

**A Health Maintenance Organization**



**Serving: The Greater Oklahoma City, Southwestern, and Greater Tulsa, Oklahoma areas**

**You must live or work in the service area to enroll in this plan**

**Enrollment code:**

**2N1 Self Only**

**2N2 Self and Family**

**Service area:** Services from Plan providers are available only in the area described on page 8.

**Special Notice: PacifiCare of Oklahoma has consolidated Region I (enrollment code: 2N) and Region II (enrollment code: N1) into one area. If you were enrolled in code N1, you will automatically be transferred to enrollment code 2N.**

**Visit the Plan's WEB site at <http://www.phs.com>**

Authorized for distribution by the



**United States  
Office of  
Personnel  
Management**



**RI 73-396**

# PacifiCare of Oklahoma

PacifiCare of Oklahoma, Inc., 7666 East 61st Street, Tulsa, OK 74133-1112 has entered into a contract (CS 2225) 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 PacifiCare of Oklahoma, PacifiCare, 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, 1998, and are shown on the inside back cover of this brochure.

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# Inspector General Advisory: Stop Health Care Fraud!

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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 1-800/545-0389 or 918/459-1111 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.

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## General Information

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### 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 14.** 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.

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## General Information *continued*

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### **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.

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## General Information *continued*

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### Things to keep in mind

*continued*

- 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. Please see page 18 for information on the Medicare prepaid plans offered by this 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.

#### 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 705, 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 five-year 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.

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## General Information *continued*

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### Notification and election requirements

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**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

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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 personal doctor from among participating Plan primary care doctors.** 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. Your decision to join an HMO should be based on your preference for the plan's benefits and delivery system, not because a particular provider is in the plan's network. You cannot change plans because a provider leaves the HMO.

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 places great emphasis on 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.

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### Who provides or arranges care to Plan members

PacifiCare of Oklahoma contracts with physicians in group practices. Each one of the medical groups and the affiliated physicians include practitioners in Family Practice, Internal Medicine and Pediatrics. Upon enrollment in PacifiCare, you are asked to identify where each member of your family will receive primary care services. When enrolling in PacifiCare you may choose a primary care physician from any one of the doctors listed in the Provider Directory or their affiliates to provide all of your primary care services. Specialty care will be directed by your primary care doctor.

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## Facts about this Plan *continued*

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### Role of a primary care physician

The first and most important decision each member must make is the selection of a primary care doctor. The decision is important since it is through this doctor 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 Medical Group before referring you to a specialist or making arrangements for hospitalization. Services of other Plan providers are covered only when there has been a referral by the member's primary care doctor with the following exception: Female members may self-refer, upon receiving an authorization number, which may be obtained from their contracting medical group, to an OB/GYN within their medical group one time per year for a pap test, pelvic exam and breast exam. A mammography screening is covered if authorized by the participating medical group.

### Choosing your doctor

The Plan's Provider Directory lists primary care doctors (generally family practitioners, pediatricians, and internists) with their locations and phone numbers, and notes whether or not the doctor is accepting new patients. Directories are updated quarterly and are available at the time of enrollment or upon request by calling the Customer Service Department at 1-800/545-0389; you can also find out if your doctor participates with this Plan by calling this numbers. 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.**

Should you decide to enroll, you will be asked to complete a medical group selection form and send it directly to the Plan, indicating the name of the primary care doctor(s) selected for you and each member of your family. Members may change their medical group selection by the 20th of the month. The effective date will be the first of the following month. If hospitalized, a member cannot change medical groups until the first of the month following a full 30 days after discharge. PacifiCare can assist you in your selection of a primary care physician. Please call the Customer Service Department for assistance.

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 patients when he or she is unavailable, 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 specialists or consultants are required beyond those participating in the Plan, the primary care doctor will make arrangements for appropriate written referrals.

When you receive a referral from your primary care doctor, you must return to the primary care doctor after the consultation. All follow-up care must be provided or arranged by the primary care doctor. On referrals, the primary care doctor will give specific instructions to the consultant as to what services are authorized. If additional services or visits are suggested by the consultant, you must check with your primary care doctor for authorization. Do not go to the specialist unless your primary care doctor has arranged for and issued an authorization for the referral in advance.

