paid for COBRA continuation of coverage. Whether or not You continue coverage during military service, You may reinstate coverage under the Plan on Your return to employment provided You continue to meet the Plan eligibility requirements.

Your reinstatement under the Plan will be without any pre-existing condition exclusion. If You dropped coverage for Your dependents under the Plan, they may re-enter the Plan with You subject to the Plan's Special Enrollment rules.

4. **Continuation of Coverage During Family and Medical Leaves of Absence.** You may be eligible for continuation coverage if You are absent from work for periods of time covered under the Family and Medical Leave Act of 1993 (FMLA). The Employer's benefits administrator will coordinate continuation of coverage. To obtain specific details and to arrange for continuation of health care benefits, You should contact Your Employer's benefits office.
5. **Other Approved Leave of Absence or Disability.** You may be eligible for continuation of coverage during an approved leave of absence of disability that causes You to be absent from work. To obtain specific details and to arrange for continuation of health care benefits, You should contact Your Employer's benefits office.

NOTICE: If You elect COBRA continuation coverage, and the provisions of this Certificate of Coverage are changed or revised, Paramount will notify the Employer 31 calendar days before the changes become effective. It is the responsibility of the Employer to notify You. If payments continue to be made to Paramount, Paramount will assume that You have accepted the changes. If You do not consent to the changes, You may end Your coverage by notifying the Employer in writing. Any change in the premium, which resulted from a change or revision to the provisions of this Certificate of Coverage, will be made in accordance with the Employer's Contract with Paramount.

SECTION THREE: HOW THE PREFERRED CHOICES PLAN WORKS

1. **Health Care Reimbursement Choices.** Paramount's Preferred Choices Plan provides You with two (2) flexible choices for reimbursement any time Covered Services are required. The amount paid for the care You receive depends upon whether care is received from an "In-Network" or "Out-of-Network" Provider.

To receive In-Network benefits, You may seek care from any Preferred Provider Organization (PPO) In-Network Provider when You require medical services. As an alternative, care may be sought from an Out-of-Network Provider.

In-Network Option – You may seek care from any In-Network Provider. You must satisfy the Deductible under the In-Network option before any benefits will be paid and Your share of the cost for services will be lower compared to obtaining service from Out-of-Network Providers. Pre- authorization from Paramount is required for certain services.

To receive benefits under the In-Network Option, You must use In-Network (Paramount Preferred Options) Providers and facilities to obtain Covered Services, except Emergency Services. **It is Your responsibility to ensure that Covered Services are obtained from In-Network Providers and facilities to be eligible for coverage under the In-Network Option.**

Out-of-Network Option – You may seek care from Providers outside the Network. You must satisfy the Deductible under the Out-of-Network option before any benefits will be paid and Your share of the cost for services will be higher. You are also required to obtain pre-authorization from Paramount for certain services.

Special Note on Out-of-Network Providers. For Out-of-Network Hospital Providers in Lucas County, Paramount pays for benefits based on the lesser of the Non-Contracting Amount (NCA) that is determined payable by Paramount or the actual charge for the service. For all other Out-of- Network Hospitals, Physicians/Providers, Paramount pays for benefits based on the lesser of the Usual, Customary and Reasonable (UCR) Charge or the actual charge for the service.

If the charge billed is greater than the NCA or the Usual, Customary and Reasonable (UCR) Charge, You must pay the excess portion. For Covered Services rendered Out-of-Network, Deductibles, Coinsurance and benefit maximums are based on the lesser of the NCA, the UCR Charge or the actual charge for the service.

Example (assumes the Deductible has already been met):

Out-of-Network Provider charge:	\$1,000
NCA or UCR limit:	\$700
Plan pays 70% of \$700:	\$490
You pay 30% Coinsurance:	\$210
Plus balance of charge above \$700	\$300
Your total cost:	\$510

In this example, only the Coinsurance of \$210 would count toward the maximum out-of-pocket expense for the calendar year. When considering using Out-of-Network Providers, You should verify the limitations that may apply to the charges. If the Out-of-Network Provider has waived any portion of Your required Coinsurance payment, Your total cost would be calculated by subtracting the waived Coinsurance from the amount that You were billed by the Provider.

Benefit Limits - Some benefits described in this Certificate of Coverage are limited, may vary, or require payment of additional amounts. Please refer to the Schedule of Benefits and to the specific conditions, limitations, exclusions, and/or payment levels that are set forth in the section which describes that benefit in detail and in Section Ten, Exclusions, for a description of services and supplies that are not covered under this Plan. Always call Paramount at 419-887-2531 or toll-free 1-8660452-6128 if You have any questions about specific conditions, limitations, exclusions, or payment levels.

- 2. Pre-Authorization** Pre-authorization must be obtained by calling Paramount at 419-887-2549 or toll free 1-800-891-2549 before (preferable two weeks in advance) obtaining any of the following. Participating Providers are responsible for pre-authorization for In-Network care; you are responsible for pre-authorization for Out-of-Network care.

- A. Services requiring pre-authorization:
 - i. Inpatient admission to a Hospital, including Inpatient admissions for Mental Illness, drug abuse or alcohol abuse treatment and Inpatient admissions at rehabilitation facilities; or
 - ii. Inpatient admission to a Skilled Nursing Facility; or
 - iii. Hospice or Home Health services; or
 - iv. Organ/Bone Marrow Transplant services.
- B. Procedures requiring pre-authorization:
 - i. Enhanced External Counterpulsation (EECP);
 - i. Prophylactic Mastectomy; and
 - iii. BRCA Testing
 - iv. Orthognathic and maxillofacial surgery
 - v. Eyelid surgery/lifts (bleparoplasty)
 - vi. Cochlear implants
- C. Equipment requiring pre-authorization:
 - i. Air fluidized beds;
 - ii. Bone stimulators and supplies;
 - iii. Power operated vehicles, power wheelchairs and power wheelchair accessories over \$5,000;
 - iv. Chest wall oscillation vest (ThAIRapy Vest System);
 - v. Total parenteral nutrition (TPN) and enteral nutrition and supplies; and
 - vi. Speech generating devices.

Even if You obtain a referral from an Out-of-Network Physician, **pre-authorization is always required before obtaining the above services, procedures and equipment.** If You obtain pre-authorization, these services, procedures and equipment will be covered at the appropriate benefit level indicated in Your Schedule of Benefits. Pre-authorization is required to avoid a potential denial or reduction in payment of benefits.

If You do not obtain the required pre-authorization, Paramount will conduct a retrospective review to determine if your care was Medically Necessary. You are responsible for all charges for services Paramount determines are not Medically Necessary.

If You ***do not obtain pre-authorization*** and the services are Medically Necessary, any benefit payment for a **facility fee (including inpatient facility services under Section Three, 2,A and outpatient facility services under Section Three, 2,B)** will be reduced by \$500 of the Allowable Amount. The services are then subject to the applicable Deductible, Copayment and/or Coinsurance. The \$500 penalty does not count toward the Out-of-Pocket Maximum. Also see Transplant Benefit Penalty.

Notification of Pre-Authorization Decision. Paramount will make its decision regarding coverage and notify You within two (2) business days of receiving all necessary information.

For Emergency admissions to a Hospital or Skilled Nursing Facility, You do not have to obtain pre-authorization in advance. However, You, a family member, or Your Physician must notify Paramount within 48 hours of an Emergency admission, or as soon as possible. If You have any questions, or to provide notice, call 419-887-2549 or toll-free 1-800-891-2549.

If You disagree with Paramount's determinations, You may appeal Paramount's decision by following the appeal procedure set forth in Section Thirteen, Internal Claims and Appeals Procedures and External Review.

Remember that You must obtain pre-authorization from Paramount before You obtain the services, procedures and equipment listed above when using Out-of-Network Providers.

3. **The Preferred Provider Organization (PPO) Network.** The PPO Network Directory lists all Physicians and other Providers who are part of the PPO Network. The PPO Network Directory will be updated periodically and You may access the PPO Network Directory at; www.paramountinsurancecompany.com. Or by calling the Member Service Department at (419) 887-2531 or toll-free 1-866-452-6128.

In-Network Physicians include family practitioners, internists, and pediatricians whom You may select to provide primary care. In-Network specialists include obstetrician/gynecologists, oncologists, cardiologists, orthopedists, and other designated specialists. Other In-Network Providers include psychiatrists and psychologists who provide mental health care services, drug abuse and alcohol abuse treatment.

Please note that Paramount's contracting and credentialing with In-Network Providers should not, in any case, be understood as a guarantee or a warranty of the appropriateness and/or adequacy of the medical care rendered by such Provider. In-Network Providers are independent contractors and are not employees or agents of Paramount. The selection of an In-Network Provider or any other Provider, and the decision to receive or decline to receive health care services is **Your responsibility**. Health care decisions are made solely by You in consultation with Your health care Providers. Health care Providers are solely responsible for patient care and related clinical decisions once You make Your health care decision.

4. **Filing Claims.** For all Covered Services, a claim form or written proof of loss must be submitted to Paramount. In-Network Providers will submit the required claim forms to Paramount for You. You must show Your Paramount identification card to the In-Network Provider. **In-Network Hospitals, Physicians and Providers have agreed to limit their charges through their contracts with the PPO Network.**

Out-of-Network Providers may decline to submit claims to Paramount for You. In that case, it is Your responsibility to file appropriate claims in order to receive reimbursement from Paramount.

In order for Paramount to make payments under this Plan, Paramount must receive claims for benefits within 90 calendar days after a service is received. Failure to submit a completed claim within that time will neither invalidate nor reduce any claim if it is shown that: 1) it was not reasonably possible to furnish a claim within that time; and 2) such claim was furnished as soon as reasonably possible. In no event, in the absence of legal capacity, may a claim be furnished later than 1 year from the time the claim is otherwise required. After an initial claim is submitted to Paramount, Paramount may request additional medical or other information necessary to process the claim. The claimant must respond to a written request from Paramount for additional information within 6 months of the receipt of the request for additional information. Failure to respond within this timeframe may invalidate the claim.

In most cases, reimbursement for Covered Services will be sent directly to the provider, but in some cases, Paramount may choose to send reimbursement to you. If You pay for the Covered Services you may request reimbursement from Paramount. Claim forms are available from the Employer's personnel or benefits office or by calling the Paramount Member Services Department at (419) 887-2531 or toll-free 1-866-452-6128

Explanation of Benefits (EOB): After a claim has been filed with Paramount, You will receive an Explanation of Benefits (EOB). The EOB is a summary of the coverage for that claim. The EOB is not a bill, but a statement from Paramount to help You understand the coverage You are receiving. The EOB shows:

- Total amount charged for services/supplies received;
- The amount of the charges paid by Your coverage; and
- The amount for which You are responsible (if any).

5. Payments under This Plan. Your share in the cost of Covered Services may include a Deductible, Copayment, and Coinsurance as shown in the Schedule of Benefits.

- A. Aggregate Deductible.** The amount You and Your Dependents must pay for Covered Services including Prescription Drugs within a calendar year, before any benefits will be paid by the Plan. If You have single coverage (self only), the single Deductible is the amount You must pay. If You have family coverage (two or more covered family members), the family Deductible is the total amount any one or more covered family members must pay. All Covered Services except for Preventive Health Services are subject to the Deductible.

Embedded Deductible. The amount You and Your Dependents must pay for Covered Services including Prescription Drugs within a calendar year, before any benefits will be paid by the Plan. The single Deductible is the amount each Covered Person must pay. The family Deductible is the total amount any two or more covered family members must pay. All Covered Services except for Preventive Health Services are subject to the Deductible.

See your Schedule of Benefits for the type of Deductible and Deductible amount under your Plan.

The expenses incurred for Covered Services from In-Network and Out-of- Network Providers including Prescription Drugs apply to the Deductible.

- B. Coinsurance.** The fixed percentage of charges You must pay toward the cost of certain Covered Services. See Your Schedule of Benefits to determine whether a service requires a Coinsurance payment and the amount for that service. Coinsurance on benefits received from In-Network Providers is a percentage of the contract charge negotiated between the PPO Network and the Provider. This means that You receive the benefit of any discount. Coinsurance on benefits received from Out-of- Network Providers is a percentage of the NCA or UCR charge that Paramount will pay for the services rendered.

Special Note: Deductible, and Coinsurance are an important part of this benefit plan's design. You are required to make these payments to be eligible for reimbursement.

- C. Out-of-Pocket Maximum.** Similar to your Deductible, you may have an Embedded or Aggregate Out-of-Pocket Maximum. Your Out-of-Pocket Maximum is stated in Your Schedule of Benefits. After that amount has been paid, there will be no additional payments required for Coinsurance during the remainder of that calendar year. The Out-of-Pocket Maximum includes a Deductible and Coinsurance incurred by a Covered Person in a calendar year. The following ***do not*** apply to the Out- of-Pocket Maximum:

- Financial penalties imposed for failure to obtain required pre-authorization;
- Non-Network charges in excess of NCA or UCR.

The expenses incurred for Covered Services received from In-Network Providers apply toward satisfying the In Network **Out-of-Pocket Maximum** and the expenses incurred for Covered Services received from Out-of-Network Providers apply toward satisfying the In-Network and Out-of-Network **Out-of-Pocket Maximums**.

6. Medically Necessary. Covered Services must be Medically Necessary (see the Definition Section). Paramount will determine what is Medically Necessary after considering the advice of trained medical professionals. The fact that Your Provider prescribed the care or service does not automatically mean that the care is Medically Necessary or that it qualifies for coverage.

Examples of care which are not Medically Necessary include without limitation: Inpatient Hospital admission for care that could have been provided safely either in a doctor's office or on an Outpatient basis; a Hospital stay longer than is Medically Necessary to treat Your condition; or a surgical procedure performed instead of a medical treatment which could have achieved equally satisfactory management of Your condition.

Paramount will not make any payment for care which is not Medically Necessary.

7. **Coverage for Emergency Services.** Usually, services obtained from Out-of-Network Providers are covered at the Out-of-Network benefit level. However, if You have an accident, unforeseen illness, or injury that requires immediate care, You may seek Emergency Services (see the Definition Section) 24 hours a day and 7 days a week at the nearest health care facility, and You will receive the In-Network benefits level based on the lesser of the Usual, Customary and Reasonable (UCR) Charge or the actual charge for the service. Paramount must be notified within 48 hours of an Emergency admission, or as soon as possible, so Your benefits can be verified for the Provider. In-Network benefits for care received from Out-of-Network Providers are limited to Emergency Services required before You can, without medically harmful results, return to the care of In-Network Providers.

SECTION FOUR: MEDICAL SERVICES

Covered Medical Services. Paramount will provide benefits for the Medically Necessary services described in this section when they are performed or ordered by a licensed Physician. The level of benefits for these services will depend on whether these services are obtained through In-Network or Out-of-Network Providers.

Paramount, may modify some Plan provisions, if a Medically Necessary and less costly alternative course of treatment is available.

1. **Physician Office Visit Fees.** A Copayment and/or Coinsurance must be paid for each office or home visit with an In-Network or Out-of-Network Physician. Please refer to the Schedule of Benefits for details.
2. **Physician Office Visit Coverage.** You are entitled to benefits for the following services at a Physician's office:
 - A. **Diagnosis and Treatment:** Services of Physicians and other medical personnel for diagnosis and treatment of disease, injury, or other conditions; and Urgent Care Services and Emergency Services provided 24 hours a day and 7 days a week. This includes surgical procedures performed in a Physician's office and consultations with specialists.
 - B. **Allergy Tests and Treatment:** Allergy tests which are performed and related to a specific diagnosis. Desensitization treatments are also covered.
 - C. **X-Ray and Laboratory Services:** X-ray and laboratory tests and services when ordered by a Physician. This includes prescribed diagnostic X-rays, electrocardiograms, laboratory tests and diagnostic clinical isotope services.
 - D. **Physical and Occupational Therapy:** Physical and occupational therapy services, up to the maximum indicated in Your Schedule of Benefits.
 - E. **Speech Therapy:** Speech and speech therapy services for medical conditions up to the maximum indicated in Your Schedule of Benefits. This does not include non-medical conditions such as stuttering, lisping, articulation disorders, tongue thrust and delayed onset of speech.
 - F. **Radiation Therapy and Chemotherapy.**
 - G. **Medications Used in The Physician's Office:** Short-term medications (e.g., antibiotics, steroids, etc.), injectables, radioactive materials, dressings and casts, administered or applied by a Physician or other Provider in the Physician's office for preventive or therapeutic purposes.

