

RSL Specialty Products Administration  
505 South Lenola Road, Suite 231  
Moorestown, New Jersey 08057



**IMPORTANT BENEFIT INFORMATION  
FROM YOUR EMPLOYER:**

**CONTEMPORARY STAFFING  
SOLUTIONS**

**IMPORTANT!!**

**PLEASE REMOVE YOUR  
MEDICAL/RX ID CARDS  
LOCATED BELOW!**

Please check the name(s) on the cards for accuracy as information on the card will help your provider or facility file a claim for you. You may only use these ID Cards while your coverage is in effect.

**THESE ID CARDS ARE NOT PROOF OF COVERAGE UNDER ANY PLAN. THE CARDS BECOME VOID IF YOUR COVERAGE IS TERMINATED.**

**QUESTIONS?** Please call: **RSL Specialty Products Administration**  
**1-866-375-0775**  
**Monday through Friday**  
**8:30 a.m. – 5:30 p.m., Eastern Time**

**PLEASE REMOVE YOUR MEDICAL/RX ID CARDS**

**RELIANCE STANDARD**  
LIFE INSURANCE COMPANY



Group Number: BCM005427  
Group Effective Date: 08/03/2020  
Insured ID Number:  
Insured Name:  
Dependent Name/ID #:

**RELIANCE STANDARD**  
LIFE INSURANCE COMPANY



Group Number: BCM005427  
Group Effective Date: 08/03/2020  
Insured ID Number:  
Insured Name:  
Dependent Name/ID #:

Express Scripts Prescription Services  
RxBIN: 003858  
RxPCN: A4  
RxGrp: AS4A



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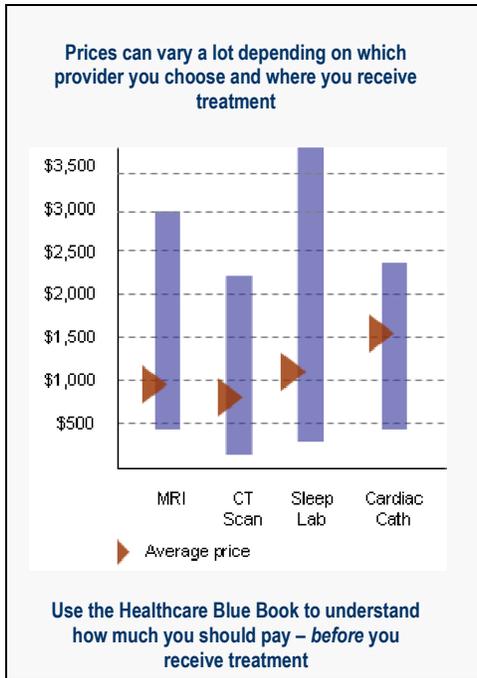


**See the other side for important information ⇨**

## Introducing the Healthcare Blue Book



The Healthcare Blue Book is a free resource provided to all employees as part of their benefits plan. The Blue Book will help you search for prices on thousands of healthcare services so you can get the best value for your out of pocket healthcare costs.



With out of pocket costs increasing for most employees, it is more important than ever for consumers to know how much they should pay for services. Costs can vary a lot even when using in-network providers. Use the Blue Book to look up prices for services you need and then check with your provider on their fees before treatment.

The Healthcare Blue Book has fair prices for thousands of services from common doctor's visits to surgeries, dental work, imaging studies and much more.

The Blue Book also has a wide range of information on how to talk to your provider about the right treatment for you and how to use your provider network to find fair prices.

The Healthcare Blue Book is easy to use – just visit [www.healthcarebluebook.com](http://www.healthcarebluebook.com) and begin searching for fair prices.

**Claims Administrator:** RSL Specialty Products Administration  
**Customer Service:** 1-866-375-0775  
**Customer Service Website:** [www.helpwithmyplan.com](http://www.helpwithmyplan.com)  
**Payer ID:** ASRM1  
**Medical Care Provider:** Benefits for assigned claims are paid directly to the provider.  
 For information on electronic claims submission, visit <http://www.claimsnet.com/asrm>.  
**Or mail claims to:** ASRM  
 505 South Lenola Road, Suite 231  
 Moorestown, NJ 08057  
**Express Scripts Customer Service:** 1-866-282-1491  
**TDD:** 1-800-759-1089  
**Pharmacist Use Only:** 1-800-922-1557

The insured and any dependents listed on this card have been enrolled under a Group Limited Benefits Medical Plan. The medical coverage does not have a network requirement. This card is for identification only. It is not a guarantee of eligibility for benefits. All decisions on eligibility, coverage, and payment of benefits are the responsibility of Reliance Standard Life Insurance Company.

**PRE-CERTIFICATION IS NOT REQUIRED ON ANY PROCEDURES.**

**Claims Administrator:** RSL Specialty Products Administration  
**Customer Service:** 1-866-375-0775  
**Customer Service Website:** [www.helpwithmyplan.com](http://www.helpwithmyplan.com)  
**Payer ID:** ASRM1  
**Medical Care Provider:** Benefits for assigned claims are paid directly to the provider.  
 For information on electronic claims submission, visit <http://www.claimsnet.com/asrm>.  
**Or mail claims to:** ASRM  
 505 South Lenola Road, Suite 231  
 Moorestown, NJ 08057  
**Express Scripts Customer Service:** 1-866-282-1491  
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**PRE-CERTIFICATION IS NOT REQUIRED ON ANY PROCEDURES.**

# RSL BasicCare® Program



Draw on the protection provided by your benefits.

Important **protection** made available by your employer for **you** and **your dependents** through easy payroll deduction. Your acceptance is **guaranteed**...you cannot be turned down, as long as you sign up during your open enrollment period.

The BasicAdvantage Total Plans described in this brochure are not a substitute for comprehensive health insurance and does not qualify as minimum essential health coverage under the Affordable Care Act. They are intended to provide you, and your covered dependents, with basic insurance coverage.

The Essential Plan described in this brochure is not a substitute for comprehensive health insurance; however, it is intended to provide minimum essential coverage under the Affordable Care Act.

## BasicAdvantage Total Plans

- Visit any doctor or hospital.
- Enrolled dependents receive the same coverage as you.
- No pre-existing conditions exclusions or limitations.
- BasicAdvantage Total Plan enrollees also receive these added non-insurance benefits:
  - ✓ Prescription Drug Card offering discounts at participating pharmacies.
  - ✓ VSP Access Plan membership offering discounts on eye exams and prescription glasses at network doctors.
  - ✓ On Call Travel Assistance.
  - ✓ On-line Wellness Assistance.
  - ✓ 24-Hour Telemedicine Services. Services are available after a \$30 per-consultation fee has been paid. A credit card is required.
  - ✓ Teletherapy Services. Services are available after a \$69 per-consultation fee has been paid. A credit card is required.

INPATIENT HOSPITAL BENEFITS	PLAN 1	PLAN 2
<b>Hospital Room &amp; Board Benefits:</b>		
Daily Benefit for the Treatment of Mental & Nervous Conditions Number of Daily Benefits Per Coverage Year	\$100 per day 25	\$100 per day 25
Daily Benefit for the Treatment of Alcohol & Substance Abuse Number of Daily Benefits Per Coverage Year	\$100 per day 25	\$100 per day 25
Daily Benefit for the Treatment of All Other Covered Conditions Number of Daily Benefits Per Coverage Year	\$400 per day 90	\$800 per day 90
<b>Hospital Admission Benefit For Specified Conditions:</b>		
Daily Benefit for Cancer (Malignant Neoplasm) Number of Daily Benefits Per Coverage Year	\$2,000 per day 1	\$5,000 per day 1
Daily Benefit for Heart Attack (Myocardial Infarction) or Daily Benefit for Heart Disease <sup>1</sup> Number of Daily Benefits Per Coverage Year	\$1,500 per day \$1,000 per day 1	\$4,000 per day \$2,000 per day 1
Daily Benefit for Accidental Injury Number of Daily Benefits Per Coverage Year	\$1,000 per day 1	\$3,000 per day 1
Daily Benefit for Stroke (Cerebrovascular Accident - CVA) Number of Daily Benefits Per Coverage Year	\$1,000 per day 1	\$2,000 per day 1
Daily Benefit for Childbirth Number of Daily Benefits Per Coverage Year	\$1,000 per day 1	\$2,000 per day 1
<b>Maximum Surgery Benefit Per Procedure<sup>2</sup></b>	\$750 per day	\$1,500 per day
<b>Maximum Anesthesia Benefit<sup>3</sup></b>	\$150 per day	\$300 per day
<small><sup>1</sup> The Hospital Admission Benefit is payable for either Heart Attack or Heart Disease during a coverage year, but not both.  <sup>2</sup> Benefits for covered inpatient surgery are scheduled and range from \$9 to \$750 for Plan 1 and \$9 to \$1,500 for Plan 2 and are based on the specific surgical procedure performed.  <sup>3</sup> Benefits for covered inpatient anesthesia vary and are equal to 20% of the applicable inpatient surgery benefit.</small>		
OUTPATIENT BENEFITS	PLAN 1	PLAN 2
<b>Doctor Visit Benefits:</b>		
Daily Benefit for a New Patient Office Visit Number of Daily Benefits Per Coverage Year	\$75 per day 1	\$100 per day 1
Daily Benefit for an Established Patient Office Visit Number of Daily Benefits Per Coverage Year	\$60 per day 4	\$70 per day 9
Daily Benefit for a Consultation Office Visit Number of Daily Benefits Per Coverage Year	\$75 per day 1	\$150 per day 1
Daily Benefit for an Emergency Room Doctor Visit Number of Daily Benefits Per Coverage Year	\$75 per day 1	\$100 per day 1
<b>Radiology Benefits:</b>		
Daily Benefit for a Magnetic Resonance Imaging (MRI) Number of Daily Benefits Per Coverage Year	\$100 per day 1	\$300 per day 1
Daily Benefit for a Computerized Tomography (CT) Scan Number of Daily Benefits Per Coverage Year	\$50 per day 1	\$125 per day 1
Daily Benefit for all other Radiology Services Number of Daily Benefits Per Coverage Year	\$40 per day 5	\$60 per day 6
<b>Pathology Benefits:</b>		
Daily Benefit for all Pathology Services Number of Daily Benefits Per Coverage Year	\$40 per day 5	\$50 per day 6
<b>Urgent Care Benefits:</b>		
Daily Benefit for an Urgent Care Facility Visit Number of Daily Benefits Per Coverage Year	\$50 per day 1	\$50 per day 1
<b>Emergency Room Visit Benefits:</b>		
Daily Benefit for the treatment of an Accidental Injury Number of Daily Benefits Per Coverage Year	\$500 per day 2	\$500 per day 2
Daily Benefit for the treatment of a Sickness Number of Daily Benefits Per Coverage Year	\$50 per day 3	\$50 per day 3
<b>Maximum Surgery Benefit Per Procedure<sup>4</sup></b>	\$750 per day	\$1,500 per day
<b>Maximum Anesthesia Benefit<sup>5</sup></b>	\$150 per day	\$300 per day
<b>Prescription Drug Benefits:</b>		
Daily Benefit per Generic Drug Prescription (filled or refilled) Number of Daily Benefits Per Coverage Year	\$25 per day 12	\$25 per day 32
Daily Benefit per Brand Name Drug (filled or refilled) Number of Daily Benefits Per Coverage Year	Not Covered Not Covered	\$50 per day 9
<small><sup>4</sup> Benefits for covered outpatient surgery are scheduled and range from \$14 to \$750 for Plan 1 and \$14 to \$1,500 for Plan 2 and are based on the specific surgical procedure performed.  <sup>5</sup> Benefits for covered outpatient anesthesia vary and are equal to 20% of the applicable outpatient surgery benefit.</small>		

## Essential Plan

The **Essential Plan** is intended to provide minimum essential coverage under the Affordable Care Act. It provides you and your enrolled dependents with **preventive care only** and helps you meet the requirements of the Affordable Care Act.

### General Information - (Preventive Care Only)

Co-pays: ..... \$0 (\$50 co-pay for brand name contraceptives)

Deductible: ..... \$0

Benefit percentage paid by plan: ..... 100% of covered expenses (Covered expenses are the lesser of the actual or usual & customary charges)

Plan Annual Maximum: ..... Unlimited

Plan Lifetime Maximum: ..... Unlimited

### Summary of Covered Services

Below are a few of the common preventive health services the plan covers. The plan may also cover a service that is not listed, as long as the service is a covered preventive health service as described in the policy.

#### Covered Services for Children & Adolescents

Well Child Exams – physical exams & vision acuity

Assessments – developmental & behavioral

Immunizations – diphtheria, tetanus and pertussis

Screenings – hearing loss, lead poisoning and depression

#### Covered Services for Adults

Annual Preventive Care Visits – physicals & history

Immunizations – hepatitis & influenza

General Health Screenings – blood pressure, cholesterol & diabetes

Prescription contraceptives for women

## Dental Plan

➤ Plan pays up to **\$1,000 maximum per person each coverage year** after a **\$50 per person deductible**.

➤ Visit any dentist.

➤ Covers most common services and gives your enrolled dependents the same coverage.

Types of Charges Covered by the Plan	Percent of Charges the Plan Pays	Waiting Period of Continuous Enrollment Before Plan Pays
Checkups & Routine Cleaning	80%	None
Bitewing X-Rays	80%	None
Sealants (for children)	80%	None
Fluoride Treatments (for children)	80%	None
Fillings	60%	3 Months
Crown & Bridge Repair	60%	3 Months
Denture Repair	60%	3 Months
Endodontics (root canal & pulpal therapy)	60%	3 Months
Periodontics (treatment of gums)	50%	12 Months
Crowns & Bridges	50%	12 Months
Dentures	50%	12 Months

## Term Life Plan (with Accidental Death Benefit)

➤ Plan provides \$10,000 of term life coverage for you, with an additional matching \$10,000 in the event of accidental death.

➤ Your benefits reduce by 50% when you reach age 70. Spouse coverage ends at age 70.

➤ Your benefits will be paid in equal shares to members of the first surviving beneficiary class, as follows: spouse; children; parents; brothers and sisters; or, if none, your estate.

➤ If you sign up for this benefit, you can add term life coverage for your spouse and each child (older than 6 months) in the amount of \$2,500. Coverage amount for children 6 months of age or younger is \$500. You are the beneficiary for spouse and child term life coverage.

➤ Term life benefits are not payable for death during the first 2 years of coverage if due to suicide or attempted suicide.

## Short-Term Disability Plan\*

➤ Plan provides weekly benefits for up to 26 weeks of disability. The amount paid is 50% of base pay, up to a maximum of \$125 per week.

➤ Disability must be due to a sickness or an injury from an accident that happens while you are covered. You must become totally disabled while covered and, if due to an injury, within 90 days of the date of the accident.

➤ If you are hospitalized, the benefits are payable immediately; otherwise, the benefits begin after a 14-day elimination period.

➤ Benefits reduce by 50% when you reach age 70.

\* STD coverage is only available to you. There is no dependent coverage available.

## Questions & Answers

**Who can be covered?** In addition to covering yourself, dependent coverage is offered in the BasicAdvantage Total, Essential, Dental and Term Life Plans. Your eligible dependents are your lawful spouse and your children through age 25, or through any age if disabled and unable to earn a living.

**When does my coverage begin and end?** Your coverage begins on the first day of the pay period following the pay period in which a premium deduction occurs. Coverage for all of your benefits under the program will end if (1) the required premiums are not paid; (2) you are no longer an eligible employee; (3) the insurance policies terminate; or (4) you enter an Armed Service on full-time active duty.

**When does dependent coverage begin and end?** Your dependents' coverage begins when yours does, unless you enroll them later. If you do, their coverage will become effective after the enrollment is approved and the premiums have been paid. Their coverage ends when yours does or when the dependent is no longer eligible.

**What happens if I miss a premium payment?** For any given pay period, if you haven't earned enough to have your premium deducted from your pay, you can ensure your continued coverage by sending the full premium directly to RSL Specialty Products Administration. If you missed more than one pay period in a row, you must make up all missed, consecutive premium deductions. If you do not, claims will not be paid for losses or expenses that occur during an unpaid period. Premiums due must be mailed within 45 days after the date of the missed

deduction. If a missed premium is overdue by more than 45 days, it cannot be made up. The Summary Plan Description that you get after you enroll includes a Missed Premium Payment Form, which you can copy and use as needed.

