

HMSA's Community Health Program

1997

A Health Maintenance Organization

Serving: All of Hawaii

Enrollment code:

F61 Self Only

F62 Self and Family

Service area: Services from Plan providers are available only in the following area:

The islands of Hawaii, Kauai, Maui, and Oahu.

Enrollment area: You must live in the state of Hawaii to enroll in this Plan.

RI 73-060

HMSA's Community Health Program

The Hawaii Medical Service Association, an independent licensee of the Blue Cross and Blue Shield Association, 818 Keeaumoku Street, Honolulu, Hawaii 96814 has entered into a contract (CS 1827) with the Office of Personnel Management (OPM) as authorized by the Federal Employees Health Benefits (FEHB) law, to provide a comprehensive medical plan herein called HMSA's Community Health Program, CHP, or the Plan.

This brochure is based on text included in the contract between OPM and this Plan and is intended to be a complete statement of benefits available to FEHB members. A person enrolled in the Plan is entitled to the benefits stated in this brochure. However, if conflicts are discovered between the language of this brochure and the contract, the contract will control. If enrolled for Self and Family, each eligible family member is also entitled to these benefits.

Premiums are negotiated with each plan annually. Benefit changes are effective January 1, 1997, and are shown on the inside back cover of this brochure.

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Inspector General Advisory: Stop Health Care Fraud!

Fraud increases the cost of health care for everyone. Anyone who intentionally makes a false statement or a false claim in order to obtain FEHB benefits or increase the amount of FEHB benefits is subject to prosecution for FRAUD. This could result in CRIMINAL PENALTIES. Please review all medical bills, medical records and claims statements carefully. If you find that a provider, such as a doctor, hospital or pharmacy, charged your plan for services you did not receive, billed for the same service twice, or misrepresented any other information, take the following actions:

- Call the provider and ask for an explanation- sometimes the problem is a simple error.
- If the provider does not resolve the matter, or if you remain concerned, call your plan at 948-5166 and explain the situation.

- If the matter is not resolved after speaking to your plan (and you still suspect fraud has been committed), call or write:

THE HEALTH CARE FRAUD HOTLINE
202/418-3300

The Office of Personnel Management
Office of the Inspector General Fraud Hotline
1900 E Street, N.W., Room 6400
Washington, D.C. 20415

The inappropriate use of membership identification cards, e.g., to obtain services for a person who is not an eligible family member or after you are no longer enrolled in the Plan, is also subject to review by the Inspector General and may result in an adverse administrative action by your agency.

General Information

Confidentiality

Medical and other information provided to the Plan, including claim files, is kept confidential and will be used only: 1) by the Plan and its subcontractors for internal administration of the Plan, coordination of benefit provisions with other plans, and subrogation of claims; 2) by law enforcement officials with authority to investigate and prosecute alleged civil or criminal actions; 3) by OPM to review a disputed claim or perform its contract administration functions; 4) by OPM and the General

Accounting Office when conducting audits as required by the FEHB law; or 5) for bona fide medical research or education. Medical data that does not identify individual members may be disclosed as a result of the bona fide medical research or education.

If you are a new member

Use this brochure as a guide to coverage and obtaining benefits. There may be a delay before you receive your identification card and member information from the Plan. Until you receive your ID card, you may show your copy of the SF 2809 enrollment form or your annuitant confirmation letter from OPM to a provider or Plan facility as proof of enrollment in this Plan. If you do not receive your ID card within 60 days after the effective date of your enrollment, you should contact the Plan.

If you made your open season change by using Employee Express and have not received your new ID card by the effective date of your enrollment, call the Employee Express HELP number to request a confirmation letter. Use that letter to confirm your new coverage with Plan providers.

If you are a new member of this Plan, benefits and rates begin on the effective date of your enrollment, as set by your employing office or retirement system. As a member of this Plan, once your enrollment is effective, you will be covered only for services provided or arranged by a Plan doctor except in the case of emergency as described on page 13. If you are

confined in a hospital on the effective date, you must notify the Plan so that it may arrange for the transfer of your care to Plan providers. See "If you are hospitalized" on page 4.

FEHB plans may not refuse to provide benefits for any condition you or a covered family member may have solely on the basis that it was a condition that existed before you enrolled in a plan under the FEHB Program except as stated in any cosmetic surgery or dental benefits description in this brochure.

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General Information continued

If you are hospitalized

If you change plans or options, benefits under your prior plan or option cease on the effective date of your enrollment in your new plan or option, unless you or a covered family member are confined in a hospital or other covered facility or are receiving medical care in an alternative care setting on the last day of your enrollment under the prior plan or option. In that case, the confined person will continue to receive benefits under the former plan or option until the earliest of (1) the day the person is discharged from the hospital or other covered facility (a move to an alternative care setting does not constitute a discharge under this provision), or (2) the day after the day all inpatient benefits have been exhausted under the prior plan or option, or (3) the 92nd day after the last day of coverage under the prior plan or option. However, benefits for other family members under the new plan will begin on the effective date.

If your plan terminates participation in the FEHB Program in whole or in part, or if the Associate Director for Retirement and Insurance orders an enrollment change, this continuation of coverage provision does not apply; in such case, the hospitalized family member's benefits under the new plan begin on the effective date of enrollment.

Your responsibility

It is your responsibility to be informed about your health benefits. Your employing office or retirement system can provide information about: when you may change your enrollment; who “family members” are; what happens when you transfer, go on leave without pay, enter military service, or retire; when your enrollment terminates; and the next open season for enrollment. Your employing office or retirement system will also make available to you an FEHB Guide, brochures and other materials you need to make an informed decision.

Things to keep in mind

- The benefits in this brochure are effective on January 1 for those already enrolled in this Plan; if you changed plans or plan options, see "If you are a new member" above. In both cases, however, the Plan's new rates are effective the first day of the enrollee's first full pay period that begins on or after January 1 (January 1 for all annuitants).

- Generally, you must be continuously enrolled in the FEHB Program for the last five years before you retire to continue your enrollment for you and any eligible family members after you retire.
- The FEHB Program provides Self Only coverage for the enrollee alone or Self and Family coverage for the enrollee, his or her spouse, and unmarried dependent children under age 22. Under certain circumstances, coverage will also be provided under a family enrollment for a disabled child 22 years of age or older who is incapable of self-support.
- An enrollee with Self Only coverage who is expecting a baby or the addition of a child may change to a Self and Family enrollment up to 60 days after the birth or addition. The effective date of the enrollment change is the first day of the pay period in which the child was born or became an eligible family member. The enrollee is responsible for his or her share of the Self and Family premium for that time period; both parent and child are covered only for care received from Plan providers, except for emergency benefits.
- You will not be informed by your employing office (or your retirement system) or your Plan when a family member loses eligibility.
- You must direct questions about enrollment and eligibility, including whether a dependent age 22 or older is eligible

for coverage, to your employing office or retirement system. The Plan does not determine eligibility and cannot change an enrollment status without the necessary information from the employing agency or retirement system.

- An employee, annuitant, or family member enrolled in one FEHB plan is not entitled to receive benefits under any other FEHB plan.
- Report additions and deletions (including divorces) of covered family members to the Plan promptly.
- If you are an annuitant or former spouse with FEHB coverage and you are also covered by Medicare Part B, you may drop your FEHB coverage and enroll in a Medicare prepaid plan when one is available in your area. If you later change your mind and want to reenroll in FEHB, you may do so at the next open season, or whenever you involuntarily lose coverage in the Medicare prepaid plan or move out of the area it serves.
- Most Federal annuitants have Medicare Part A. If you do not have Medicare Part A, you may enroll in a Medicare prepaid plan, but you will probably have to pay for hospital coverage in addition to the Part B premium. Before you join the plan, ask whether they will provide hospital benefits and, if so, what you will have to pay.