### Authorizations

The Plan will provide benefits for covered services only when the services are medically necessary to prevent, diagnose or treat your illness or condition. Your Plan doctor must obtain the Plan's determination of medical necessity before you may be hospitalized, referred for specialty care or obtain follow up care from a specialist

For new members

If you are already under the care of a specialist who is a Plan participant, 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 prior to your joining this Plan is now your Plan primary care doctor, you need only call to explain that you now belong to this Plan, and ask that a "referral form" be sent to the specialist for your next appointment.

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

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## Facts about this Plan *continued*

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### **Hospital Care**

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

### **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 \$400 per Self Only enrollment or \$1,200 per Self and Family enrollment. This copayment maximum does not include prescription drugs, orthopedic devices, prosthetic devices, or durable medical equipment.

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 received in January **before** the effective date of your coverage in this Plan. If you have not met 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.

### **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 which 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 described on the front cover of this brochure and on page 18 of this brochure. You must live or work to enroll in the service area to enroll in this Plan. Benefits for care outside the service area are limited to emergency services, as described on page 14.

If you or a covered family member move outside the service area, or you no longer work there, 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.

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## General Limitations

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### 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 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.

### Arbitration of claims

Any claim for damages for personal injury, mental disturbance or wrongful death arising out of the rendition or failure to render services under this contract must be submitted to binding arbitration.

### 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.

Authorizations of the Primary Care Doctor is necessary even when the Plan is secondary.

### 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.

### 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 nofault 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, nofault 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 is entitled to (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 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.

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## General Limitations *continued*

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### **Worker's 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.

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## General Exclusions

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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 as discussed under Authorizations on page 7.** 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
- Abortions, except when the life of the mother would be endangered if the fetus were carried to term

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# Medical and Surgical Benefits

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**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, but no additional copay for laboratory tests and X-rays. 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 \$5 copay for a doctor's house call. There is no cost to you for home visits by nurses and health aides.

The following services are included:

- Preventive care, including well-baby care and periodic checkups
- Hearing Screenings; **you pay** a \$5 Copayment
- Mammograms are covered as follows: for women age 35 through 39, one mammogram during these five years; for women age 40 through 49, one mammogram every one to two years; for women age 50 through 64, one mammogram every year; for women age 65 and above, one mammogram every two years. In addition to routine screening, mammograms are covered when prescribed by the doctor as medically necessary to diagnose or treat your illness.
- 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. The mother, at her option, may remain in the hospital up to 48 hours after a regular delivery and 96 hours after a caesarean delivery. Inpatient stays will be extended if medically necessary. 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.
- Women may self-refer to an OB/GYN within their medical group one time per year for a pap smear, pelvic exam and breast exam. A woman must obtain an authorization number from their medical group prior to their appointment. (follow-up care must be authorized by the primary care doctor or medical group)
- Voluntary family planning services
- Sterilization — **you pay** a \$50 copay for a vasectomy; **you pay** a \$100 copayment for a tubal ligation.
- Diagnosis and treatment of diseases of the eye
- Allergy testing and treatment, including testing and treatment materials, subject to \$5 copayment; allergy serum is covered in full.
- The insertion of internal prosthetic devices, such as pacemakers and artificial joints.
- Kidney, cornea, heart, heart/lung, lung (single or double), pancreas, and liver 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 nonlymphocytic leukemia, advanced Hodgkin's lymphoma, advanced non-Hodgkin's lymphoma, advanced neuroblastoma, testicular, mediastinal, retroperitoneal and ovarian germ cell tumors, breast cancer, multiple myeloma and epithelial ovarian cancer. Related medical and hospital expenses of the donor are covered when the recipient is covered by this Plan.
- Women who undergo mastectomies may, at their option, have this procedure performed on an inpatient basis and remain in the hospital up to 48 hours after the procedure.
- Dialysis
- Chemotherapy, radiation therapy and inhalation therapy
- Surgical treatment of morbid obesity
- Home health services of nurses and health aides, including intravenous fluids and medications when prescribed by your Plan doctor, who will periodically review the program for continuing appropriateness and need
- Chiropractic services
- Disposable needles and syringes needed for injecting covered prescribed medication
- Depo-Provera subject to a \$25 copay per injection
- Implantable drugs, except Norplant and Zoladex
- All necessary medical or surgical care in a hospital or extended care facility from Plan doctors and other Plan providers, at no additional cost to you.
- Outpatient surgery; **you pay** nothing