**Do I have to use certain doctors, dentists or hospitals?** No. You are free to use any licensed doctor or dentist, or any certified hospital. However, under the BasicAdvantage Total Plans, you can save money by using a network provider. Rest, nursing or old age homes, or facilities for the treatment of alcoholism, drug addiction or mental disorders are not hospitals.

**How does the BasicAdvantage Total Plans' Hospital Admission Benefit work?** It pays a single daily benefit when you are admitted as an inpatient to the hospital for treatment of any of the conditions shown. The daily benefit amount varies by condition and is payable based on the first diagnosis code listed on the claim form for the hospital admission.

**When will I receive ID cards and full coverage information?** You will receive a Summary Plan Description after you enroll. ID cards will be included.

**Do the BasicAdvantage Total Plans cover maternity?** Yes. Maternity care is covered.

**Are visits to a chiropractor covered under the BasicAdvantage Total Plans?** Yes, chiropractic office visits are covered; however, spinal adjustments and manipulations, or modalities are not covered.

## Exclusions & Limitations

The following is just a summary. Please see your Summary Plan Description (SPD) for a more complete description of these items.

### What is not covered under the BasicAdvantage Total Plans...

- outpatient treatment of mental or nervous conditions;
- outpatient treatment of alcoholism, or substance abuse;
- intentionally self-inflicted injuries, suicide or attempted suicide while sane or insane;
- acts of declared or undeclared war;
- the covered person's commission of a felony;
- work-related injury or sickness;
- normal health checkups;
- eye examinations for glasses, any kind of eye glasses, or prescriptions therefore;
- hearing examinations or hearing aids;
- drugs not requiring a prescription and, under BasicAdvantage Total Plan 1 only, brand name drugs;
- dental care or treatment except covered events rendered in connection with the care of sound, natural teeth and gums required on account of an accidental injury that happens while covered, and rendered within 6 months of the accident;
- reading or interpreting the results of any diagnostic pathology or radiology tests;
- cosmetic surgery, except covered events rendered in connection with cosmetic surgery needed for breast reconstruction following a mastectomy or an accident that happens while covered. The surgery needed for an accident must be performed within 90 days of the accident;
- treatment rendered while outside the United States of America; and
- services rendered by an immediate family member or provided by your employer.

### What is not covered under the Essential Plan...

- injury or self-inflicted bodily harm;
- sickness or disease of any kind;
- acts of declared or undeclared war;
- the covered person's commission of a felony;
- charges in excess of usual, customary & reasonable charges;
- preventive health services not meeting the requirements of the Affordable Care Act;
- dental care, treatment or supplies, except those specifically included as a covered preventive health service for a child;
- laboratory, radiology, or cardiovascular tests performed for the diagnosis or treatment of sickness, disease or injury; and
- preventive health services rendered by an immediate family member or provided by your employer.

### What is not covered under the Dental Plan...

- procedures begun or appliances installed before coverage begins;
- elective or cosmetic treatment;
- correction of congenital malformations;
- replacement of lost or stolen appliances;
- initial placement of prosthesis or fixed bridge;
- replacement of serviceable bridges;
- replacement of serviceable dentures less than 5 years old;

- replacement of crowns, inlays, and onlays less than 7 years old;
- procedures involving vertical dimension, correction of attrition or abrasion, occlusion, splinting or bite analysis;
- services in any way related to TMJ or myofascial pain;
- orthognathic surgery;
- prescribed drugs, analgesic or anesthetics;
- instruction for diet, plaque control, and oral hygiene;
- acts of declared or undeclared war;
- charges for implants or their removal and other customized services or attachments;
- cast restorations and crowns for healthy teeth that can be restored by other means;
- treatment of malignancies, cysts, and neoplasms;
- orthodontic treatment;
- charges for forms or missed appointments;
- treatment that is unnecessary, experimental, or does not offer a favorable prognosis;
- services rendered by an immediate family member;
- charges in excess of usual and customary fee levels based on the 90<sup>th</sup> percentile of the FAIR Health, Inc. MDR tables;
- expenses covered under a group medical expense plan;
- expenses payable under Workers' Compensation or other coverage required by law;
- expenses which the covered person is not legally obligated to pay; and
- any procedure begun after coverage ends or any prosthetic dental appliance finally installed more than 30 days after coverage ends.

Many covered procedures have continuous enrollment waiting periods and limitations on how often the plan will pay for them within a certain time frame. The plan will pay only for the procedures specified on the Schedule of Covered Procedures and Benefits in the SPD.

### What is not covered under Short-Term Disability and Accidental Death benefits...

- suicide or attempted suicide, or any intentionally self-inflicted injuries, while sane or insane;
- acts of declared or undeclared war;
- your commission or attempted commission of a felony;
- your operating, riding in or descending from any aircraft, other than while a fare-paying passenger on a licensed, commercial, non-military aircraft;
- voluntarily taking poison, gas, drugs or chemicals not prescribed by a physician;
- release of nuclear energy;
- participation in a riot or an illegal occupation;
- Short-Term Disability benefits are not paid for an injury or sickness related to your work; and
- Accidental Death benefit is not paid for death resulting from sickness of any kind.

The Short-Term Disability benefit is not available to persons who work in California, Hawaii, New Jersey, New York, Rhode Island or Puerto Rico due to statutory coverage. In these states (and Puerto Rico), the employer is required to provide a disability benefit.

The BasicAdvantage Total Plans, Essential Plan, Dental Plan, and Term Life (with Accidental Death) and Short-Term Disability Plans are underwritten by Reliance Standard Life Insurance Company, Philadelphia, Pennsylvania under group policy form series: LRS-9497-0613, et al; LRS-9499-0913, et al or LRS-9167-1103, et al; LRS-9171-1103, et al; and LRS-9173-1103, et al, respectively.

Refer to the accompanying materials for information on premiums.

Every effort has been made to ensure the accuracy of this enrollment brochure. The information described applies to the residents of most states, however state laws do vary. The laws of your state may affect this benefit program, but these differences generally do not reduce your benefits. This brochure is not a legal document. The contractual terms and conditions of coverage are set forth in the group policies. In the event of a discrepancy, the policies would be the determining factor. Insurance products are provided through Reliance Standard Life Insurance Company, which is licensed in all states (except New York), the District of Columbia, Puerto Rico, & the U.S. Virgin Islands. Reliance Standard Life Insurance Company reserves the right to change the premiums it charges for its plans.

VSP Access Plan discounts from Vision Service Plan. Telemedicine and Teletherapy from Broadreach Medical Resources, Inc. On Call Travel Assistance from On Call International. The suppliers of these services are not affiliated with Reliance Standard Life Insurance Company, which is not responsible for the content of the services and cannot be held liable for any services provided or not provided by these suppliers.



[www.reliancestandard.com](http://www.reliancestandard.com)

RS-2201.BAT2.6CombinedEP.D.TL.STD  
Contemporary Staffing Solutions 20-21

## BasicCare Program

### Summary Plan Description of the

## Contemporary Staffing Solutions BasicCare Program (the "Benefit Program")

This booklet provides important information about the Benefit Program offered by your Employer.

**PLEASE NOTE:** A person can only be covered if eligible for the coverage; if enrolled; and if the required premium has been paid. If you have any questions about your enrollment status, please contact your Employer.

The BasicAdvantage Total Coverage described in this Summary Plan Description is not a substitute for comprehensive health insurance and does not qualify as minimum essential health coverage under the Affordable Care Act.

The Essential Coverage described in this Summary Plan Description is intended to provide minimum essential coverage under the Affordable Care Act.

**This booklet, together with the copy of the form used to enroll, makes up the Summary Plan Description.**

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RSL Specialty Products Customer Service: 1-866-375-0775

Payer ID: ASRM1

For information on electronic claims submission, visit: <http://www.claimsnet.com/asrm>

**Dental Care Provider:** The person who signed this card has been enrolled under a Group Limited Dental Benefits Plan sponsored by the employer shown on the front of this card. The dental benefits do not have a network requirement or co-pay. This card is for identification only. It is not a guarantee of eligibility for benefits. All decisions on eligibility, coverage, and payment of benefits are the responsibility of Reliance Standard Life Insurance Company.

**Mail Dental Claims to:** RSL Specialty Products Administration  
Claims Department  
505 South Lenola Road, Suite 231  
Moorestown, NJ 08057

## BENEFIT PROGRAM INFORMATION

Carrier: Reliance Standard Life Insurance Company  
Carrier's Address: 2001 Market Street, Suite 1500, Philadelphia, PA 19103

### IMPORTANT FACTS ABOUT THE BENEFIT PROGRAM

Eligible Employees: All active employees  
Eligibility: Immediate  
Coverage Begins: The first day of the pay period following the pay period in which a premium deduction occurs.  
Coverage Year: August 3, 2020 – August 1, 2021

### ERISA INFORMATION

ERISA Plan Name: Contemporary Staffing Solutions BasicCare Program  
Type of ERISA Plan: Health and Welfare Benefits  
ERISA Plan Number: 501  
ERISA Plan Fiscal Year End: As on file with the ERISA Plan Administrator  
ERISA Plan Sponsor: Contemporary Staffing Solutions, Inc.  
ERISA Plan Administrator: Melissa Kreps  
Human Resources  
161 Gaither Drive, Suite 210  
Mt. Laurel, NJ 08054  
Phone: (856) 222-0020  
Fax: (856) 222-9511  
Agent for Service: ERISA Plan Administrator  
Employer Identification #: 23-2779495

The terms and conditions of the benefits described in this booklet apply to most states; however, state laws do vary. The laws of the state in which the carrier issues the group policies may affect this Benefit Program. These differences generally do not reduce your benefits. For more information regarding any changes in your coverage because of these variances, please see the next page.

### Questions?

Call RSL Specialty Products Administration at 1-866-375-0775; representatives are ready to answer your coverage questions Monday through Friday, from 8:30 am to 5:30 pm, ET.

You also may get more information, download claim forms, check claim status or request a new ID Card by visiting our website at [www.helpwithmyplan.com](http://www.helpwithmyplan.com).

Preguntas? Este folleto contiene un resumen en inglés de su Programa de Beneficios de Grupo. Si usted tiene dificultad en entender cualquier parte, llame al número gratuito 1-866-375-0775. Representantes de consulta están disponibles lunes a viernes, de 8:30 am a 5:30 pm (hora del Este), para darle asistencia en español.

## ID CARDS

- ID Cards are only valid if 1) you have enrolled AND 2) your first premium has been paid.
- If you have elected BasicAdvantage Total Coverage and Essential Coverage, your ID Card should be in the same package that included this booklet. You will not receive a separate ID Card for the prescription benefit; the ID Card included with this package includes information your pharmacist will use when you have a prescription filled.
- If you have elected BasicAdvantage Total Coverage, the VSP Access Plan Membership Card is included below.
- The Dental ID Card is included below. If you have elected Dental Coverage, cut out the Dental ID Card and print and sign your name.
- Carry your ID Card(s) with you when you visit a health care provider. Information on the card(s) will help the provider to file a claim for you.
- ID Cards are not proof of coverage under any plan.
- ID Cards become void if your coverage is terminated.

**IF YOU HAVE ENROLLED FOR BASICADVANTAGE TOTAL COVERAGE, CUT OUT THE VSP ACCESS PLAN MEMBERSHIP CARD AND KEEP IN YOUR WALLET.**

**IF YOU HAVE ENROLLED FOR DENTAL COVERAGE, CUT OUT THE DENTAL ID CARD, PRINT AND SIGN YOUR NAME, AND KEEP IN YOUR WALLET.**

**RELIANCE STANDARD**  
LIFE INSURANCE COMPANY

**PERMANENT DENTAL IDENTIFICATION CARD**

Company Name: Contemporary Staffing Solutions

Group Number: BCD005429

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

**THIS PLAN DOES NOT REQUIRE PREDETERMINATION OF BENEFITS**

**VSP Access**  
PLAN



**As a VSP member, you'll receive the following Access Plan discounts from a VSP network doctor:**

- 20% discount on your eye exam
- 20% discount on your frame, lenses and lens options when a complete pair of prescription glasses is purchased
- 15% discount on your contact lens exam (fitting & evaluation)
- Discounts on laser vision correction

*These discounts are only available from the VSP network doctor who provided your eye exam within the past 12 months.*

**Questions? Visit our Web site at [vsp.com](http://vsp.com) or  
Call VSP at 800-877-7195**

4/04 00195

We will not share your personal information for marketing purposes or sell your personal information unless you give us your written permission to do so.

#### **OUR USES AND DISCLOSURES**

##### **How do we typically use or share your health information?**

We typically use or share your health information in the following ways.

##### **Run our organization**

- We can use and disclose your information to run our organization and contact you when necessary.
- We are not allowed to use genetic information to decide whether we will give you coverage and the price of that coverage.

*Example:* We use health information about you to develop better coverage and service offerings for our insured members, including you.

##### **Pay for your health services**

- We can use and disclose your health information as we pay for your health services.

*Example:* We share information about you with other health benefit plans that you might also be covered by to coordinate payment for your health services.

##### **Administer your health plan**

- We may disclose your health information to your health plan sponsor for plan administration.

*Example:* Your company contracts with us to provide a health plan, and we provide your company with certain statistics to explain the premiums we charge.

#### **HOW ELSE CAN WE USE OR SHARE YOUR HEALTH INFORMATION?**

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html).

**Help with public health and safety issues** – We can share your health information in certain situations such as to help prevent disease or to report suspected abuse, neglect or domestic violence.

**Comply with the law** – We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

**Address workers' compensation, law enforcement, and other government requests** – We can share health information about you:

- For workers' compensation claims.
- For law enforcement purposes or with a law enforcement official.
- With health oversight agencies for activities authorized by law.

**Respond to lawsuits and legal actions** – We can share health information about you in response to a court or administrative order, or in response to a subpoena.

##### **Our responsibilities**

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this Notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html).

This Revised Notice is effective 9/23/13.

#### ***STATE OF PENNSYLVANIA REQUIREMENTS***

The group insurance policies that provide the insurance benefits of the Benefit Program are issued in the state of Pennsylvania, which requires the following change to the noted section.

##### ***General Questions:***

Eligibility for a child who is a full-time student will be extended beyond age 25 if the child is a member of the Pennsylvania National Guard or any reserve component of the armed forces of the United States and is called or ordered to active duty, other than active duty for training, for a period of 30 or more consecutive days. In that case, eligibility will be extended for a period equal to the duration of such child's service on active duty or active State duty, or until he or she is no longer a full-time student.

## GENERAL QUESTIONS

### Can I change my enrollment choices?

Not usually. Typically you must wait for the next open enrollment period. However, there are certain times when enrollment changes can be made.

For example, if you didn't enroll your dependents in BasicAdvantage Total Coverage because they were already covered under another plan, and that coverage is lost, you can request a special enrollment within 31 days of the loss of that other coverage.

Reasons for losing other medical coverage:

- Divorce, legal separation, or death;
- Termination of a dependent's employment;
- Reduction of a dependent's hours;
- Termination of COBRA rights; or
- Loss of employer's contribution to spouse's medical coverage.

If you have a change in your family situation, such as a divorce, legal separation, death, marriage, or birth/adoption of a child, you can also request a special enrollment within 31 days of that change.

**YOU MUST COMPLETE A LIFE EVENT CHANGE FORM to make any enrollment change. That form is available from your Employer.**

### When will coverage end?

Coverage ends if:

- premiums aren't paid in full;
- you enter an Armed Service on full-time active duty;
- you are no longer eligible for the coverage; or
- the group policies terminate.

If coverage ends, you may be entitled to continue your coverage under COBRA. There is information about COBRA later in this booklet. If you enter full-time active duty in an Armed Service, you may be able to continue your coverage under the Uniformed Services Employment and Re-employment Rights Act (USERRA). There is information about USERRA later in this booklet.

### How much does the Benefit Program cost?

The premium due for the Benefit Program varies depending upon the coverage you selected and which family members you cover. You should check your copy of the form you used to enroll to determine the amount due for your coverage.

*Note: Premium amounts are subject to change over time.*

### What if I don't have a payroll deduction?

This is a question asked frequently, since many people have irregular hours or only work part-time. But, as long as you're still eligible for the Benefit Program, you can pay your premium directly. Just complete a Missed Premium Payment Form (located at the back of this booklet). Make a copy of the form in case you'll need to use it again in the future. Follow the steps on the form very carefully.