- H. Contraceptive Services:** Contraceptive (birth control) services, devices and supplies, including but not limited to, voluntary sterilization (including tubal ligations and vasectomies), implantable contraceptive drugs, IUDs, or diaphragms.
- I. Second Surgical Opinion.**
- J. Spinal Manipulation Services:** Spinal manipulation services up to the annual maximum indicated in the Schedule of Benefits.
- K. Preventive Health Services:** Please refer to Your Schedule of Benefits for coverage levels.
Preventive Health Services are:
 1. Well-baby and well-child care, including hearing screenings to age 1 and benefits for Child Health Supervision Services for children age 8 and under;
 2. Childhood and Adult immunizations according to the guidelines recommended by the American Medical Association;
 3. Physical examinations;
 4. Cytologic screenings (Pap smears) for cervical cancer;
 5. Mammography screenings *;
 6. Immunizations for influenza, tetanus, pneumonia and HPV;
 7. Colorectal screening;
 8. Allergy de-sensitization treatment.
 9. Annual routine vision exam.
 10. Tobacco cessation programs.

* Note: In accordance with ORC 3923.52, the maximum benefit for screening mammography will not exceed 130% of the Medicare reimbursement rate in Ohio. Separate claims for components to the screening mammography will be reimbursed in an amount that corresponds to the ratio paid by Medicare in Ohio. Benefits paid in accordance with ORC 3923.52 will be considered full payment and the provider is prohibited from seeking compensation in excess of the benefits paid except for approved deductibles and coinsurance.

- 3. Visits to an Urgent Care Center.** If Your Physician is not available, diagnosis and treatment may be obtained from an urgent care center for the sudden occurrence of a condition that requires medical attention without delay, but that does not pose a threat to Your life, limb or permanent health.
- 4. Medical Services While Hospitalized.** During any period of covered hospitalization the following are covered:
 - A. Surgery** includes:
 1. The performance of generally accepted operative and other invasive procedures;
 2. The correction of fractures and dislocations;
 3. Usual and related preoperative and post operative care; and
 4. Other procedures as reasonably approved by Paramount.

The Plan will also cover medical and surgical procedures for:

1. Correction of functional defect or functional impairment which results from an acquired and/or congenital disease or injury; and
2. Reconstructive surgery to correct congenital malformations or anomalies resulting in a functional defect or functional impairment of a covered child 19 or Younger; and
3. Breast reconstruction following a covered mastectomy including:
 - a. Reconstruction of the breast on which the mastectomy was performed;
 - b. Surgery and construction of the other breast to produce a symmetrical appearance; and
 - c. Prostheses and physical complication during all stages of the mastectomy, including lymphedemas.

The Plan will not cover surgery for the purpose of improving physical appearance other than what is specifically provided for in this section (See Section Ten, Exclusions, Cosmetic or Plastic Surgery).

The benefit amount payable for surgery includes payment for related care by the surgeon before and after the operation. In other words, the one payment covers the operation and the surgeon's care before and after the operation.

Payment for surgery is also subject to the following limitation: When multiple surgical procedures are performed at the same operative session, the Plan will cover the major or first procedure at the level of reimbursement in the Schedule of Benefits, depending on whether these services are performed by In-Network or Out-of-Network Providers. The Plan will cover the lesser or subsequent surgical procedures at one-half of the payment otherwise payable.

- B. Medical Visits in a Hospital:** Medical visits by a Physician while You are a registered Inpatient in a Hospital. The medical visits are for the care of illnesses or conditions other than those related to surgery or maternity care.
- C. Complication in a Hospital:** Services of a second Physician in a Hospital when You have an Exceptional Complication during the course of surgery, maternity, or Inpatient Hospital care. An "Exceptional Complication" is a condition which is not related to the condition for which You were admitted to the Hospital, or a condition which is so unusual that it requires more than the customary surgical, maternity, or medical care.
- D. Anesthesia in a Hospital:** A Physician's administration of anesthesia in connection with surgery or maternity care. However, no payment will be made if the Physician who administers the anesthesia also performs the care, or assists the Physician who performs the care, and receives payment for that care.
- E. Consultations in a Hospital:** Consultation by a Physician who is called in by Your Physician if both the following conditions are met:
 - 1. The consulting Physician is a specialist in Your illness or disease; and
 - 2. The consultation takes place while You are a registered Inpatient in a Hospital.
- F. Diagnostic X-rays:** Diagnostic x-rays performed by, or on the order of, Your Physician to diagnose a condition or illness for which You showed symptoms.
- G. Radiation Services:** Radiation services performed by, or on the order of, Your Physician to diagnose a condition or illness for which You showed symptoms.
- H. Laboratory Services:** Laboratory test performed by, or on the order of, Your Physician.

5. Services at Home: These services include:

- A. Home Visits by a Physician:** A home visit (house call) by a Physician who provides care to You in Your home or other place of residence.
- B. Home Health Care by Home Health Agency Personnel:** Visits by home health agency personnel in Your home or other place of residence, up to a maximum indicated in the Schedule of Benefits. If home health care is recommended, Paramount must approve benefits for such care in advance. If You obtain pre-authorization, these services, procedures and equipment will be covered at the appropriate benefit level indicated in Your Schedule of Benefits. Pre-authorization is required to avoid a potential reduction or denial of benefits.

If You do not obtain the required pre-authorization, a retrospective review will be done to determine if your care was Medically Necessary. You are responsible for all charges for services Paramount determines are not Medically Necessary.

Home health care includes any of the following:

1. Part-time or intermittent home nursing care by or under the supervision of a registered nurse;
2. Part-time or intermittent home health aide services which consist primarily of caring for You under the supervision of a registered nurse; and
3. Skilled treatments performed by licensed or certified home health agency personnel, including the non-prescription medical supplies and drugs used or furnished during a visit by home health agency personnel. Non-prescription medical supplies and drugs may include surgical dressings and saline solutions, but do not include prescription drugs, certain intravenous solutions, or insulin.

Each visit by a member of a home care team is counted as one home care visit. Four hours of home health aide service are counted as one home care visit.

C. Oxygen and Oxygen Related Equipment: These items are covered when ordered by a Physician.

6. **Medical Supplies.** These items are covered when ordered by a Physician, supplied by a Physician, supplier or pharmacy and are eligible under Medicare Part B guidelines and limits, with the exception of Outpatient prescription drugs covered by Medicare Part B. However, certain diabetic and asthmatic supplies may be covered under a separate program administered through a pharmacy benefit. See Limited Medical Supply Rider for details.

Medical supplies are small and often disposable items that are part of medical treatment for an illness or injury. The supply must be compatible with the diagnosis and generally must not be useful in the absence of illness or injury for which it is used. Coinsurance for medical supplies is not counted toward the **Out-of-Pocket Maximum**.

7. **Durable Medical Equipment (DME).** These items are covered when ordered by a Physician, supplied by a Physician, supplier or pharmacy and eligible under Medicare Part B guidelines. However, certain diabetic and asthmatic equipment may be covered under a separate program administered through a pharmacy benefit. See Limited Medical Supply Rider for details.

Benefits will be subject to the Coinsurance amount and/or Benefit Limit indicated in the Schedule of Benefits. Coinsurance for Durable Medical Equipment (DME) is not counted toward the **Out-of-Pocket Maximum**.

Paramount will determine whether the item should be purchased or rented. At all times the maximum benefit for an item of eligible DME is the purchase price of the equipment. The purchase of a duplicate DME item will be limited to once every 24 months. Certain equipment requires pre-authorization. See Section Three.

8. **Prosthetic Devices.** These items are covered when ordered by a Physician, supplied by a Physician, supplier or pharmacy and eligible under Medicare Part B guidelines. **Benefits will be subject to the Coinsurance amount and/or Benefit Limit indicated in the Schedule of Benefits.** Coinsurance for Prosthetic Devices is not counted toward the Out-of-Pocket Maximum.

Prosthetic devices are appliances which replace all or part of an absent body part, or replace all or part of the function of a permanently inoperable or malfunctioning body part. Repair and replacement of prosthetic devices is covered subject to Medicare Part B guidelines.

9. **New Technology and Medical Procedures.** The Paramount Technology Assessment Working Group (TAWG) regularly monitors the medical literature concerning new technology and medical procedures for which coverage is not currently provided for under the Plan. The working group evaluates data on safety and efficacy of new technology, new applications of existing technology and medical procedures from a variety of sources. These include medical journals, recommendations of medical specialty societies, local medical experts, and government agencies. After considerable study and discussion of information from these sources, the Physicians on the TAWG develop recommendations regarding coverage of the new technology and medical procedures under review. You and Your Physician may request the working group to review particular new technology or medical procedures.
10. **Cancer Clinical Trial.** Routine patient care for Covered Persons enrolled in an Eligible Cancer Clinical Trial in accordance with ORC 3923.80 is covered. Routine patient care means all health care services consistent with the coverage under this Plan for the treatment of cancer, including the type and frequency of any diagnostic modality, that is typically covered for a cancer patient who is not enrolled in a cancer clinical trial, and that is not necessitated solely because of the trial.

SECTION FIVE: HOSPITAL CARE

The level of benefits for these services will depend on whether these services are obtained through In-Network or Out-of-Network Providers. ***Covered Services must be Medically Necessary (see the Definition Section).***

When You receive Inpatient Hospital Services (except for Emergency Services) You must obtain pre-authorization before the benefits will be made available. If You obtain pre-authorization, these services, procedures and equipment will be covered at the appropriate benefit level indicated in Your Schedule of Benefits. Pre-authorization is required to avoid a potential reduction or denial in payment of benefits.

If You do not obtain the required pre-authorization, a retrospective review will be done to determine if your care was Medically Necessary. You are responsible for all charges for services Paramount determines are not Medically Necessary.

If You ***do not obtain pre-authorization*** and the services are Medically Necessary, any benefit payment for a ***facility fee (including inpatient facility services under Section Three, 2.A)*** will be reduced by \$500 of the Allowable Amount. The services are then subject to the applicable Deductible, Copayment and/or Coinsurance. The penalty does not count toward the Out-of-Pocket Maximum.

1. **Acute Care General Hospital:** The Plan will pay for Covered Services at the most common charge for semi-private accommodations in an acute care general Hospital. An acute care general Hospital is a licensed institution primarily engaged in providing: Inpatient diagnostic and treatment services for surgical and medical patients; treatment and care of injured and sick persons by or under the supervision of Physicians; and 24 hour nursing service by or under the supervision of registered nurses.
2. **Inpatient Care in a Hospital:** The Plan will pay for services customarily furnished by an acute care general Hospital when You are a registered Inpatient in such Hospital. Your share of the cost will vary depending on whether care is obtained from an In-Network or Out-of-Network Hospital.

3. **Hospital Services:** The Plan will pay for services customarily furnished in an acute care general Hospital such as room and board, nursing care, medical social work, pharmacy services and supplies, diagnostic laboratory tests, operating room charges, and labor and delivery room charges.

As a general rule, services are not covered Hospital services unless the following conditions are met: The service is provided by an employee of the Hospital, the Hospital bills for the service, and Hospital retains the payment collected for the service.

4. **Visits to the Emergency Room:** An emergency room Copayment and Coinsurance must be paid as indicated in the Schedule of Benefits for each visit to a Hospital emergency room. If You are admitted to the Hospital from the emergency room, the emergency room Copayment will be waived. If You have an Emergency Medical Condition, dial 911 for assistance or go to the nearest hospital emergency room. Your share of the cost will vary depending on whether care is obtained from an In-Network or Out-of- Network Hospital.
5. **Outpatient Care in a Hospital:** The Plan will pay for the Covered Services provided to You in the Outpatient department of a Hospital if equivalent services would also be covered on an Inpatient basis.

The Plan will also pay the facility's charges for Covered Services provided in a health center, diagnostic center, or treatment center which is licensed under appropriate state law. These facilities are sometimes called birthing centers, ambulatory surgical centers or hemodialysis centers. However, regardless of the name of the facility, payments will be made only if the facility possesses all licenses, permits, certifications and approvals required by applicable state, local, and federal law. Your share of the cost will vary depending on whether care is obtained from an In-Network or Out-of-Network Provider.

6. **Care in a Skilled Nursing Facility or Rehabilitation Facility:** Covered Services include care in a Skilled Nursing Facility or rehabilitation facility subject to the maximum benefit indicated in the Schedule of Benefits. Your share of the cost will vary depending on whether care is obtained from an In-Network or Out-of-Network Facility.
7. **Receiving Care from Hospital-Based Providers:** Hospitals employ many physicians and other providers, such as emergency room physicians, radiologists, pathologists and anesthesiologists, who only serve patients in the hospital. The PPO Network has contracts with a vast majority of hospital-based physicians. These contracts mean the services will be paid under In-Network benefits and protects the Covered Person from being balance billed. Protection against balance billing means the Covered Person will not receive a bill for the difference between the provider's charge and the fee that the In-Network pays for that service. However, there are cases where the Paramount Network has been unable to secure a contract with a hospital-based physician or provider. Please note that services from Out-of-Network hospital-based providers even though rendered in an In-Network hospital will be paid under Out-of-Network benefits. Additionally, Out-of-Network providers may not accept the UCR payment as payment in full and you may be responsible for additional charges.
8. **Ambulance Service:** Covered Services include the use of a licensed motor vehicle or air ambulance which charges a fee for its service if:
 - A. Because of an accident or sudden Emergency Medical Condition, it is necessary to transport You in an ambulance to the closest Hospital that is medically equipped to provide treatment for Your condition;
 - B. It is necessary to transport You from a Hospital where You are an Inpatient to another Hospital because;
 1. The first Hospital lacks the equipment or expertise necessary to care for You properly and You are

- admitted as an Inpatient to the other Hospital; or
 - 2. You are taken to another Hospital to receive a test or service which is not available at the Hospital where You have been admitted, and You return after the test or service is completed; or
 - 3. The first Hospital is not an In-Network Hospital, and You are taken to an In-Network Hospital after Your condition has stabilized.
- C. You are transported directly from a Hospital where You were an Inpatient to a Skilled Nursing Facility where You are then admitted as a patient.

SECTION SIX: MENTAL HEALTH / DRUG ABUSE AND ALCOHOL ABUSE

Mental Health Services include treatment for Biologically and Non-Biologically Based Mental Illness.

Inpatient and outpatient services for the treatment of Biologically and Non-Biologically Based Mental Illnesses are covered subject to the same terms, Deductible, Copayments and/or Coinsurance as any other physical disease or condition. Refer to Section Four: Medical Services and Section Five: Hospital Services. The level of benefits for these services will depend on whether these services are obtained through In-Network or Out-of-Network Providers. The inpatient and outpatient benefits for Biologically and Non-Biologically Based Mental Illness are listed in Your Schedule of Benefits.

Drug and Alcohol Abuse. Inpatient and outpatient services for the treatment of Drug and Alcohol Abuse are covered subject to the same terms, Deductible, Copayments and/or Coinsurance as any other physical disease or condition. Refer to Section Four: Medical Services and Section Five: Hospital Services. The level of benefits for these services will depend on whether these services are obtained through In-Network or Out-of-Network Providers. The inpatient and outpatient benefits for Drug and Alcohol Abuse are listed in Your Schedule of Benefits.

1. Levels of Treatment

- A. **Outpatient Services:** The Outpatient benefits are listed in Your Schedule of Benefits. Outpatient services include the following:
- Diagnostic evaluation,
 - Individual psychotherapy;
 - Group psychotherapy; and
 - Electroconvulsive therapy.
- B. **Inpatient Services:** The Inpatient benefits are listed in Your Schedule of Benefits.
1. **Hospitalization Services:** Services provided while You are confined in a Hospital on a 24 hour a day basis to treat Mental Illness, drug abuse or alcohol abuse, including room and board, Physician services, nursing care, pharmacy services, diagnostic tests, and the following:
 - Diagnostic evaluation;
 - Individual psychotherapy;
 - Group psychotherapy; and
 - Electroconvulsive therapy.
 2. **Pre-authorization:** You, or someone doing so on Your behalf, must call Paramount at (419) 887-2549 or toll-free at 1-800-891-2549 to obtain pre-authorization for Inpatient Hospital Services (except for Emergency Services). If You obtain pre-authorization, these services, procedures and equipment will be covered at the appropriate benefit level indicated in Your Schedule of Benefits. Pre-authorization is required to avoid apotential reduction or denial in payment of benefits.

If You do not obtain the required pre-authorization, a retrospective review will be done to determine if your care was Medically Necessary. You are responsible for all charges for services Paramount determines are not Medically Necessary.