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## Medical and Surgical Benefits *continued*

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### What is covered

*continued*

- Stop Smoking - comprehensive self-paced program which includes telephone case management, video tape, urge tamer bag and “quit booklets;” **you pay** a \$20 copayment
- Healthy Pregnancy Program - Includes pregnancy risk screening, education and case management for women with special needs. Staff nurses are available by calling a toll free hotline; **you pay** nothing.

### Limited benefits

**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 areas surrounding the teeth are not covered, including shortening of the mandible or maxillae for cosmetic purposes, correction of malocclusion, and any dental care involved in 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.

**Short-term rehabilitative therapy** (physical, speech and occupational) is provided on an inpatient or outpatient basis for up to 60 treatment days per medical episode if significant improvement can be expected within the 60 treatment days per medical episode; **you pay** \$5 per outpatient session. Speech therapy is limited to treatment of certain speech impairments of organic origin. Occupational therapy is limited to services which assist the member to achieve and maintain self-care and improved functioning in other activities of daily living.

**Speech and hearing services;** For children 18 years and younger, who are medically diagnosed as partially or completely deaf, up to 90 treatment days per calendar year are covered (includes one audiology exam and one hearing aid test as needed); **you pay** a \$5 copayment per visit. Adults over age 18 who experience an acute permanent hearing loss are covered for a onetime benefit of up to 90 treatment days; **you pay** a \$5 copayment per visit.

**Orthopedic devices,** Prosthetic devices, and Durable medical equipment, such as custom made foot orthotics, artificial limbs, lenses following cataract removal, wheelchairs, and hospital beds, are provided; limited to the initial placement of the device or equipment. **You pay** 20% of the cost of each item. Repair or adjustment required because of a change in your condition (as determined by your Plan doctor) is provided.

**Diagnosis and treatment of infertility** is covered (including, but not limited to sperm count, hysterosalpingography, endometrial biopsy or clomid therapy); **you pay** 50% of charges. The following types of artificial insemination are covered: intravaginal insemination(IVI), intracervical insemination(ICI), and intracuterine insemination(IUI); **you pay** 50% of the charges; cost of donor sperm is not covered. Oral fertility drugs are covered subject to a member copayment of 50%. The member must purchase the medication at the pharmacy and submit the receipt for the full cost to PacifiCare for 50% reimbursement. Other fertility drugs are not covered. Other assisted reproductive technology (ART) procedures such as invitro fertilization and embryo transfer are not covered.

**Cardiac rehabilitation** following a heart transplant, bypass surgery or a myocardial infarction, is provided for up to 60 treatment days per disability; **you pay** a \$5 copayment per visit.

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

### What is not covered

- Reversal of voluntary, surgically-induced sterility
- Plastic surgery primarily for cosmetic purposes
- Hearing aids
- Long-term rehabilitative therapy
- Homemaker services
- Transplants not listed as covered

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# Hospital/Extended Care Benefits

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## 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 per inpatient admission. **All necessary services are covered**, including:

- Semiprivate room accommodations; when a Plan doctor determines it is medically necessary, the doctor may prescribe private accommodations or private duty nursing care
- Specialized care units, such as intensive care or cardiac care units
- Blood and blood derivatives

**Extended care** The Plan provides a comprehensive range of benefits up to 60 consecutive calendar days from first treatment per disability when 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 per inpatient admission. **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 a terminally ill member are 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 6 months or less.