*Note: You may not start coverage with a direct premium payment. These coverages can only begin if a premium is paid through payroll deduction.*

### Can I pay just a part of a missed premium?

No. You must pay the full premium for all consecutive missed pay periods. Partial payments will not be accepted.

### How long do I have to pay a missed premium?

Your payment must be mailed within 45 days after the date of the missed deduction. If you miss more than one deduction, this 45-day rule applies to each missed deduction.

### Will my insurance be canceled if I don't make up missed premiums?

No. Your coverage will not be canceled. But, no claims will be paid for losses which occur during the period that is unpaid. Also, periods for which premium is unpaid will not count toward satisfying any benefit waiting period under the Dental Coverage.

### Who is an eligible dependent?

BasicAdvantage Total, Essential, Dental & Term Life Coverages allow for eligible dependents to be covered. Eligible dependents are:

- your lawful spouse; and
- your eligible children through age 25.

Eligible children include your children by birth, stepchildren, foster children, legally adopted children, children living with you while you are completing adoption procedures, children of your Qualified Domestic Partner who would be eligible for coverage if they were your children, and children for whom coverage has been court-ordered.

*Note: If you have a covered child who turns 26 and is disabled and unable to earn a living, they may still be eligible for coverage. You must notify your Employer within 31 days to ensure continued eligibility for that*

## HIPAA NOTICE

Reliance Standard Life Insurance Company  
First Reliance Standard Life Insurance Company  
Reliance Standard Life Insurance Company of Texas

**THIS NOTICE OF PRIVACY PRACTICES ("NOTICE") DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

This Notice applies to the BasicCare Program within Reliance Standard Life Insurance Company, First Reliance Life Insurance Company, and Reliance Standard Life Insurance Company of Texas (collectively "Reliance Standard"). We are required to abide by the terms of this Notice as long as it remains in effect. We reserve the right to change the terms of this Notice as necessary and to make the new Notice effective for all personal health information maintained by us.

Reliance Standard Office Contact Information: To assert any of your rights with respect to this Notice, or to obtain an authorization form, please call 1-800-487-5553 and request the appropriate form. Please direct any questions about this Notice or requests for further information, or to file a complaint: The Privacy Office, Attn. HIPAA Privacy, 2001 Market Street, Suite 1500, Philadelphia, PA 19130

### YOUR RIGHTS

You have the right to:

#### Get a copy of your claims records

- You can ask to see or get a copy of your claims records we maintain about you. Ask us how to do this.
- We will provide a copy or a summary of your claims records, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

#### Correct your claims records

- You can ask us to correct your claims records if you think they are incorrect or incomplete. Ask us how to do this.
- We may say "no" to your request, but we'll tell you why in writing within 60 days

#### Request confidential communication

You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address. We will consider all reasonable requests, and must say "yes" if you tell us you would be in danger if we do not.

#### Ask us to limit the information we share

- You can ask us not to use or share certain health information for treatment, payment, or our operations.
- We are not required to agree to your request, and we may say "no" if it would affect payment for your care.

#### Get a list of those with whom we've shared your information

- You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why. We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make).
- We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

#### Get a copy of this Privacy Notice

You can ask for a paper copy of this Notice at any time, even if you have agreed to receive the Notice electronically. We will provide you with a paper copy promptly.

#### Choose someone to act for you

If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information. We will make sure the person has this authority and can act for you before we take any action.

#### File a complaint if you believe your privacy rights have been violated

- You can complain if you feel we have violated your rights by contacting us using the contact information above.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/). We will not retaliate against you for filing a complaint.

### YOUR CHOICES

**For certain health information, you can tell us your choices about what we share.** If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

#### • Answer coverage questions from your family and friends

At your directions we will share information with your family, close friends, or others involved in payment for your care.

#### • Share information in a disaster relief situation.

*If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.*

REVERSE SIDE OF MISSED PREMIUM  
PAYMENT FORM

*child. Proof of continued eligibility may be required from time to time.*

**When does coverage begin and end for my dependents?**

Your dependents' coverage begins when your coverage begins if you enrolled them when you enrolled. It ends when yours does, or when the dependent is no longer eligible. Your child born while coverage is in force is covered for injury and sickness (including covered events that provide necessary care and treatment of congenital defects, birth abnormality and premature birth), preventive health services, as well as routine newborn care for the first 31 days. The child will remain covered after the first 31 days only if you apply for coverage and pay any required premium within the 31-day period after the child's birth. A minor child who comes under your care and control while the coverage is in force is covered for injury and sickness and preventive health services provided you file a petition to adopt. The child will be covered from the date of placement in your home if you apply for coverage and pay any required premium within 31 days after the date of placement. However, coverage shall begin at the moment of birth if the petition for adoption, application for coverage and payment of premium occurs within 31 days after the child's birth. The carrier reserves the right to approve or disapprove any late application to cover a dependent.

**If a court order requires that I provide coverage for my dependents, how will this begin?**

You and your Employer will both receive the court order requiring coverage to begin for your dependents. Your Employer will then be responsible for making the appropriate arrangements and notifying the carrier.

**What if both my spouse and I work for the same Employer?**

You can either both choose single coverage or where spouse coverage is available, one of you may choose family coverage. You may not be covered twice. If you and your spouse have one or more eligible children, only one of you may cover all dependents (spouse and children).

## COBRA – EXTENDED COVERAGE

**What is COBRA?**

As noted previously, if your coverage ends you may be entitled to have continued coverage in some circumstances. A federal law known as COBRA gives you this continuation right. It stands for the Consolidated Omnibus Budget Reconciliation Act of 1985. The continuation right extends to BasicAdvantage Total Coverage, Essential Coverage and Dental Coverage. The employee must be enrolled in the specific coverage(s) in order for that coverage to be continued.

While you may elect COBRA continuation coverage on behalf of your dependents, each person who was covered at the time coverage ends has his or her own right to elect COBRA and/or any other state continuation or conversion rights. This means that your dependents may elect such coverage even if you decide not to. So, if you have enrolled your eligible spouse or children, please share this information with them. If you would like additional copies of this booklet to share with your spouse or children, please contact your Employer. For more information about your COBRA rights, contact your Employer.

**When am I eligible for COBRA?**

You and your covered dependents are eligible for COBRA continuation if your coverage ends because you quit or lose your job for any reason, other than gross misconduct, or your hours are reduced. Generally, you and your dependents are entitled to continue health coverage for 18 months. However, if you or your dependents are disabled, then the period may be extended to a total term of 29 months (see "What if I am disabled when my employment ends?").

**What about my dependents?**

Your dependents are also eligible for COBRA continuation if they lose coverage at any time due to:

- your death;
- your divorce or legal separation;
- your becoming entitled to Medicare while on COBRA; or
- your dependent no longer meeting the eligibility definition under the Benefit Program (for example, a dependent child reaching the age limit).

In any of these qualifying events your dependents are entitled to continue health coverage for 36 months from the date of the event.

**What must I do to elect COBRA?**

Your Employer must provide notice when you lose or quit your job, your hours are reduced, or you become entitled to Medicare. Your Employer will notify you of your right to elect COBRA by sending you a COBRA election notice. Within 60 days of that notification, you must respond, in writing, of your election.

**Do my dependents and I have to keep my Employer informed?**

Yes. You and your dependents must notify your Employer of your current address and, if different, the address(es) of your dependents (spouse and children). You and/or your dependents must provide notice of: (1) your divorce or legal separation; (2) your dependent's loss of coverage for any of the reasons previously listed (see "What about my dependents?"); and (3) a determination by the Social Security Administration that you or your covered dependents are disabled. You and your dependents must mail or hand-deliver written notice of these events within 60 days to your Employer.

**When does COBRA end?**

COBRA coverage will end on the earliest of:

- the expiration of the maximum allowable term of 18, 29 or 36 months;
- the date the required premium is not paid when due;
- the date the group health coverage is terminated for active employees;
- the date the person on COBRA coverage first becomes covered under any other group health plan, without limitation as to any pre-existing condition that affects coverage; or
- the date the person on COBRA coverage becomes entitled to Medicare benefits.

**What if I am on extended sick leave when my employment ends?**

Under the federal Family and Medical Leave Act of 1993 (FMLA), you may be entitled to extended sick leave from your employment. If during that period you do not pay your premium, you can still elect COBRA if your employment ends during your FMLA leave. In such a case, you would not have to make up the missed premium for any time when you were on FMLA leave, but you would not be covered for any gaps in coverage.

**What if I am disabled when my employment ends?**

In order to extend continuation coverage for you and your dependents to 29 months, you or a covered family member must be disabled before or within the first 60 days of COBRA coverage. If this is the case, a copy of the Social Security Administration's "determination of disability" must be sent to your Employer within 60 days of the determination, and within the original 18 months of your COBRA coverage. The premium to be paid for this additional 11 months of coverage may be substantially greater than the premium for the initial 18-month period and you will be notified of the additional cost of the extended coverage. If, during the 11-month extension, you or your covered dependents are no longer disabled, you must notify your Employer within 30 days. The extended COBRA coverage will end when you or your dependent are no longer disabled.

**Is there another way to extend COBRA coverage?**

Yes. If, while under the initial 18-month COBRA continuation coverage, your covered dependents experience another event that separately entitled them to COBRA continuation, they may get up to 18 additional months of continuation coverage. Notice of the second qualifying event must be given to your Employer. This extension is available only if the event would have caused the dependent to lose coverage under the Benefit Program had the first loss of coverage not occurred.

**When will I pay for COBRA coverage?**

Your COBRA election notice identifies premium amounts due for your election(s). You may submit a premium payment when you return your COBRA election notice. If you do, you will be sent payment coupons for future COBRA premium payments.

If you do not pay your premium with your COBRA election notice, you must make your first premium payment within 45 days from the date of your election. After your initial premium payment, you must pay the regular monthly payments (shown on your COBRA election notice) by the first of each month. A monthly bill will not be sent to you.

**What premium has to be paid for COBRA coverage?**

Generally, you will pay the rate for similarly situated active employees under the Benefit Program, plus a 2% administrative fee. If the rate changes for active employees, your rate will change accordingly. As noted above, the premium for the 11-month extension because of disability could be substantially higher than normal.

**What rights does a person on COBRA have during an open enrollment period?**

A person on COBRA has the same rights at open enrollment as other covered persons under the Benefit Program.

**Is there a way, other than COBRA, to extend coverage?**

In some limited circumstances, and as governed by state law, you may be entitled to extended coverage if you lose your coverage and do not elect COBRA. At such time, you should contact your Employer to determine what rights, if any, you might have.

**Are there any other insurance options available after coverage under this program terminates?**

There may be other health insurance options available to you and your family. You are also able to buy coverage through the Health Insurance Marketplace. In the Marketplace, you could be eligible for a new kind of tax credit that lowers your monthly premiums right away, and you can see what your premium, deductibles, and out-of-pocket costs will be before you make a decision to enroll. Being eligible for COBRA does not limit your eligibility for coverage for a tax credit through the Marketplace. Additionally, you may qualify for a special enrollment opportunity for another group health plan for which you are eligible (such as a spouse's plan), even if the plan generally does not accept late enrollees, if you request enrollment within 30 days.

**MISSED PREMIUM PAYMENT FORM**

REMOVE THIS PAGE AND MAKE A COPY OF THIS FORM FOR FUTURE USE

Please be sure the amount you are paying matches the full premium amount(s) due for your insurance coverage. Your payment must match the amount(s) due EXACTLY or the check will be returned to you.

We cannot accept overpayments or underpayments of premium.

**INSTRUCTIONS**

To make sure that your coverage is uninterrupted when a premium payroll deduction is missed:

1. Make copies of this form before filling it out so that you have a copy when needed.
2. Complete the form.
3. For each payroll deduction that was missed, you must attach a personal or cashier's check (or a money order) made payable to RSL Specialty Products Administration. If consecutive payroll deductions are missed, you must submit the total premium due for all missed payroll deductions.
4. Mail the form and your payment to the address below within 45 days from the date of the missed deduction.

**IMPORTANT INFORMATION**

- We will not accept a Missed Premium Payment if you have never had a premium payment deducted from your paycheck or if you are no longer part of the eligible group (for example: if your employment has been terminated).
- We will not accept a Missed Premium Payment after 45 days from the date of the missed deduction.
- Once you have sent in payment for three (3) consecutive missed premium payroll deductions, you must then begin to submit a copy of your paycheck stub for the 4th consecutive period, and any that follow.
- We will not accept your Missed Premium Payment without a completed Missed Premium Payment Form and, when required, a copy of your paycheck stub.
- You may not select the coverage period. Premium will be applied to the earliest coverage period for which premium was not paid.

Remember: FAILURE TO PAY PREMIUMS, either through payroll deduction or by sending in a Missed Premium Payment, means that your insurance coverage is interrupted for that time period.

**MISSED PREMIUM INFORMATION**

**Company Name:** Contemporary Staffing Solutions

**Employee Name:**

**Employee SSN:**

**Amount Enclosed: \$**

**Please be sure the amount you are paying matches the full premium amount(s) due for your insurance coverage.**

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**SEND THIS FORM along with your payment and a copy of your paycheck stub (when required) to:**

**RSL SPECIALTY PRODUCTS ADMINISTRATION  
MISSED PREMIUM DEPARTMENT  
505 S. LENOLA ROAD, SUITE 231  
MOORESTOWN, NJ 08057**

CUT ALONG THIS LINE

appeal must be in writing, clearly stating the reason you or your beneficiary believes the denial is incorrect, and include any additional documentation that would support a further review of the claim. You or your beneficiary (on request and at no charge) may have reasonable access to and receive copies of all relevant documents concerning the claim. The claim will be reviewed and a decision will be issued within 60 days from the date the appeal was received. Under some circumstances, the carrier can notify you or your beneficiary that it is extending this 60-day time frame by an additional 60 days. If the decision on appeal continues to deny the claim, you or your beneficiary will be furnished with a notice of adverse benefit determination on review, setting forth: (a) the specific reason(s) for the denial; (b) the specific policy provision(s) on which the decision is based; (c) a statement of your or your beneficiary's right to review (on request and at no charge) relevant internal guidelines, documents and other information; and (d) a statement of your or your beneficiary's right to bring a lawsuit.

#### **How do I file an STD claim?**

If you become totally disabled while covered under the STD Coverage you should apply for the insurance benefit as soon as possible. You may request a claim form from your Employer or you may call RSL Specialty Products Customer Service at 1-866-375-0775 or by visiting [www.helpwithmyplan.com](http://www.helpwithmyplan.com). Be sure to have your Employer complete their part of the claim form and have your doctor complete their part of the claim form including the dates of disability. Claims should be mailed to: RSL Specialty Products Administration, Claims Department, 505 S. Lenola Road, Suite 231, Moorestown, NJ 08057. Claims must be submitted within one year of the date of the loss. The carrier reserves the right to require a medical examination at its expense. For Claims Customer Service, call 1-866-375-0775, Monday through Friday, 8:30 a.m. to 5:30 p.m., ET.

#### **When will I know if my STD claim is denied?**

If all or a part of your claim is denied, you will be notified in writing within 45 days from the date your claim was received. Under some circumstances, the carrier can notify you that it is extending this 45-day time frame by an additional 30 days. The denial notice will include: (a) the specific reason(s) for the denial; (b) the specific policy provision(s) on which the decision is based; (c) a description of any information needed to make the claim complete; (d) a statement of your right to review (on request and at no charge) relevant internal guidelines, documents, and other information; and (e) an explanation of how to appeal for reconsideration of the decision. If you are required to submit additional information to support your claim, you will have 45 days to do so.

#### **How do I appeal a denied STD claim?**

If you disagree with the decision, you may request a review within 180 days of the initial denial. If you do not submit your appeal on time, you generally will lose the right to appeal the denial. Your appeal must be in writing, clearly stating the reason you believe the denial is incorrect, and include any additional documentation that you feel would support a further review of your claim. You (on request and at no charge) may have reasonable access to and receive copies of all relevant documents concerning your claim. The reviewer of your appeal will be a different person or persons from the reviewer of your initial claim and will not be a subordinate of the initial reviewer. Your claim will be reviewed and a decision will be issued within 45 days from the date your appeal was received. Under some circumstances, the carrier can notify you that it is extending this 45-day time frame by an additional 45 days. If the decision on appeal continues to deny your claim, you will be furnished with a notice of adverse benefit determination on review, setting forth: (a) the specific reason(s) for the denial; (b) the specific policy provision(s) on which the decision is based; (c) a statement of your right to review (on request and at no charge) relevant internal guidelines, documents, and other information; and (d) a statement of your right to bring a lawsuit.