If You ***do not obtain pre-authorization*** and the services are Medically Necessary, any benefit payment for a ***facility fee (including inpatient facility services under Section Three, 2,A*** will be reduced by \$500 of the Allowable Amount. The services are then subject to the applicable Deductible, Copayment and/or Coinsurance. The penalty does not count toward the **Out-of-Pocket Maximum**.

Call Paramount at (419) 887-2549 or toll free 1-800-891-2549 for pre-authorization.

- C. Partial Hospitalization Services:** The same services covered under hospitalization services described above in this section (except room and board). However, partial hospitalization services are provided only for a duration of six to eight hours a day and do not require an overnight stay in the Hospital.
- D. Intensive Outpatient Program (IOP) Services:** The same services covered under hospitalization services described above in this section (except room and board, nursing and pharmacy). However, intensive Outpatient program (IOP) services are structured ambulatory behavioral health services with a duration of two to four hours per day, at least three days per week.

- 2. Determination of Appropriate Levels of Treatment:** In determining the appropriate levels of treatment, Paramount considers:
 - A.** The intensity and scope of care necessary to meet the standard of Medical Necessity through an appropriate treatment plan that supports problem-focused treatment; and
 - B.** The least restrictive environment that will provide appropriate care for You and Your family and offers the opportunity for independent functioning.

SECTION SEVEN: HOSPICE CARE

Coverage for the following services is available when a Covered Person is diagnosed by their Physician as being terminally ill with a prognosis of six months or less to live. Your share of the cost for hospice care will depend on whether the care is obtained from an In-Network or Out-of-Network Provider. Pre-authorization for hospice care is required or a significant penalty will apply (see paragraph 3 below).

- 1. Hospices.** In order to receive coverage, You must obtain care from a Medicare certified hospice with all licenses, certifications, permits, and approvals required by applicable state and local law.
- 2. Hospice Care Covered.** Covered Services include hospice care authorized by Your Physician during the period when hospice has admitted You to its program. Covered Services include the following services provided by the hospice:
 - A.** Inpatient palliative care, excluding room and board, in a free standing hospice, hospice unit within a Hospital or Skilled Nursing Facility, or regular Hospital bed; and
 - B.** Home care services provided by the hospice either directly or under arrangements with other licensed Providers.

3. **Pre-Authorization Required.** You, or someone doing so on Your behalf, must call Paramount at (419) 887-2549 or toll free 1-800-891-2549 to obtain pre-authorization for Inpatient hospice services (except for Emergency Services). Pre-authorization is required to avoid a potential reduction or denial in payment of benefits. If You obtain pre-authorization, these services, procedures and equipment will be covered at the appropriate benefit level indicated in Your Schedule of Benefits.

If You do not obtain the required pre-authorization, a retrospective review will be done to determine if your care was Medically Necessary. You are responsible for all charges for services Paramount determines are not Medically Necessary.

If You ***do not obtain pre-authorization*** and the services are Medically Necessary, any benefit payment for a ***facility fee (including inpatient facility services under Section Three, 2.A)*** will be reduced by \$1,500 of the Allowable Amount. The services are then subject to the applicable Deductible, Copayment and/or Coinsurance. The penalty does not count toward the **Out-of-Pocket Maximum**.

SECTION EIGHT: TRANSPLANT BENEFITS

Benefit levels for transplants will depend on where Your care is obtained. Transplant services obtained at an In- Network Center of Excellence will be paid at the In-Network benefit level. Transplant services obtained at an Out-of-Network facility will be paid at the Out-of-Network benefit level and will be subject to a significant penalty outlined in paragraph 5 below. A facility is a “Center of Excellence” when it appears on Paramount’s list of centers for the specific transplant being performed. Pre-authorization for transplant services is required or a significant penalty will apply (see paragraph 4 below). Paramount will cover transplant services as follows:

1. **Transplant Procedures covered.** The Plan will pay for Covered Services for heart, lung, kidney, heart, lung, liver, pancreas, kidney-pancreas, bowel, bone marrow and cornea transplants. Benefits will not be provided for any organ or tissue transplant procedures not specifically covered under the Plan, or for any transplants that do not meet the established criteria determined by Paramount.
2. **General Description of Transplant Covered Services.** Covered Services include any Hospital, medical-surgical, and other service related to the transplant, including blood and blood plasma.

The Plan will pay for Covered Services for organ transplants, subject to Deductibles, Coinsurance, benefit maximums or other limits after pre-authorization is obtained. In order to be pre-authorized, the organ transplant must be Medically Necessary, medically appropriate, and not experimental or investigational for the medical condition for which the transplant is recommended. These determinations must be made by a Plan-approved external independent review organization specializing in transplant services, such as the Ohio Solid Organ Transplant Consortium or the Ohio Bone Marrow Transplant Consortium.

3. **Specified Covered Services.**

A. **Hospital Care:** All Inpatient and Outpatient care.

B. **Organ Procurement:** The tissue typing, surgical procedure, storage expense, and transportation costs directly related to the donation of an organ or other human tissue used in Your pre- authorized transplant procedure will be covered as follows:

1. If the donor is covered under another health care benefit plan which includes coverage for donations used in the covered transplant procedure, then the donor's plan will be primary and this Plan will be secondary; and
2. If the donor is not covered by any health care benefit plan or is covered by a health care benefit plan which excludes from coverage donation benefits, this Plan will be primary.

C . Operative Care and Post-Operative Care: Benefits paid will vary depending on whether You obtain care through a Center of Excellence or other Provider. Pre-authorization is required (see paragraph 4 below).

Covered Services related to transplant surgery will be paid if the expense is incurred during the 5 calendar days prior to surgery and the 365 calendar days thereafter.

The following operative and post-operative care are Covered Services:

- Hospital room, board, and general nursing in semi-private rooms and/or special care units;
- Medically Necessary Hospital ancillaries while You are an Inpatient;
- Physician's services for surgery, surgical assistance, administration of anesthetics, and Inpatient medical care;
- Acquisition, preparation, transportation and storage of a human heart, lung, kidney, heart-lung, liver, pancreas, kidney-pancreas, bowel, bone marrow or cornea up to a maximum payment of \$10,000 for each transplant procedure;
- Diagnostic X-rays and other radiology services; laboratory and pathology services; and EKGs, EEGs and radioisotope tests.

With prior approval by Paramount, benefits will be paid for other services (such as home health care and certain therapy services) when such services are directly related to a covered transplant and are ordered by Your Physician.

4. **Pre-authorization Required.** You, or someone doing so on Your behalf, must call Paramount at (419) 887-2549 or toll free 1-800-891-2549 to obtain pre-authorization for Inpatient Transplant Services (except for Emergency Services). If You obtain pre-authorization, these services, procedures and equipment for care at a Center of Excellence will be covered at the appropriate benefit level indicated in Your Schedule of Benefits. Pre-authorization is required to avoid a potential reduction or denial in payment of benefits.

If You do not obtain the required pre-authorization, a retrospective review will be done to determine if your care was Medically Necessary. You are responsible for all charges for services Paramount determines are not Medically Necessary.

If You ***do not obtain pre-authorization*** and the services are Medically Necessary, any benefit payment for a ***facility fee (including inpatient facility services under Section Three, 2, A*** will be reduced by \$7,500 of the Allowable Amount. The services are then subject to the applicable Deductible, Copayment and/or Coinsurance. The \$0-\$7,500 penalty does not count toward the Out-of-Pocket Maximum.

5. **Transplant Benefit Penalty.** Transplant services received at an Out-of-Network facility will be subject to a reduction of benefit payment for all services of 50% of the Allowable Amount. The penalty does not count toward any Out-of-Pocket Maximum. The transplant will be eligible for benefit payment only if it is determined to be a Medically Necessary Covered Service.

6. **Limitation.** In accordance with and to the extent permitted by applicable law, reimbursement to You under this Plan will be secondary to any and all governmental or institutional sources of funding that will offset the cost of Covered Services. No benefits are provided for an artificial organ. Transplant Benefit payments are limited to a Lifetime Maximum indicated in the Schedule of Benefits.

SECTION NINE: MOTHER AND NEWBORN CARE

The level of benefits for maternity and newborn care will depend on whether care is obtained through In-Network or Out-of-Network Providers. Paramount will cover such services as follows:

1. **Medical Services.** Covered Services include the full range of obstetrical services at a Physician's office, including prenatal visits and postnatal visits and all other services set forth in Section Four, Medical Services, with respect to pregnancy.

During any period of covered hospitalization, Covered Services include obstetrical services for the termination of a pregnancy by delivery of a baby, or miscarriage, and the initial examination of a covered newborn child performed by a Physician other than the delivery Physician. Payment for maternity care includes payment for all the Medically Necessary care related to the pregnancy.

2. **Hospital Services.** Coverage for Inpatient care for a covered mother and her newborn pursuant to Section Five, Paragraph 2, Inpatient Care in a Hospital, shall extend for 48 hours following normal vaginal delivery or 96 hours following a cesarean delivery or until a Physician or nurse-midwife determines that an earlier discharge is warranted after conferring with the mother or person responsible for the mother or newborn (e.g. parent, guardian or other person with authority to make medical decision for the mother or newborn). You are not required to stay in the Hospital for the above specified period of time, and if Medically Necessary, longer stays will be covered by Paramount. Pre-authorization is required for Inpatient delivery services. See Section Five: Hospital Care.

3. **Follow-up Care.** The following Physician-directed services provided after discharge from Inpatient care are covered as follow-up care:

- A. Physical assessment of the mother and newborn;
- B. Parent education, assistance, and training in breast and bottle feeding;
- C. Assessment of the home support system;
- D. Performance of any Medically Necessary clinical tests; and
- E. Performance of any other services that are consistent with the follow-up care recommended in the protocols and guidelines developed by national organizations that represent pediatric, obstetric, and nursing professionals.

If the mother or newborn is discharged prior to the expiration of the applicable number of Inpatient hours specified in paragraph 2 of this section, all follow-up care provided within 72 hours after discharge is covered. If the mother or newborn receive at least the number of Inpatient hours specified in paragraph 2 of this section, all such care determined to be Medically Necessary by the Physician or nurse-midwife responsible for discharge is covered. Follow-up care may be provided in a Physician's office or during a home health visit if the health care professional conducting the home visit is knowledgeable and experienced in maternity and newborn care.

SECTION TEN: EXCLUSIONS

To help manage health care premiums, Paramount excludes from coverage certain services that are considered to be insufficiently effective, experimental, inappropriate or outside the practical scope of coverage. However, certain sections of this Certificate of Coverage may waive an exclusion or limitation or may list additional exclusions or limitations. Please be certain to check the specific provisions of this Certificate of Coverage. Services not listed as Covered Services are considered not covered. The exclusions and limitations listed below will not, under any circumstances, be covered by this Plan.

Benefits for the following will not be provided.

1. **Admission to a Hospital Before You Became Covered Under this Plan:** Services provided at a Hospital or Skilled Nursing Facility as a registered Inpatient before the Effective Date of this Plan.
2. **Bariatric Treatment/Surgery.** Medical services or supplies (such as weight loss or weight maintenance programs), dietary counseling programs and surgical procedures to treat morbid obesity are not covered.

Coverage will be provided for certain dietary counseling programs.

3. **Cancer Clinical Trial Services.** A health care service, item or drug that is:
 - a. The subject of a cancer clinical trial;
 - b. A health care service, item, or drug provided solely to satisfy data collection and analysis needs for the cancer clinical trial that is not used in the direct clinical management of the patient;
 - c. An investigational or experimental drug or device that has not been approved for market by the United States food and drug administration;
 - d. Transportation, lodging, food, or other expenses for the patient, or a family member or companion of the patient, that are associated with the travel to or from a facility providing the cancer clinical trial;
 - e. An item or drug provided by the cancer clinical trial sponsors free of charge for any patient;
 - f. A service, item, or drug that is eligible for reimbursement by a person other than the insurer, including the sponsor of the cancer clinical trial.

This exclusion does not apply to routine patient care of a Covered Person in an Eligible Cancer Clinical Trial.

4. **Cardiac Rehab:** Services provided as part of Cardiac Rehabilitation, Phase III.
5. **Care Provided by a Family Member:** Care provided by an individual who normally resides in Your household or is a member of Your immediate family or the family of Your spouse. Immediate family is defined as parents, siblings, spouses, children, grandparents, aunts, uncles, nieces, and nephews.
6. **Care Rendered in Certain Non-Hospital Institutions:** Care or supplies in convalescent homes or similar institutions, facilities providing primarily custodial or rest care or domiciles, care or supplies in health resorts, spas, sanitariums, tuberculosis Hospitals, or infirmaries at schools, colleges or camps.
7. **Charges in Excess of Annual Maximums:** Any service, supply or treatment in excess of the annual maximums shown in the Schedule of Benefits.
8. **Charges in Excess of NCA or UCR:** Charges for Out-of-Network services that are in excess of the Non-Contracting Amount (NCA) for Out-of-Network Hospital Providers in Lucas county or in excess of the Usual, Customary and Reasonable (UCR) charges for Out- of-Network Physicians and Providers.
9. **Complementary Treatments:** Acupuncture, Acupressure, Hypnotherapy, Massotherapy, Aroma Therapy, Chelation therapy, Rolfing, Biofeedback training, neurofeedback training and related diagnostic tests and other

forms of alternative treatments including but not limited to non-prescription drugs or medicines, vitamins, nutrients and food supplements are not Covered Services. This limitation applies even if the service or item is prescribed by or administered by a Physician.

10. **Contraceptive Devices, Supplies or Drugs** Over-the-counter contraceptive condoms, sponges, foams, jellies and ointments. However, benefits for such birth control pills may be available if the Employer's Contract with Paramount provides coverage under a separate Prescription Drug Program. Refer to the Schedule of Benefits and section Fifteen, Prescription Drug Program, if applicable.
11. **Convenience Items:** Items that are primarily for Your convenience and personal comfort. These are items that are not directly related to the provision of Covered Services. Such items include, but are not limited to, telephone, television, barber or beauty service, guest service, private rooms (except as Medically Necessary) in a Hospital or Skilled Nursing Facility, housekeeping services and meal services as part of Home Health care, travel, transportation, or living expenses, rest cures, recreational or diversional therapy.
12. **Cosmetic or Plastic Surgery:** This limitation applies to any procedures, services, equipment, or supplies provided in connection with cosmetic or plastic surgery which is intended primarily to improve appearance or to treat a mental or emotional condition through a change in body form. In addition, the Plan will not cover procedures, services, equipment or supplies for any disease or condition resulting from a cosmetic or plastic surgery excluded under this Section. This limitation does not apply to the repair of anatomical impairment to improve or correct functional disability, breast reconstruction following a covered mastectomy or plastic surgery after an accidental injury.
13. **Custodial or Convalescent Care:** Services for Hospital care, nursing home or Skilled Nursing Facility care, home care, respite care or any other setting which is determined to be custodial. Custodial care means (1) non-health related services, such as assistance in activities of daily living, or (2) health-related services which do not seek to cure or which are provided during periods when the medical condition of the patient is not changing, or (3) services which do not require continued administration by trained medical personnel. Custodial care includes, but is not limited to, help in eating, getting out of bed, bathing, dressing, toileting and supervision in taking medications.
14. **Dental Care:** Dental work, treatment, supplies or x-rays including but not limited to, treatment of cavities and extractions; bridges, crowns, root canals; replacement or restoration of the teeth; care of gums or bones supporting the teeth; treatment of periodontal abscess; removal of impacted teeth; orthodontia (including braces, retainers and bite plates); false teeth; treatment of temporomandibular joint syndrome (TMJ) and orthognathic surgery; or any other dental service.

This exclusion does not apply to the following procedures performed by a dentist or oral surgeon and when benefits are not available under a separate dental plan. These procedures are:

- a. initial first aid treatment received within 72 hours of an accidental Injury to sound natural teeth, the jaw bones, or surrounding issues, to the extent of extraction of teeth and repair of soft tissue;
- b. treatment for tumors and cysts (including pathological examination) of the jaws, cheeks, lips, tongue, roof and floor of the mouth; or
- c. repair of fractures and dislocations.

15. **Designated Blood Donation.** If You choose to designate another person to be a blood donor so that You may receive the designated blood at a future time, the Plan will not cover storage of such donated blood or any extra charges associated with designated blood donation.
16. **Diabetic and Asthmatic Equipment and Supplies.** The following Diabetic and Asthmatic equipment and supplies are not covered under this Plan:

- Needles and syringes (1cc or less)
- Tubing for insulin pumps
- Blood glucose monitor, test strips, batteries and control solutions
- Lancing devices, lancets
- Peak expiratory flow rate meter (hand-held)
- Spacers for metered dose inhaler
- Masks and tubing for nebulizers
- Limited ostomy supplies
- Diaphragms

The above may be covered under a separate program administered through a pharmacy benefit. See Limited Medical Supply Rider for details.