**Ambulance care** Benefits are provided for ambulance transportation ordered or authorized by a Plan doctor.

## 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. See page 15 for nonmedical substance abuse benefits.

**What is not covered**

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

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# Emergency Benefits

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## 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 uncontrolled bleeding, loss of consciousness; broken bones or severe chest pain. 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 your Primary Care Doctor within 48 hours unless it is not reasonably possible to do so. It is your responsibility to ensure that your Primary Care Doctor has been timely notified.

If you need to be hospitalized, your Primary Care Doctor **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 Plan doctors believe 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.

To be covered by this Plan, any follow-up care recommended by non-Plan providers must be approved by the Plan or provided by Plan providers.

### Plan pays...

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

### You pay...

\$5 copay per visit for emergency and urgent care services provided in an urgent care center or a plan doctor's office after normal business hours (This service is not available at all centers or Plan doctor's offices. To determine if your center or Plan doctor's office provides after hours care, you must contact them directly); **you pay** a \$50 copay for each hospital emergency room visit. If the emergency results in admission to a hospital, the emergency care copay is waived.

## Emergencies outside the service area

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

To be covered by this Plan, any follow-up care recommended by non Plan providers must be approved by the Plan or provided by Plan providers.

### Plan pays...

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

### You pay...

\$50 copay per visit for emergency room or urgent care center visit for emergency care services which are covered benefits of this Plan. If the emergency results in admission to a hospital, the emergency care 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

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## Emergency Benefits *continued*

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### 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 19.

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## Mental Conditions/Substance Abuse Benefits

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### Mental conditions

#### What is covered

To the extent shown below, this 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 40 outpatient visits to Plan doctors, consultants or other psychiatric personnel each calendar year; **you pay** a \$20 copay per visit for visits 1 through 20 (within the first 20 visits, group sessions are covered subject to a \$10 copayment per visit); and 50% of cost for each visit for visits 21-40 — all charges thereafter.

#### Inpatient care

Up to 30 days of hospitalization each calendar year; **you pay** nothing for the first 30 days — all charges thereafter.

#### What is not covered

- Care for psychiatric conditions which in the professional judgment of PacifiCare Behavioral Health 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 PacifiCare Behavioral Health to be necessary and appropriate
- Psychological testing when not medically necessary to determine the appropriate treatment of a short-term psychiatric condition

### Substance abuse

#### What is covered

This Plan provides medical and hospital services such as acute detoxification services for the medical, nonpsychiatric aspects of substance abuse, including alcoholism and drug addiction, the same as for any other illness or condition. Services for the psychiatric aspects are provided in conjunction with the Mental Conditions Benefits shown above. Outpatient visits to Plan mental health providers for follow-up care and counseling are covered, as well as inpatient services necessary for diagnosis and treatment. The Mental Conditions Benefits visit/day limitations and copays apply to any covered substance abuse care.

#### What is not covered

- Treatment that is not authorized by a PacifiCare Behavioral Health.
- Rehabilitative care in a specialized facility for substance abuse

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# Prescription Drug Benefits

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**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 30day supply or one commercially prepared unit such as inhalers or tubes; drugs are prescribed by Plan doctors and dispensed in accordance with the Plan's drug formulary; **you pay** a \$5 copay for generic drugs; a \$10 copay for name brand formulary drugs per prescription unit or refill.

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, subject to prior authorization by the Plan; **you pay** \$10 per prescription unit or refill.

The formulary is a list of outpatient medications covered by PacifiCare. The formulary is regularly updated. If the retail cost of the prescription drug is less than the copay, you will pay the retail cost. Unless a brand name is medically indicated, prescriptions will be filled with generic drugs.

Maintenance drugs up to a 90-day supply may be obtained through a Mail Order Prescription Drug program; the member pays one (1) copayment per 90-day supply. Please call the Plan's Customer Service Department at 1-800/825-9355 for information.