- You may also remain enrolled in this Plan when you join a Medicare prepaid plan.
- Contact your local Social Security Administration (SSA) office for information on local Medicare prepaid plans (also known as Coordinated Care Plans or Medicare HMOs) or request it from SSA at 1-800/638-6833. Contact your retirement system for information on dropping your FEHB enrollment and changing to a Medicare prepaid plan.
- Federal annuitants are not required to enroll in Medicare Part B (or Part A) in order to be covered under the FEHB Program nor are their FEHB benefits reduced if they do not have Medicare Part B (or Part A).

Coverage after enrollment ends

When an employee's enrollment terminates because of separation from Federal service or when a family member is no longer eligible for coverage under an employee or annuitant enrollment, and the person is not otherwise eligible for FEHB coverage, he or she generally will be eligible for a free 31-day extension of coverage. The employee or family member may also be eligible for one of the following:

Former spouse coverage

When a Federal employee or annuitant divorces, the former spouse may be eligible to elect coverage under the spouse

equity law. If you are recently divorced or anticipate divorcing, contact the employee's employing office (personnel office) or retiree's retirement system to get more facts about electing coverage.

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General Information continued

Temporary continuation of coverage (TCC)

If you are an employee whose enrollment is terminated because you separate from service, you may be eligible to temporarily continue your health benefits coverage under the FEHB Program in any plan for which you are eligible. Ask your employing office for RI 79-27, which describes TCC, and for RI 70-5, the FEHB Guide for individuals eligible for TCC. Unless you are separated for gross misconduct, TCC is available to you if you are not otherwise eligible for continued coverage under the Program. For example, you are eligible for TCC when you retire if you are unable to meet the fiveyear enrollment requirement for continuation of enrollment after retirement.

Your TCC begins after the initial free 31-day extension of coverage ends and continues for up to 18 months after your separation from service (that is, if you use TCC until it expires 18 months following separation, you will only pay for 17 months of coverage). Generally, you must pay the total

premium (both the Government and employee shares) plus a 2 percent administrative charge. If you use your TCC until it expires, you are entitled to another free 31-day extension of coverage when you may convert to nongroup coverage. If you cancel your TCC or stop paying premiums, the free 31-day extension of coverage and conversion option are not available.

Children or former spouses who lose eligibility for coverage because they no longer qualify as family members (and who are not eligible for benefits under the FEHB Program as employees or under the spouse equity law) also may qualify for TCC. They also must pay the total premium plus the 2 percent administrative charge. TCC for former family members continues for up to 36 months after the qualifying event occurs, for example, the child reaches age 22 or the date of the divorce. This includes the free 31-day extension of coverage. When their TCC ends (except by cancellation or nonpayment of premium), they are entitled to another free 31-day extension of coverage when they may convert to nongroup coverage.

NOTE: If there is a delay in processing the TCC enrollment, the effective date of the enrollment is still the 32nd day after regular coverage ends. The TCC enrollee is responsible for premium payments retroactive to the effective date and coverage may not exceed the 18 or 36 month period noted above.

Notification and election requirements

Separating employees — Within 61 days after an employee's enrollment terminates because of separation from service, his or her employing office must notify the employee of the opportunity to elect TCC. The employee has 60 days after separation (or after receiving the notice from the employing office, if later) to elect TCC.

Children — You must notify your employing office or retirement system when a child becomes eligible for TCC within 60 days after the qualifying event occurs, for example, the child reaches age 22 or marries.

Former spouses — You or your former spouse must notify the employing office or retirement system of the former spouse's eligibility for TCC within 60 days after the termination of the marriage. A former spouse may also qualify for TCC if, during the 36-month period of TCC eligibility, he or she loses spouse equity eligibility because of remarriage before age 55 or loss of the qualifying court order. This applies even if he or she did not elect TCC while waiting for spouse equity coverage to begin. The former spouse must contact the employing office within 60 days of losing spouse equity eligibility to apply for the remaining months of TCC to which he or she is entitled.

The employing office or retirement system has 14 days after receiving notice from you or the former spouse to notify the child or the former spouse of his or her rights under TCC. If a child wants TCC, he or she must elect it within 60 days after the date of the qualifying event (or after receiving the notice, if later). If a former spouse wants TCC, he or she must elect it

within 60 days after any of the following events: the date of the qualifying event or the date he or she receives the notice, whichever is later; or the date he or she loses coverage under the spouse equity law because of remarriage before age 55 or loss of the qualifying court order.

Important: The employing office or retirement system must be notified of a child's or former spouse's eligibility for TCC within the 60-day time limit. If the employing office or retirement system is not notified, the opportunity to elect TCC ends 60 days after the qualifying event in the case of a child and 60 days after the change in status in the case of a former spouse.

Conversion to individual coverage

When none of the above choices are available — or chosen — when coverage as an employee or family member ends, or when TCC coverage ends (except by cancellation or nonpayment of premium), you may be eligible to convert to an individual, nongroup contract. You will not be required to provide evidence of good health and the plan is not permitted to impose a waiting period or limit coverage for preexisting conditions. If you wish to convert to an individual contract, you must apply in writing to the carrier of the plan in which you are enrolled within 31 days after receiving notice of the conversion right from your employing agency. A family member must apply to convert within the 31-day free extension of coverage that follows the event that terminates coverage, e.g., divorce or reaching age 22. Benefits and rates under the

individual contract may differ from those under the FEHB Program.

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Facts about this Plan

This Plan is a comprehensive medical plan, sometimes called a health maintenance organization (HMO). When you enroll in an HMO, you are joining an organized system of health care that arranges in advance with specific doctors, hospitals and other providers to give care to members and pays them directly for their services. Benefits are available only from Plan providers except during a medical emergency. Members are required to select a Plan Health Center and are encouraged to select a primary care doctor from that Health Center. Services of a specialty care doctor can only be received by referral from the selected primary care doctor. There are no claim forms when Plan doctors are used.

Because the Plan provides or arranges your care and pays the cost, it seeks efficient and effective delivery of health services. By controlling unnecessary or inappropriate care, it can afford to offer a comprehensive range of benefits. In addition to providing comprehensive health services and benefits for accidents, illness and injury, the Plan emphasizes preventive benefits such as office visits, physicals, immunizations and

well-baby care. You are encouraged to get medical attention at the first sign of illness.

Who provides care to Plan members?

This Plan is a Group-Practice Prepayment (GPP) plan. Medical care is provided by Health Centers in various locations throughout the State of Hawaii. CHP Health Centers are medical clinics.

Each enrollee must choose a CHP Health Center when enrolling for this Plan to provide all medical care for the enrollee and all family members. The Health Center chosen must be located on the island where the enrollee lives.

Role of a primary care doctor

The first and most important decision each member must make is the selection of a Health Center and a primary care doctor. The decision is important since it is through this Health Center that all other health services, particularly those of specialists, are obtained. It is the responsibility of your primary care doctor to obtain any necessary authorizations from the Plan before referring you to a specialist or making arrangements for hospitalization. Services of other providers are covered only when you have been referred by your primary care doctor.

Choosing your doctor

The Plan's provider directory lists CHP Health Centers with their locations and phone numbers, and notes whether or not the doctor is accepting new patients. Directories are updated on a regular basis and are available at the time of enrollment or upon request by calling the Membership Services Department at 800/948-6372; you can also find out if your doctor participates with this Plan by calling this number. If you are interested in receiving care from a specific provider who is listed in the directory, call the provider to verify that he or she still participates with the Plan and is accepting new patients. Important note: When you enroll in this Plan, services (except for emergency benefits) are provided through the Plan's delivery system; the continued availability and/or participation of any one doctor, hospital, or other provider cannot be guaranteed.

If you decide to enroll, you will be asked to complete a provider selection form and send it directly to the Plan, indicating the name of the Health Center and primary care doctor you select for yourself and your entire family. You must select only one Health Center for yourself and your entire family, but you and each family member may choose a different primary care doctor, at that Health Center. Members may change their family's center selection or their personal doctor selection by notifying the Plan 30 days in advance.

If you are receiving services from a doctor who leaves the Plan, the Plan will pay for covered services until the Plan can arrange with you for you to be seen by another participating doctor.