17. **Donor Searches:** Searches for organ and tissue transplants, including compatibility testing of potential donors who are not immediate, blood related family members (parent, child, sibling).
18. **Elective Abortion.** Only an abortion necessary to save the life of the mother will be covered under this Plan.
19. **Enteral Nutrition.** All services and supplies associated with enteral nutrition. However, the Plan will cover these services and supplies if You have a disease or malfunction of the structures that normally permit food to reach the gastrointestinal tract. In this case, coverage will be provided when it is required to maintain Your weight and/or prevent clinical deterioration.
20. **Equipment.** Items not eligible under Medicare Part B guidelines including but not limited to: hypoallergenic pillows, central or unit air conditioners, humidifiers, dehumidifiers, air purifiers, water purifiers, mattresses, waterbeds, commodes, exercise equipment, common first aid supplies, adhesive removers, cleansers, underpads or ice bags. Charges relating to the purchase or rental of household fixtures, including but not limited to, escalators, elevators, handrails, ramps, stair glides, adjustments to a vehicle and swimming pools are also not covered.
21. **Experimental/ Investigational** Any Drug, biologic, device, Diagnostic, product, equipment, procedure, treatment, service, or supply used in or directly related to the diagnosis, evaluation, or treatment of a disease, injury, illness, or other health condition which we determine in our discretion to be Experimental/Investigative is not covered under the Health Plan.

We will deem any Drug, biologic, device, Diagnostic, product, equipment, procedure, treatment, service, or supply to be Experimental/Investigative if we determine that one or more of the following criteria apply when the service is rendered with respect to the use for which benefits are sought. The Drug, biologic, device, Diagnostic, product, equipment, procedure, treatment, service, or supply:

- cannot be legally marketed in the United States without the final approval of the Food and Drug Administration (FDA), or other licensing or regulatory agency, and such final approval has not been granted;
- has been determined by the FDA to be contraindicated for the specific use; or
- is provided as part of a clinical research protocol or clinical trial or is provided in any other manner that is intended to evaluate the safety, toxicity, or efficacy of the Drug, biologic, device, Diagnostic, product, equipment, procedure, treatment, service, or supply; or
- is subject to review and approval of an Institutional Review Board (IRB) or other body serving a similar function; or
- is provided pursuant to informed consent documents that describe the Drug, biologic, device, Diagnostic, product, equipment, procedure, treatment, service, or supply as Experimental/Investigative, or otherwise indicate that the safety, toxicity, or efficacy of the Drug, biologic, device, Diagnostic, product, equipment, procedure, treatment, service, or supply is under evaluation.

Any service not deemed Experimental/Investigative based on the criteria above may still be deemed Experimental/Investigative by Paramount. In determining whether a Service is Experimental/ Investigative, we will consider the information described below and assess whether:

- the scientific evidence is conclusory concerning the effect of the service on health outcomes;
- the evidence demonstrates the service improves net health outcomes of the total population for whom the service might be proposed by producing beneficial effects that outweigh any harmful effects;
- the evidence demonstrates the service has been shown to be as beneficial for the total population for whom the service might be proposed as any established alternatives; and
- evidence demonstrates the service has been shown to improve the net health outcomes of the total population for whom the service might be proposed under the usual conditions of medical practice outside clinical investigatory settings.

The information considered or evaluated by Paramount to determine whether a Drug, biologic, device, Diagnostic, product, equipment, procedure, treatment, service, or supply is Experimental/Investigative under the above criteria may include one or more items from the following list which is not all inclusive:

- published authoritative, peer-reviewed medical or scientific literature, or the absence thereof; or
- evaluations of national medical associations, consensus panels, and other technology evaluation bodies; or
- documents issued by and/or filed with the FDA or other federal, state or local agency with the authority to approve, regulate, or investigate the use of the Drug, biologic, device, Diagnostic, product, equipment, procedure, treatment, service, or supply; or
- documents of an IRB or other similar body performing substantially the same function; or
- consent document(s) and/or the written protocol(s) used by the treating Physicians, other medical professionals, or facilities or by other treating Physicians, other medical professionals or facilities studying substantially the same Drug, biologic, device, Diagnostic, product, equipment, procedure, treatment, service, or supply; or
- medical records; or
- the opinions of consulting Providers and other experts in the field.

We have the sole authority and discretion to identify and weigh all information and determine all questions pertaining to whether a Drug, biologic, device, Diagnostic, product, equipment, procedure, treatment, service, or supply is Experimental/Investigative. See Internal Claims And Appeals Procedures And External Review section in this certificate.

22. **First Aid Supplies.** Common first aid supplies.
23. **Foot Orthotic Devices:** Heel cups, arch supports, lifts, wedges, shoe inserts, corrective shoes, foot orthotics used solely for sports and devices not eligible under Medicare Part B guidelines.
24. **Fraudulent or Misrepresented Claims:** Services related to intentional fraudulent or misrepresented claims.
25. **Free Care.** Care furnished without charge or care that would normally be furnished without charge. This exclusion also applies if the care would have been furnished without charge if You were not covered under this Plan or under any other health care benefit plan or other insurance.
26. **Genetic Testing:** Genetic testing services other than fetal screenings. Services for potential illnesses that may result from genetic predisposition or family history are not covered in the absence of signs or symptoms.
27. **Government Expense and Programs:** Services where care is provided at the Government's expense. This includes charges for Covered Services that are payable under Medicare or any other federal, state or local

government program. The Plan will not cover treatment of disabilities from diseases contracted or injuries sustained as a result of military service or war, declared or undeclared, or any act of war. This exclusion does not apply if You are legally obligated to pay for such treatment or service in the absence of insurance or where the law prohibits it.

28. **Growth Hormone Therapy.** All services, drugs, and procedures associated with growth hormone therapy.
29. **Hair Loss Treatment.** Services and supplies for the treatment of hair loss.
30. **Hearing Care.** Hearing examinations, hearing aid evaluations, hearing aids, and other hearing care services and supplies except Covered Services required for newborn hearing screening and the diagnosis and treatment of diseases of, or injury to, the ears. (If the Employer has purchased an optional hearing aid rider, additional benefits may be available. See the Schedule of Benefits.)
31. **Home Monitoring Equipment:** Charges for services and supplies used for home monitoring, including but not limited to blood pressure equipment, hydrospray jet injectors, bed wetting alarms, home pregnancy, ovulation, HIV and any other home testing kits.
32. **Illegal Activities.** Charges for the diagnosis, care, or treatment of any condition arising from or occurring while engaged in any illegal activity, including but not limited to an illegal occupation, an assault, an attempted assault or felonious act.
33. **Infertility Services.** Any procedure intended to induce pregnancy, such as artificial insemination, in vitro fertilization, infertility drugs, embryo or ovum transplant or transfer services, gamete intrafallopian transfer (GIFT) procedures, zygote intrafallopian transfer (ZIFT) procedures, experimental and investigational infertility services, donor ovum, and semen related costs, including collection and preparation, storage of eggs and sperm, cryogenics, sperm banking, surrogate parenting, reversal of voluntary sterilization and any related procedures, and associated counseling. (If the Employer purchased an optional rider, additional benefits may be available. See the Schedule of Benefits.)
34. **Injuries During Riots:** Services for injuries sustained while You participated in an insurrection or riot.
35. **Insulin.** Insulin, insulin injections, or other insulin therapy. (If the Employer has purchased a prescription drug rider, additional benefits may be available. See the Schedule of Benefits.)
36. **Mandated or Court Ordered Care.** Any medical, psychological, alcohol and drug abuse, or psychiatric care which is solely the result of court order or otherwise mandated by a third party (such as an Employer or licensing board).
37. **Marriage-related Services:** Marriage relationship counseling and charges relating to premarital laboratory work required by any state or local law.
38. **Medical Reports.** Special medical reports not directly related to treatment; appearances at hearings and court proceedings.
39. **Mental Illness / Drug Abuse and Alcohol Abuse Services *.** Covered Services do not include the following treatments for mental illness, drug abuse and alcohol abuse:
 - a. Special or remedial education, including testing and services for learning and behavioral disabilities, social skills classes, behavioral modification and other training programs including but not limited to Applied Behavioral Analysis (ABA) programs. This limitation applies whether or not associated with manifest Mental Illness or other disturbances.

- b. Services which are extended beyond the period necessary for the evaluation and diagnosis of mental retardation, or pervasive developmental disorders, including but not limited to Autism, hyperkinetic syndrome, mental retardation, Rett's, Asperger's Disorder, Childhood Disintegrative Disorder, Atypical Autism or Pervasive Developmental Disorder Not Otherwise Specified;
- c. Structured sexual therapy programs;
- d. Services for narcotic maintenance therapy in which an agonist, antagonist, or agonist/antagonist drug is used for chronic administration, as well as detoxification services related to such chronic drug maintenance use;
- e. Testing for ability, aptitude, intelligence or interest;
- f. Vocational and recreational activities or coma stimulation therapy;
- g. Treatment in a specialized facility or program for a patient who has not been or would not be responsive to therapeutic management or who has not been or is not motivated;
- h. Continuation in a course of treatment for patients who are disruptive, unruly, abusive or non-cooperative;
- i. Inpatient treatment for codependency or environmental changes;
- j. Halfway houses and residential treatment programs;
- k. Cognitive rehabilitation therapy;
- l. Family counseling or marriage counseling;
- m. Social skills classes;
- n. Sleep disorders; or
- o. Positron Emission Tomography (PET scans) for Mental Illness.

* **Note** – Biologically and Non-Biologically Based Mental Illness and Drug and Alcohol Abuse is covered the same as any physical condition.

- 40. Natural Disaster or Uncontrolled Event:** Benefit coverage may be limited due to the extent that a natural disaster, war, riot, civil uprising or any other Emergency or similar event not within the control of Paramount, results in the inability to provide health care services in accordance with the Plan. Paramount will make a good faith effort to continue operations, taking into account the severity of the event.
- 41. Not Medically Necessary Services:** Services and supplies which, as determined by the Plan, are not Medically Necessary. The exclusion of coverage in such cases is solely a benefit determination and not a medical treatment determination or recommendation. You or Your Provider may elect to proceed with the Planned treatment, at Your expense, and appeal the denial of claim for such services in accordance with the Plan's appeal procedure.
- 42. Nutrition Counseling:** Nutrition counseling and related services, except when provided as part of diabetes education.
- 43. Organ Donation Services:** Organ transplant services related to donation of an organ by a Covered Person; artificial organs and services related to the implantation thereof, and other related services, except as specified in Section Eight, Transplant Benefits.
- 44. Orthopedic Devices:** Orthopedic devices not eligible under Medicare Part B guidelines.
- 45. Paternity Testing:** Testing to establish paternity is not covered.
- 46. Penile Implants:** Penile implants for the treatment of impotence of a psychological origin.
- 47. Prescription Drugs and Non-Prescription Drugs:** Outpatient Prescription Drugs whether self-administered or administered by a Provider, with the exception of infused chemotherapy and short-term medications (e.g., antibiotics, steroids, etc.). Benefits are not available for vitamins, nutrients, infant formula and food supplements even if prescribed by a Physician. However, benefits for such Prescription Drugs may be available if the

Employer's Contract with Paramount provides coverage under a separate Prescription Drug Program. Refer to the Schedule of Benefits and Section Fifteen, Prescription Drug Program, if applicable.

48. **Private Duty Nursing:** Private duty nursing services.
49. **Private Room:** If You occupy a private room, You will have to pay the difference between the Hospital's charges for a private room and the Hospital's most common charge for semi-private accommodations, unless Paramount determines that it was Medically Necessary for You to have a private room or if the Hospital only provides private rooms.
50. **Reports:** Services relating to telephone consultations, care plan oversight in the absence of the patient, missed appointments, completion of claim forms, copies of medical records or special medical reports not directly related to treatment; appearances at hearings and court proceedings.
51. **Required Examinations:** Examinations specifically for the purpose of obtaining or maintaining employment, obtaining insurance and/or professional or other licenses; examinations precedent to engaging in athletic or recreational activities or attending camp, school or other program, unless obtained in the context of the periodic examination described in Section Four, paragraph 2.k, Preventive Health Services and services for other than therapeutic purposes such as custody evaluations, adoption, research and judicial proceedings.
52. **Reversal of Sterilization:** Any procedures or related care to reverse previous voluntary sterilization.
53. **Routine Foot Care:** Any services, supplies, or devices used to improve comfort or appearance including but not limited to trimming and/or scraping of calluses, bunions (except capsular and bone surgery), toenails, subluxations, fallen arches, weak feet, chronic foot strain, or sympathetic complaints of the feet.
54. **Self-Inflicted Injuries:** Charges for the diagnosis, care, or treatment of any condition arising from self-inflicted injuries or attempted suicide, unless the result of an underlying medical condition such as depression.
55. **Services After Termination of Coverage:** Services after Your coverage under this Plan ends.
56. **Services Normally Considered Non-Covered:** Services and supplies which are normally considered non-covered when another health care benefit plan has the primary Coordination of Benefits obligation, and/or services for which no charge would be made if the individual had no health care benefit.
57. **Services Not Recommended by a Physician.** Services not recommended and approved by a Physician. Also excluded are services not completed in accordance with the attending Physician's orders.
58. **Services Not Specified as Covered:** Any services not specifically described as covered in this Certificate of Coverage.
59. **Services Not Within Providers Scope:** Services and supplies that are not performed or provided within the scope of the Provider's license.
60. **Sex-related Disorders:** Surgical procedures or related care to alter sex from one gender to the other or treatment related to sexual dysfunction.
61. **Skilled Nursing Facility:** Stays for the treatment of psychiatric conditions and senile deterioration, or facility services during a temporary leave of absence from the facility.
62. **Stand-by Charges:** Physician stand-by charges.

- 63. **Surrogate and/or Gestational Pregnancy:** Surrogate and/or gestational pregnancy and any related procedures.
- 64. **Therapy Services:** Group speech therapy, group physical therapy or recreational therapy which includes but is not limited to sleep, dance, arts, crafts, aquatic, gambling, horseback riding (equestrian therapy) and nature therapy.
- 65. **Topical Anesthetics:** Topical anesthetics are not covered.
- 66. **Transplant Services:** The transportation and/or lodging costs of the transplant recipient or individuals traveling with him or her are not covered. Transplants using artificial organs or non-human donors, or any transplant that is not specifically listed in Section Eight, Transplant Benefits are not covered.
- 67. **Travel Related Immunizations and Services:** Immunizations for the purpose of fulfilling requirements for international travel. Charges for confinement, treatment, services or supplies received outside the United States, unless required for an Emergency Medical Condition.
- 68. **Vision Care:** Orthoptic training, eyeglasses, contact lenses, contact lens evaluation and fittings, sunglasses of any type, and surgery including but not limited to: eye surgery to correct refractory errors, LASIK surgery, Keratomileusis, excimer laser, photo refractory keratectomy (interwave technology), radial keratotomy, and other vision care services and supplies, except Covered Services required for the diagnosis and treatment of diseases of, or injury to, the eyes.
- 70. **Work-Related Injuries:** Care for treatment of a work or occupational related injury or illness. This includes charges for injury or illness arising out of or in the course of past or current work for pay, profit, or gain, unless workers' compensation or benefits under similar law are not required or available.
- 71. **X-Rays:** Diagnostic x-rays performed in connection with a research project are not covered.

SECTION ELEVEN: COORDINATION OF BENEFITS

The Coordination of Benefits (COB) provision applies when a person has health care coverage under more than one Plan. Plan is defined below.

The order of benefit determination rules govern the order in which each Plan will pay a claim for benefits. The Plan that pays first is called the Primary plan. The Primary plan must pay benefits in accordance with its policy terms without regard to the possibility that another Plan may cover some expenses. The Plan that pays after the Primary plan is the Secondary plan. The Secondary plan may reduce the benefits it pays so that payments from all Plans does not exceed 100% of the total Allowable expense.

Definitions

- A. A "Plan" is any of the following that provides benefits or services for medical or dental care or treatment. If separate contracts are used to provide coordinated coverage for members of a group, the separate contracts are considered parts of the same plan and there is no COB among those separate contracts.
 - (1) Plan includes: group and non-group insurance contracts, health insuring corporation (HIC) contracts, closed panel plans or other forms of group or group-type coverage (whether insured or uninsured); medical care components of long term care contracts, such as skilled nursing care; medical benefits under group or individual automobile contracts; and Medicare or any other federal governmental plan, as permitted by law.