#### **What if I (or my beneficiary) miss a deadline for filing or appealing any claim?**

If you or your beneficiary do not submit a claim on time, do not appeal on time, or do not otherwise follow the claims procedures, you or your beneficiary may lose the right to file suit in court because of failure to exhaust the internal administrative appeals rights, which may be a prerequisite to bringing suit.

## **YOUR RIGHTS UNDER ERISA**

As a participant in the Benefit Program, you are entitled to certain rights and protections under the Employee Retirement Income Security Act of 1974 (ERISA).

#### **What are my ERISA rights?**

ERISA provides that all Benefit Program participants are entitled to:

- examine, without charge, at your Employer's office, all Benefit Program documents, including insurance contracts and copies of all documents filed by the ERISA Plan Administrator with the U.S. Department of Labor or the Internal Revenue Service, such as detailed annual reports and Benefit Program descriptions;
- obtain copies of all Benefit Program documents and other Benefit Program information upon written request to the ERISA Plan Administrator, who may make a reasonable charge for copies of the materials; and
- continue health care coverage for yourself or dependents if there is a loss of coverage under the Benefit Program as a result of a qualifying event (see the topic "COBRA – EXTENDED COVERAGE"). You or your dependents may have to pay for such coverage.

Review this booklet and the documents governing the Benefit Program for the rules governing your COBRA continuation coverage rights.

#### **How long does it take to receive copies?**

The ERISA Plan Administrator is required to provide you copies of requested materials within 30 days. If you do not receive the material within this time frame, you may file suit in federal court. In such a case, the court may require the ERISA Plan Administrator to provide the requested materials and pay you up to \$110 a day until you receive them, unless the delay was beyond the control of the ERISA Plan Administrator.

#### **What if I believe my rights have been denied?**

ERISA imposes duties upon the people or companies who are responsible for the operation of the Benefit Program. These people or companies are referred to as Fiduciaries. Fiduciaries must act solely in the interest of you and your dependents, as Benefit Program participants. As the ERISA Plan Sponsor your Employer is a Fiduciary and, as such, must not discharge you or otherwise discriminate against you in any way to prevent you from obtaining a benefit under the Benefit Program or exercising your rights under ERISA.

#### **What if I believe that I have been discriminated against?**

You have the right to file suit in a federal court if you think your Employer or anyone else is discriminating against you or otherwise stopping you from exercising your rights under ERISA. If you win your lawsuit, the court may require the losing party to pay your legal costs and fees, in addition to whatever other penalties it may impose. However, if you lose, the court may order you to pay the costs and fees, (for example if it finds your claim was frivolous).

#### **Is filing suit my only option?**

No. If you have any questions or problems with the Benefit Program, you should first contact the ERISA Plan Administrator, who is also the agent for service of legal process. If the ERISA Plan Administrator does not satisfactorily help you, contact the nearest area office of the Pension and Welfare Benefits Administration, United States Department of Labor. This federal agency is responsible for enforcing the law under ERISA and will be able to give you guidance as to what your rights are and how you can enforce them.

#### **Where can I get more information on my rights under ERISA?**

If you have any questions about this statement or about your rights under ERISA or COBRA, you should contact the nearest office of the Pension and Welfare Benefits Administration, U.S. Department of Labor, listed in your telephone directory or: The Division of Technical Assistance and Inquiries Pension and Welfare Benefits Administration, U.S. Department of Labor, 200 Constitution Avenue, NW, Washington, DC 20210. You can also visit the Employee Benefits Security Administration's website at [www.dol.gov/ebsa](http://www.dol.gov/ebsa).

#### **CONFORMITY WITH THE LAW**

If any provision of the Benefit Program is contrary to any law to which it is subject, such provision is hereby amended to conform thereto. Nothing in the Benefit Program is intended to replace or affect any requirements for coverage by Workers' Compensation insurance.

#### **BENEFIT PROGRAM TERMINATION, AMENDMENT, AND ADMINISTRATION**

Your Employer intends to continue the Benefit Program but reserves the right at any time, at its discretion, to terminate the Benefit Program, to modify the Benefit Program, to provide different cost-sharing between your Employer and participants, or to amend the Benefit Program in any respect. In the event the Benefit Program is terminated, any assets held in trust for the Benefit Program will be used to provide welfare benefits for employees of the ERISA Plan Sponsor or a successor, or they will be used in other ways not prohibited by the Internal Revenue Service regulations.

#### **UNIFORMED SERVICES EMPLOYMENT and RE-EMPLOYMENT RIGHTS ACT (USERRA)**

A federal law known as USERRA requires an Employer to offer continuation of coverage when an enrolled employee is called to serve in the military. The continuation right only extends to Basic Advantage Total Coverage, Essential Coverage and Dental Coverage. The employee must be enrolled in the specific coverage(s) in order for it to be continued.

If you are called to military duty for more than 30 days, you may elect to continue coverage for you and your covered dependents for up to 24 months, but you may be required to pay up to 102% of the premium for your coverage. Your Employer is required to provide coverage for you as though you had remained on the job if you are out on military service for less than 31 days. In this case, you will be charged only your share of the premium. When you return to work, your coverage will be reinstated with no new waiting periods.

#### **SUMMARY PLAN DESCRIPTION**

This booklet, together with the copy you made of the form you used to enroll, is a Summary Plan Description. It provides a summary of the major provisions and benefits of the Benefit Program. It is also intended to tell you about the limitations and exclusions of the Benefit Program. Because this booklet is only a summary, it has not been written with all of the technical words and legal phrases used in the official Benefit Program documents. For full details about the insurance coverage, you may obtain a copy of the policy(ies) from your Employer. The official Benefit Program documents remain the final authority and, in the event of a conflict with this booklet, shall govern in all cases.

#### **ASRM**

ASRM is a Third Party Administrator that provides records keeping and claims paying services for the carrier identified under "BENEFIT PROGRAM INFORMATION". The carrier is the underwriter of the insurance contract(s). As a Third Party Administrator, ASRM has no discretionary powers under the Benefit Program and, in particular, has no discretionary power in the paying or denying of claims. ASRM is referred to as "RSL Specialty Products Administration" throughout this booklet.

#### **PROGRAM FUNDING**

Benefits will be provided on a fully-insured basis through the insurance contract(s) issued by the carrier directly to the ERISA Plan Sponsor. Participants are responsible for all required premiums, less any Employer contribution. The carrier provides certain policyholder and claims processing through ASRM (see above). The carrier serves as the claims review fiduciary with respect to the insurance contract(s) and the Benefit Program. The claims review fiduciary has the discretionary authority to interpret the Benefit Program and the insurance contract(s) and to determine eligibility for benefits. Decisions by the claims review fiduciary are complete, final and binding on all parties.

## **FILING A CLAIM**

### **How do I file a claim under the BasicAdvantage Total, Essential or Dental Coverage?**

Your provider will most likely want to file a claim for you using his or her own form. If you need to file a claim yourself, you may request a claim form from your Employer, or you may call the RSL Specialty Products Administration at 1-866-375-0775 or by visiting [www.helpwithmyplan.com](http://www.helpwithmyplan.com). Claims should be mailed to: RSL Specialty Products Administration, Claims Department, 505 S. Lenola Road, Suite 231, Moorestown, NJ 08057. Claims must be submitted within one year of the date of the loss. Under the BasicAdvantage Total Coverage, the carrier reserves the right to require a medical examination at its expense. For Claims Customer Service call 1-866-375-0775, Monday through Friday, 8:30 a.m. to 5:30 p.m., ET.

### **How do I file a claim for my dependent's contraceptive prescription under the Essential Coverage?**

You may request a claim form from your Employer, or you may call the RSL Specialty Products Administration at 1-866-375-0775. You can then fill out the claim form, include a copy of any receipt showing the name of the drug and the date the prescription was filled and mail it to: RSL Specialty Products Administration, Claims Department, 505 S. Lenola Road, Suite 231, Moorestown, NJ 08057. Claims must be submitted within one year of the date of the loss. For Claims Customer Service call 1-866-375-0775, Monday through Friday, 8:30 a.m. to 5:30 p.m., ET.

### **When will I know if my BasicAdvantage Total, Essential or Dental Coverage claim is denied?**

If all or a part of your claim is denied, you will be notified in writing within 30 days from the date your claim was received. Under some circumstances, the carrier can notify you that it is extending this 30-day time frame by an additional 15 days. The denial notice will include: (a) the specific reason(s) for the denial; (b) the specific policy provision(s) on which the decision is based; (c) a description of any information needed to make the claim complete; (d) a statement of your right to review (on request and at no charge) relevant internal guidelines, documents, and other information; and (e) an explanation of how to appeal for reconsideration of the decision, including your right to bring a lawsuit. If you are required to submit additional information to support your claim, you will have 45 days to do so.

### **How do I appeal a denied claim under the BasicAdvantage Total, Essential or Dental Coverage?**

If you disagree with the decision, you may request a review within 180 days of the initial denial. If you do not submit your appeal on time, you generally will lose the right to appeal the denial. Your appeal must be in writing, clearly stating the reason you believe the denial is incorrect, and include any additional documentation that you feel would support a further review of your claim. You (on request and at no charge) may have reasonable access to and receive copies of all relevant documents concerning your claim. The reviewer of your appeal will be a different person or persons from the reviewer of your initial claim and will not be a subordinate of the initial reviewer. Your claim will be reviewed and a decision will be issued within 60 days from the date your appeal was received. If the decision on appeal continues to deny your claim, you will be furnished with a notice of adverse benefit determination on review, setting forth: (a) the specific reason(s) for the denial; (b) the specific policy provision(s) on which the decision is based; (c) a statement of your right to review (on request and at no charge) relevant internal guidelines, documents, and other information; and (d) a statement of your right to bring a lawsuit.

### **Is there any coordination of benefits under the BasicAdvantage Total or Essential Coverage?**

Neither the BasicAdvantage Total Coverage nor the Essential Coverage coordinate its benefits with any other coverage you might have. That means your benefits will not be reduced because you have other coverage that pays you for the same expenses. If you have coverage from another source, that other coverage could reduce their benefits based on what the BasicAdvantage Total or Essential Coverage pays. An example would be the Medicare or Medicaid programs. Their rules require that your benefits under those programs be reduced by the amount of benefits you would receive under the BasicAdvantage Total or Essential Coverage.

### **How do I (or how does my beneficiary) file a Term Life claim?**

If a covered person dies as the result of an accident or illness, you or your beneficiary should apply for the insurance benefit as soon as possible. You or your beneficiary can obtain the appropriate forms and details about the claims procedure by calling RSL Specialty Products Customer Service at 1-866-375-0775, Monday through Friday, 8:30 a.m. to 5:30 p.m., ET.

### **When will I (or my beneficiary) know if the Term Life claim is denied?**

If all or a part of the claim is denied, you or your beneficiary will be notified in writing within 90 days from the date the claim was received. Under some circumstances, the carrier can notify you or your beneficiary that it is extending this 90-day time frame by an additional 90 days. The denial notice will include: (a) the specific reason(s) for the denial; (b) the specific policy provision(s) on which the decision is based; (c) a description of any information needed to make the claim complete; (d) a statement of your or your beneficiary's right to review (on request and at no charge) relevant internal guidelines, documents and other information; and (e) an explanation of how to appeal for reconsideration of the decision.

### **How do I (or how does my beneficiary) appeal a denied Term Life claim?**

If you or your beneficiary disagree with the decision, a review may be requested within 60 days of the initial denial. If the appeal is not submitted on time, you or your beneficiary generally will lose the right to appeal the denial. The

## BASICADVANTAGE TOTAL COVERAGE – PLAN 1

### INPATIENT BENEFITS

#### What are the hospital daily room & board benefits?

The Coverage pays a hospital confinement daily benefit amount for each day a covered person is confined to a hospital as an inpatient. The daily benefit amount and maximum number of daily benefits vary based on the condition being treated.

Hospital confinement daily benefit amounts and per person maximums are:

- Treatment of Mental & Nervous Conditions: \$100 per day; maximum of 25 daily benefits per coverage year
- Treatment of Alcohol & Substance Abuse: \$100 per day; maximum of 25 daily benefits per coverage year
- Treatment of All Other Covered Conditions: \$400 per day; maximum of 90 daily benefits per coverage year

#### Are there any restrictions on the number of hospital days that can be covered for childbirth admissions?

The Coverage does not restrict the covered person's doctor in authorizing the length of stay that is appropriate. The hospital confinement daily benefits payable for childbirth are subject to the same maximum number of days that applies with respect to a hospital stay for All Other Covered Conditions.

#### Are inpatient surgeries covered?

Yes. The Coverage pays a daily benefit based on the specific surgical procedure performed for each inpatient surgery. The inpatient surgical benefit ranges from \$9 to \$750; see the Sample Inpatient Surgical Schedule later in this Coverage section.

#### Is reconstructive surgery following a mastectomy covered?

Yes. A covered person who has a mastectomy is covered for reconstructive breast surgery.

#### Is anesthesia administered during an inpatient surgery covered?

Yes. Each day a covered person has anesthesia administered during covered inpatient surgery, the Coverage pays a daily benefit of 20% of the benefit paid for the corresponding surgical procedure.

#### What is the hospital admission benefit?

The Coverage pays a single daily benefit when a covered person is admitted as an inpatient to the hospital for treatment of any of the covered conditions shown below. The daily benefit amount varies by condition and is payable based on the first diagnosis code listed on the claim form for the hospital admission. See the list of Covered Diagnosis Codes later in this booklet.

When the first listed diagnosis code indicates the admission is for treatment of a covered condition, the applicable hospital admission daily benefit amounts and per person maximums are:

- Cancer: \$2,000 per day; maximum of 1 daily benefit per coverage year
- Injury: \$1,000 per day; maximum of 1 daily benefit per coverage year
- Stroke: \$1,000 per day; maximum of 1 daily benefit per coverage year
- Childbirth: \$1,000 per day; maximum of 1 daily benefit per coverage year
- Heart Attack: \$1,500 per day; or
- Heart Disease: \$1,000 per day; the hospital admission daily benefit is payable for either Heart Attack or Heart Disease, but not both, subject to a maximum of 1 daily benefit per coverage year for both conditions.

#### Are inpatient events that are not specifically described in the benefits covered?

No. Only inpatient hospital confinements and events that are described and categorized as inpatient surgical procedures and administration of anesthesia are covered. Other events, such as inpatient doctors' visits and private-duty nursing, are not covered under the Coverage and there is no benefit for these types of events.

### OUTPATIENT BENEFITS

#### What are the benefits for outpatient doctors' visits?

The Coverage pays a daily benefit for each day a covered person visits a doctor as an outpatient. The daily benefit amount and maximum number of daily benefits vary based on the type of visit. Outpatient doctors' visits daily benefit amounts and per person maximums are:

- New patient office visit: \$75 per day; maximum of 1 daily benefit per coverage year
- Established patient office visit: \$60 per day; maximum of 4 daily benefits per coverage year
- Consultation office visit: \$75 per day; maximum of 1 daily benefit per coverage year
- Emergency Room doctor visit: \$75 per day; maximum of 1 daily benefit per coverage year

#### What are the outpatient radiology benefits?

The Coverage pays a daily benefit for each day a covered person has outpatient diagnostic radiology services. The daily benefit amount and maximum number of daily benefits vary based on the type of diagnostic radiology service. The Coverage will not pay more than 1 outpatient radiology daily benefit per day for each covered person. Outpatient radiology daily benefit amounts and per person maximums are:

- Magnetic Resonance Imaging (MRI): \$100 per day; maximum of 1 daily benefit per coverage year

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Computerized Tomography (CT) Scan: \$50 per day; maximum of 1 daily benefit per coverage year  
All other radiology services: \$40 per day; maximum of 5 daily benefits per coverage year

*Note: If these services occur as part of an emergency room visit, they are NOT covered under this benefit. See "What if I use an emergency room?" below.*

#### **Are outpatient pathology services covered?**

Yes. The Coverage pays \$40 for each day a covered person has outpatient diagnostic pathology services, subject to a per person maximum of 5 daily benefits each coverage year. The Coverage will not pay more than 1 outpatient pathology daily benefit per day for each covered person.