Referrals for specialty care

Except in a medical emergency, or when a primary care doctor has designated another doctor to see his or her patients, you must receive a referral from your primary care doctor before seeing any other doctor or obtaining special services. Referral to a participating specialist is given at the primary care doctor's discretion; if non-Plan specialists or consultants are required, the primary care doctor will arrange appropriate referrals.

When you receive a referral from your primary care doctor, you must return to the primary care doctor after the consultation unless your doctor authorizes additional visits. All follow-up care must be provided or authorized by the primary care doctor. Do not go to the specialist for a second visit unless your primary care doctor has arranged for, and the Plan has issued an authorization for, the referral in advance.

Authorizations

Your primary care doctor must obtain authorization from the Plan before you may be hospitalized and for certain procedures.

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For new members

If you are already under the care of a specialist who is a Health Center doctor, you must still obtain a referral from a Plan primary care doctor for the care to be covered by the Plan. If the doctor who originally referred you to this specialist is now your Plan primary care doctor, you need only call to explain that you are now a Plan member and ask that you be referred for your next appointment.

If you are selecting a new primary care doctor and want to continue with this specialist, you must schedule an appointment so that the primary care doctor can decide whether to treat the condition directly or refer you back to the specialist.

Hospital care

If you require hospitalization, your primary care doctor or authorized specialist will make the necessary arrangements and continue to supervise your care.

Eligible charges

Eligible charges are those charges that conform to the standards HMSA uses to calculate a benefit payment for a covered service—charges for most medical care are based on the lower of the actual charge on the claim, the discounted charge negotiated by the Plan, or the charge listed on a schedule of maximum allowable charges.

Benefit payments for covered services received out of area are based on the contract negotiated between the out of area Blue

Cross and/or Blue Shield plans and their participating hospitals and doctors. You are encouraged to contact the out of area Blue Cross and/or Blue Shield plans for information regarding specific hospitals or doctors in their areas. Benefit payments for covered services rendered outside Hawaii by hospitals or doctors who are not Blue Cross and/or Blue Shield plan participating hospitals or doctors are based on the eligible charges for the same or comparable services rendered by non-Plan hospitals or doctors in Hawaii.

Out-of-pocket maximum

Copayments are required for a few benefits. However, copayments will not be required for the remainder of the calendar year after your out-of-pocket expenses for services provided or arranged by the Plan reach \$1,800 per Self Only enrollment or \$4,800 per Self and Family enrollment. This copayment maximum does not include charges for prescription drugs, dental services, or charges in excess of eligible charges.

You should maintain accurate records of the copayments made, as it is your responsibility to determine when the copayment maximum is reached. You are assured a predictable maximum in out-of-pocket costs for covered health and medical needs. Copayments are due when service is rendered, except for emergency care.

Deductible carryover

If you changed to this Plan during open season from a plan with a deductible and the effective date of the change was after January 1, any expenses that would have applied to that plan's deductible will be covered by your old plan if they are for care you got in January before the effective date of your coverage in this Plan. If you have already met the deductible in full, your old plan will reimburse these covered expenses. If you have not met it in full, your old plan will first apply your covered expenses to satisfy the rest of the deductible and then reimburse you for any additional covered expenses. The old plan will pay these covered expenses according to this year's benefits; benefit changes are effective January 1.

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Facts about this Plan continued

Submit claims promptly

When you are required to submit a claim to this Plan for covered expenses, submit your claim promptly. The Plan will not pay benefits for claims submitted later than December 31 of the calendar year following the year in which the expense was incurred unless timely filing was prevented by administrative operations of Government or legal incapacity, provided the claim was submitted as soon as reasonably possible.

Other considerations

Plan providers will follow generally accepted medical practice in prescribing any course of treatment. Before you enroll in this Plan, you should determine whether you will be able to accept treatment or procedures that may be recommended by Plan providers.

The Plan's service and enrollment areas

The service area for this Plan, where Plan providers and facilities are located, is the same as the enrollment area listed on the front cover of this brochure (the area in which you must live to enroll in the Plan). Benefits for care outside the service area are limited to emergency services, as described on page 13, and urgent care, as described on pages 10-11.

If you or a covered family member move outside the enrollment area, you may enroll in another approved plan. It is not necessary to wait until you move or for the open season to make such a change; contact your employing office or retirement system for information if you are anticipating a move.

General Limitations

Important notice

Although a specific service may be listed as a benefit, it will be covered for you only if, in the judgment of your Plan doctor, it

is medically necessary for the prevention, diagnosis, or treatment of your illness or condition. No oral statement of any person shall modify or otherwise affect the benefits, limitations and exclusions of this brochure, convey or void any coverage, increase or reduce any benefits under this Plan or be used in the prosecution or defense of a claim under this Plan. This brochure is based on text included in the contract between OPM and this Plan and is intended to be a complete statement of benefits available to FEHB members. You should use this brochure to determine your entitlement to benefits. However, if conflicts are discovered between the language of this brochure and the contract, the contract will control.

Circumstances beyond Plan control

In the event of major disaster, epidemic, war, riot, civil insurrection, disability of a significant number of Plan providers, complete or partial destruction of facilities, or other circumstances beyond the Plan's control, the Plan will make a good faith effort to provide or arrange for covered services. However, the Plan will not be responsible for any delay or failure in providing service due to lack of available facilities or personnel.

Other sources of benefits

This section applies when you or your family members are entitled to benefits from a source other than this Plan. You must disclose information about other sources of benefits to the

Plan and complete all necessary documents and authorizations requested by the Plan.

Medicare

If you or a covered family member is enrolled in this Plan and Part A, Part B, or Parts A and B of Medicare, benefits will be coordinated with Medicare according to Medicare's determination of which coverage is primary. Generally, you do not need to take any action after informing the Plan of your or your family member's eligibility for Medicare. Your Plan will provide you with further instructions if a Medicare claim needs to be filed.

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General Limitations continued

Group health insurance and automobile insurance

This coordination of benefits (double coverage) provision applies when a person covered by this Plan also has, or is entitled to benefits from, any other group health coverage, or is entitled to the payment of medical and hospital costs under no-fault or other automobile insurance that pays benefits without regard to fault. Information about the other coverage must be disclosed to this Plan.

When there is double coverage for covered benefits, other than emergency services from non-Plan providers, this Plan will continue to provide its benefits in full, but is entitled to receive payment for the services and supplies provided, to the extent that they are covered by the other coverage, no-fault or other automobile insurance or any other primary plan.

One plan normally pays its benefits in full as the primary payer, and the other plan pays a reduced benefit as the secondary payer. When this Plan is the secondary payer, it will pay the lesser of (1) its benefits in full or (2) a reduced amount which, when added to the benefits payable by the other coverage, will not exceed reasonable charges. The determination of which health coverage is primary (pays its benefits first) is made according to guidelines provided by the National Association of Insurance Commissioners. When benefits are payable under automobile insurance, including no-fault, the automobile insurer is primary (pays its benefits first) if it is legally obligated to provide benefits for health care expenses without regard to other health benefits coverage the enrollee may have. This provision applies whether or not a claim is filed under the other coverage. When applicable, authorization must be given this Plan to obtain information about benefits or services available from the other coverage, or to recover overpayments from other coverages.

CHAMPUS

If you are covered by both this Plan and the Civilian Health and Medical Program of the Uniformed Services (CHAMPUS), this Plan will pay benefits first. As a member of a prepaid plan, special limitations on your CHAMPUS coverage apply; your primary care provider must authorize all care. See your CHAMPUS Health Benefits Advisor if you have questions about CHAMPUS coverage.

Medicaid

If you are covered by both this Plan and Medicaid, this Plan will pay benefits first.

Workers' compensation

The Plan will not pay for services required as the result of occupational disease or injury for which any medical benefits are determined by the Office of Workers Compensation Programs (OWCP) to be payable under workers' compensation (under section 8103 of title 5, U.S.C.) or by a similar agency under another Federal or State law. This provision also applies when a third party injury settlement or other similar proceeding provides medical benefits in regard to a claim under workers' compensation or similar laws. If medical benefits provided under such laws are exhausted, this Plan will be financially responsible for services or supplies that are otherwise covered by this Plan. The Plan is entitled to be reimbursed by OWCP (or the similar agency) for services it provided that were later found to be payable by OWCP (or the agency).