- (2) Plan does not include: hospital indemnity coverage or other fixed indemnity coverage; accident only coverage; specified disease or specified accident coverage; supplemental coverage as described in Revised Code sections 3923.37 and 1751.56; school accident type coverage; benefits for non-medical components of long-term care policies; Medicare supplement policies; Medicaid policies; or coverage under other federal governmental plans, unless permitted by law.

Each contract for coverage under (1) or (2) is a separate Plan. If a Plan has two parts and COB rules apply to only one of the two, each of the parts are treated as a separate Plan.

- B.** “This plan” means, in a COB provision, the part of the contract providing the health care benefits to which the COB provision applies and which may be reduced because of the benefits of the other plans. Any other part of the contract providing health care benefits is separate from This plan. A contract may apply one COB provision to certain benefits, such as dental benefits, coordinating only similar benefits, and may apply another COB provision to coordinate other benefits.
- C.** The order of benefit determination rules determine whether This plan is a Primary plan or Secondary plan when the person has health care coverage under more than one Plan.

When This plan is primary, it determines payment for its benefits first before those of any other Plan without considering any other Plan’s benefits. When This plan is secondary, it determines its benefits after those of another Plan and may reduce the benefits it pays so that all Plan benefits do not exceed 100% of the total Allowable expenses.

- D.** “Allowable expense” is a health care expense, including deductibles, coinsurance and copayments, that is covered at least in part by any Plan covering the person. When a Plan provides benefits in the form of services, the reasonable cash value of each service will be considered an Allowable expense and benefit paid. An expense that is not covered by any Plan covering the person is not an Allowable expense. In addition, any expense that a provider by law or in accordance with a contractual agreement is prohibited from charging a covered person is not an Allowable expense.

The following are examples of expenses that are not Allowable expenses:

- (1) The difference between the cost of a semi-private hospital room and a private hospital room is not an Allowable Expense, unless one of the Plans provides coverage for private hospital room expenses.
- (2) If a person is covered by 2 or more Plans that compute their benefit payments on the basis of usual and customary fees or relative value schedule reimbursement methodology or similar reimbursement methodology, any amount in excess of the highest reimbursement amount for a specific benefit is not an Allowable expense.
- (3) If a person is covered by 2 or more Plans that provide benefits or services on the basis of negotiated fees, an amount in excess of the highest of the negotiated fees is not an Allowable expense.
- (4) If a person is covered by one Plan that calculates its benefits or services on the basis of usual or customary fees or relative value schedule reimbursement methodology or similar reimbursement methodology and another Plan that provides its benefits or services on the basis of negotiated fee or payment amount is different than the Primary Plan’s payment arrangement and if the provider’s contract permits, the negotiated fee or payment shall be the Allowable expense used by the Secondary plan to determine its benefits.
- (5) The amount of any benefit reduction by the Primary plan because a covered person has failed to comply with the Plan provisions is not an Allowable expense. Examples of these types of plan provisions include second surgical opinions, precertification of admissions, and preferred provider arrangements.

- E.** Closed panel plan is a Plan that provides health care benefits to covered persons primarily in the form of services through a panel of providers that have contracted with or are employed by the Plan, and that

excludes coverage for services provided by other providers, except in cases of emergency or referral by a panel member.

- F. Custodial parent is the parent awarded custody by a court decree or, in the absence of a court decree, is the parent with whom the child resides more than one half of the calendar year excluding temporary visitation.

Order of Benefit Determination Rules

When a person is covered by two or more Plans, the rules for determining the order of benefits payments are as follows:

- A. The Primary plan pays or provides its benefits according to its terms of coverage and without regard to the benefits under any other Plan.
- B. (1) Except as provided in Paragraph (2), a Plan that does not contain a coordination of benefits provision that is consistent with this regulation is always primary unless the provisions of both Plans state that the complying plan is primary.
- (2) Coverage that is obtained by virtue of membership in a group that is designed to supplement a part of a basic package of benefits and provides that this supplementary coverage shall be excess to any other parts of the Plan provided by the contract holder. Examples of these types of situations are major medical coverages that are superimposed over base plan hospital and surgical benefits, and insurance type coverages that are written in connection with a Closed panel plan to provide out-of-net work benefits.
- C. A Plan may consider the benefits paid or provided by another Plan in calculating payment of its benefits only when it is secondary to that other Plan.
- D. Each Plan determines its order of benefits using the first of the following rules that apply:
- (1) Non-Dependent or Dependent. The Plan that covers the person other than as a dependent, for example as an employee, member, policyholder, subscriber or retiree is the Primary plan and Plan that covers the person as a dependent is the Secondary plan. However, if the person is a Medicare beneficiary and, as a result of federal law, Medicare is secondary to the Plan covering the person as a dependent; and primary to the Plan covering the person other than as a dependent (e.g. a retired employee); then the order of benefits between the two Plans is reversed so that the Plan covering the person as an employee, member, policyholder, subscriber or retiree is the Secondary plan and the other Plan is the Primary plan.
- (2) Dependent Child Covered Under More Than One Plan. Unless there is a court decree stating otherwise, when a dependent child is covered by more than one Plan the order of benefits is determined as follows:
- (a) For a dependent child whose parents are married or are living together, whether or not they have ever been married:
- The Plan of the parent whose birthday falls earlier in the calendar year is the Primary plan; or
 - If both parents have the same birthday, the Plan that has Covered the parent the longest is the Primary plan.
 - However, if one spouse's plan has some other coordination rule (for example, a "gender rule" which says the father's plan always primary), This plan will follow the rules of that plan.
- (b) For a dependent child whose parents are divorced or separated or not living together, whether or not they have ever been married:
- (i) If a court decree states that one of the parents is responsible for the dependent child's health care expenses or health care coverage and the Plan of that parent has actual knowledge

- of those terms, that Plan is primary. This rule applies to plan years commencing after the Plan is given notice of the decree;
- (ii) If a court decree states that both parents are responsible for the dependent child's health care expenses or health care coverage, the provisions of Subparagraph (a) above shall determine the order of benefits;
 - (iii) If a court decree states that the parents have joint custody without specifying that one parent has responsibility for the health care expenses or health care coverage of the dependent child, the provisions of Subparagraph (a) above shall determine the order of benefits;
 - (iv) If there is no court decree allocating the responsibility for the dependent child's health care expenses or health care coverage, the order of benefits for the child are as follows:
 - The Plan covering the Custodial parent;
 - The Plan covering the spouse of the Custodial parent;
 - The Plan covering the non-custodial parent; and then
 - The Plan covering the spouse of the non-custodial parent.
- (c) For a dependent child covered under more than one Plan of individuals who are not the parents of the child, the provisions of Subparagraph (a) or (b) above shall determine the order of benefits as if those individuals were the parents of the child.
- (3) Active Employee or Retired or Laid-off Employee. The Plan that covers a person as an active employee, that is, as employee who is neither laid off nor retired, is the Primary plan. The Plan covering the same person as retired or laid off employee is the Secondary plan. The same would hold true if a person is a dependent of an active employee and that same person is a dependent of a retired or laid off employee. If the other Plan does not have this rule, and as a result, the Plans do not agree on the order of benefits, this rule is ignored. This rule does not apply if the rule labeled D(1) can determine the order of benefits.
 - (4) COBRA or State Continuation Coverage. If a person whose coverage is provided pursuant to COBRA or under a right of continuation provided by state or other federal law is covered under another Plan, The Plan covering the person as an employee, member, subscriber or retiree or covering the person as a dependent of an employee, member, subscriber, or retiree is the Primary plan and the COBRA or state or other federal continuation coverage is the Secondary plan. If the other Plan does not have this rule, and as a result, the Plans do not agree on the order of benefits, this rule is ignored. This rule does not apply if the rule labeled D(1) can determine the order of benefits.
 - (5) Longer or Shorter Length of Coverage. The Plan that covered the person as an employee, member, policyholder, subscriber or retiree longer is the Primary plan and the Plan that covered the person the shorter period of time is the Secondary plan.
 - (6) If the preceding rules do not determine the order of benefits, the Allowable expenses shall be shared equally between the Plans meeting the definition of Plan. In addition, This plan will not pay more than it would have paid had it been the Primary plan.

Effect on the Benefits of this Plan

- A. When This plan is secondary, it may reduce its benefits so that the total benefits paid or provided by all Plans during a plan year are not more than the total Allowable expenses. In determining the amount to be paid for any claim, The Secondary plan will calculate the benefits it would have paid in the absence of other health care coverage and apply that calculated amount to any Allowable expense under its Plan that is unpaid by the Primary plan. The Secondary plan may then reduce its payment by the amount so that, when combined with the amount paid by the Primary plan, the total benefits paid or provided by all Plans for the claim do not exceed the total Allowable expense for that claim. In addition, the Secondary plan shall credit to its plan deductible any amounts it would have credited to its deductible in the absence of other health care coverage.

- B.** If a covered person is enrolled in two or more Closed panel plans, and if, for any reason, including the provision of service by a non-panel provider, benefits are not payable by one Closed panel plan, COB shall not apply between that Plan and the other Closed panel plans.

Right to Receive and Release Needed Information

Certain facts about health care coverage and services are needed to apply these COB rules and to determine benefits payable under This plan and other Plans. Paramount may get the facts it needs from or give them to other organizations or persons for the purpose of applying these rules and determining benefits payable under This plan and other Plans covering the person claiming benefits. Paramount need not tell, or get consent of any person to do this. Each person claiming benefits under This plan must give Paramount any facts it needs to apply those rules and determine benefits payable.

Facility of Payment

A payment made under another Plan may include an amount that should have been paid under This plan. If it does, Paramount may pay that amount to the organization that made the payment. That amount will then be treated as though it were a benefit paid under This plan. Paramount will not have to pay that amount again. The term “payment made” includes providing benefits in the form of services, in which case “payments made” means the reasonable cash value of the benefits provided in the form of services.

Right of Recovery

If the amount of the payments made by Paramount is more than it should have paid under this COB provision, it may recover the excess from one or more of the persons it has paid or for whom it has paid; any other person or organization that may be responsible for the benefits or services provided for the covered person. The “amount of the payments made” includes the reasonable cash value of any benefits provided in the form of services.

Coordination Disputes

If You believe that Paramount has not paid a claim properly, You should first attempt to resolve the problem by contacting Paramount at (419) 887-2525 or refer to Section Thirteen: Internal Claims and Appeals Procedures and External Review. If You are still not satisfied, You may call the Ohio Department of Insurance for instructions on filing a consumer complaint. Call 1-800-686-1526, or visit the Department’s website at <http://insurance.ohio.gov>.

SECTION TWELVE: MEDICARE AND YOUR COVERAGE

You may have coverage under the Plan and under Medicare. Medicare means the benefits offered under Title XVIII of the Social Security Act, and includes all of the benefits provided by Parts A and B of Medicare. In general, when You have coverage under both the Plan and Medicare, the Plan will pay primary benefits for:

1. An active employee who is age 65 and over (only if the Employer has 20 or more employees);
2. An active employee’s spouse age 65 or over;

3. An active employee under age 65 entitled to Medicare because of disability (only if the Employer has 100 or more employees);
4. An active employee's covered dependent(s) under age 65 entitled to Medicare because of disability (only if the Employer has 100 or more employees); or
5. Up to 30 months after Your treatment for end stage renal disease begins.

If You do not fall into any of the categories 1 through 5 above, the Plan will pay benefits secondary to Medicare. If You do not elect Part B coverage, the payment to be made by the Plan will be made as if You had elected Part B. When the Plan is secondary, You must first submit the claim to Medicare. After Medicare makes payment, You may submit the claim to the Plan for payment.

These rules are based on regulations issued by the Centers for Medicare and Medicaid Services (CMS), and may be amended or changed at any time. It is the intent of the Plan to abide by the Medicare Secondary Payer Rules. If the Plan in any way conflicts with regulations issued by CMS, the Plan will pay benefits in accordance with CMS regulations.

SECTION THIRTEEN: INTERNAL CLAIMS AND APPEALS PROCEDURES AND EXTERNAL REVIEW

Overview

If you need help: If you do not understand your rights or if you need assistance understanding your rights or you do not understand some or all of the information in the following provisions, you may contact Paramount Insurance Company at the Member Services Department, 1901 Indian Wood Circle, Maumee, OH 43537, Attention: Member Services, or by telephone at, 1-800-462-3589 or email: Paramount.memberservices@promedica.org.

Internal Claims and Appeals Procedures: When a health insurance plan denies a claim for a treatment or service (a claim for plan benefits, you have already received (*post-service claim denial*) or denies your request to authorize treatment or service (*pre-service claim denial*), you, or someone you have authorized to speak on your behalf (an *authorized representative*), can request an appeal of the plan's decision. If the plan rescinds your coverage or denies your application for coverage, you may also appeal the plan's decision. When the plan receives your appeal, it is required to review its own decision. When the plan makes a claim decision, it is required to notify you (provide notice of an *adverse benefit determination*):

- The reasons for the plan's decision;
- Your right to file appeal the claim decision
- Your right to request an external review; and
- The availability of a Consumer Assistance Program at The Ohio Department of Insurance.

If you do not speak English, you may be entitled to receive appeals' information in your native language upon request.

When you request an internal appeal, the plan must give you its decision as soon as possible, but no later than:

- 72 hours after receiving your request when you are appealing the denial of a claim for urgent care. (If your appeal concerns urgent care, you may be able to have the internal appeal and external reviews take place at the same time.)
- 30 days for appeals of denials of non-urgent care you have not yet received.

- 60 days for appeals of denials of services you have already received (post-service denials).
- No extensions of the maximum time limits are permitted unless you consent.

Continuing Coverage: The plan cannot terminate your benefits until all of the appeals have been exhausted. **However, if the plan's decision is ultimately upheld, you may be responsible for paying any outstanding claims or reimbursing the plan for claims' payments it made during the time of the appeals.**

Cost and Minimums for Appeals: There is no cost to you to file an appeal and there is no minimum amount required to be in dispute.

Defined terms: Any terms in this section appearing in *italics* are defined in the **Terms and Definitions** section of this Member Handbook.

Emergency medical services: If the plan denies a claim for an emergency medical service, your appeal will be handled as an urgent appeal. The plan will advise you at the time it denies the claim that you can file an expedited internal appeal. If you have filed for an expedited internal appeal, you may also file for an expedited external review (see "Simultaneous urgent claim, expedited internal review and external review").

Your rights to file an appeal of denial of health benefits: You or your *authorized representative*, such as your *health care provider*, may file the appeal for you, in writing, either by mail or by facsimile (fax). For an urgent request, you may also file an appeal by telephone:

Paramount Insurance Company, 1901 Indian Wood Circle, Maumee, OH 43537, Attn: Member Services, by telephone at 1-800-462-3589 or email: Paramount.memberservices@promedica.org.

Please include in your written appeal or be prepared to tell us the following:

- Name, address and telephone number of the insured person;
- The insured's health plan identification number;
- Name of *health care provider*, address and telephone number;
- Date the health care benefit was provided (if a post-claim denial appeal)
- Name, address and telephone number of an *authorized representative* (if appeal is filed by a person other than the insured); and
- A copy of the notice of *adverse benefit determination*.

Rescission of coverage: If the plan rescinds your coverage, you may file an appeal according to the following procedures. The plan cannot terminate your benefits until all of the appeals have been exhausted. Since a *rescission* means that no coverage ever existed, if the plan's decision to rescind is upheld, you will be responsible for payment of all claims for your health care services.

Time Limits for filing an internal claim or appeal: You must file the internal appeal within 180 days of the receipt of the notice of claim denial (an *adverse benefit determination*). Failure to file within this time limit may result in the company's declining to consider the appeal.

In general, the health plan may unilaterally extend the time for providing a decision on both *pre-service* and *post-service claims* for 15 days after the expiration of the initial period, if the plan determines that such an extension is necessary for reasons beyond the control of the plan. There is no provision for extensions in the case of claims involving urgent care.

Time Limits for an External Appeal: You have 180 days to file for an *external review* after receipt of the plan's *final adverse benefit determination*.

Your Rights to a Full and fair review. The plan must allow you to review the claim file and to present evidence and testimony as part of the internal claims and appeals process.