*Note: If these services occur as part of an emergency room visit, they are NOT covered under this benefit. See "What if I use an emergency room?" below.*

#### **Are visits to an urgent care facility covered?**

Yes. The Coverage pays a daily benefit of \$50 for each day a covered person visits an urgent care facility and receives treatment, subject to a per person maximum of 1 daily benefit each coverage year.

#### **Are outpatient surgeries covered?**

Yes. The Coverage pays a daily benefit based on the specific surgical procedure performed for each outpatient surgery. The outpatient surgical benefit ranges from \$14 to \$750; see the Sample Outpatient Surgical Schedule later in this Coverage section.

*Note: If your outpatient surgery is performed as part of an emergency room visit, it is NOT covered under this benefit. See "What if I use an emergency room?" below.*

#### **Is anesthesia administered during an outpatient surgery covered?**

Yes. Each day a covered person has anesthesia administered during covered outpatient surgery, the Coverage pays a daily benefit of 20% of the benefit paid for the corresponding surgical procedure.

*Note: If you receive anesthesia during an outpatient surgery performed as part of an emergency room visit, it is NOT covered under this benefit. See "What if I use an emergency room?" below.*

#### **What if I use an emergency room?**

The Coverage pays a daily benefit of \$500 for each day a covered person goes to a hospital emergency room for the treatment of an injury, subject to a per person maximum of 2 daily benefits each coverage year; and a daily benefit of \$50 for each day a covered person goes to a hospital emergency room for the treatment of a sickness, subject to a per person maximum of 3 daily benefits each coverage year. The Coverage will not pay more than 1 emergency room daily benefit per day for each covered person.

#### **Are outpatient events that are not specifically described in the benefits covered?**

No. Only the types of events that are described and categorized as outpatient doctors' visits, outpatient diagnostic radiology and pathology services, outpatient surgery and administration of anesthesia, emergency room visits, and outpatient prescription drug purchases are covered. Other events, such as injections and durable medical equipment, are not covered under the Coverage and there is no benefit for these types of events.

#### **PRESCRIPTION DRUG BENEFITS**

##### **Is there a benefit for outpatient prescription drugs?**

Yes. The Coverage pays a daily benefit of \$25 for each day a covered person has a generic drug prescription filled or refilled by a pharmacist. Benefits for generic drugs are subject to a per person maximum of 12 daily benefits each coverage year.

##### **Can I use any pharmacy?**

Yes, but you can use the Prescription Drug ID Card received with the BasicAdvantage Total Coverage to help save money at a pharmacy that participates in the Express Scripts, Inc. network.

##### **How does the Prescription Drug ID Card work?**

Most pharmacies participate in the Express Scripts, Inc. network, but you should check with the pharmacy before you make your purchase or call Express Scripts, Inc. at 1-866-282-1491 for providers in your area. Participating pharmacies provide discounts of up to 15% on all prescriptions when you present your card. You will not have to file a claim on purchases made at participating pharmacies. The pharmacist will tell you exactly what to pay.

##### **What if I use a non-participating pharmacy?**

You must pay the full price up front. Then you must call Express Scripts, Inc. at 1-866-282-1491 and request a claim form. File the claim with Express Scripts, Inc. Do not file your prescription drug claims with RSL Specialty Products Administration.

##### **Are there other ways that I can lower the cost of my prescriptions?**

If you take a generic medication on a regular basis, a mail order service is available that may provide an even larger discount. You may visit Express Scripts, Inc. at their website [www.express-scripts.com](http://www.express-scripts.com) or call Express Scripts, Inc. at 1-866-282-1491 for more information.

##### **What if I have a prescription from my dentist?**

You may only purchase medical prescriptions, except when the prescription is issued in connection with covered dental treatment for an accident covered under your BasicAdvantage Total Coverage.

## **SHORT-TERM DISABILITY COVERAGE**

### **What is the benefit for Short-Term Disability (STD)?**

The STD Coverage pays up to 50% of your average weekly base pay received for work done for the ERISA Plan Sponsor (plus reported tips, but no overtime), subject to a maximum of \$125 a week. For example, if you normally make \$200 a week at your job, you will be paid \$100 per week in STD payments. The STD Coverage pays for a maximum of 26 weeks. Your benefits under this coverage are reduced by 50% at age 70. In addition, while receiving benefits under this coverage, you do not have to pay the STD premiums. Enrollment in this coverage is only available to you, the employee. It is not available to your dependents.

### **When would I start receiving STD payments?**

They begin after a 14-day elimination period; however, if you are hospitalized during that 14-day period, the STD Coverage begins paying immediately. To receive the benefits, you must become totally disabled due to a sickness while you are covered under the STD Coverage, or due to an injury from an accident that happens while you are covered under the STD Coverage. Total disability due to an injury must occur within 90 days of the accident.

### **What does "totally disabled" mean?**

If you cannot do the duties generally and regularly required by your type of work due to injury or sickness, and your disability requires treatment by a licensed physician, you will be considered totally disabled. If you are no longer totally disabled, your benefits will cease. If you have several periods of total disability due to the same or related causes, and they are separated by less than 2 straight weeks of work (at your regular schedule), the STD Coverage will treat this as one period.

### **EXCLUSIONS AND LIMITATIONS**

No benefits will be paid for a disability caused by or resulting from:

- Work-related injury or sickness, whether or not benefits are payable under Workers' Compensation or similar law;
- Attempted suicide or intentionally self-inflicted injury, while sane or insane;
- Voluntarily taking poison, inhaling gas, or taking a drug or chemical not administered by a physician;
- War or any act of war, whether declared or not;
- Your commission of, or attempt to commit, a felony, or any loss sustained while incarcerated for the felony;
- Your participation in a riot;
- Your engaging in an illegal occupation;
- Release of nuclear energy; and
- Your operating, riding in, or descending from any aircraft (including a hang glider), other than while a passenger on a licensed, commercial, non-military aircraft.

### **AVAILABILITY**

If you work in California, Hawaii, New Jersey, New York, Rhode Island, or Puerto Rico, STD coverage is not available.

## TERM LIFE COVERAGE

### What is the life insurance benefit?

If you, the employee, die while you are covered by the life insurance benefit, your beneficiary will be paid \$10,000. If your death is as the result of a covered accident, your beneficiary will be paid an additional \$10,000. If any of your dependents older than 6 months, which you have enrolled in Dependent Term Life Coverage, die while covered, you will be paid \$2,500. There is no matching accidental death benefit available for covered dependents. The benefit for dependents age 6 months or less is \$500. Employee benefits under this coverage are reduced by 50% at age 70 and spouse benefits end when they reach age 70.

### Who is the life insurance beneficiary?

Your life insurance benefits will be paid in equal shares to members of the first surviving class, as follows: spouse; children; parents; and then brothers and sisters. If no class has a survivor, the beneficiary is your estate. If you have selected coverage for your dependents, you are automatically the beneficiary for their life insurance benefits. If you are not living on the date of a covered dependent's death, the beneficiary is your estate.

### CONVERSION OF YOUR TERM LIFE COVERAGE

#### What if I'm no longer employed, can I keep my Term Life Coverage?

Yes. If you had Term Life Coverage and now you are no longer employed or are not eligible, you have the right to convert your Term Life Coverage (not including the matching accidental death benefit) to an Individual Ordinary Life Policy. This must be done within 31 days of the end of your coverage.

#### How much will the conversion policy cost?

It will usually cost a lot more than what you previously paid for your Employer's Program. The cost will be based on your age and other factors.

#### What if I do want to convert my Term Life Coverage?

If you would like to apply for the conversion policy, you should contact the ERISA Plan Administrator for assistance with the application process.

### EXCLUSIONS AND LIMITATIONS

The life insurance benefit is not payable for any loss of life during the first two years of coverage if death is caused by or results from suicide, while sane or insane.

The accidental death benefit is not payable for loss caused by or resulting from:

- Attempted suicide or intentionally self-inflicted injury, while sane or insane;
- Voluntarily taking poison, inhaling gas, or taking a drug or chemical not administered by a physician;
- War or any act of war, whether declared or not;
- Your commission of, or attempt to commit, a felony, or any loss sustained while incarcerated for the felony;
- Your participation in a riot;
- Your engaging in an illegal occupation;
- Release of nuclear energy;
- Your operating, riding in, or descending from any aircraft (including a hang glider), other than while a passenger on a licensed, commercial, non-military aircraft; and
- Bodily or mental infirmity, disease of any kind, or medical or surgical treatment for that infirmity or disease. This does not include bacterial infections resulting from an accidental cut or wound, or accidental ingestion of a poisonous food substance.

### COMMONLY USED TERMS

#### What is the "coverage year"?

It is the period of time during which benefit maximums accumulate. Each new coverage year, the maximums are reset. You will find the coverage year under "BENEFIT PROGRAM INFORMATION". The coverage year should not be confused with the ERISA Plan Fiscal Year End.

#### What are "covered events"?

The Coverage usually covers events that are for the treatment of injury and sickness. These events must be medically necessary, occur while the Coverage is still in force, and not excluded.

#### What is a "hospital"?

A hospital is an institution operated by law for the care and treatment of injured or sick persons that has organized facilities for diagnosis and surgery (or has a contract with another hospital for these services), and has 24-hour nursing service. A hospital is not an institution that is primarily a rest, nursing or convalescent home, a home for the aged, an alcoholism or drug addiction treatment facility, or a facility for treatment of mental disorders.

#### What does "injury" mean?

Injury is a covered person's bodily injury caused by an accident that results, directly and independently of all other causes, in a covered loss. All injuries sustained in one accident, including all related conditions and recurring symptoms of the injuries, will be considered one injury.

#### What are "inpatient" events?

Inpatient events are those that occur at licensed hospital facilities when you are admitted as an inpatient and charged for at least one day's room & board.

#### What are "outpatient" events?

Outpatient events are those that occur at doctors' offices, free-standing clinics, and hospitals when you are not admitted as an inpatient.

#### What does "sickness" mean?

Sickness is a covered person's sickness or disease that results, directly and independently of all other causes, in a covered loss.

### EXCLUSIONS AND LIMITATIONS

No benefits will be paid for loss caused by or resulting from:

- Outpatient treatment of mental or nervous conditions;
- Outpatient treatment of alcoholism or substance abuse;
- Intentionally self-inflicted injuries, suicide, or any attempt thereof while sane or insane;
- Acts of declared or undeclared war;
- The covered person's commission of a felony;
- Work-related injury or sickness;
- Normal health checkups;
- Eye examinations for glasses, any kind of eye glasses, or prescriptions therefore;
- Hearing examinations, or hearing aids;
- Dental care, treatment or supplies except covered events rendered in connection with the care of sound, natural teeth and gums required on account of accidental injury that happens while covered, and rendered within 6 months of the accident;
- Reading or interpreting the results of any diagnostic pathology or radiology tests;
- Care, treatment or supplies rendered in connection with cosmetic surgery, except covered events rendered in connection with surgery needed for breast reconstruction following a mastectomy or an accident that happens while covered under the BasicAdvantage Total Coverage. The surgery needed for an accident must be performed within 90 days of the accident;
- Brand name drugs and drugs not requiring a prescription;
- Care, treatment or supplies rendered while outside the United States of America; and
- Care, treatment or supplies rendered by an immediate family member or by the ERISA Plan Sponsor.

**IMPORTANT NOTE:** Your BasicAdvantage Total Coverage allows access to important medical provider and pharmacy provider networks that utilize negotiated charges which may save you money. You may contact MultiPlan (at 1-800-877-0005) or Express Scripts (at 1-866-282-1491) to find network providers in your area.

### SAMPLE SURGICAL SCHEDULES

Below are sample inpatient and outpatient surgical schedules. The schedules list many common surgeries and their corresponding daily benefit amounts. The daily benefit amounts are based on the relative value assigned to the particular surgical procedure in the 2011 National Physician Fee Schedule Relative Value File published by the Centers for Medicare and Medicaid Services (CMS).

The Coverage will also cover a surgical procedure that is not listed in the sample schedules, as long as the procedure is classified as a surgery in the CMS. The daily benefit amount for a surgical procedure that is not listed in the sample schedules will be consistent with the other daily benefit amounts shown in the sample schedules.

**Sample Inpatient Surgical Schedule  
\$750 Maximum Benefit**

CPT Code	Description	Benefit Amount
<b>Integumentary System</b>		
17000	Destroy Benign or Premalignant Lesion	\$117
17003	Destroy Benign or Premalignant Lesions 2-14	\$9
19305	Radical Mastectomy	\$750
<b>Musculoskeletal System</b>		
20937	Spinal Bone Autograft	\$356
22554	Neck Spine Fusion	\$750
22585	Additional Spinal Fusion	\$714
22612	Lumbar Spine Fusion	\$750
22845	Insert Spine Fixation Device	\$750
27130	Total Hip Arthroplasty	\$750
27447	Total Knee Arthroplasty	\$750
<b>Respiratory System</b>		
31500	Insert Emergency Airway	\$230
31622	Diagnostic Bronchoscopy	\$307
32551	Insertion of Chest Tube	\$357
<b>Cardiovascular System</b>		
33518	Coronary Artery Bypass, Two Venous Grafts	\$750
33519	Coronary Artery Bypass, Three Venous Grafts	\$750
33533	Coronary Artery Bypass, Single Arterial Graft	\$750
33534	Coronary Artery Bypass, Two Arterial Grafts	\$750
35301	Rechanneling of Artery	\$750
36010	Place Catheter in Vein	\$256
36216	Place Catheter in Artery	\$580
<b>Digestive System</b>		
43235	Upper Gastrointestinal Endoscopy	\$306
43239	Upper Gastrointestinal Endoscopy, Biopsy	\$361
43280	Laparoscopy, Fundoplasty	\$750
44140	Partial Removal of the Colon	\$750
44950	Appendectomy	\$750
44970	Laparoscopy, Appendectomy	\$750
45378	Diagnostic Colonoscopy	\$458
45380	Colonoscopy and Biopsy	\$547
47562	Laparoscopic Cholecystectomy	\$750
47563	Cholecystectomy with Cholangiography	\$750
49000	Exploration of the Abdomen	\$750
49568	Hernia Repair with Mesh	\$562
<b>Urinary System</b>		
51840	Attach Bladder/Urethra	\$750
52332	Cystoscopy and Treatment	\$298
<b>Male/Female Genital System</b>		
55845	Extensive Prostate Surgery	\$750
57260	Repair of Vagina	\$750
58100	Biopsy of Uterus Lining	\$186
58150	Total Hysterectomy	\$750
58260	Vaginal Hysterectomy	\$750
58262	Vaginal Hysterectomy with Removal of Tube(s) and/or Ovary(s)	\$750
58340	Catheter for Hystero-graphy	\$120
58550	Laparoscopy, Surgical with Vaginal Hysterectomy	\$750
58720	Removal of Ovary/Tube(s)	\$750
<b>Maternity Care and Delivery</b>		
59120	Surgical Treatment of an Ectopic Pregnancy	\$750
59400	Routine Obstetric Care including Vaginal Delivery and Antepartum & Postpartum Care	\$750
59510	Routine Obstetric Care including Cesarean Delivery and Antepartum & Postpartum Care	\$750
<b>Nervous System</b>		
63030	Low Back Disk Surgery	\$750
63050	Cervical Laminoplasty	\$750
63048	Lumbar Laminectomy, each Additional Segment	\$452
63075	Neck Spine Disk Surgery	\$750

D6720	Crown - retainer - resin with high noble metal (d)	50%
D6721	Crown - retainer - resin with predominantly base metal (d)	50%
D6722	Crown - retainer - resin with noble metal (d)	50%
D6740	Crown - porcelain/ceramic (d)	50%
D6750	Crown - retainer - porcelain fused to high noble metal (d)	50%
D6751	Crown - retainer - porcelain fused to predominantly base metal (d)	50%
D6752	Crown - retainer - porcelain fused to noble metal (d)	50%
D6780	Crown - retainer - 3/4 cast high noble metal (d)	50%
D6790	Crown - retainer - full cast high noble metal (d)	50%
D6791	Crown - retainer - full cast predominantly base metal (d)	50%
D6792	Crown - retainer - full cast noble metal (d)	50%
D6970	Cast post and core in addition to fixed partial denture retainer (d)	50%
D6972	Prefabricated post and core in addition to fixed partial denture retainer (d)	50%
D6973	Core build up for retainer, including any pins (d)	50%