DVA facilities, DoD facilities, and Indian Health Service

Facilities of the Department of Veterans Affairs, the Department of Defense, and the Indian Health Service are entitled to seek reimbursement from the Plan for certain services and supplies provided to you or a family member to the extent that reimbursement is required under the Federal statutes governing such facilities.

Other Government agencies

The Plan will not provide benefits for services and supplies paid for directly or indirectly by any other local, State, or Federal Government agency.

Liability insurance and third party actions

If a covered person is sick or injured as a result of the act or omission of another person or party, the Plan requires that it be reimbursed for the benefits provided in an amount not to exceed the amount of the recovery, or that it be subrogated to the person's rights to the extent of the benefits received under this Plan, including the right to bring suit in the person's name.

If you need more information about subrogation, the Plan will provide you with its subrogation procedures.

General Exclusions

All benefits are subject to the limitations and exclusions in this brochure. Although a specific service may be listed as a benefit, it will not be covered for you unless your Plan doctor determines it is medically necessary to prevent, diagnose or treat your illness or condition. The following are excluded:

- Care by non-Plan doctors or hospitals except for authorized referrals or emergencies (see Emergency Benefits);
- Expenses incurred while not covered by this Plan;
- Services furnished or billed by a provider or facility barred from the FEHB Program;
- Services not required according to accepted standards of medical, dental, or psychiatric practice;
- Procedures, treatments, drugs or devices that are experimental or investigational;
- Procedures, services, drugs and supplies related to sex transformations; and
- Procedures, services, drugs and supplies related to abortions except when the life of the mother would be endangered if the fetus were carried to term or when the pregnancy is the result of an act of rape or incest.

Medical and Surgical Benefits

What is covered

A comprehensive range of preventive, diagnostic and treatment services is provided by Plan doctors and other Plan providers. This includes all necessary office visits; you pay a \$5 office visit copay. For routine preventive services such as physical examinations when recommended by the Plan doctor; well-baby care up to age 5; routine prenatal and postnatal examinations; childhood immunizations; and diagnostic laboratory tests and X-ray; you pay nothing. Within the service area, house calls will be provided if, in the judgment of the Plan doctor, such care is necessary and appropriate; you pay a \$10 copay for home visits by the Health Center staff, nothing for home visits by home health agency nurses and health aides.

The following services are included and are subject to the office visit copay unless stated otherwise:

- Preventive care, including well-baby care and periodic check-ups
- Routine immunizations and boosters
- Consultations by specialists

- Diagnostic procedures, such as laboratory tests and X-rays
- Complete obstetrical (maternity) care for all covered females, including prenatal, delivery and postnatal care by a Plan doctor. If enrollment in the Plan is terminated during pregnancy, benefits will not be provided after coverage under the Plan has ended. Ordinary nursery care of the newborn child during the covered portion of the mother's hospital confinement for maternity will be covered under either a Self Only or Self and Family enrollment; other care of an infant who requires definitive treatment will be covered only if the infant is covered under a Self and Family enrollment.
- Voluntary sterilization and family planning services
- Diagnosis and treatment of diseases of the eye
- Allergy testing and treatment, including testing and treatment materials (such as allergy serum)
- Injectable drugs (administered during office visit)
- The insertion of internal prosthetic devices, such as pacemakers and artificial joints
- Occupational therapy
- Cornea, heart, heart/lung, kidney, kidney/pancreas, liver, and lung (single and double) transplants; allogeneic

(donor) bone marrow transplants; autologous bone marrow transplants (autologous stem cell and peripheral stem cell support) for the following conditions: acute lymphocytic or non-lymphocytic leukemia, advanced Hodgkin's lymphoma, advanced non-Hodgkin's lymphoma, advanced neuroblastoma, breast cancer; multiple myeloma; epithelial ovarian cancer; and testicular, mediastinal, retroperitoneal and ovarian germ cell tumors. Related medical and hospital expenses of the donor are covered when the recipient is covered by this Plan.

- Dialysis
- Chemotherapy, radiation therapy, and inhalation therapy

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

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Medical and Surgical Benefits continued

- Surgical treatment of morbid obesity
- Home health services of nurses and health aides, including intravenous fluids and medications (which are only available at a Plan pharmacy at 20% of eligible charges), when prescribed by your Plan doctor, who will

periodically review the program for continuing appropriateness and need

- All necessary medical or surgical care in a hospital or extended care facility from Plan doctors and other Plan providers

Limited benefits

Blood, blood products, and blood bank service charges for blood administered on an inpatient or outpatient basis are covered at 80% of eligible charges, except when blood and blood products are donated or replaced. Additional charges for storage of blood that is reserved for a particular Beneficiary or for the Beneficiary who donated the blood are not covered.

Cardiac rehabilitation is covered at 80% of eligible charges, not to exceed \$300 maximum Plan payment per program; there is a lifetime maximum of two complete programs. Members must be referred by their Plan doctor for a Plan-approved Cardiac Rehabilitation Program within three months after coronary bypass surgery or diagnosis of acute myocardial infarction, angina pectoris, or coronary disease. The rehabilitation program consists of planned exercise to rehabilitate and to strengthen the heart and education to provide information and motivation for behavior/lifestyle changes. Each program must be completed within 180 days.

StepUp is a wellness program that provides an annual health risk assessment to identify potential health risks and develops personal action plans to meet established health goals. Members and enrolled spouses and children are eligible for the StepUp Program.

Oral and maxillofacial surgery is provided for nondental surgical and hospitalization procedures for congenital defects, such as cleft lip and cleft palate, and for medical or surgical procedures occurring within or adjacent to the oral cavity or sinuses including, but not limited to, treatment of fractures and excision of tumors and cysts. All other procedures involving the teeth or intra-oral areas surrounding the teeth are not covered, including any dental care involved in the treatment of temporomandibular joint (TMJ) pain dysfunction syndrome.

Reconstructive surgery will be provided to correct a condition resulting from a functional defect or from an injury or surgery that has produced a major effect on the member's appearance and if the condition can reasonably be expected to be corrected by such surgery.

Orthopedic and prosthetic devices, such as braces, hearing aids (one per ear every 5 years), lenses following cataract removal, and artificial limbs are covered at 80% of eligible charges; you pay 20% of eligible charges.

Durable medical equipment rental (or at the Plan's option, purchase, if it will be less expensive) such as wheelchairs and

hospital beds, is covered at 80% of eligible charges for such equipment. You pay 20% of eligible charges.

Short-term physical therapy is provided on an inpatient or outpatient basis for up to two months per condition if significant improvement can be expected within two months; you pay a \$5 copay per outpatient session, and nothing for inpatient care.

Speech therapy is covered at 80% of eligible charges; benefits are provided for diagnostic evaluation and rehabilitative therapy for speech, hearing, or language disability. You pay 20% of eligible charges.

Diagnosis and treatment of infertility is covered; you pay a \$5 office visit copay. Artificial insemination is covered; you pay a \$5 office visit copay; cost of donor sperm is not covered. Fertility drugs are covered. Other assisted reproductive technology (ART) procedures, such as embryo transfer are not covered, except in vitro fertilization on a one time only basis, which is covered for husband and wife who qualify under Hawaii State Law.

Urgent care services are provided from a Plan-designated urgent care provider outside of your service area. Urgent care services are off-island outpatient services which, in the Plan's judgment, are required for a sudden illness or injury that is not life threatening, but which cannot reasonably be postponed until you return to your Plan doctor. Urgent care services must be provided during regular office hours. Before traveling

outside of your Health Center's service area, contact your Plan for details about your Urgent Care benefits. Should you need Urgent Care services while away, call 1-800-4-HMO-USA for the nearest Plan-designated Urgent Care Provider. You must notify your Plan doctor within seven days of receiving services and all follow-up treatment must be approved or arranged by your Plan doctor. You pay a \$5 office visit copay.