- The plan must provide you, free of charge, with any new or additional evidence considered, relied upon, or generated by the plan (or at the direction of the plan) in connection with the claim; such evidence must be provided as soon as possible and sufficiently in advance of the date on which the notice of final internal *adverse benefit determination* is required to give you a reasonable opportunity to respond prior to that date; and
- Before the plan can issue a final internal *adverse benefit determination* based on a new or additional rationale, you must be provided, free of charge, with the rationale; the rationale must be provided as soon as possible and sufficiently in advance of the date on which the notice of final internal *adverse benefit determination* is required to be provided to give you a reasonable opportunity to respond prior to that date.
- The adverse determination must be written in a manner understood by you, or if applicable, your *authorized representative* and must include all of the following:

The titles and qualifying credentials of the person or persons participating in the first level review process (the reviewers);

Information sufficient to identify the claim involved, including the date of service, the *health care provider*;

A statement describing the availability, upon request, of the diagnosis code and its corresponding meaning, and the treatment code and its corresponding meaning.

- As a general matter, the plan may deny claims at any point in the administrative process on the basis that it does not have sufficient information; such a decision, however, will allow you to advance to the next stage of the claims process.

Other Resources to help you

Department of Insurance: For questions about your rights or for assistance you may also contact the Consumer Services Division at The Ohio Department of Insurance (800) 686-1526.

Department of Labor: If this is a health plan provided through your employer or under a retiree health benefit plan through your former employer, your rights are also protected by ERISA. For information about your rights under ERISA, you may contact the **Employee Benefits Security Administration (EBSA)**, an agency of the Department of Labor, at (866) 444-3272.

Language services are available from the health benefit plan and from The Ohio Department of Insurance.

Your rights to appeal and the instructions for filing an appeal are described in the provisions following this Overview.

INTERNAL CLAIMS AND APPEALS

Non-urgent, *pre-service claim denial*

For a non-urgent *pre-service claim*, the plan will notify you of its decision as soon as possible but no later than 15 days after receipt of the claim.

If the plan needs more time, it will contact you, in writing, telling you the reasons why it needs more time and the date when it expects to have a decision for you, which should be no later than 15 days.

If the plan needs additional information from you before it can make its decision, it will provide a notice to you, describing the information needed. You will have 45 days from the date of the plan's notice to provide the information. If you do not provide the additional information, the plan can deny your claim. In which case, you may file an appeal.

The plan must make its decision within 48 hours after receipt of the information or at the end of the 45 days, whichever comes first.

Urgent Pre-service Care claim denial

If your claim for benefits is urgent, you or your authorized representative, or your health care provider (physician) may contact us with the claim, orally or in writing.

If the claim for benefits is one *involving urgent care*, we will notify you of our decision as soon as possible, but no later than 72 hours after we receive your claim provided you have given us information sufficient to make a decision.

If you have not given us sufficient information, we will contact you as soon as possible but no more than 24 hours after we receive your claim to let you know the specific information we will need to make a decision. You must give us the specific information requested as soon as you can but no later than 48 hours after we have asked you for the information.

We will notify you of our decision as soon as possible but no later than 48 hours after we have received the needed information or the end of the 48 hours you had to provide the additional information.

To assure you receive notice of our decision, we will contact you by telephone or facsimile (fax) or by another method meant to provide the decision to you quickly.

In determining whether a claim involves urgent care, the plan must apply the judgment of a prudent layperson who possesses an average knowledge of health and medicine. **However, if a physician with knowledge of your medical condition determines that a claim involves urgent care, or an emergency, the claim must be treated as an urgent care claim.**

Simultaneous urgent claim and expedited internal review:

In the case of a *claim involving urgent care*, you or your *authorized representative* may also request an expedited internal review. A request for expedited internal review may be submitted orally or in writing by the claimant; and all necessary information, including the plan's benefit determination on review, shall be transmitted between the plan and the claimant by telephone, facsimile, or other expeditious method.

The physician, if the physician certifies, in writing, that you has a medical condition where the time frame for completion of an expedited review of an internal appeal involving an *adverse benefit determination* would seriously

jeopardize the life or health of you or jeopardize your ability to regain maximum function, you may file a request for an expedited external review to be conducted simultaneously with the expedited internal appeal, pursuant to section 3922.09 of the Revised Code.

Simultaneous urgent claim, expedited internal review and external review:

You, or your *authorized representative*, may request an expedited external review if both the following apply

- (1) You have filed a request for an expedited internal review; and
- (2) After a final *adverse benefit determination*, if either of the following applies:
 - (a) The treating physician certifies that the *adverse benefit determination* involves a medical condition that could seriously jeopardize the life or health of you, or would jeopardize your ability to regain maximum function, if treated after the time frame of a standard external review;
 - (b) The *final adverse benefit determination* concerns an admission, availability of care, continued stay, or health care service for which you received emergency services, but has not yet been discharged from a facility.

Concurrent care decisions

Reduction or termination of ongoing plan of treatment: If we have approved an ongoing plan or course of treatment that will continue over a period of time or a certain number of treatments and we notify you that we have decided to reduce or terminate the treatment, we will give you notice of that decision allowing sufficient time to appeal the determination and to receive a decision from us before any interruption of care occurs.

Request to extend ongoing treatment: If you have received approval for an ongoing treatment and wish to extend the treatment beyond what has already been approved, we will consider your appeal as a request for urgent care. If you request an extension of treatment at least 24 hours before the end of the treatment period, we must notify you soon as possible but no later than 24 hours after receipt of the claim.

An appeal of this decision is conducted according to the urgent care appeals procedures.

Concurrent urgent care and extension of treatment: Under the concurrent care provisions, any request that involves both urgent care and the extension of a course of treatment beyond the period of time or number of treatments previously approved by the plan must be decided as soon as possible, taking into account the medical urgencies, and notification must be provided to the claimant within 24 hours after receipt of the claim, provided the request is made at least 24 hours prior to the expiration of the prescribed period of time or number of treatments.

Non-urgent request to extend course of treatment or number of treatments: If a request to extend a course of treatment beyond the period of time or number of treatments previously approved by the plan does not involve urgent care, the request may be treated as a new benefit claim and decided within the timeframe appropriate to the type of claim, e.g., as a *pre-service claim* or a *post-service claim*.

If the request is not made at least 24 hours prior to the expiration of the prescribed period of time or number of treatments, the request must be treated as a *claim involving urgent care* and decided in accordance with the urgent care claim timeframes, e.g., as soon as possible, taking into account the medical emergencies, but not later than 72 hours after receipt.

Post-service appeal of a claim denial (retrospective)

If your appeal is for a *post-service claim denial*, we will notify you of our decision as soon as possible but no later than 30 days after we have received your appeal. If we need more time, we will contact you, telling you about the reasons why we need more time and the date when we expect to have a decision for you, which should be no later than 15 days, provided that we determine that such an extension is necessary due to matters beyond our control, and we notify you prior to the expiration of the initial 30 days period. If the reason we need more time to make a decision is because you have not given us necessary information, you will have 45 days from the date we notify you to give us the information. We will describe the information needed to make our decision in the notice we send you. This is also known as a “*retrospective review*.” The plan will notify you of its determination as soon as possible but no later than 5 days after the benefit determination is made.

The plan will let you know before the end of the first 30-day period, explaining the reason for the delay, requesting any additional information needed, and advising you when a final decision is expected. If more information is requested, you have at least 45 days to supply it. The claim then must be decided no later than 15 days after you supply the additional information or the period given by the plan to do so ends, whichever comes first. The plan must get your consent if it wants more time after its first extension. The plan must give you notice that your claim has been denied in whole or in part (paying less than 100% of the claim) before the end of the time allotted for the decision.

EXTERNAL REVIEW Right to External Review

Under certain circumstances, you have a right to request an external review of our adverse benefit decision by an *independent review organization* or by the superintendent of insurance, or both.

If you have filed internal claims and appeals according with the procedures of this plan, and the plan has denied or refused to change its decision, or if the plan has failed, because of its actions or its failure to act, to provide you with a *final determination* of your appeal within the time permitted, or if the plan waives, in writing, the requirement to exhaust the internal claims and appeals procedures, you may make a request for an external review of an *adverse benefit determination*.

All requests for an external review must be made within 180 days of the date of the notice of the plan’s *final adverse benefit determination*. Standard requests for an external review must be provided in writing; requests for expedited external reviews, including *experimental/investigational*, may be submitted orally or electronically. When an oral or electronic request for review is made, written confirmation of the request must be submitted to the plan no later than 5 days after the initial request was made.

You may file the request for an external review by contacting the plan:

Paramount Insurance Company, 1901 Indian Wood Circle, Maumee, OH 43537, Attn: Member Services, by telephone at 1-800-462-3589 or email: Paramount.memberservices@promedica.org

Non-urgent request for an external review

Unless the request is for an expedited external review, the plan will initiate an external review within 5 days after it receives your written request if your request is complete. The plan will provide you with notice that it has initiated the external review that includes:

- (a) The name and contact information for the assigned *independent review organization* or the superintendent of insurance, as applicable, for the purpose of submitting additional information; and

- (b) Except for when an expedited request is made, a statement that you may, with 10 business days after the date of receipt of the notice, submit, in writing, additional information for either the *independent review organization* or the superintendent of insurance to consider when conducting the external review.

If your request is not complete, the plan will notify you in writing and include information about what is needed to make the request complete.

If the plan denies your request for an external review on the basis that the *adverse benefit determination* is not eligible for an external review, the plan will notify you, in writing, the reasons for the denial and that you have a right to appeal the decision to the superintendent of insurance.

If the plan denies your request for an external review because you have failed to exhaust the Internal Claims and Appeals Procedure, You may request a written explanation, which the plan will provide to you within 10 days of receipt of your request, explaining the specific reasons for its assertion that you were not eligible for an external review because you did not comply with the required procedures.

Request for external review to superintendent of insurance: If the plan denies your request for an external review, you may file a request for the superintendent of insurance to review the plan's decision by contacting Consumer Services Division at 800-686-1526 between 8:00 a.m. and 5:00 p.m., eastern standard time or by sending a written request addressed to: Consumer Services, The Ohio Department of Insurance, 50 West Town St., Suite 300, Columbus, Ohio 43215. Information about external reviews is also available on the Department's website: www.insurance.ohio.gov.

If superintendent upholds the plan's decision: If you file a request for an external review with the superintendent, and if the superintendent upholds the plan's decision to deny the external review because you did not follow the plan's internal claims and appeals procedures, you must resubmit your appeal according to the plan's internal claims and appeals procedures within 10 days of the date of your receipt of the superintendent's decision. The clock will begin running on all of the required time periods described in the internal claims and appeals procedures when you receive this notice from the superintendent.

If the plan's failure to comply with its obligations under the internal claims and appeals procedures was considered (i) *de minimis*, (ii) not likely to cause prejudice or harm to you (claimant), (iii) because we had a good reason or our failure was caused by matters beyond our control (iv) in the context of an ongoing good-faith exchange of information between the plan and you (claimant) or your *authorized representative* and (v) not part of a pattern or practice of our not following the internal claims and appeals procedures, then you will not be deemed to have exhausted the internal claims and appeals requirements. You may request an explanation of the basis for the plan's asserting that its actions meet this standard.

Expedited external review: You may have an expedited external review if your treating physician certifies that the *adverse benefit determination* involves a medical condition that could seriously jeopardize the life or health of you (claimant), or would jeopardize your ability to regain maximum function if treated after the time frame for a standard external review; or the *final adverse benefit determination* concerns an admission, availability of care, continued stay, or health care service for which you received emergency services, but have not yet been discharged from a facility.

The request may be made orally or electronically by you or your *health care provider*.

Expedited external review for *experimental* and/or *investigational treatment*: You may request an external review of an *adverse benefit determination* based on the conclusion that a requested health care service is *experimental* or *investigational*, except when the requested health care service is explicitly listed as an excluded benefit under the terms of the health benefit plan.

To be eligible for an external review under this provision, your treating physician shall certify that one of the following situations is applicable:

- (1) Standard health care services have not been effective in improving your condition;
- (2) Standard health care services are not medically appropriate for you; or
- (3) There is no available standard health care service covered by the health plan issuer that is more beneficial than requested health care service.

The request for an expedited external review under this provision may be requested orally or by electronically. For Expedited/Urgent requests, your *health care provider* can orally make the request on your behalf.

If the request for an expedited external review is complete and eligible, the plan will immediately provide or transmit all necessary documents and information considered in making the *adverse benefit determination* in question to the assigned *independent review organization* (IRO) by telephone, facsimile or other available expeditious method.

If the request is not complete, we will notify you immediately, including what is needed to make the request complete.

Independent Review Organization: An external review is conducted by an *independent review organization* (IRO) selected on a random basis as determined in accordance with Ohio law. The IRO will provide you with a written notice of its decision to either uphold or reverse the plan's adverse benefit determination within 30 days of receipt of a standard external review (not urgent).

If an expedited external review (urgent) was requested, the IRO will provide a determination as soon as possible or within 72 hours of receipt of the expedited request. The IRO's decision is binding on the company. If the IRO reverses the health benefit plan's decision, the plan will immediately provide coverage for the health care service or services in question.

If the superintendent or IRO requires additional information from you or your health care provider, the plan will tell you what is needed to make the request complete.

If the plan reverses its decision: If the plan decides to reverse its adverse determination before or during the external review, the plan will notify you, the IRO, and the superintendent of insurance within one business day of the decision.

After receipt of health care services: No expedited review is available for *adverse benefit determinations* made after receipt of the health care service or services in question.

Emergency medical services: If plan denies coverage for an emergency medical service, the plan will also advise at the time of denial that you request an expedited internal and external review of the plan's decision.

Review by the superintendent of insurance: If the plan has made an *adverse benefit determination* based on a contractual issue (e.g., whether a service or services are covered under your contract of insurance), you may request an external review by the superintendent of insurance.

If the IRO and Superintendent uphold the plan's decision, you may have a right to file a lawsuit in any court having jurisdiction.

SECTION FOURTEEN: REIMBURSEMENT/SUBROGATION

1. **Reimbursement and Subrogation.** Where a Covered Person has benefits paid by Paramount for the treatment of sickness or injury caused by a third party or the Covered Person, these are conditional payments that must be reimbursed by the Covered Person if the Covered Person receives compensation, damages or other payment as a result of the sickness or injury from any person, organization or insurer, including the Covered Person's own insurer and any uninsured and/or underinsured motorist insurance. Paramount may subrogate to the Covered Person's rights of recovery. Paramount has reimbursement and subrogation rights equal to the value of medical benefits paid for Covered Services provided to the Covered Person. Paramount subrogation rights are a first party claim against any recovery and must be paid before any other claims, including claims by the Covered Person for damages (with the exception of claims by the Covered Person pursuant to the property damage provisions of any insurance policy). This means the Covered Person must reimburse Paramount, in an amount not to exceed the total recovery, even when the Covered Person's settlement or judgment is for less than the Covered Person's total damages and must be paid without any reductions in attorneys fees.
2. **Workers' Compensation/Non-Duplication.** The benefits which You are entitled to receive under Paramount's insured plans do not duplicate any benefit to which You are entitled under Workers' Compensation laws or similar Employer liability laws. All sums paid for services provided to any Covered Person pursuant to Workers' Compensation are deemed to be assigned to Paramount.
3. **Cooperation by Covered Persons.** By executing an enrollment application, You and Your covered dependents agree to execute and deliver all assignments or other documents as may be required and do whatever is necessary to effectuate and protect fully the rights of Paramount or its nominee under this Section. You may not do anything which might limit, waive or release Paramount's reimbursement or subrogation rights.
4. **Cooperation by Employer.** By executing the Group Policy, the Employer agrees to assist Paramount in obtaining the necessary information from covered employees as may be required and to do whatever is necessary to effectuate and protect fully the rights of Paramount or its nominee under this Section.

SECTION FIFTEEN: PRESCRIPTION DRUG PROGRAMS

1. **Prescription Drug Benefits.** You may be enrolled in one or more of the following programs – Retail Pharmacy Program, Mail Order Pharmacy Program, Maintenance Drugs, Limited Medical Supplies, Specialty Drugs, Infertility Drugs, Sexual Dysfunction Drugs, Smoking Cessation Drugs and Contraception/Birth Control Drugs. Refer to your Schedule of Benefits for more details.
2. **Pharmacy Benefits Management.** Paramount uses a pharmacy benefits manager (PBM) to manage the benefits under the Prescription Drug Program. If you have Prescription Drug coverage as part of your Plan, the PBM is indicated on your Paramount identification card. The PBM has a national network of participating pharmacies referred to as Network Pharmacies. Your Drug Copay will be lower if you use a Network Pharmacy. See #8, "How to Obtain Prescription Drug Benefits".
3. **Drug Formulary.** A Drug Formulary is a listing of Prescription Drugs established by Paramount's Pharmacy & Therapeutics Working Group (P & T). A Drug Formulary may be managed as "modified open" or "open" based upon the benefit design selected by the Employer. An open Drug Formulary provides benefits for all covered Prescription Drugs. A modified open Drug Formulary provides benefits only for specific Prescription Drugs on the modified open Drug Formulary. Your specific Drug Formulary is indicated on your Schedule of Benefits.