Covered medications and accessories include:

- Drugs for which a prescription is required by law
- Oral contraceptive drugs and prescription diaphragms
- Insulin
- Diabetic supplies including Insulin syringes, blood glucose test strips, urine test strips, glucagon emergency kits, injectable glucagon, and lancets.
- Inhaler extender devices, epipens and Anakits.
- Intravenous fluids and injectable medication for home use (covered under Medical and Surgical Benefits as a home health service, see page 11)

**Limited benefits** Prescription smoking cessation medications upon proof of completion of a smoking cessation program. Reimbursement is limited to a 90-day supply for one time per calendar year with a three time lifetime limit.

**What is not covered**

- Drugs available without a prescription or for which there is a nonprescription equivalent available
- Drugs obtained at a non-Plan pharmacy except for out-of-area emergencies
- Vitamins and nutritional substances which can be purchased without a prescription
- Medical supplies such as dressings and antiseptics
- Contraceptive devices
- Drugs for cosmetic purposes
- Drugs to enhance athletic performance
- Fertility drugs ( oral fertility drugs are covered under the Medical and Surgical Benefits section, for the diagnosis and treatment of infertility.)
- Implanted contraceptive devices, such as Norplant

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## Other Benefits

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### Dental care

The following dental services are covered when provided by participating Plan dentists. **You pay** nothing.

#### What is covered

- Oral Exam
- Prophylaxis (cleaning), once every 6 months
- Topical application of fluoride, once every 6 months
- Sealants
- Oral hygiene instructions
- X-rays; for members over age 15, full mouth series limited to once every 24 to 36 months and bitewings limited to once every 12 months
- Vitality tests
- Oral cancer exam

**There will be a \$10 charge for broken appointments without 24 hours prior notice.**

#### Accidental injury benefit

Dental emergencies are covered for cases when immediate stabilization of sound natural teeth is required due to accident or injury. Stabilization is defined as the splinting, cementing or wiring of the teeth in an emergency room provided as a temporary and precautionary measure until follow-up care may be obtained from a dentist or oral surgeon. All follow-up care is not provided, even if the teeth are not saved by emergency stabilization; **you pay** a \$50 copay at the hospital.

#### 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, this Plan provides the following vision care benefits from Plan providers. **You pay** a \$5 copay per visit.

- Annual eye refraction, including the written lens prescription for eyeglasses
- Initial placement of post cataract extraction contact lens in surgically affected eye

#### What is not covered

- Corrective eyeglasses and frames or contact lenses (including the fitting of the lenses for eyeglasses)
- Eye exercises
- Replacement of initial lens following cataract surgery

# Non-FEHB Benefits Available to Plan Members

The benefits described on this page are neither offered nor guaranteed under the contract with FEHB Program, but are made available to all enrollees and family members of the Plan. The cost of the benefits described on this page is not included in the FEHB premium; any charges for these services do not count toward any FEHB deductibles, out of pocket maximum, copay charges, etc. These benefits are not subject to the FEHB disputed claims procedures.

## Expanded dental benefits

The United Dental Care Life & Health Insurance Co. (UDC) provides you with a direct pay dental care plan which allows you to obtain dental services with greatly reduced fees, no deductibles and no annual maximum. You can budget your costs and coordinate your dental and medical care.

In order to join UDC Direct Pay Dental Plan you must be a member of PacifiCare of Oklahoma as of January 1998

UDC will provide you, through its participating dentists, the following care with copayments due at the time of service.

## Coverage

Please obtain a Schedule "C" of Services and Copayments for a complete listing of services and Exclusions and Limitations of Benefits. For a copy of the schedule, write UDC, 501 W. Interstate 44 Road, Suite 580, Oklahoma City, OK 73118-6054 or phone 405/848-6351 or 1-800747/4711.