What is not covered

- Physical examinations that are not necessary for medical reasons, such as those required for obtaining or continuing employment or insurance, attending school or camp, or travel
- Reversal of voluntary, surgically-induced sterility
- Plastic surgery primarily for cosmetic purposes
- Transplants not listed as covered
- Take home outpatient supplies
- Chiropractic services
- Homemaker services
- Radial keratotomy

- Foot orthotics, except for specific diabetic conditions
- Long-term physical therapy

CARE MUST BE RECEIVED FROM OR ARRANGED BY
PLAN DOCTORS

11

Hospital/Extended Care Benefits

What is covered

Hospital care

The Plan provides a comprehensive range of benefits with no dollar or day limit when you are hospitalized under the care of a Plan doctor. You pay nothing. All necessary services are covered, including:

- Semiprivate room accommodations; when a Plan doctor determines it is medically necessary, the doctor may prescribe private accommodations
- Specialized care units, such as intensive care or cardiac care units
- Private duty nursing care when medically necessary and approved by the Plan. You pay a 20% copay of eligible charges

Extended care

The Plan provides a comprehensive range of benefits up to 100 days each calendar year when full-time skilled nursing care is necessary and confinement in a skilled nursing facility is medically appropriate as determined by a Plan doctor and approved by the Plan. You pay nothing. All necessary services are covered, including:

- Bed, board and general nursing care
- Drugs, biologicals, supplies, and equipment ordinarily provided or arranged by the skilled nursing facility when prescribed by a Plan doctor.

Hospice care

Supportive and palliative care for up to 150 continuous days for a terminally ill member is covered in the home or hospice facility. Services include inpatient and outpatient care, and family counseling; these services are provided under the direction of a Plan doctor who certifies that the patient is in the terminal stages of illness, with a life expectancy of approximately six months or less. You pay nothing.

Ambulance service

Ambulance services and inter-island air transportation is covered when medically necessary and ordered or authorized

by a Plan doctor. Inter-island air transportation must be arranged by the Plan. You pay nothing.

Limited benefits

Inpatient dental procedures

Hospitalization for certain dental procedures is covered when a Plan doctor determines there is a need for hospitalization for reasons totally unrelated to the dental procedure; the Plan will cover the hospitalization, but not the cost of the professional dental services. Conditions for which hospitalization would be covered include hemophilia and heart disease; the need for anesthesia, by itself, is not such a condition.

Acute inpatient detoxification

Hospitalization for medical treatment of substance abuse is limited to emergency care, diagnosis, treatment of medical conditions, and medical management of withdrawal symptoms (acute detoxification) if the Plan doctor determines that outpatient management is not medically appropriate.

Authorization from the Plan's Benefit Manager must be obtained. You must contact the Plan's Benefit Manager within 24 hours of emergency care. See pages 13-14 for details and nonmedical substance abuse benefits.

What is not covered

- Personal comfort items, such as telephone and television
- Custodial care, rest cures, domiciliary or convalescent care

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

12

Emergency Benefits

What is a medical emergency?

A medical emergency is the sudden and unexpected onset of a condition or an injury that requires immediate medical or surgical care. Some problems are emergencies because, if not treated promptly, they might become more serious; examples include deep cuts and broken bones. Others are emergencies because they are potentially life-threatening, such as heart attacks, strokes, poisonings, gunshot wounds, or sudden inability to breathe. There are many other acute conditions that the Plan may determine are medical emergencies -- what they all have in common is the need for quick action.

Emergencies within the service area

If you are in an emergency situation, please call your primary care doctor. In extreme emergencies, if you are unable to

contact your doctor, contact the local emergency system (e.g., the 911 telephone system) or go to the nearest hospital emergency room. Be sure to tell the emergency room personnel that you are a Plan member so they can notify the Plan. You or a family member should notify the Plan within 48 hours. It is your responsibility to ensure that the Plan has been timely notified.

If you need to be hospitalized in a non-Plan facility, the Plan must be notified within 48 hours or on the first working day following your admission, unless it was not reasonably possible to notify the Plan within that time. If you are hospitalized in non-Plan facilities and a Plan doctor believes care can be better provided in a Plan hospital, you will be transferred when medically feasible with any ambulance charges covered in full.

Benefits are available for care from non-Plan providers in a medical emergency only if delay in reaching a Plan provider would result in death, disability or significant jeopardy to your condition.

Plan pays...

Eligible charges for emergency services to the extent the services would have been covered if received from Plan providers.

You pay...

A \$5 copay per visit to your Health Center doctor's office, or a \$25 copay per visit to a hospital emergency room or any other facility, for emergency services that are covered benefits of this Plan. If the emergency results in admission to a hospital, the copay is waived.

Emergencies outside the service area (Outside the State of Hawaii)

Benefits are available for any medically necessary health service that is immediately required because of injury or unforeseen illness.

If you need to be hospitalized, the Plan must be notified within 48 hours or on the first working day following your admission, unless it was not reasonably possible to notify the Plan within that time. If a Plan doctor believes care can be better provided in a Plan hospital, you will be transferred when medically feasible with any ambulance charges covered in full.

Plan pays...

80% of eligible charges for emergency care services to the extent the services would have been covered if received from Plan providers.

You pay...

20% of eligible charges for covered services provided at an emergency room or other facility, and all charges for services

that are not covered benefits of this Plan. If the emergency results in admission to a hospital, the copay is waived.

What is covered

- Emergency care at a doctor's office or an urgent care center
- Emergency care as an outpatient or inpatient at a hospital, including doctors' services
- Ambulance service approved by the Plan

What is not covered

- Elective care or nonemergency care
- Emergency care provided outside the service area if the need for care could have been foreseen before leaving the service area
- Medical and hospital costs resulting from a normal full-term delivery of a baby outside the service area

Filing claims for non-Plan providers

With your authorization, the Plan will pay benefits directly to the providers of your emergency care upon receipt of their claims. Physician claims should be submitted on the HCFA

1500 claim form. If you are required to pay for the services, submit itemized bills and your receipts to the Plan along with an explanation of the services and the identification information from your ID card.

Payment will be sent to you (or the provider if you did not pay the bill), unless the claim is denied. If it is denied, you will receive notice of the decision, including the reasons for the denial and the provisions of the contract on which denial was based. If you disagree with the Plan's decision, you may request reconsideration in accordance with the disputed claims procedure described on page 18.

13

Mental Conditions/Substance Abuse Benefits

In order to be eligible for Mental Conditions/Substance Abuse Benefits, you must obtain authorization from the Plan's Benefit Manager. You may be referred to the Benefit Manager by your Plan doctor or by calling the Plan's Membership Services Office (see page 18). The Benefit Manager will authorize benefits and refer you to a contracted provider to provide specific treatment programs for mental conditions, alcoholism, or drug abuse which are covered under this Plan. Authorized benefits will be based on an assessment of your problem and the appropriate method and place of treatment. No benefits will be provided for treatment of mental conditions or substance abuse if you do not first receive approval for such

services from the Plan's Benefit Manager and obtain services from referred contracted providers.

Mental conditions

What is covered

To the extent shown below, the Plan provides the following services necessary for the diagnosis and treatment of acute psychiatric conditions, including the treatment of mental illness or disorders:

- Diagnostic evaluation
- Psychological testing
- Psychiatric treatment (including individual and group therapy)
- Hospitalization (including inpatient professional services)

Outpatient care

Up to 20 outpatient visits for individual psychotherapy to Plan doctors, consultants, or other psychiatric personnel each calendar year; you pay a \$10 copay per hourly visit for each covered visit. Up to 20 visits per calendar year for group psychotherapy; you pay a \$5 copay per 1 1/2-hour session. One series of psychological testing per calendar year; you pay a \$20 copay per series of psychological testing. You pay all charges after benefit period. If you use doctors available under the Member Assistance Program (MAP), you pay nothing for all necessary visits. MAP visits reduce the number of visits available from other providers.

Inpatient care

Up to 30 days of hospitalization each calendar year; you pay nothing for Plan hospital services. You pay 20% of eligible charges for professional psychiatric services for the first 30 days --- all charges thereafter; nothing for professional services from MAP doctors.