If it is Medically Necessary for you to take a Prescription Drug that is not on the closed formulary, your doctor must first have it approved through Paramount. Your Physician must document in Your medical record and certify that the Prescription Drug on the modified open formulary has been ineffective in the treatment for Your disease or condition. Or, Your Physician must document in Your medical record that he or she reasonably expects a Prescription Drug on the modified open formulary to cause You a harmful or adverse reaction. Your Physician must call (419) 887-2520 or toll-free 1-800-891-2520 for prior authorization. Questions regarding your specific Drug Formulary may be answered by calling the Paramount Member Services Department. Information on the Prescription Drug Program is also available on the Paramount website at: www.paramountinsurancecompany.com.

4. **Generic Drugs.** To get the greatest savings on Prescription Drugs, it's important to request a Generic Drug, when available, instead of a Brand Name Drug.
5. **Drug Copays/Coinsurance.** The Prescription Drug Program requires that you meet a Drug Deductible and pay Drug Copays or Coinsurance. The expenses incurred for Covered Services from In-Network, and Out-of-Network Providers including Prescription Drugs apply to a Deductible. The Deductible for your Plan is stated on Your Schedule of Benefits.

The Drug Copay is a fixed dollar amount and the Drug coinsurance is a percentage (Coinsurance) of the Prescription Drug cost for which You are responsible. The Drug Copay or Coinsurance for Your Plan is stated on Your Schedule of Benefits.

The amount You pay for Drug Coinsurance under any benefit of a Prescription Drug Program does not count toward Your Preferred Choices Deductible, the Out-of-Pocket Maximum, and the Maximum Lifetime Benefit.

Your Drug Copays will not be reduced by any discounts or rebates received by Paramount or PBM.

6. **Days Supply, Quantity Limits and Prior Authorization.** The number of days supply of a Prescription Drug that you receive is limited. Some Prescription Drugs have quantity limits and may require prior authorization before your prescription can be filled. Refer to your Schedule of Benefits for days supply.
7. **How to Obtain Prescription Drug Benefits.** If you have the Retail Pharmacy Program, show your Paramount identification card to the pharmacist when purchasing Prescription Drugs and certain over-the-counter medications approved by Paramount. If you use a Network Pharmacy, you will be responsible for your Drug Copay and the pharmacist will submit your claim electronically to the PBM.

If you use a Non-Network Pharmacy, you will have to pay the full price of the Prescription Drug to the Non-Network Pharmacy. You will have to submit your itemized receipt to Paramount for reimbursement. Paramount or the PBM will reimburse you **50% of the benefit available, less the applicable Drug Deductible and Copay**. You must send an original, itemized pharmacy receipt to Paramount within ninety (90) days to receive reimbursement. Refer to Section Three, #4, Filing Claims for additional information.

8. **Mail Order Pharmacy Program.** If you have the Mail-Order Pharmacy Program, it is stated on your Schedule of Benefits. A convenient network mail order service is beneficial for those who take medications regularly for chronic conditions. If your Physician prescribes this type of medication, you may want to use the Mail Order Pharmacy Program. Certain medications are required to be obtained through a mail order pharmacy. Your medication will be mailed directly to your home.
9. **Additional Coverage Options.** Additional coverage options, are stated on Your Schedule of Benefits.
 - A. **Limited Medical Supplies** - Diabetic, asthma and other supplies as determined by Paramount's P & T subject to Copay or Coinsurance stated in the Schedule of Benefits. The supplies covered under the Limited Medical Supplies benefit include:

- Needles and syringes (1cc or less)
- Tubing for insulin pumps
- Blood glucose monitor, test strips and control solutions
- Lancing devices, lancets
- Peak expiratory flow rate meter (hand-held)
- Spacers for metered dose inhaler
- Masks and tubing for nebulizers
- Limited ostomy supplies
- Diaphragms

- B. Specialty Drugs** - Specialty Drugs are complex Prescription Drugs, as determined by Paramount's P & T, used to treat chronic conditions. These drugs are self-administered as injectable/infused or oral drugs and often require special handling and monitoring. Specialty Drugs are subject to a Specialty Drug Deductible, Specialty Drug Copay or Coinsurance, Specialty Drug Out-of-Pocket Copay Limit and Specialty Drug Maximum Lifetime Benefit stated in the Schedule of Benefits. The Specialty Drug Deductible is the amount You are required to pay for covered Specialty Drugs in a calendar year before Paramount begins paying for Specialty Drugs. The Specialty Drug Copay Out-of-Pocket Limit is the maximum amount of Specialty Drug Copays You pay every calendar year. The Maximum Lifetime Specialty Drug Benefit is the maximum amount Paramount will pay for Your Specialty Drugs during Your lifetime. No additional benefits for Specialty Drugs will be provided after You have received the Specialty Drug Lifetime Maximum Benefit and/or the Maximum Lifetime Benefit stated in the Schedule of Benefits. The Prescription Drugs under the Specialty Drug option are subject to prior authorization.
- C. Infertility Drugs** - Prescription Drugs for the treatment of infertility are subject to the Deductible, Infertility Copay or Coinsurance, Infertility Drug Limit stated in the Schedule of Benefits.
- D. Sexual Dysfunction Drugs** - Prescription Drugs for the treatment of sexual dysfunction are subject to Deductible, Drug Copay or Coinsurance, applicable quantity limits stated in the Schedule of Benefits.
- E. Smoking Cessation Drugs** - Prescription Drugs and over-the-counter medications for smoking cessation are subject to Deductible, Drug Copay or Coinsurance, applicable limits stated in the Schedule of Benefits.
- F. Contraceptive/Birth Control Drugs** - Prescription Drugs for contraception and birth control are subject to Deductible, Drug Copay or Coinsurance stated in the Schedule of Benefits.

10. Covered Drug Benefits:

- Federal Legend Drugs – medicinal substances, which bear the legend “Federal Law Prohibits Dispensing Without a Prescription.”
- State Restricted Drugs – medicinal substances that may be dispensed only by prescription according to state law.
- Over-the-Counter drugs approved by Paramount.
- Compounded medications are covered when billed electronically to PBM by a Network Pharmacy. The compound must include at least one federal legend drug with a valid NDC number.

11. Prescription Drug Exclusions:

- Therapeutic devices, some prescription contraceptive devices (i.e., IUD); support garments; and other supplies or substances which may be obtained without a prescription.
- Prescriptions Drug or Refills either in excess of the number prescribed by the physician or those dispensed more than one (1) year after the physician's order.
- Dietary supplements and some Prescription vitamins (other than prenatal vitamins).
- Prescription Drugs used for cosmetic purposes such as: drugs used to decrease wrinkles, drugs to promote hair growth, drugs to control perspiration.

- Prescription Drugs for the amount dispensed (days supply or quantity limit) that exceeds the supply limit. Drugs that do not require a prescription for dispensing known as “Over-the-Counter” drugs unless approved by Paramount.
- Any drugs that are labeled as experimental, investigational or unproven.
- Prescription Drugs used to enhance athletic performance.
- Compounded medications in which the active ingredients do not require a Prescription Order or Refill. Paramount will not pay any preparation fee for compounded medications.
- Prescription Drugs requiring prior authorization that are dispensed without approval.
- Any Prescription Drug which is determined to have been abused or otherwise misused by a Covered Person.
- Any claim for Prescription Drug(s) submitted to Paramount or the PBM for reimbursement more than **one (1) year** from the date the Prescription Drug was dispensed will not be eligible for reimbursement.
- Prescription Drugs for which the cost is recoverable under any workers’ compensation or occupations disease law or any federal or state agency or any drug for which no charge is made.
- Prescription Drugs that are prescribed, dispensed or intended for use while you are an inpatient in a hospital or skilled nursing facility.
- Prescription Drugs related to in vitro fertilization, embryo transplant services, GIFT, ZIFT and zygote transfer.
- Prescription Drugs not approved under a modified open Formulary.

SECTION SIXTEEN: MISCELLANEOUS PROVISIONS

1. **No Assignment.** You may not assign any benefits or monies under this Plan to any person, corporation, organization, or other entity. Any such assignment will be void and have no effect. Assignment means the transfer to another person, corporation, organization, or other entity of a right to the benefits provided under this Plan. The Plan will not prevent a Provider from receiving payment for eligible charges for Covered Services rendered under a valid assignment. Paramount will determine whether an assignment of benefits to a Provider is a valid assignment.
2. **Notice.** Any notice which the Employer or Paramount gives to You will be in writing and mailed to You at the address as it appears on the records. If You have to give the Employer or Paramount any notice, it should be in writing and mailed to the address set forth in the Introduction section of this Certificate of Coverage.
3. **Medical Records.** Paramount is a covered entity under HIPAA and is permitted to use, obtain and disclose protected health information to perform Paramount operations in accordance with Paramount’s Notice of Privacy Practices. Paramount may obtain Your medical records and information relating to Your care from Physicians, Hospitals, Skilled Nursing Facilities, pharmacies, or other treating Providers in order to pay claims or carry out other health care operations as explained in Paramount’s Notice of Privacy Practices. Paramount will not use or disclose Your protected health information other than for the purposes allowed by HIPAA without Your authorization.
4. **Genetic Testing.** Paramount will not seek or use genetic screening or test results for the purpose of determining group health care plan rates or eligibility for enrollment.
5. **Recovery of Overpayments.** On occasion, a payment may be made to or for You when You are not covered, for a service which is not covered, or which is more than is appropriate for that service. When this happens, Paramount will explain the problem, and You must return to Paramount within 60 calendar days the amount of the mistaken payment, or provide Paramount with written notice stating the reasons why You may be entitled to such payment. In accordance with and to the extent permitted by applicable law, Paramount may reduce future

payments to You in order to recover any mistaken payment. Overpayments and mistaken payments made to Providers will be recovered directly from them.

6. **Confidentiality.** Medical records, which Paramount receives from Providers, are confidential. Paramount will use Your individually identifiable personal health information only in performance of treatment, payment or health care operations in accordance with Paramount's Notice of Privacy Practices. See Paramount's Notice of Privacy Practices for further details.
7. **Right To Develop Guidelines.** Paramount reserves the right to develop or adopt criteria which set forth in more detail the instances and procedures when Paramount will make payments of benefits under the Plan. Examples of the use of the criteria are: to determine whether care was Medically Necessary, whether Emergency Services in the Outpatient department of a Hospital were Medically Necessary, or whether certain services are skilled care. These criteria will be interpretive and illustrative only and will not be contrary to any term or provision of the Plan. If You have a question about the criteria which applies to a particular benefit, You may contact Paramount for further information.
8. **Review.** If a claim for benefits is denied, a review of the denial may be obtained through the appeal procedure described in Section Thirteen, Internal Claims and Appeals Procedures and External Review.
9. **Limitation on Benefits of This Plan.** No person or entity other than the Employer, Paramount, and Covered Persons hereunder is or shall be entitled to bring any action to enforce any provision of the Plan against the Employer, Paramount, or Covered Persons hereunder, and the covenants, undertakings and agreements set forth in the Employer's Contract with Paramount and this Certificate of Coverage shall be solely for the benefit of, and shall be enforceable only by the Employer, Paramount, and the Covered Persons covered under this Plan.
10. **Action at Law.** No action at law or in equity shall be brought to recover on this policy prior to the expiration of sixty days after written proof of loss has been furnished in accordance with the requirements of this policy. No such action shall be brought after the expiration of three years after the time written proof of loss is required to be furnished.
11. **Certification.** Paramount will automatically issue certification of Creditable Coverage under this Plan to You under certain conditions. A Paramount Member Services Representative (419)-887-2525 or toll-free 1-800-462-3589) can assist You if You need to obtain certification of Creditable Coverage under this Plan.
12. **Applicable Law.** The Plan, the rights and responsibilities of Paramount and Covered Persons under the Plan, and any claims or disputes relating thereto, shall be governed by and construed and administered in accordance with the laws of the State of Ohio and any applicable federal law.
13. **Qualified Medical Child Support Orders.** Paramount will comply with all valid medical child support orders (QMCSOs) that are determined by Paramount to meet the requirements of the Employee Retirement Income Security Act of 1974, as amended.
14. **Facility of Payment:** If an Insured Person dies while benefits under the Group Plan remain unpaid, the Company may, at its option, make direct payment to the Provider on whose charges the claim is based; or to the surviving spouse of the Insured Person; or if none, to his or her surviving child or children (including legally adopted child or children) share and share alike; or if none, to the executors or administrators of the Insured Person's estate.
15. **Time Effective:** The effective time for any dates used is 12:01 A.M. at the address of the Insured Person.
16. **Incontestability:** In the absence of fraud, any statement made by the Insured Person in applying for insurance under the Group Plan will be considered a representation and not a warranty. After the Group Plan has been

in force for 2 years, its validity cannot be contested except for nonpayment of premiums or fraudulent misstatement. After an Insured Person's insurance has been in force for 2 years during his or her lifetime, its validity cannot be contested due to misstatement other than a fraudulent misstatement. Only statements that are in writing and signed by the Insured Person can be used in a contest.

- 17. Misstatement of Age:** If the age of any person insured under the Group Plan has been misstated: 1) premiums shall be adjusted to correspond to his or her true age; and 2) if benefits are affected by a change in age, benefits will be corrected accordingly (in which case the premium adjustment will take the correction into account).

DEFINITIONS

When capitalized in this Certificate of Coverage or the Schedule of Benefits, the terms listed below will have these meanings:

Adverse Benefit Determination means a decision by a health plan issuer:

- (1) To deny, reduce, or terminate a requested health care service or payment in whole or in part, including all of the following:
 - (a) A determination that the health care service does not meet the health plan issuer's requirements for medical necessity, appropriateness, health care setting, level of care, or effectiveness, including experimental or investigational treatments;
 - (b) A determination of an individual's eligibility for individual health insurance coverage, including coverage offered to individuals through a nonemployer group, to participate in a plan or health insurance coverage;
 - (c) A determination that a health care service is not a covered benefit;
 - (d) The imposition of an exclusion, including exclusions for pre-existing conditions, source of injury, network, or any other limitation on benefits that would otherwise be covered.
- (2) Not to issue individual health insurance coverage to an applicant, including coverage offered to individuals through a nonemployer group;
- (3) To rescind coverage on a health benefit plan.
 - a denial, reduction, or termination of, or
 - a failure to provide or make payment (in whole or in part) for a benefit, including any denial, reduction, termination, or
 - failure to provide or make payment that is based on a determination of a participant's or beneficiary's eligibility to participate in a plan, and including, with respect to group health plans, a denial, reduction, or termination of,
 - or a failure to provide or make payment (in whole or in part) for, a benefit resulting from the application of any utilization review, as well as a failure to cover an item or service for which benefits are otherwise provided because it is determined to be experimental or investigational or not medically necessary.

An "adverse benefit determination" also includes a rescission of the participant or beneficiary.

Allowable Amount – The maximum amount that Paramount determines is reasonable for the Covered Services received.

Authorized representative means an individual who represents a you in an internal appeal or external review process of an adverse benefit determination who is any of the following:

- (1) A person to whom a covered individual has given express, written consent to represent that individual in an internal appeals process or external review process of an adverse benefit determination;

- (2) A person authorized by law to provide substituted consent for a covered individual;
- (3) A family member but only when you are unable to provide consent.

Basic Health Care Services as defined by Section 1751.01 of the Ohio Revised Code are: Physician's services, inpatient hospital services, outpatient medical services, emergency health services, diagnostic laboratory services and diagnostic and therapeutic radiology services, diagnostic and treatment services, other than prescription drug services, for biologically based mental illnesses; preventative health services including family planning, infertility services, periodic physical examinations, prenatal obstetrical care and well-child care; and routine patient care for patients enrolled in an eligible cancer clinical trial pursuant to section 3923.80 of the Ohio Revised Code.

Biologically Based Mental Illness - Biologically Based Mental Illness as defined by ORC 3923.281, (A), (1) means schizophrenia, schizoaffective disorder, major depressive disorder, bipolar disorder, paranoia and other psychotic disorders, obsessive-compulsive disorder and panic disorders as these terms are defined in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders(DSM) published by the American Psychiatric Association.

Brand Name Drug - A Prescription Drug that is dispensed under a proprietary name and classified as a brand by a national drug-pricing source.

Certificate of Coverage - This document, which includes the Schedule of Benefits.