**Dentures**

D5110	Complete denture - maxillary (d)	50%
D5120	Complete denture - mandibular (d)	50%
D5130	Immediate denture - maxillary (d)	50%
D5140	Immediate denture - mandibular (d)	50%
D5211	Maxillary partial denture - resin base (including any conventional clasps, rests, and teeth) (d)	50%
D5212	Mandibular partial denture - resin base (including any conventional clasps, rests, and teeth) (d)	50%
D5213	Maxillary partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests, and teeth) (d)	50%
D5214	Mandibular partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests, and teeth) (d)	50%
D5281	Removable unilateral partial denture - one piece cast metal (including clasps and teeth) (d)	50%
D5410	Adjust complete denture - maxillary (d)	50%
D5411	Adjust complete denture - mandibular (d)	50%
D5421	Adjust partial denture - maxillary (d)	50%
D5422	Adjust partial denture - mandibular (d)	50%
D5710	Rebase complete maxillary denture (d)	50%
D5711	Rebase complete mandibular denture (d)	50%
D5720	Rebase maxillary partial denture (d)	50%
D5721	Rebase mandibular partial denture (d)	50%
D5850	Tissue conditioning - maxillary (d)	50%
D5851	Tissue conditioning - mandibular (d)	50%

**Limitations:**

- (a) Maximum of 1 procedure per 6 months
- (b) Maximum of 1 procedure per 36 months
- (c) Maximum of 1 procedure per 12 months
- (d) Maximum of 4 procedures of this class per 12 months
- (e) Limited to dependent children under 14
- (f) Maximum of 4 films per 12 months
- (g) Maximum of once each quadrant per 36 months
- (h) Maximum of once each quadrant per 6 months

D6930	Recement fixed partial denture	60%
<b>Denture Repair</b>		
D5510	Repair broken complete denture base (c)	60%
D5520	Replace missing or broken teeth - complete denture (each tooth) (c)	60%
D5610	Repair partial resin denture base (c)	60%
D5620	Repair partial cast framework (c)	60%
D5630	Repair or replace broken clasp (c)	60%
D5640	Replace broken teeth - per tooth (c)	60%
D5650	Add tooth to existing partial denture (c)	60%
D5660	Add clasp to existing partial denture (c)	60%
D5730	Reline complete maxillary denture (chairside) (b)	60%
D5731	Reline complete mandibular denture (chairside) (b)	60%
D5740	Reline maxillary partial denture (chairside) (b)	60%
D5741	Reline mandibular partial denture (chairside) (b)	60%
D5750	Reline complete maxillary denture (lab) (b)	60%
D5751	Reline complete mandibular denture (lab) (b)	60%
D5760	Reline maxillary partial denture (lab) (b)	60%
D5761	Reline mandibular partial denture (lab) (b)	60%
<b>Endodontics</b>		
D3110	Pulp cap - direct (excluding final restoration)	60%
D3120	Pulp cap - indirect (excluding final restoration)	60%
D3220	Therapeutic pulpotomy (excluding final restoration) removal of pulp coronal to the dentinocemental junction and application of medicament	60%
D3310	Root canal - anterior (excluding final restoration) (c), or	60%
D3320	Root canal - bicuspid (excluding final restoration) (c), or	60%
D3330	Root canal - molar (excluding final restoration) (c)	60%
D3410	Apicoectomy/periradicular surgery - anterior (c), or	60%
D3421	Apicoectomy/periradicular surgery - bicuspid (first root) (c), or	60%
D3425	Apicoectomy/periradicular surgery - molar (first root) (c)	60%
D3426	Apicoectomy/periradicular surgery - (each additional root)	60%
D3430	Retrograde filling - per root	60%
D3460	Root amputation - per root	60%
<b>COVERAGE C - Twelve Month Waiting Period</b>		
<b>Periodontics</b>		
D4210	Gingivectomy or gingivoplasty - per quadrant (g)	50%
D4211	Gingivectomy or gingivoplasty - per tooth	50%
D4260	Osseous surgery (including flap entry and closure) - per quadrant (h), or	50%
D4341	Periodontal scaling & root planing - per quadrant (h)	50%
D4355	Full mouth debridement to enable comprehensive periodontal evaluation and diagnosis (b)	50%
D4910	Periodontal maintenance procedures (following active therapy) (a)	50%
<b>Crowns &amp; Bridges</b>		
D2720	Crown - resin w/ high noble metal (d)	50%
D2721	Crown - resin w/ predominantly base metal (d)	50%
D2722	Crown - resin with noble metal (d)	50%
D2740	Crown - porcelain/ceramic substrate (d)	50%
D2750	Crown - porcelain fused to high noble metal (d)	50%
D2751	Crown - porcelain fused to predominantly base metal (d)	50%
D2752	Crown - porcelain fused to noble metal (d)	50%
D2790	Crown - full cast high noble metal (d)	50%
D2791	Crown - full cast predominantly base metal (d)	50%
D2792	Crown - full cast noble metal (d)	50%
D2780	Crown - 3/4 cast high noble metal (d)	50%
D2930	Prefabricated stainless steel crown - primary tooth (d)	50%
D2932	Prefabricated resin crown (d)	50%
D2952	Cast post and core in addition to crown (d)	50%
D2954	Prefabricated post and core in addition to crown (d)	50%
D6210	Pontic - cast high noble metal (d)	50%
D6211	Pontic - cast predominantly base metal (d)	50%
D6212	Pontic - cast noble metal (d)	50%
D6240	Pontic - porcelain fused to high noble metal (d)	50%
D6241	Pontic - porcelain fused to predominantly base metal (d)	50%
D6242	Pontic - porcelain fused to noble metal (d)	50%
D6245	Pontic - porcelain/ceramic (d)	50%
D6250	Pontic - resin with high noble metal (d)	50%
D6251	Pontic - resin with predominantly base metal (d)	50%
D6252	Pontic - resin with noble metal (d)	50%

**Sample Outpatient Surgical Schedule  
\$750 Maximum Benefit**

CPT Code	Description	Benefit Amount
	<b>Integumentary System</b>	
10021	Fine Needle Aspiration without Imaging	\$298
10040	Acne Surgery	\$212
10120	Incision and Removal of Foreign Body	\$284
10160	Puncture Drainage of Lesion	\$263
11400	Removal of Skin Lesion	\$246
11730	Removal of Nail Plate	\$198
12001	Repair Superficial Wound(s)	\$174
15845	Skin and Muscle Repair Face	\$750
17000	Destroy Benign or Premalignant Lesions	\$165
17003	Destroy Benign or Premalignant Lesions 2-14	\$14
	<b>Musculoskeletal System</b>	
20550	Injection; Tendon Sheath, Ligament, Ganglion Cyst	\$118
20610	Arthrocentesis, Aspiration of Major Joint or Bursa	\$164
22548	Neck Spine Fusion	\$750
25600	Closed Treatment of Distal Radial Fracture	\$589
29075	Application of a Forearm Cast	\$181
29125	Application of a Forearm Splint	\$141
29405	Application of a Short Leg Cast	\$181
29877	Knee Arthroscopy	\$750
	<b>Respiratory System</b>	
30520	Repair of Nasal Septum	\$750
31231	Nasal Endoscopy, Diagnostic	\$398
31575	Diagnostic Laryngoscopy	\$239
	<b>Digestive System</b>	
42820	Tonsillectomy and Adenoidectomy	\$629
43235	Upper Gastrointestinal Endoscopy	\$593
43239	Upper Gastrointestinal Endoscopy with Biopsy	\$690
45330	Diagnostic Sigmoidoscopy	\$281
45355	Surgical Colonoscopy	\$433
45380	Colonoscopy and Biopsy	\$750
45384	Colonoscopy with Removal of Tumor(s), Polyp(s)	\$750
46600	Diagnostic Anoscopy	\$174
47562	Laparoscopic Cholecystectomy	\$750
49505	Repair Initial Inguinal Hernia, age 5 or over	\$750
	<b>Urinary System</b>	
50590	Fragmenting of Kidney Stone	\$750
51701	Insert Bladder Catheter	\$108
51820	Revision of Urinary Tract	\$750
52000	Cystoscopy	\$403
52317	Remove Bladder Stone	\$750
52330	Cystoscopy and Treatment	\$750
	<b>Male/Female Genital System</b>	
55700	Biopsy of the Prostate	\$433
57452	Colposcopy	\$224
57454	Colposcopy with Biopsy	\$320
57511	Cryocautery of the Cervix	\$301
58100	Biopsy of Uterus Lining	\$227
58120	Dilation and Curettage	\$534
58558	Hysteroscopy with Biopsy	\$750
58662	Laparoscopy with Excision of Lesions	\$750
	<b>Nervous System</b>	
64450	Injection, Anesthetic Agent, Peripheral Nerve or Branch	\$217
64721	Carpal Tunnel Surgery	\$750
	<b>Eye and Ocular Adnexa System</b>	
65222	Remove Foreign Body from the Eye	\$158
66984	Removal of Cataracts, Stage One Procedure	\$750
68761	Close Tear Duct Opening	\$300
69210	Removal of Impacted Ear Wax	\$107
69436	Create Eardrum Opening	\$344

## BASICADVANTAGE TOTAL COVERAGE – PLAN 2

### INPATIENT BENEFITS

#### What are the hospital daily room & board benefits?

The Coverage pays a hospital confinement daily benefit amount for each day a covered person is confined to a hospital as an inpatient. The daily benefit amount and maximum number of daily benefits vary based on the condition being treated.

Hospital confinement daily benefit amounts and per person maximums are:

Treatment of Mental & Nervous Conditions:	\$100 per day; maximum of 25 daily benefits per coverage year
Treatment of Alcohol & Substance Abuse:	\$100 per day; maximum of 25 daily benefits per coverage year
Treatment of All Other Covered Conditions:	\$800 per day; maximum of 90 daily benefits per coverage year

#### Are there any restrictions on the number of hospital days that can be covered for childbirth admissions?

The Coverage does not restrict the covered person's doctor in authorizing the length of stay that is appropriate. The hospital confinement daily benefits payable for childbirth are subject to the same maximum number of days that applies with respect to a hospital stay for All Other Covered Conditions.

#### Are inpatient surgeries covered?

Yes. The Coverage pays a daily benefit based on the specific surgical procedure performed for each inpatient surgery. The inpatient surgical benefit ranges from \$9 to \$1,500; see the Sample Inpatient Surgical Schedule later in this Coverage section.

#### Is reconstructive surgery following a mastectomy covered?

Yes. A covered person who has a mastectomy is covered for reconstructive breast surgery.

#### Is anesthesia administered during an inpatient surgery covered?

Yes. Each day a covered person has anesthesia administered during covered inpatient surgery, the Coverage pays a daily benefit of 20% of the benefit paid for the corresponding surgical procedure.

#### What is the hospital admission benefit?

The Coverage pays a single daily benefit when a covered person is admitted as an inpatient to the hospital for treatment of any of the covered conditions shown below. The daily benefit amount varies by condition and is payable based on the first diagnosis code listed on the claim form for the hospital admission. See the list of Covered Diagnosis Codes later in this booklet.

When the first listed diagnosis code indicates the admission is for treatment of a covered condition, the applicable hospital admission daily benefit amounts and per person maximums are:

Cancer:	\$5,000 per day; maximum of 1 daily benefit per coverage year
Injury:	\$3,000 per day; maximum of 1 daily benefit per coverage year
Stroke:	\$2,000 per day; maximum of 1 daily benefit per coverage year
Childbirth:	\$2,000 per day; maximum of 1 daily benefit per coverage year
Heart Attack:	\$4,000 per day; or
Heart Disease:	\$2,000 per day; the hospital admission daily benefit is payable for either Heart Attack or Heart Disease, but not both, subject to a maximum of 1 daily benefit per coverage year for both conditions.

#### Are inpatient events that are not specifically described in the benefits covered?

No. Only inpatient hospital confinements and events that are described and categorized as inpatient surgical procedures and administration of anesthesia are covered. Other events, such as inpatient doctors' visits and private-duty nursing, are not covered under the Coverage and there is no benefit for these types of events.

### OUTPATIENT BENEFITS

#### What are the benefits for outpatient doctors' visits?

The Coverage pays a daily benefit for each day a covered person visits a doctor as an outpatient. The daily benefit amount and maximum number of daily benefits vary based on the type of visit. Outpatient doctors' visits daily benefit amounts and per person maximums are:

New patient office visit:	\$100 per day; maximum of 1 daily benefit per coverage year
Established patient office visit:	\$70 per day; maximum of 9 daily benefits per coverage year
Consultation office visit:	\$150 per day; maximum of 1 daily benefit per coverage year
Emergency Room doctor visit:	\$100 per day; maximum of 1 daily benefit per coverage year

#### What are the outpatient radiology benefits?

The Coverage pays a daily benefit for each day a covered person has outpatient diagnostic radiology services. The daily benefit amount and maximum number of daily benefits vary based on the type of diagnostic radiology service. The Coverage will not pay more than 1 outpatient radiology daily benefit per day for each covered person. Outpatient radiology daily benefit amounts and per person maximums are:

Magnetic Resonance Imaging (MRI):	\$300 per day; maximum of 1 daily benefit per coverage year
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- Expenses compensable under Workers' Compensation or Employers' Liability Laws or by any coverage provided or required by law (including, but not limited to, group, group-type, and individual automobile "no-fault" coverage);
- Expenses provided or paid for by any governmental program or law, except as to charges that the person is legally obligated to pay; and
- Charges in excess of usual and customary fee levels, based on the 90th percentile of the FAIR Health, Inc. MDR tables.

The procedures listed above will also not be recognized toward satisfaction of any deductible amount.

### SCHEDULE OF COVERED PROCEDURES AND BENEFITS

Covered persons are covered only for the procedures and benefits shown below. All benefits are expressed as a percentage of the lesser of actual or usual and customary charges. Note: Limitations (a) through (h) are explained at the end of the Schedule.

#### COVERAGE A - No Waiting Period

D0150	Comprehensive oral exam (a).....	80%
D0120	Periodic oral exam (a).....	80%
D0140	Limited oral evaluation - problem focused.....	80%
D9110	Palliative (emergency) treatment of dental pain – minor procedure.....	80%
D0330	Panoramic film (b), or.....	80%
D0210	Intraoral - complete series (b).....	80%
D0220	Intraoral - perapical, first film.....	80%
D0230	Intraoral - perapical, each additional film.....	80%
D0240	Intraoral - occlusal film.....	80%
D0270	Bitewing - single film (f).....	80%
D0272	Bitewing - two films (f).....	80%
D0274	Bitewing - four films (f).....	80%
D1110	Prophylaxis - adult (a).....	80%
D1120	Prophylaxis - child (a)(e), or.....	80%
D1203	Topical application of fluoride – child (no prophylaxis) (a)(e).....	80%
D1351	Sealant - per tooth (c)(e).....	80%
D1510	Space maintainer - fixed-unilateral (c)(e).....	80%
D1515	Space maintainer - fixed bilateral (c)(e).....	80%
D1520	Space maintainer - removable – unilateral (c)(e).....	80%
D1525	Space maintainer - removable – bilateral (c)(e).....	80%

#### COVERAGE B – Three Month Waiting Period

##### Fillings

D2140	Amalgam - one surface, Primary or Permanent.....	60%
D2150	Amalgam - two surfaces, Primary or Permanent.....	60%
D2160	Amalgam - three surfaces, Primary or Permanent.....	60%
D2161	Amalgam - four+ surfaces, Primary or Permanent.....	60%
D2330	Resin-based composite - one surface, anterior.....	60%
D2331	Resin-based composite - two surfaces, anterior.....	60%
D2332	Resin-based composite - three surfaces, anterior.....	60%
D2335	Resin-based composite - four+ surfaces or involving incisal angle (anterior).....	60%
D2391	Resin-based composite - one surface, posterior – Primary or Permanent.....	60%
D2392	Resin-based composite - two surfaces, posterior – Primary or Permanent.....	60%
D2393	Resin-based composite - three surfaces, posterior – Primary or Permanent.....	60%
D2394	Resin-based composite – four+ surfaces, posterior – Primary or Permanent.....	60%
D2940	Sedative filling.....	60%

##### Oral Surgery

D7140	Simple Extraction – Erupted Tooth or Exposed Root.....	60%
D7210	Surgical removal of erupted tooth requiring elevation of mucoperiosteal flap and removal of bone and/or section of tooth.....	60%
D7220	Removal of impacted tooth - soft tissue.....	60%
D7230	Removal of impacted tooth - partially bony.....	60%
D7240	Removal of impacted tooth - completely bony.....	60%
D7250	Surgical removal of residual tooth roots (cutting procedure).....	60%
D7310	Alveoloplasty in conjunction with extractions - per quadrant.....	60%
D7320	Alveoloplasty not in conjunction with extractions - per quadrant.....	60%
D7510	Incision and drainage of abscess - intraoral soft tissue.....	60%

##### Crown & Bridge Repair

D2910	Recement inlay.....	60%
D2920	Recement crown.....	60%
D2950	Core buildup, including any pins.....	60%
D2951	Pin retention - per tooth, in addition to restoration.....	60%

## DENTAL COVERAGE

### What is the Dental Coverage?

The Dental Coverage pays a percentage of the charges a covered person incurs for covered dental procedures up to a per person maximum benefit of \$1,000 each coverage year. There is a \$50 per person deductible each coverage year. The Schedule of Covered Procedures and Benefits can be found at the end of the Dental Coverage section. Certain types of procedures are subject to waiting periods and frequency limitations.