Each day of hospital inpatient services may be exchanged for two days of non-hospital residential services, two days of partial hospitalization services, or two days of day treatment services in a qualified treatment facility, provided that such exchange services include not less than three hours of treatment per day. Each day of inpatient services may also be exchanged for two outpatient visits, provided that your condition is such that hospitalization would become imminent if the outpatient services were interrupted and the outpatient services would reasonably preclude hospitalization.

Authorization and a referral from the Plan's Benefit Manager must be obtained in advance for mental conditions services. See above for details.

What is not covered

- Care for psychiatric conditions that in the professional judgment of Plan doctors are not subject to significant improvement through relatively short-term treatment
- Psychiatric evaluation or therapy on court order or as a condition of parole or probation, unless determined by a Plan doctor to be necessary and appropriate
- Psychological testing that is not medically necessary to determine the appropriate treatment of a short-term psychiatric condition

Substance abuse

What is covered

This Plan provides detoxification services (see page 12 for acute inpatient detoxification) and diagnosis and treatment of alcohol and drug dependence or abuse. You are eligible for two treatment programs per lifetime—a treatment program is an admission for treatment under a plan designed to produce remission in those who complete treatment.

Outpatient care

Benefits available under the initial rehabilitative care described below consist of an outpatient program, including counseling services, educational program, nutritional therapy, and therapeutic and recreational activities, as well as a residential program, including room and board, medication, counseling services, educational program, and therapeutic and recreational activities.

Inpatient care

You are eligible for two complete treatment programs per lifetime. A complete program includes assessment and referral, initial rehabilitative care (up to 30 days), and aftercare (up to 30 hours) upon completion of initial rehabilitative care. Once you start your first treatment program, the entire program must be completed within 12 months. The second treatment program can begin 12 months after the start of the first program; however, there is no time limit for completing the second treatment program. You pay a 20% copay of eligible charges for covered inpatient and outpatient services and all charges after the benefit period treatment. If you use doctors available under MAP, you pay nothing for unlimited number of outpatient and inpatient doctor visits. MAP visits reduce the number of visits available from other mental health providers.

These substance abuse benefits may be combined with the mental conditions benefits shown above to permit additional care with the applicable mental conditions benefit copays.

Authorization and a referral from the Plan's Benefit Manager must be obtained in advance for substance abuse services. See above for details.

What is not covered

- Treatment that is not authorized by a Plan doctor

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

14

Prescription Drug Benefits

What is covered

Prescription drugs prescribed by a Plan or referral doctor and obtained at a Plan pharmacy will be dispensed for up to a 30-day supply, or fraction thereof. You pay a \$2 copay per prescription unit or refill for generic drugs; a \$7 copay per prescription unit or refill for preferred drugs; a \$10 copay per prescription unit or refill for name brand drugs costing less than \$50; and a copay of 20% of eligible charges for name brand drugs costing more than \$50. When obtained from a non-Plan pharmacy, you pay the entire amount to the pharmacy. Submit a claim to the Plan, and the Plan will reimburse you 80% of the remaining eligible charge after deducting the following copayment amount per prescription unit or refill: \$5 copay for generic drugs; \$7 copay for preferred drugs; and \$10 copay for name brand drugs.

The Plan requires a substitution of generic drugs listed on the Hawaii Drug Formulary of Equivalent Drug Products for a name brand drug. If you choose not to use the generic equivalent, you will pay the entire cost of the name brand drug and you will be responsible for submitting a claim to the Plan. The Plan will reimburse you the amount that would have been paid for the generic equivalent. When certain generic drugs which are recognized by the Plan for extended dispensing limits are prescribed in quantities of 100 units or a 60-day supply, whichever is greater, a single copay charge will apply.

Drugs are prescribed by Plan doctors and dispensed in accordance with the Plan's drug formulary. Nonformulary drugs will be covered when prescribed by a Plan doctor. The Plan must authorize a nonformulary drug before it may be dispensed. It is the prescribing doctor's responsibility to obtain the Plan's authorization.

In addition, the Plan offers a Mail Order Prescription Drug Program. Up to a 90-day supply, or fraction thereof, of certain maintenance medications (drugs taken on a regular or long-term basis) may be obtained through Mail Order Prescription Drug Program providers under contract with the Plan. You pay a \$5 copay per prescription unit or refill for generic drugs

and \$15 per prescription unit or refill for name brand drugs obtained through the Mail Order Prescription Drug Program.

Covered medications and accessories include:

- Drugs for which a prescription is required by Federal law
- Oral and injectable contraceptive drugs (covered only when prescribed for a specific illness)
- Fertility drugs
- Insulin, with a copay charge applied to each 30-day supply, or fraction thereof
- Diabetic supplies, including insulin syringes, needles, lancets, auto-lancet devices, glucose test tablets and test tape, Benedict's solution or equivalent and acetone test tablets
- Disposable needles and syringes needed to inject covered prescribed medication (only available at a Plan pharmacy); you pay 20% of eligible charges
- Nicotine patches for the cessation of smoking; limited to one treatment cycle per calendar year, with a limit of two treatment cycles per lifetime
- Intravenous fluids and medication for home use (only available at a Plan pharmacy); you pay 20% of eligible charges

Covered implantable drugs and injectable drugs are covered under Medical and Surgical Benefits.

What is not covered

- Drugs available without a prescription or for which there is a nonprescription equivalent available
- Vitamins, minerals, and nutritional substances that can be purchased without a prescription
- Smoking cessation drugs and medication, except nicotine patches
- Medical supplies such as dressings and antiseptics and spacers for inhaled drugs
- Contraceptive devices; Depo Provera; Norplant

- Injectable drugs (covered under Medical and Surgical Benefits—see page 10)
- Drugs for cosmetic purposes
- Drugs to enhance athletic performance

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

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Other Benefits

Dental care

What is covered

This Plan provides the following preventive dental coverage. If you choose to have your dental benefits provided by either a Plan dental center or a Plan dentist, you pay nothing. If you use a non-Plan dentist, you pay a 30% copay of eligible charges.

Preventive dental care is provided to members and children as follows:

- Oral exams
- Dental prophylaxis (cleaning)
- Dental X-rays
- Topical fluoride application

Under age 12

All necessary visits

2 visits per year

4 bite-wings per year

1 application per year

Age 12 and older

1 visit per year

1 visit per year

2 bite-wings per year

No benefit

Accidental injury benefit

Restorative services and supplies necessary to promptly repair (but not replace) sound natural teeth. False teeth, crowns and bridges are excluded. The need for these services must result from an accidental injury occurring while the member is covered under the FEHB Program. You pay nothing.

What is not covered

- Other dental services not shown as covered

Vision care

What is covered

In addition to the medical and surgical benefits provided for diagnosis and treatment of diseases of the eye, annual vision examination and eye refractions (to provide a written lens prescription for eyeglasses) may be obtained from Plan providers. You pay a \$5 copay per visit.

What is not covered

- Corrective eyeglasses and frames or contact lenses or the fitting of contact lenses
- Eye exercises

CARE MUST BE RECEIVED FROM OR ARRANGED BY PLAN DOCTORS

16

Non-FEHB Benefits Available to Plan Members

The benefits described on this page are neither offered nor guaranteed under the contract with the FEHB Program, but are made available to all enrollees and family members of this Plan. The cost of the benefits described on this page is not included in the FEHB premium and any

charges for these services do not count toward any FEHB deductibles, or out-of-pocket maximums. These benefits are not subject to the FEHB disputed claims procedure.

CancerCare Plan

A known fact: Cancer strikes at any age and is the second leading cause of death in Hawaii.

Benefit Services of Hawaii, a subsidiary of Blue Cross and Blue Shield of Hawaii, is pleased to make available a supplemental plan called CancerCare, a cancer and specified disease protection plan.

CancerCare provides inpatient and outpatient benefits for cancer and 30 specified diseases. The plan pays case benefits directly to you regardless of any other coverage you may already have. The extra funds can help pay for any out-of-pocket medical expenses and many non-medical expenses such as rent or mortgage, utility bills, etc.