Child Health Supervision Services - Periodic review of a child's physical and emotional status performed by a Physician or by a health care professional under the supervision of a Physician. Periodic reviews are performed in accordance with the recommendations of the American Academy of Pediatrics and include a history, complete physical examination, developmental assessment, anticipatory guidance, appropriate immunizations, and laboratory tests.

Claim involving urgent care means any claim for Medicare care or treatment with respect to the application of the time periods for making non-urgent care determinations

- Could seriously jeopardize the life or health of the claimant or the ability of the claimant to regain maximum function, or,
- In the opinion of a physician with knowledge of the claimant's medical condition, would subject the claimant to severe pain that cannot be adequately managed without the care or treatment is the subject of the claim.

The determination whether a claim is a "claim involving urgent care" will be determined by the plan; or, by a physician with knowledge of the claimant's medical condition.

You means a policyholder, subscriber, enrollee, member, or individual covered by a health benefit plan. "*You*" does include your authorized representative with regard to an internal appeal or external review in accordance with division (C) of this section. "*You*" does not include your representative in any other context.

Coinsurance – The fixed percentage of charges that You must pay toward the cost of certain Covered Services. See Your Schedule of Benefits to determine whether a service requires a Coinsurance payment and the amount for that service. Coinsurance on benefits received from In-Network Providers is a percentage of the contract charge negotiated between the PPO Network and the Provider. This means that You receive the benefit of any discount. Coinsurance on benefits received from Out-of-Network Providers is a percentage of the NCA or UCR charge that Paramount will pay for the services rendered.

Contract - The agreement between the Employer and Paramount which consists of the following documents:

- The Small Group Policy.
- The Certificate of Coverage (Insurance).

- The Employer's application.
- The Employee's application, if any.
- Amendments or Endorsements to any of the above documents.
- Riders.
- Explanation of Benefits

Covered Person - An eligible employee and/or his or her eligible dependents who elect coverage, become covered, and remain covered under this Plan, continuing to meet the Plan's eligibility requirements.

Covered Services - The health care services and items described in this Certificate of Coverage and updated in the Schedule of Benefits, for which Paramount provides benefits to You.

Deductible - The amount You and Your Dependents must pay for Covered Services, including Prescription Drug benefits, within a calendar year, before benefits will be paid by the Plan. See Your Schedule of Benefits for the Deductible amount that applies to You and Your dependents.

De Minimis means something not important; something so minor that it can be ignored.

Effective Date - The first day You are covered under the Plan or the first day after the last day of the Employer's Waiting Period.

Election Period - The annual period of time during which an eligible employee and/or his or her dependents may select or turn down coverage under an Employer-sponsored health care benefit plan. An eligible employee and/or his or her eligible dependents may also change from one Employer sponsored health care benefit plan to another at this time.

Elective - Any activity pertaining to a condition that does not require immediate medical attention and for which reasonable delays will not adversely affect Your health or recovery. A foreseeable Hospital admission, such as the birth of a child, is also considered Elective.

Eligible Cancer Clinical Trial - in accordance with ORC 3923.80 means a cancer clinical trial that meets all of the following criteria:

- (a) A purpose of the trial is to test whether the intervention potentially improves the trial participant's health outcomes.
- (b) The treatment provided as part of the trial is given with the intention of improving the trial participant's health outcomes.
- (c) The trial has a therapeutic intent and is not designed exclusively to test toxicity or disease pathophysiology.
- (d) The trial does one of the following:
 - (i) Tests how to administer a health care service, item, or drug for the treatment of cancer;
 - (ii) Tests responses to a health care service, item, or drug for the treatment of cancer;
 - (iii) Compares the effectiveness of a health care service, item, or drug for the treatment of cancer with that of other health care services, items, or drugs for the treatment of cancer;
 - (iv) Studies new uses of a health care service, item, or drug for the treatment of cancer.
- (e) The trial is approved by one of the following entities:
 - (i) The national institutes of health or one of its cooperative groups or centers under the United States department of health and human services;
 - (ii) The United States food and drug administration;
 - (iii) The United States department of defense;
 - (iv) The United States department of veterans' affairs.

Emergency or Emergency Medical Condition - A medical condition that manifests itself by such acute symptoms of sufficient severity, including severe pain, that a prudent layperson with an average knowledge of health and medicine could reasonably expect the absence of immediate medical attention to result in any of the following: (1) placing the

health of the individual or, with respect to a pregnant women, the health of the woman or her unborn child, in serious jeopardy; (2) serious impairment to bodily functions; or (3) serious dysfunction of any bodily organ or part.

Emergency Services - means the following:

- a) A medical screening examination, as required by federal law, that is within the capability of the emergency department of a hospital, including ancillary services routinely available to the emergency department, to evaluate an Emergency Medical Condition;
- b) Such further medical examination and treatment that are required by federal law to stabilize an Emergency Medical Condition and are within the capabilities of the staff and facilities available at the hospital, including any trauma and the burn center of the hospital.

As used when referring to emergency services or emergency medical condition, Stabilize means the provision of such medical treatment as may be necessary to assure, within reasonable medical probability that no material deterioration of an individual's medical condition is likely to result from or occur during a transfer, if the medical condition could result in any of the following:

- a) Placing the health of the individual or, with respect to a pregnant woman, the health of the woman or her unborn child, in serious jeopardy;
- b) Serious impairment to bodily functions;
- c) Serious dysfunction of any bodily organ or part. In the case of a woman having contractions, "stabilize" means such medical treatment as may be necessary to deliver, including the placenta.

Employer - The Employer that elected to sponsor this Plan for its eligible employees/members and their eligible dependents.

Essential Health Benefits is defined under federal law (PPACA) as including benefits in at least the following categories: ambulatory patient services; emergency services; hospitalization; maternity and newborn care; mental health and substance use disorder services, including behavioral health treatment; prescription drugs; rehabilitative and habilitative services and devices; laboratory services; preventive and wellness services and chronic disease management; and pediatric services, including oral and vision care. Your plan may contain some or all of these types of benefits. If your plan contains any of these benefits, there are certain requirements that may apply to those benefits, as provided in this Member Certificate.

Experimental/Investigational is any Drug, biologic, device, Diagnostic, product, equipment, procedure, treatment, service, or supply used in or directly related to the diagnosis, evaluation, or treatment of a disease, injury, illness, or other health condition which we determine in Our sole discretion to be Experimental/Investigative is not covered under the Health Plan. We will deem any Drug, biologic, device, Diagnostic, product, equipment, procedure, treatment, service, or supply to be Experimental/Investigative using evidence-based criteria as defined in EXCLUSIONS, Section Ten of this Member Certificate.

Final Adverse Benefit Determination means an adverse benefit determination that is upheld at the completion of a health plan issuer's internal appeals process.

Generic Drug - Any Prescription Drug that is dispensed under a non-proprietary name and classified as a generic by a national drug-pricing source.

Health Care Provider means a health care professional or facility.

Health Plan means Paramount.

Hospital - An institution that:

- (1) provides medical care and treatment of sick and injured persons on an Inpatient basis;
- (2) is properly licensed or permitted legally to operate as such;

- (3) has a Physician on call at all times;
- (4) has licensed graduate registered nurses on duty 24 hours a day; and
- (5) maintains facilities for the diagnosis and treatment of illness and for major surgery.

The definition of Hospital may also include one or more of the following:

- (1) alcoholism or drug addiction treatment facility;
- (2) psychiatric Hospital;
- (3) ambulatory surgical facility;
- (4) freestanding birth center; and
- (5) hospice facility – provided the facility is licensed in the state in which the facility operates and is operating within the scope of its license.

The definition of Hospital does not include an institution or any part of one that is a convalescent/extended care facility, or any institution which is used primarily as: (1) a rest facility; (2) a nursing facility; (3) a facility for the aged; or (4) a place for custodial care.

Independent Review Organization (IRO) means an entity that is accredited by a nationally recognized private accrediting organization to conduct independent external reviews of adverse benefit determinations and by the superintendent of insurance in accordance with Ohio law.

In-Network - A group of Providers who participate in the Preferred Provider Organization (PPO) Network to provide Covered Services, as set forth in this Certificate of Coverage.

In-Network Physician/Provider - Any Physician, Hospital, or other health services Provider who has a contract with the PPO Network to provide Covered Services to Covered Persons.

Inpatient - You will be considered an Inpatient if You are treated in a Hospital as a registered bed patient incurring a charge for room and board, upon the recommendation of a Physician.

Mail Order Pharmacy - A mail order pharmacy that is contracted with Paramount or PBM to provide mail order Prescription Drug benefits for Covered Persons.

Medical Director - A duly licensed Physician or his or her designee who has been designated by Paramount to monitor the provision of Covered Services to Covered Persons.

Medically Necessary/Medical Necessity - means the service you receive must be:

1. Needed to prevent, diagnose and/or treat a specific condition.
2. Specifically related to the condition being treated or evaluated.
3. Provided in the most medically appropriate setting; that is, an outpatient setting must be used, rather than a hospital or inpatient facility, unless the services cannot be provided safely in an outpatient setting.

Paramount investigates all requests for coverage of new technology using the *HAYES Medical Technology Directory*® and current evidenced-based medical/scientific publications. If further information is needed, Paramount utilizes additional sources including Medicare and Medicaid policy and Food and Drug Administration (FDA) releases. This information is evaluated by Paramount's Medical Director and other physician advisors. See Internal Claims and Appeals Procedures and External Review Section in this certificate.

Member Identification (I.D.) Card is a card that Paramount will issue to each covered Member. The I.D. card indicates certain copays.

Mental Disorder or Illness - Any disorder or disability described in the most current edition of *Diagnostic and Statistical Manual of Mental Disorders* (DSM).

Multi Source Brand Drug – A Multi source Brand Drug includes:

- A Brand Drug that has a generic, over-the-counter or isomeric brand drug equivalent;
- A Brand Drug with An isomeric brand drug is a drug with a molecular structure similar to an existing drug already on the market (e.g. enantiomer having a mirror image relationship to a drug already on the market.). Examples include Clarinex (desloratadine) is an isomeric brand drug of Claritin (loratadine) and Xopenex (levalbuterol) is an isomeric brand drug of Proventil (albuterol).
- A Brand Drug representing a metabolite of an existing marketed drug; or
- A Brand Drug with an existing or substantially similar Brand or Generic Drug marketed by utilizing an oral, transdermal, inhaled, transscleral, etc. proprietary drug delivery system. Examples include OROS, Zydys, EnSolv, EnCirc, EnVel, CDT, or AdvaTab.

Network Pharmacy - A retail pharmacy that is contracted with Paramount or PBM to provide Prescription Drug benefits for Covered Persons.

Non-Biologically Based Mental Illness - Non-biologically Based Mental Illness means mental illnesses that are defined in the *Diagnostic and Statistical Manual of Mental Disorders* (DSM) and are not Biologically Based Mental Illnesses.

Non-Contracting Amount (NCA) - The maximum amount determined as payable and allowed by Paramount for a Covered Service provided by an Out-of-Network Hospital Provider in Lucas County.

Non-Preferred Brand Drug - A Prescription Drug that is denoted as “Non-Preferred” by Paramount as determined by Paramount’s P&T.

Outpatient - You will be considered to be an Outpatient if treated on a basis other than as an Inpatient in a Hospital or other covered facility. Outpatient care includes services and supplies provided and used at a Hospital or other covered facility under the direction of a Physician to treat a person not admitted as an Inpatient.

Out-of-Network Physician/Provider - Any Physician, Hospital or health services Provider who does not have a contract with the Preferred Provider Organization (PPO) Network to provide Covered Services to Covered Persons.

Out-of-Pocket Maximum - After that amount has been paid, there will be no additional payments required for Coinsurance during the remainder of that calendar year.

Pharmacy and Therapeutics Working Group (P & T) - A Paramount committee comprised of physicians and pharmacists that reviews medications for safety, efficacy and value. This committee continually monitors and updates the Paramount Formulary and Maintenance List and makes periodic revisions to plan guidelines regarding coverage for specific drugs and/or therapeutic categories.

Physician - means a provider who holds a certificate under Ohio law authorizing the practice of medicine and surgery or osteopathic medicine and surgery or a comparable license or certificate from another state.

Plan - The Paramount plan of health benefits described in this Certificate of Coverage and the Schedule of Benefits.

Post-service claim means any claim for a benefit under a group health plan that is not a “pre-service claim.”

Pre-existing Condition - Any physical or mental condition, regardless of the cause, for which You have received medical advice, diagnosis or care, or have had treatment recommended within the 6-month period preceding Your Effective Date.

Preferred Brand Drug - A Prescription Drug that is approved for coverage as a “Preferred Brand Drug” by Paramount as determined by Paramount’s P & T.

Prescription or Prescription Drug - A drug which has been approved by the U.S. Food and Drug Administration (FDA) and which may, under federal or state law, be dispensed only pursuant to a Prescription Order or Refill. For the purpose of coverage under this Rider, this definition shall include insulin.

Prescription Order or Refill - An authorization for a Prescription Drug issued by a Physician who is duly licensed to make such an authorization in the ordinary course of his or her professional practice.

Pre-service claim means any claim for a benefit under a group health plan, with respect to which the terms of the plan condition receipt of the benefit, in completely or in part, on approval of the benefit in advance of obtaining medical care.

Preventive Health Services – Preventive Health Services are those Covered Services that are being provided:

- 1) to a Covered Person who has developed risk factors (including age and gender) for a disease for which the Covered Person has not yet developed symptoms, and
- 2) as an immunization to prevent specific diseases. However, any service or benefit intended to treat an existing illness, injury or condition does not qualify as Preventive Health Services. See Preventive Health Services in Section Four in this Certificate for details.

Provider - A person or organization responsible for furnishing health care services, including a: Hospital, Skilled Nursing Facility, Physician, Doctor of Podiatry (D.P.M.), Licensed Psychologist, Certified Nurse Midwife acting within the scope of her or her license, under the direction and supervision of a licensed Physician; Licensed Physician Therapist (L.P.T.); Licensed Occupational Therapist (L.O.T.); Licensed Speech Therapist (L.S.T.); Licensed Optometrist; Certified Mechanotherapist acting within the scope of his or her license, and performing services ordered by a Physician; Professional Clinical Counselor; Professional Counselor; or Independent Social Worker.

Probationary or Waiting Period is the period between the date the individual files a substantially complete application for coverage and the first day of coverage. This period is not to exceed 90 days.

Rescission means a cancellation or discontinuance of coverage that has a retroactive effect. "Rescission" does not include a cancellation or discontinuance of coverage that has only a prospective effect or a cancellation or discontinuance of coverage that is effective retroactively to the extent it is attributable to a failure to timely pay required premiums or contributions towards the cost of coverage.

Retrospective Review means a review conducted after services have been provided to a covered person.

Schedule of Benefits is the insert included with this Member Certificate that provides information on the limits and maximums of the Plan and Deductible, Copayment, and Coinsurance amounts that You must pay and explains the specific.

Single Source Brand Drug - A Brand Name Drug that is marketed under a registered trade name or trademark and is available from only one manufacturer. These drugs are generally patent protected for a period of time.

Skilled Nursing Facility - A specially qualified licensed facility which has staff and equipment to provide skilled nursing care or rehabilitation services and other related health services.

Specialist Physician means a Health Plan physician who provides Covered Services to Members within the range of his or her medical specialty and who has chosen to be designated as a Specialist Physician by Paramount.

Supplemental Health Care Services as defined by Section 1751.01 of the Ohio Revised Code are: Services of intermediate, long-term care facilities; dental care; vision care; optometric services including lenses and frames; podiatric care; mental health services excluding diagnostic and treatment services for biologically based mental illness; short-term outpatient evaluative and crisis intervention mental health services; medical or psychological treatment and referral services for alcohol and drug abuse or addiction; home health services; prescription drugs; nursing services; services of a dietician licensed under Chapter 4759 of the Revised Code; physical therapy services; chiropractic services and any other category approved by the superintendent of insurance.

Urgent care claims - If your claim involves urgent care, we will notify you as soon as possible but no later than 72 hour after we have received the appeal for a denied claim for urgent care.

Urgent Care Services - Health care services that are appropriate and necessary for the diagnosis and treatment of an unforeseen condition that requires medical attention without delay, but does not pose a threat to the life, limb, or permanent health of the injured or ill person.

Usual, Customary and Reasonable (UCR) Charges - Charges for hospital services, except for those located in Lucas County, professional, medical services and/or supplies that do not exceed the amount charged by most Providers of like and/or similar services and supplies in the locality where the services and/or supplies are received. Determination of whether or not a charge is UCR will be made by Paramount.

You, Your, Yourself - Refers to a Covered Person

(1.2014)