- **Restorative**
    - Initial Consultation . . . . . No Charge
    - Sedative Base (under filling) . . \$10.00
    - Oral Examination . . . . . No Cost
    - X-Ray, Single film . . . . . No Cost
    - Amalgam Restoration Anterior (per surface) . . . . . 15.00
    - Amalgam Restoration Posterior (per surface) . . . . . 15.00
  - **Endodontics (Root Canal)**
    - Initial Consultation . . . . . No Charge
    - Pulp Capping . . . . . \$20.00
    - Vitalometer . . . . . No Charge
    - Pulpectomy . . . . . \$38.00
    - Root canal therapy:
      - One Canal (per tooth) . . . . . 130.00
      - Two Canals (per tooth) . . . . . 175.00
  - **Oral Surgery**
    - Initial Consultation . . . . . No Charge
    - Simple Extraction (single) . . . \$24.00
    - Multiple Extraction (per tooth) . 15.00
    - Surgical Extraction
      - Impacted Tooth (soft tissue) . 55.00
      - Partial Bone Impaction . . . . . 65.00
  - **Space Maintainers**
    - Initial Consultation . . . . . No Charge
    - Unilateral . . . . . \$42.00
    - Bilateral . . . . . 63.00
  - **Orthodontics (Optional rider)**
    - Adults . . . . . \$1,800.00
    - Children . . . . . \$1,700.00
    - Initial Diagnostic Workup and X-rays . . . . . 85.00
  - **Periodontics**
    - Initial Consultation . . . . . No Charge
    - Gingivectomy (Per tooth, less than six) . . . . . \$60.00
  - **Prosthetics**
    - Complete Maxillary Denture . . \$230.00
    - Complete Mandibular Denture . 230.00
  - **Crown and Bridge**
    - Porcelain with Metal Crown . . \$240.00
    - Cast Metal Crown . . . . . 200.00
    - 3/4 Crown . . . . . 150.00
    - Acrylic Crown . . . . . 45.00
- Note:** Missed Appointments (without 48 hours notice) . . . . . \$10.00

## Eligibility

As a Federal Member of PacifiCare you are eligible to join this Dental Plan.

Enrollment in the UDC Dental Plan is separate from your PacifiCare FEHB enrollment and it is your personal choice. **You do not have to enroll in the Dental Plan if you take PacifiCare. However, you must enroll in PacifiCare to take the Dental Plan.**

## Monthly Premium

**Premiums are paid directly to UDC.**

Member Only:	\$11.50 per month
Member Plus One:	16.00 per month
Member Plus Family:	18.50 per month
Orthodontic Rider Additional:	5.00 per month

## How to enroll

Contact UDC membership services at 405/848-6351 or 1-800/747-4711 for an application for direct pay.

Enrollment into this Dental Plan may be done anytime during the year, however, premiums must be received in the UDC Administrative Office prior to the 15th of the month to ensure eligibility on the 21st of the following month

## What is not covered

Prescription for dental care.

**Medicare prepaid Plan enrollment** This Plan offers Medicare recipients the opportunity to enroll in the Plan through Medicare. As indicated on page 4, annuitants and former spouses with FEHB coverage and Medicare part B may elect to drop their FEHB coverage and enroll in a Medicare prepaid plan when one is available in their area. They may then later reenroll in the FEHB Program. Most Federal Annuitants have Medicare. Those **without** Medicare Part A may join this Medicare prepaid Plan but will probably have to pay for hospital coverage in addition to the Part B premium. **Before** you join the Plan, ask whether the plan covers hospital benefits and, if so, what you will have to pay. Contact your retirement system for information on dropping your FEHB enrollment and changing to a Medicare prepaid plan. Contact us at 405/530-2265 in Oklahoma City or 918/459-1162 in Tulsa for information on the Medicare prepaid plan and the cost of that enrollment.

*Benefits on this page are not part of the FEHB contract*

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# How to Obtain Benefits

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## Questions

If you have a question concerning Plan benefits or how to arrange for care, contact the Plan's Customer Services Office for Oklahoma City and Southwestern Oklahoma at 1-800/825-9355. A special TDD number 918/459-1465 is available for use by hearing impaired, or you may write to them at 7666 East 61st Street, Tulsa, OK 74133-1112.

## 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 IV, P.O. Box 436, Washington, DC 20044.

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## How to Obtain Benefits *continued*

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### **OPM Review** *continued*

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 orthopedic. 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.