### What is a "deductible"?

A deductible is the amount of money you must pay for eligible expenses before the Dental Coverage begins to pay benefits.

### What does "usual and customary" mean?

Usual and customary is a guideline that the carrier uses to determine how much of a dental expense the Dental Coverage will consider. A "usual" charge is the charge made for a given service by a provider to the majority of its patients. A "customary" charge is one that is charged by the majority of providers within a community for the same services.

### What is a "waiting period"?

A waiting period is the amount of time which coverage must be in force before benefits may become payable for covered procedures.

## EXCLUSIONS AND LIMITATIONS

No benefits will be paid for loss caused by or resulting from:

- Service or supply not shown on the list of covered procedures;
- Any procedure begun after your Dental Coverage ends, or for any prosthetic dental appliance finally installed or delivered more than 30 days after your Dental Coverage ends;
- Any procedure begun or appliance installed before your Dental Coverage began;
- Any treatment that is elective or primarily cosmetic in nature and not generally recognized as an accepted dental practice by the American Dental Association;
- The correction of congenital malformations (unless the procedure is performed on a covered person who was covered immediately following birth);
- The replacement of lost or stolen appliances;
- Initial placement of any prosthetic appliance or fixed bridge unless such placement is necessitated by the extraction of one or more functioning natural teeth while insured, provided such tooth was not an abutment for a prosthetic appliance installed during the preceding 5 years or a fixed bridge installed during the preceding 7 years. The extraction of a third molar does not qualify. Any such appliance or fixed bridge must include the replacement of the extracted tooth or teeth;
- Replacement of bridges unless the bridge cannot be made serviceable;
- Replacement of full or partial dentures unless the prosthetic appliance is more than 5 years old and cannot be made serviceable;
- Replacement of crowns, inlays, or onlays unless the prior placement is more than 7 years old and cannot be made serviceable;
- Appliances, services, or procedures relating to the change or maintenance of vertical dimension, restoration of occlusion, splinting, correction of attrition or abrasion, bite registration, or bite analysis;
- Services provided for any type of temporomandibular joint (TMJ) dysfunctions, muscular, skeletal deficiencies involving TMJ or related structures, or myofascial pain;
- Orthognathic surgery;
- Prescribed drugs, pre-medication, analgesia, or general anesthesia;
- Any instruction for diet, plaque control, and oral hygiene;
- Dental disease, defect, or injury caused by a declared or undeclared war or any act of war;
- Implants of any type, and all related procedures, removal of implants, precision or semi-precision attachments, denture duplication, over-dentures and any associated surgery, or other customized services or attachments;
- Cast restorations and crowns for teeth that are not broken down by extensive decay or accidental injury or for teeth that can be restored by other means;
- Treatment of malignancies, cysts, and neoplasms;
- Orthodontic treatment;
- Failure to keep a scheduled visit or charges for the completion of any claim forms;
- Any procedure, determined by the carrier, that is not necessary, does not offer a favorable prognosis, does not have uniform professional endorsement, or that is experimental in nature;
- Service or supply rendered by someone who is related to a covered person by blood (e.g., sibling, parent, grandparent, child), marriage (e.g., spouse or in-law), or adoption or is normally a member of the covered person's household;
- Any procedure, service, or supplies that are included as covered medical expenses under a group medical expense benefit plan;

Computerized Tomography (CT) Scan: \$125 per day; maximum of 1 daily benefit per coverage year  
All other radiology services: \$60 per day; maximum of 6 daily benefits per coverage year

**Note: If these services occur as part of an emergency room visit, they are NOT covered under this benefit. See "What if I use an emergency room?" below.**

### Are outpatient pathology services covered?

Yes. The Coverage pays \$50 for each day a covered person has outpatient diagnostic pathology services, subject to a per person maximum of 6 daily benefits each coverage year. The Coverage will not pay more than 1 outpatient pathology daily benefit per day for each covered person.

**Note: If these services occur as part of an emergency room visit, they are NOT covered under this benefit. See "What if I use an emergency room?" below.**

### Are visits to an urgent care facility covered?

Yes. The Coverage pays a daily benefit of \$50 for each day a covered person visits an urgent care facility and receives treatment, subject to a per person maximum of 1 daily benefit each coverage year.

### Are outpatient surgeries covered?

Yes. The Coverage pays a daily benefit based on the specific surgical procedure performed for each outpatient surgery. The outpatient surgical benefit ranges from \$14 to \$1,500; see the Sample Outpatient Surgical Schedule later in this Coverage section.

**Note: If your outpatient surgery is performed as part of an emergency room visit, it is NOT covered under this benefit. See "What if I use an emergency room?" below.**

### Is anesthesia administered during an outpatient surgery covered?

Yes. Each day a covered person has anesthesia administered during covered outpatient surgery, the Coverage pays a daily benefit of 20% of the benefit paid for the corresponding surgical procedure.

**Note: If you receive anesthesia during an outpatient surgery performed as part of an emergency room visit, it is NOT covered under this benefit. See "What if I use an emergency room?" below.**

### What if I use an emergency room?

The Coverage pays a daily benefit of \$500 for each day a covered person goes to a hospital emergency room for the treatment of an injury, subject to a per person maximum of 2 daily benefits each coverage year; and a daily benefit of \$50 for each day a covered person goes to a hospital emergency room for the treatment of a sickness, subject to a per person maximum of 3 daily benefits each coverage year. The Coverage will not pay more than 1 emergency room daily benefit per day for each covered person.

### Are outpatient events that are not specifically described in the benefits covered?

No. Only the types of events that are described and categorized as outpatient doctors' visits, outpatient diagnostic radiology and pathology services, outpatient surgery and administration of anesthesia, emergency room visits, and outpatient prescription drug purchases are covered. Other events, such as injections and durable medical equipment, are not covered under the Coverage and there is no benefit for these types of events.

## PRESCRIPTION DRUG BENEFITS

### Is there a benefit for outpatient prescription drugs?

Yes. The Coverage pays a daily benefit of \$25 for each day a covered person has a generic drug prescription filled or refilled by a pharmacist. Benefits for generic drugs are subject to a per person maximum of 32 daily benefits each coverage year. The Coverage also pays a daily benefit of \$50 for each day a covered person has a brand-name drug prescription filled or refilled by a pharmacist. Benefits for brand-name drugs are subject to a per person maximum of 9 daily benefits each coverage year.

### Can I use any pharmacy?

Yes, but you can use the Prescription Drug ID Card received with the BasicAdvantage Total Coverage to help save money at a pharmacy that participates in the Express Scripts, Inc. network.

### How does the Prescription Drug ID Card work?

Most pharmacies participate in the Express Scripts, Inc. network, but you should check with the pharmacy before you make your purchase or call Express Scripts, Inc. at 1-866-282-1491 for providers in your area. Participating pharmacies provide discounts of up to 15% on all prescriptions when you present your card. You will not have to file a claim on purchases made at participating pharmacies. The pharmacist will tell you exactly what to pay.

### What if I use a non-participating pharmacy?

You must pay the full price up front. Then you must call Express Scripts, Inc. at 1-866-282-1491 and request a claim form. File the claim with Express Scripts, Inc. Do not file your prescription drug claims with RSL Specialty Products Administration.

### Are there other ways that I can lower the cost of my prescriptions?

If you take a generic medication on a regular basis, a mail order service is available that may provide an even larger discount. You may visit Express Scripts, Inc. at their website [www.express-scripts.com](http://www.express-scripts.com) or call Express Scripts, Inc. at 1-866-282-1491 for more information.

### **What if I have a prescription from my dentist?**

You may only purchase medical prescriptions, except when the prescription is issued in connection with covered dental treatment for an accident covered under your BasicAdvantage Total Coverage.

### **COMMONLY USED TERMS**

#### **What is the "coverage year"?**

It is the period of time during which benefit maximums accumulate. Each new coverage year, the maximums are reset. You will find the coverage year under "BENEFIT PROGRAM INFORMATION". The coverage year should not be confused with the ERISA Plan Fiscal Year End.

#### **What are "covered events"?**

The Coverage usually covers events that are for the treatment of injury and sickness. These events must be medically necessary, occur while the Coverage is still in force, and not excluded.

#### **What is a "hospital"?**

A hospital is an institution operated by law for the care and treatment of injured or sick persons that has organized facilities for diagnosis and surgery (or has a contract with another hospital for these services), and has 24-hour nursing service. A hospital is not an institution that is primarily a rest, nursing or convalescent home, a home for the aged, an alcoholism or drug addiction treatment facility, or a facility for treatment of mental disorders.

#### **What does "injury" mean?**

Injury is a covered person's bodily injury caused by an accident that results, directly and independently of all other causes, in a covered loss. All injuries sustained in one accident, including all related conditions and recurring symptoms of the injuries, will be considered one injury.

#### **What are "inpatient" events?**

Inpatient events are those that occur at licensed hospital facilities when you are admitted as an inpatient and charged for at least one day's room & board.

#### **What are "outpatient" events?**

Outpatient events are those that occur at doctors' offices, free-standing clinics, and hospitals when you are not admitted as an inpatient.

#### **What does "sickness" mean?**

Sickness is a covered person's sickness or disease that results, directly and independently of all other causes, in a covered loss.

### **EXCLUSIONS AND LIMITATIONS**

No benefits will be paid for loss caused by or resulting from:

- Outpatient treatment of mental or nervous conditions;
- Outpatient treatment of alcoholism or substance abuse;
- Intentionally self-inflicted injuries, suicide, or any attempt thereof while sane or insane;
- Acts of declared or undeclared war;
- The covered person's commission of a felony;
- Work-related injury or sickness;
- Normal health checkups;
- Eye examinations for glasses, any kind of eye glasses, or prescriptions therefore;
- Hearing examinations, or hearing aids;
- Dental care, treatment or supplies except covered events rendered in connection with the care of sound, natural teeth and gums required on account of accidental injury that happens while covered, and rendered within 6 months of the accident;
- Reading or interpreting the results of any diagnostic pathology or radiology tests;
- Care, treatment or supplies rendered in connection with cosmetic surgery, except covered events rendered in connection with surgery needed for breast reconstruction following a mastectomy or an accident that happens while covered under the BasicAdvantage Total Coverage. The surgery needed for an accident must be performed within 90 days of the accident;
- Drugs not requiring a prescription;
- Care, treatment or supplies rendered while outside the United States of America; and
- Care, treatment or supplies rendered by an immediate family member or by the ERISA Plan Sponsor.

**IMPORTANT NOTE:** Your BasicAdvantage Total Coverage allows access to important medical provider and pharmacy provider networks that utilize negotiated charges which may save you money. You may contact MultiPlan (at 1-800-877-0005) or Express Scripts (at 1-866-282-1491) to find network providers in your area.

- Dyslipidemia screening for children at higher risk of lipid disorders at the following ages: 1 to 4 years, 5 to 10 years, 11 to 14 years, 15 to 17 years;
- Fluoride Chemoprevention supplements for children without fluoride in their water source;
- Gonorrhea preventive medication for the eyes of all newborns;
- Hearing screening for all newborns;
- Height, Weight and Body Mass Index measurements for children at the following ages: 0 to 11 months, 1 to 4 years, 5 to 10 years, 11 to 14 years, 15 to 17 years;
- Hematocrit or Hemoglobin screening for children;
- Hemoglobinopathies or sickle cell screening for newborns;
- HIV screening for adolescents at higher risk;
- Hypothyroidism screening for newborns;
- Immunization vaccines for children from birth to age 18 —doses, recommended ages, and recommended populations vary: Diphtheria, Tetanus, Pertussis, Haemophilus influenzae Type B, Hepatitis A, Hepatitis B, Human Papillomavirus, Inactivated Poliovirus, Influenza (Flu Shot), Measles, Mumps, Rubella, Meningococcal, Pneumococcal, Rotavirus, Varicella;
- Iron supplements for children ages 6 to 12 months at risk for anemia;
- Lead screening for children at risk of exposure;
- Medical History for all children throughout development at the following ages: 0 to 11 months, 1 to 4 years, 5 to 10 years, 11 to 14 years, 15 to 17 years;
- Obesity screening and counseling;
- Oral Health risk assessment for young children Ages: 0 to 11 months, 1 to 4 years, 5 to 10 years;
- Phenylketonuria (PKU) screening for this genetic disorder in newborns;
- Sexually Transmitted Infection (STI) prevention counseling and screening for adolescents at higher risk;
- Tuberculin testing for children at higher risk of tuberculosis at the following ages: 0 to 11 months, 1 to 4 years, 5 to 10 years, 11 to 14 years, 15 to 17 years;
- Vision screening for all children.

- laboratory, radiology, or cardiovascular tests performed for the diagnosis or treatment of sickness, disease or injury; and
- preventive health services rendered by an immediate family member or provided by your employer.

### COVERED PREVENTIVE HEALTH SERVICES

Listed below are most of the covered preventive health services. A service that is not listed may also be covered as long as it is a covered preventive health service.

**Note: Many preventive health services have specific restrictions and/or limitations affecting the circumstances under which coverage will be provided.**

#### For Adults

- Abdominal Aortic Aneurysm one-time screening for men of specified ages who have ever smoked;
- Alcohol Misuse screening and counseling;
- Aspirin use to prevent cardiovascular disease for men and women of certain ages;
- Blood Pressure screening for all adults;
- Cholesterol screening for adults of certain ages or at higher risk;
- Colorectal Cancer screening for adults over 50;
- Depression screening for adults;
- Diabetes (Type 2) screening for adults with high blood pressure;
- Diet counseling for adults at higher risk for chronic disease;
- HIV screening for everyone ages 15 to 65, and other ages at increased risk;
- Immunization vaccines for adults--doses, recommended ages, and recommended populations vary:
  - Hepatitis A
  - Hepatitis B
  - Herpes Zoster
  - Human Papillomavirus
  - Influenza (Flu Shot)
  - Measles, Mumps, Rubella
  - Meningococcal
  - Pneumococcal
  - Tetanus, Diphtheria, Pertussis
  - Varicella
- Obesity screening and counseling for all adults;
- Sexually Transmitted Infection (STI) prevention counseling for adults at higher risk;
- Syphilis screening for all adults at higher risk;
- Tobacco Use screening for all adults and cessation interventions for tobacco users.