Plan Features:

Hospital confinement

Surgery

Experimental treatment

Radiation/Chemotherapy

Blood Plasma

Transportation cost

Two CancerCare Plans are available which vary in benefits and rates. You may also choose two optional riders, the First Occurrence Rider and the Intensive Care/Coronary Care Rider.

If you are a Hawaii resident under the age 65, you can apply for coverage for yourself and your eligible family members. Please call us at 592-2100 for more information.

Long-Term care

HMSA's Long-term care plan for the Federal Plan

If an unforeseen long-term debilitating illness should strike you tomorrow, will you be prepared to pay for it?

With HMSA's Long-term care plan, you have the flexibility of protecting your assets and your family's income while getting the care you need.

Our Plan offers you:

- Care at home option—provides benefits for nursing care, daily activity support, care at adult day centers and other care in your home.

- Comprehensive care option—provides you broader coverage in a full range of settings for times when you need both nursing home and home care.

Other Plan features

Reduced paid-up benefits

Waiver of dues

Benefits Management program

No prior hospitalization

Inflation protection options

Out-of-state coverage

If you are a Hawaii resident age 30 through 79, and concerned about your future long-term care needs, HMSA's Long-term care plan may be the answer you're looking for.

For an individual appointment, group seminar or more information, please call your HMSA Long-term care consultant at 592-2100.

HMSA's Long-term care plan—security, protection, and independence...from the company you trust.

Rates vary depending on your age, the type of plan, and the options you elect.

Expanded prescription drug benefits

HMSA has arranged with a manufacturer to provide the following items to members, at special member rates, when they are purchased from a Plan pharmacy:

- Oral contraceptives (which are solely for contraceptive purposes and not for specific hormonal disorders)
- Spacers for inhaled drugs

Benefits on this page are not part of the FEHB contract

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How to Obtain Benefits

Questions

If you have a question concerning Plan benefits or how to arrange for care, contact the Plan's Member Services Office at one of the following locations or you may write to the Plan at one of the following locations:

Honolulu, Oahu, 818 Keeaumoku St., Ph: 948-6372, TDD: 946-3223; Kailua-Kona, Hawaii, 75-167 Hualalai Road, Ph: 935-6449; Hilo, Hawaii, 670 Ponahawai St., Suite 121, Ph: 935-6449; Kahului, Maui, 33 Lono Ave., Suite 350, Ph: 871-2477; Lihue, Kauai, 4366 Kukui Grove St., Suite 103, Ph: 245-2815.

Disputed claims review

Plan reconsideration

If a claim for payment or services is denied by the Plan, you must ask the Plan, in writing and within six months of the date of the denial, to reconsider its denial before you request a review by OPM. (This time limit may be extended if you show you were prevented by circumstances beyond your control from making your request within the time limit.) OPM will not review your request unless you demonstrate that you gave the Plan an opportunity to reconsider your claim. Your written request to the Plan must state why, based on specific benefit provisions in this brochure, you believe the denied claim for payment or service should have been paid or provided.

Within 30 days after receipt of your request for reconsideration, the Plan must affirm the denial in writing to you, pay the claim, provide the service, or request additional information reasonably necessary to make a determination. If the Plan asks a provider for information it will send you a copy of this request at the same time. The Plan has 30 days after receiving the information to give its decision. If this information is not supplied within 60 days, the Plan will base its decision on the information it has on hand.

OPM review

If the Plan affirms its denial, you have the right to request a review by OPM to determine whether the Plan's actions are in accordance with the terms of its contract. You must request the review within 90 days after the date of the Plan's letter affirming its initial denial.

You may also ask OPM for a review if the Plan fails to respond within 30 days of your written request for reconsideration or 30 days after you have supplied additional information to the Plan. In this case, OPM must receive a request for review within 120 days of your request to the Plan for reconsideration or of the date you were notified that the Plan needed additional information, either from you or from your doctor or hospital.

This right is available only to you or the executor of a deceased claimant's estate. Providers, legal counsel, and other interested parties may act as your representative only with your

specific written consent to pursue payment of the disputed claim. OPM must receive a copy of your written consent with their request for review.

Your written request for an OPM review must state why, based on specific benefit provisions in this brochure, you believe the denied claim for payment or service should have been paid or provided. If the Plan has reconsidered and denied more than one unrelated claim, clearly identify the documents for each claim.

Your request must include the following information or it will be returned by OPM:

- A copy of your letter to the Plan requesting reconsideration;
- A copy of the Plan's reconsideration decision (if the Plan failed to respond, provide instead (a) the date of your request to the Plan or (b) the dates the Plan requested and you provided additional information to the Plan);
- Copies of documents that support your claim, such as doctors' letters, operative reports, bills, medical records, and explanation of benefit (EOB) forms; and
- Your daytime phone number.

Medical documentation received from you or the Plan during the review process becomes a permanent part of the disputed claim file, subject to the provisions of the Freedom of Information Act and the Privacy Act.

Send your request for review to: Office of Personnel Management, Office of Insurance Programs, Contracts Division 3, P.O. Box 436, Washington, DC 20044.

You (or a person acting on your behalf) may not bring a lawsuit to recover benefits on a claim for treatment, services, supplies or drugs covered by this Plan until you have exhausted the OPM review procedure, established at section 890.105, title 5, Code of Federal Regulations (CFR). If OPM upholds the Plan's decision on your claim, and you decide to bring a lawsuit based on the denial, the lawsuit must be brought no later than December 31 of the third year after the year in which the services or supplies upon which the claim is predicated were provided. Pursuant to section 890.107, title 5, CFR, such a lawsuit must be brought against the Office of Personnel Management in Federal court.

Federal law exclusively governs all claims for relief in a lawsuit that relates to this Plan's benefits or coverage or payments with respect to those benefits. Judicial action on such claims is limited to the record that was before OPM when it rendered its decision affirming the Plan's denial of the benefit. The recovery in such a suit is limited to the amount of benefits in dispute.

Privacy Act statement -- If you ask OPM to review a denial of a claim for payment or service, OPM is authorized by chapter 89 of title 5, U.S.C., to use the information collected from you

and the Plan to determine if the Plan has acted properly in denying you the payment or service, and the information so collected may be disclosed to you and/or the Plan in support of OPM's decision on the disputed claim.

18

How HMSA's Community Health Program Changes January 1997

Do not rely on this page; it is not an official statement of benefits.

Benefit changes

- Under transplant benefits in the "Medical and Surgical Benefits" Provision, single and double lung, and kidney-pancreas is added to the list of other transplants covered. Previously, kidney-pancreas transplants were not covered, and the brochure did not delineate that lung transplants included both single and double lung transplants.
- Under the "Medical and Surgical Benefits" provision, diagnostic laboratory tests and X-rays is added to the list of other routine preventive services for which the member is not charged a copayment. Previously, they were subject to a \$5 copayment when provided separately from the physician's office visit.
- Under "Orthopedic and prosthetic devices benefits" in "Limited benefits" in the "Medical and Surgical Benefits" provision, hearing aids are limited to one per ear every 5 years, and the initial provision and replacement of orthopedic and prosthetic devices are covered at 80% of eligible charges. Previously, hearing aids were not limited to one per ear every 5 years, and coverage of orthopedic and prosthetic devices was limited to initial provision of the devices only.
- Under the "Mail Order Prescription Drug Program" in the "Prescription Drug Benefits" provision, the copay is \$5 per prescription unit or refill for generic drugs and \$15 per prescription unit or refill for name brand drugs. Previously, the copay was \$2 per prescription unit or refill for generic drugs and \$7 per prescription unit or refill for name brand drugs.

Clarifications

- Procedures, services, drugs and supplies related to abortions are excluded except when the life of the mother would be endangered if the fetus were carried to term or when the pregnancy is the result of an act of rape or incest.
- Medical and hospital expenses of a transplant donor are covered only when the recipient is covered by this Plan.