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# How PacifiCare of Oklahoma Changes 1998

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

## **Program-wide Changes**

- This year, the Office of Personnel Management (OPM) instituted minimum benefit levels in all plans for normal deliveries (48 hours of inpatient care), caesarean sections (96 hours of inpatient care) and mastectomies (48 hours of inpatient care). See page 11 for this Plan's benefits.
- OPM also requires each prepaid plan to list the specific artificial insemination procedures that it covers. See page 11 for this Plan's benefits.
- The mammogram screening schedule is shown on page 11.

## **Changes to this Plan**

- The Plan has added a dental emergency benefit to cover immediate stabilization of sound natural teeth required due to accident or injury. The services must be received in a hospital emergency room; the member pays a \$50 copayment.
- The copayment has increased to \$5 for office visits and doctor's house calls under Medical and Surgical benefits.
- The copayment has increased to \$5 for the following services.
  1. Short-term rehabilitative therapy
  2. Speech and hearing therapy
  3. Cardiac rehabilitation
  4. Vision Care
- The Plan has added a comprehensive self-paced Smoking Cessation Program, subject to a member copayment of \$20 per visit
- The Plan has added a Healthy Pregnancy Program available without cost.
- The Plan no longer covers oral fertility drugs under the Prescription Drug Benefits section. They are now covered under the Limited Benefits section, diagnosis and treatment of infertility, and require a 50% member payment instead of the prescription drug copayment.
- The copayment for non-formulary drugs per prescription unit or refill has been reduced to \$10.

# Summary of Benefits for PacifiCare of Oklahoma 1998

**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 pay/provides	Page
<b>Inpatient care</b>	<b>Hospital</b>	Comprehensive range of medical and surgical services with no 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. <b>You pay nothing</b> .....	13
	<b>Extended care</b>	All necessary services, up to 60 consecutive days per disability. <b>You pay nothing</b> .....	13
	<b>Mental conditions</b>	Diagnosis and treatment of acute psychiatric conditions for up to 30 days of inpatient care per year. <b>You pay nothing</b> .....	15
	<b>Substance Abuse</b>	Covered under Mental Conditions.....	15
<b>Outpatient care</b>		Comprehensive range of services such as diagnosis and treatment of illness or injury, including specialist's care; preventive care, including well-baby care periodic check-ups and routine immunizations; laboratory tests and X-rays; complete maternity care. <b>You pay \$5 per office visit; \$5 per house call by a doctor</b> .....	11
	<b>Home Health care</b>	All necessary visits by nurses and home health aides. <b>You pay nothing per visit</b> .....	11
	<b>Mental conditions</b>	Up to 40 outpatient visits per year. <b>You pay \$20 copay per outpatient visit for visits 1 through 20; and 50% of cost for each visit for visits 21 - 40</b> .....	15
	<b>Substance Abuse</b>	Covered under Mental Conditions.....	15
<b>Emergency care</b>		Reasonable charges for services and supplies required because of a medical emergency. <b>You pay a \$3 per visit copay for emergency and urgent care services provided in a Plan doctor's office after normal business hours; \$50 copay for each emergency room or urgent care center and any charges for services that are not covered benefits of this Plan</b> .....	14
<b>Prescription drugs</b>		Drugs prescribed by a Plan doctor and obtained at a participating pharmacy. <b>You pay \$5 for generic, \$ 10 for name brand formulary, and \$10 for non-formulary per prescription unit or refill</b> .....	16
<b>Dental care</b>		Preventive dental benefit <b>You pay nothing/accidental injury You pay a \$50 copayment</b> ...	17
<b>Vision care</b>		One refraction annually. <b>You pay \$5 copay per visit</b> .....	17
<b>Out-of-pocket</b>		Copayments are required for a few benefits; however , after your out-of-pocket expenses reach a maximum of \$400 per Self Only or \$1,200 per Self and Family enrollment per calendar year, covered benefits will be provided at 100%. This copay maximum does not include prescription drugs, orthopedic devices, prosthetic devices, or durable medical equipment .....	8