- The benefit "Nonexperimental implants" is now termed "The insertion of internal prosthetic devices."
- The brochure has been clarified to show that fertility drugs are covered under both the "Prescription Drug Benefits," and the "Medical and Surgical Benefits" provisions (see pages 11 and 15).
- The brochure has been clarified to show under "Choosing your doctor" in "Facts about HMSA's Community Health Program," that if the member decides to enroll he or she will be asked to complete a provider selection form and send it directly to the Plan, indicating the name of the Health Center and primary care doctor selected for him or herself and all family members. While only one Health Center must be selected for the entire family, the member and each family member may choose a different primary care doctor, at that Health Center (see page 6).
- The brochure has been clarified to show under "Eligible charges" in "Facts about HMSA's Community Health Program," that "Eligible charges are those charges that conform to the standards HMSA uses to calculate a benefit payment for a covered service--charges for most medical care are based on the lower of the actual charge on the claim, the discounted charge negotiated by the Plan, or the charge listed on a schedule of maximum allowable charges." (see page 7)
- Under "Limited benefits" in the "Medical and Surgical Benefits" provision, the name of the wellness program, "HealthPlus" has been changed to "StepUp."
- Under "What is not covered" in the "Medical and Surgical Benefits" provision, the brochure has been clarified to show that coverage is excluded for "Foot orthotics, except for specific diabetic conditions." Previously, it was not shown that foot orthotics could be covered for specific diabetic conditions (see page 11).
- "Vision care" in the "Other Benefits" provision shows that an annual vision examination and eye refractions (to provide a written lens prescription for eyeglasses) may be obtained from Plan providers subject to the member's \$5 copayment. Previously, it was not shown that eye refractions are done along with an annual vision examination (see page 16).
- The use of a Plan identification card to obtain benefits after you are no longer enrolled in the Plan is a fraudulent action subject to review by the Inspector General.
- Medical data that does not identify individual members may be disclosed as a result of bona fide medical research or education.
- General Information When a family member is hospitalized on the effective date of an enrollment change and continues to receive benefits under the old plan, benefits under

the new plan will begin for other family members on the effective date of the new enrollment.

An enrollee with Self Only coverage who is expecting a baby or the addition of a child may change to a Self and Family enrollment up to 60 days after the birth or addition.

Annuitants and former spouses with FEHB coverage, and who are covered by Medicare Part B, may join a Medicare prepaid plan if they do not have Medicare Part A, but they will probably have to pay for hospital coverage. They may also remain enrolled under an FEHB plan when they enroll in a Medicare prepaid plan.

Federal annuitants are not required to enroll in Medicare Part B (or Part A) in order to be covered under the FEHB Program nor are their FEHB benefits reduced if they do not have Medicare Part B (or Part A).

Temporary continuation of coverage (TCC) for employees or family member who lose eligibility for FEHB coverage includes one free 31-day extension of coverage and may include a second. How these are coordinated has been clarified; notification and election requirements have also been clarified.

"Conversion to individual coverage" does not require evidence of good health and the plan is not permitted to impose a waiting period or limit coverage for preexisting conditions; benefits and rates under the individual contract may differ from those under the FEHB Program.

Other changes

- Enrollees who change their FEHB enrollments using Employee Express may call the Employee Express HELP number to obtain a letter confirming that change if their ID cards do not arrive by the effective date of the enrollment change.
- The Plan will not pay for services required as the result of occupational disease or injury for which any medical benefits are determined by the Office of Workers Compensation Programs (OWCP) or an equivalent agency to be payable under workers' compensation or similar Federal or State law. The Plan is entitled to be reimbursed by OWCP or the equivalent agency for services it provided that were later found to be payable by OWCP or the agency.
- Disputed claims If your claim for payment or services is denied by the Plan, and you decide to ask OPM to review that denial, you must first ask the Plan to reconsider their decision. You must now request their reconsideration within six months of the denial (previously, you had one year to do this). This time limit may be extended if you show you were prevented by circumstances beyond your control from making your request within the time limit.

Providers, legal counsel, and other interested parties may act as your representative in pursuing payment of a disputed claim only with your written consent. Any lawsuit to recover benefits on a claim for treatment, services, supplies or drugs covered by this Plan must be brought against the Office of Personnel Management in Federal court and only after you have exhausted the OPM review procedure.

Summary of Benefits for HMSA's Community Health Program - 1997

Do not rely on this chart alone. All benefits are provided in full unless otherwise indicated subject to the limitations and exclusions set forth in the brochure. This chart merely summarizes certain important expenses covered by the Plan. If you wish to enroll or change your enrollment in this Plan, be sure to indicate the correct enrollment code on your enrollment form (codes appear on the cover of this brochure). **ALL SERVICES COVERED UNDER THIS PLAN, WITH THE EXCEPTION OF EMERGENCY CARE, ARE COVERED ONLY WHEN PROVIDED OR ARRANGED BY PLAN DOCTORS.**

Benefits	Plan pays/provides	Page
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Inpatient care

Hospital

Comprehensive range of medical and surgical services without dollar or day limit. Includes in-hospital doctor care, room and board, general nursing care, private room and private nursing care if medically necessary, diagnostic tests, drugs and medical supplies, use of operating room, intensive care and complete maternity care. You pay nothing for services of Plan providers, with the exception of private duty nursing care; you pay a 20% copay of eligible charges for private duty nursing care.....12

Extended care

All necessary services, up to 100 days per year. You pay nothing12

Mental conditions

Diagnosis and treatment of acute psychiatric conditions for up to 30 days of inpatient care per year. You pay nothing for Plan hospital services and a 20% copay of eligible charges for professional services. All necessary care by MAP doctors; you pay nothing.....14

Substance abuse

Lifetime maximum of two 30-day substance abuse programs. You pay a 20% copay of eligible charges; (nothing for care from MAP providers).....14

Outpatient care

Comprehensive range of services such as diagnosis and treatment of illness or injury, including specialist's care; preventive care, including wellbaby care, periodic check-ups and routine immunizations; laboratory tests and X-rays; complete maternity care; approved urgent care. You pay nothing for most preventive care and diagnostic laboratory tests and X-rays; a \$5 copay per office visit; \$10 per house call by a doctor.....10, 11

Home health care

All necessary visits by nurses and health aides. You pay nothing10, 11

Mental conditions

Up to 20 individual visits per year; up to 20 group sessions per year; one series of testing. You pay a \$10 copay per individual visit; a \$5 copay per group session; a \$20 copay per series of testing. All necessary care by MAP doctors; you pay nothing.....14

Substance abuse

Covered under mental conditions and/or rehabilitation programs. You pay a 20% copay of eligible charges per rehabilitation program.....14

Emergency care

Eligible charges for services and supplies required because of a medical emergency. You pay a \$5 copay per visit at your Health Center doctor's office, or a \$25 copay to the hospital for each emergency room visit within the State of Hawaii; out-of-state, you pay a 20% copay of eligible charges per visit and any charges for services that are not covered by this Plan.....13

Prescription drugs

Drugs prescribed by a Plan doctor and obtained at a Plan pharmacy. You pay a \$5 copay per prescription unit or refill for generic drugs; a \$7 copay per prescription unit or refill for preferred drugs; a \$15 copay for name brand drugs costing less than \$50; and a copay of 20% of eligible charges for name brand drugs costing more than \$50; for maintenance medication obtained through the Mail Order Prescription Drug Program, you pay a \$5 copay per prescription unit or refill for generic drugs, and a \$15 copay per prescription unit or refill for name brand drugs.....15

Dental care

Accidental injury benefit and preventive dental care. You pay nothing for care by Plan dentists; a 30% copay of eligible charges from non-Plan dentists.....16

Vision care

One vision examination and refraction annually. You pay a \$5 copay per visit.....16

Out-of-pocket maximum

Copayments are required for a few benefits; however, after your out-of-pocket expenses reach a maximum of \$1,800 per Self Only or \$4,800 per Self and Family enrollment per calendar year, covered benefits will be provided at 100%. This copay maximum does not include charges for: prescription drugs, dental services, and charges in excess of eligible charges.....7