#### For Women

- Anemia screening on a routine basis for pregnant women;
- Breast Cancer Genetic Test Counseling (BRCA) for women at higher risk for breast cancer;
- Breast Cancer Mammography screenings every 1 to 2 years for women over 40;
- Breast Cancer Chemoprevention counseling for women at higher risk;
- Breastfeeding comprehensive support and counseling from trained providers, and access to breastfeeding supplies, for pregnant and nursing women;
- Cervical Cancer screening for sexually active women;
- Chlamydia Infection screening for younger women and other women at higher risk;
- Contraception: Food and Drug Administration-approved contraceptive methods, sterilization procedures, and patient education and counseling, as prescribed by a health care provider for women with reproductive capacity (not including abortifacient drugs);
- Domestic and interpersonal violence screening and counseling for all women;
- Folic Acid supplements for women who may become pregnant;
- Gestational diabetes screening for women 24 to 28 weeks pregnant and those at high risk of developing gestational diabetes;
- Gonorrhea screening for all women at higher risk;
- Hepatitis B screening for pregnant women at their first prenatal visit;
- HIV screening and counseling for sexually active women;
- Human Papillomavirus (HPV) DNA Test every 3 years for women with normal cytology results who are 30 or older;
- Osteoporosis screening for women over age 60 depending on risk factors;
- Rh Incompatibility screening for all pregnant women and follow-up testing for women at higher risk;
- Sexually Transmitted Infections counseling for sexually active women;
- Syphilis screening for all pregnant women or other women at increased risk;
- Tobacco Use screening and interventions for all women, and expanded counseling for pregnant tobacco users;
- Urinary tract or other infection screening for pregnant women;
- Well-woman visits to get recommended services for women under 65.

#### For Children

- Autism screening for children at 18 and 24 months;
- Behavioral assessments for children at the following ages: 0 to 11 months, 1 to 4 years, 5 to 10 years, 11 to 14 years, 15 to 17 years;
- Blood Pressure screening for children at the following ages: 0 to 11 months, 1 to 4 years, 5 to 10 years, 11 to 14 years, 15 to 17 years;
- Cervical Dysplasia screening for sexually active females;
- Depression screening for adolescents;
- Developmental screening for children under age 3;

### SAMPLE SURGICAL SCHEDULES

Below are sample inpatient and outpatient surgical schedules. The schedules list many common surgeries and their corresponding daily benefit amounts. The daily benefit amounts are based on the relative value assigned to the particular surgical procedure in the 2011 National Physician Fee Schedule Relative Value File published by the Centers for Medicare and Medicaid Services (CMS).

The Coverage will also cover a surgical procedure that is not listed in the sample schedules, as long as the procedure is classified as a surgery in the CMS. The daily benefit amount for a surgical procedure that is not listed in the sample schedules will be consistent with the other daily benefit amounts shown in the sample schedules.

CPT Code	Description	Benefit Amount
<b>Sample Inpatient Surgical Schedule \$1,500 Maximum Benefit</b>		
	<b>Integumentary System</b>	
17000	Destroy Benign or Premalignant Lesion	\$117
17003	Destroy Benign or Premalignant Lesions 2-14	\$9
19305	Radical Mastectomy	\$1,500
	<b>Musculoskeletal System</b>	
20937	Spinal Bone Autograft	\$356
22554	Neck Spine Fusion	\$1,500
22585	Additional Spinal Fusion	\$714
22612	Lumbar Spine Fusion	\$1,500
22845	Insert Spine Fixation Device	\$1,500
27130	Total Hip Arthroplasty	\$1,500
27447	Total Knee Arthroplasty	\$1,500
	<b>Respiratory System</b>	
31500	Insert Emergency Airway	\$230
31622	Diagnostic Bronchoscopy	\$307
32551	Insertion of Chest Tube	\$357
	<b>Cardiovascular System</b>	
33518	Coronary Artery Bypass, Two Venous Grafts	\$891
33519	Coronary Artery Bypass, Three Venous Grafts	\$1,178
33533	Coronary Artery Bypass, Single Arterial Graft	\$1,500
33534	Coronary Artery Bypass, Two Arterial Grafts	\$1,500
35301	Rechanneling of Artery	\$1,500
36010	Place Catheter in Vein	\$256
36216	Place Catheter in Artery	\$580
	<b>Digestive System</b>	
43235	Upper Gastrointestinal Endoscopy	\$306
43239	Upper Gastrointestinal Endoscopy, Biopsy	\$361
43280	Laparoscopy, Fundoplasty	\$1,500
44140	Partial Removal of the Colon	\$1,500
44950	Appendectomy	\$1,341
44970	Laparoscopy, Appendectomy	\$1,500
45378	Diagnostic Colonoscopy	\$458
45380	Colonoscopy and Biopsy	\$547
47562	Laparoscopic Cholecystectomy	\$1,500
47563	Cholecystectomy with Cholangiography	\$1,500
49000	Exploration of the Abdomen	\$1,500
49568	Hernia Repair with Mesh	\$562
	<b>Urinary System</b>	
51840	Attach Bladder/Urethra	\$1,375
52332	Cystoscopy and Treatment	\$298
	<b>Male/Female Genital System</b>	
55845	Extensive Prostate Surgery	\$1,500
57260	Repair of Vagina	\$1,500
58100	Biopsy of Uterus Lining	\$186
58150	Total Hysterectomy	\$1,500
58260	Vaginal Hysterectomy	\$1,500
58262	Vaginal Hysterectomy with Removal of Tube(s) and/or Ovary(s)	\$1,500
58340	Catheter for Hystero-graphy	\$120
58550	Laparoscopy, Surgical with Vaginal Hysterectomy	\$1,500
58720	Removal of Ovary/Tube(s)	\$1,500
	<b>Maternity Care and Delivery</b>	
59120	Surgical Treatment of an Ectopic Pregnancy	\$1,500

59400	Routine Obstetric Care including Vaginal Delivery and Antepartum & Postpartum Care	\$1,500
59510	Routine Obstetric Care including Cesarean Delivery and Antepartum & Postpartum Care	\$1,500

<b>Nervous System</b>		
63030	Low Back Disk Surgery	\$1,500
63050	Cervical Laminoplasty	\$1,500
63048	Lumbar Laminectomy, each Additional Segment	\$452
63075	Neck Spine Disk Surgery	\$1,500

**Sample Outpatient Surgical Schedule  
\$1,500 Maximum Benefit**

CPT Code	Description	Benefit Amount
<b>Integumentary System</b>		
10021	Fine Needle Aspiration without Imaging	\$298
10040	Acne Surgery	\$212
10120	Incision and Removal of Foreign Body	\$284
10160	Puncture Drainage of Lesion	\$263
11400	Removal of Skin Lesion	\$246
11730	Removal of Nail Plate	\$198
12001	Repair Superficial Wound(s)	\$174
15845	Skin and Muscle Repair Face	\$1,500
17000	Destroy Benign or Premalignant Lesions	\$165
17003	Destroy Benign or Premalignant Lesions 2-14	\$14
<b>Musculoskeletal System</b>		
20550	Injection; Tendon Sheath, Ligament, Ganglion Cyst	\$118
20610	Arthrocentesis, Aspiration of Major Joint or Bursa	\$164
22548	Neck Spine Fusion	\$1,500
25600	Closed Treatment of Distal Radial Fracture	\$589
29075	Application of a Forearm Cast	\$181
29125	Application of a Forearm Splint	\$141
29405	Application of a Short Leg Cast	\$181
29877	Knee Arthroscopy	\$1,299
<b>Respiratory System</b>		
30520	Repair of Nasal Septum	\$1,320
31231	Nasal Endoscopy, Diagnostic	\$398
31575	Diagnostic Laryngoscopy	\$239
<b>Digestive System</b>		
42820	Tonsillectomy and Adenoidectomy	\$629
43235	Upper Gastrointestinal Endoscopy	\$593
43239	Upper Gastrointestinal Endoscopy with Biopsy	\$690
45330	Diagnostic Sigmoidoscopy	\$281
45355	Surgical Colonoscopy	\$433
45380	Colonoscopy and Biopsy	\$951
45384	Colonoscopy with Removal of Tumor(s), Polyp(s)	\$951
46600	Diagnostic Anoscopy	\$174
47562	Laparoscopic Cholecystectomy	\$1,500
49505	Repair Initial Inguinal Hernia, age 5 or over	\$1,079
<b>Urinary System</b>		
50590	Fragmenting of Kidney Stone	\$1,500
51701	Insert Bladder Catheter	\$108
51820	Revision of Urinary Tract	\$1,500
52000	Cystoscopy	\$403
52317	Remove Bladder Stone	\$1,500
52330	Cystoscopy and Treatment	\$970
<b>Male/Female Genital System</b>		
55700	Biopsy of the Prostate	\$433
57452	Colposcopy	\$224
57454	Colposcopy with Biopsy	\$320
57511	Cryocautery of the Cervix	\$301
58100	Biopsy of Uterus Lining	\$227
58120	Dilation and Curettage	\$534
58558	Hysteroscopy with Biopsy	\$812
58662	Laparoscopy with Excision of Lesions	\$1,492
<b>Nervous System</b>		
64450	Injection, Anesthetic Agent, Peripheral Nerve or Branch	\$217
64721	Carpal Tunnel Surgery	\$886

## ESSENTIAL COVERAGE

### What is the Essential Coverage?

The Coverage pays 100% of the charges a covered person incurs for covered preventive health services. There is a \$50 co-pay per prescription for brand name contraceptive prescription drugs. There are no other co-pays, deductibles or maximums.

### What does "covered preventive health services" mean?

Covered preventive health services are services that meet the requirements of the Affordable Care Act as determined by the federal government.

### What does "co-pay" mean?

A co-pay is the specified amount that you are responsible for paying each time you incur charges for covered brand name contraceptive prescription drugs, before the Coverage begins to pay benefits.

### What does "usual and customary" mean?

Usual and customary is a guideline that the carrier uses to determine how much of a charge the Coverage will consider. A "usual" charge is the charge made for a given service by a provider to the majority of its patients. A "customary" charge is one that is charged by the majority of providers within a community for the same services.

### How do I file a claim to be reimbursed for payment of a covered expense?

Your provider will most likely want to file a claim for you using his or her own form; however, there are some instances when you may have to pay for services or supplies and submit a claim for reimbursement. For example, your doctor may place you on an aspirin regimen to prevent heart disease, but you must pay for the aspirin when you purchase it. In order to be reimbursed for that purchase, you may submit a claim for reimbursement.

You may request a claim form from your Employer, or you may call the RSL Specialty Products Administration at 1-866-375-0775. You can then fill out the claim form, include a copy of the receipt showing the name of the drug and the date the prescription was filled and mail it to: RSL Specialty Products Administration, Claims Department, 505 S. Lenola Road, Suite 231, Moorestown, NJ 08057. Claims must be submitted within one year of the date of the loss. For Claims Customer Service call 1-866-375-0775, Monday through Friday, 8:30 a.m. to 5:30 p.m., ET.

### Can I use any pharmacy to get contraceptive prescription drugs?

Yes, but you can use the Prescription Drug ID Card received with the Coverage to help save money at a pharmacy that participates in the Express Scripts, Inc. network.

### How does the Prescription Drug ID Card work?

Most pharmacies participate in the Express Scripts, Inc. network, but you should check with the pharmacy before you make your purchase or call Express Scripts, Inc. at 1-866-282-1491 for providers in your area. You will not have to file a claim on purchases you make for your own contraceptive prescriptions at participating pharmacies. The pharmacist will tell you exactly what to pay. If you have covered any of your dependents (spouse or child) under the Essential Coverage, you will have to pay the full, undiscounted price for their contraceptive prescription and submit a claim for reimbursement.

### What if I use a non-participating pharmacy?

You must pay the full price up front for your contraceptive drug prescription. Then you must call Express Scripts, Inc. at 1-866-282-1491 and request a claim form. File the claim with Express Scripts, Inc. Do not file your prescription drug claims with RSL Specialty Products Administration. If your purchase at a non-participating pharmacy is for your covered dependent, follow the below instructions.

### How do I file a claim to be reimbursed for payment of my covered dependent's contraceptive prescription?

You may request a claim form from your Employer, or you may call the RSL Specialty Products Administration at 1-866-375-0775. You can then fill out the claim form, include a copy of the receipt showing the name of the drug and the date the prescription was filled and mail it to: RSL Specialty Products Administration, Claims Department, 505 S. Lenola Road, Suite 231, Moorestown, NJ 08057. Claims must be submitted within one year of the date of the loss. For Claims Customer Service call 1-866-375-0775, Monday through Friday, 8:30 a.m. to 5:30 p.m., ET.

### EXCLUSIONS AND LIMITATIONS

No benefits will be paid for loss caused by or resulting from:

- injury or self-inflicted bodily harm;
- sickness or disease of any kind;
- acts of declared or undeclared war;
- the covered person's commission of a felony;
- charges in excess of the lesser of actual or usual and customary charges;
- preventive health services not meeting the requirements of the Affordable Care Act;
- dental care, treatment or supplies, except those specifically included as a covered preventive health service for a child;

HYPERTENSIVE HEART DISEASE.....	111.9
HYPERTENSIVE HEART&RENAL DISEASE.....	113.10
OTHER ACUTE & SUBACUTE FORMS ISCHEMIC HEART DISEASE.....	124.8
OLD MYOCARDIAL INFARCTION.....	125.2
ANGINA PECTORIS.....	120.8
OTHER FORMS OF CHRONIC ISCHEMIC HEART DISEASE.....	125.10
ACUTE PULMONARY HEART DISEASE.....	126.01
CHRONIC PULMONARY HEART DISEASE.....	127.0
ACUTE PERICARDITIS.....	132
ACUTE AND SUBACUTE ENDOCARDITIS.....	133.0
ACUTE MYOCARDITIS.....	141
OTHER DISEASES OF PERICARDIUM.....	131.2
OTHER DISEASES OF ENDOCARDIUM.....	134.0
CARDIOMYOPATHY.....	142.3
CONDUCTION DISORDERS.....	144.2
CARDIAC DYSRHYTHMIAS.....	147.1
HEART FAILURE.....	150.20
ILL-DEFINED DESC&COMPLICATIONS HEART DISEASE.....	151.4
<b>Stroke (Cerebrovascular Accident - CVA)</b>	
SUBARACHNOID HEMORRHAGE.....	160.00
INTRACEREBRAL HEMORRHAGE.....	161.0
OTHER AND UNSPECIFIED INTRACRANIAL HEMORRHAGE.....	162.1
OCCLUSION AND STENOSIS OF PRECEREBRAL ARTERIES.....	165.1
OCCLUSION OF CEREBRAL ARTERIES.....	166.01
TRANSIENT CEREBRAL ISCHEMIA.....	145.0
ACUTE BUT ILL-DEFINED CEREBROVASCULAR DISEASE.....	167.8
OTHER AND ILL-DEFINED CEREBROVASCULAR DISEASE.....	167.2
LATE EFFECTS OF CEREBROVASCULAR DISEASE.....	169.01

65222	<b>Eye and Ocular Adnexa System</b>	
66984	Remove Foreign Body from the Eye	\$158
68761	Removal of Cataracts, Stage One Procedure	\$1,500
69210	Close Tear Duct Opening	\$300
69436	Removal of Impacted Ear Wax	\$107
	Create Eardrum Opening	\$344

## NON-INSURANCE BENEFITS FOR BASICADVANTAGE TOTAL COVERAGE PLANS 1 & 2

Your BasicAdvantage Total Coverage allows access to important non-insurance benefits as described below. The suppliers of these plans are not affiliated with the carrier, which is not responsible for the content of the plans and cannot be held liable for any services provided or not provided by these suppliers.

### What does membership in the VSP Access Plan give me?

Membership in the VSP Access Plan is a separate benefit that you receive when you are enrolled in the BasicAdvantage Total Coverage. This benefit, which is provided through Vision Service Plan, offers discounts on eye exams and prescription glasses from VSP network doctors. When you visit a network doctor, you can receive a 20% discount on your eye exam, a 15% discount on your contact lens exam, a 20% discount on your frame, lenses and lens options when a complete pair of prescription glasses is purchased. You also can receive discounts on laser vision correction. The discounts for prescription glasses and contact lenses are only available from the VSP network doctor who provided your eye exam within the past 12 months. For questions regarding the VSP Access Plan, call VSP at 1-800-877-7195 or visit their website at [www.vsp.com](http://www.vsp.com).

### What does membership in the 24-Hour Nurse Helpline Plan give me?

Membership in the 24-Hour Nurse Helpline Plan is a separate benefit that you receive when you are enrolled in the BasicAdvantage Total Coverage. This benefit offers a telephone service that allows you to ask questions and receive information about your health, illnesses and medications. You have unlimited access to registered nurses via a toll-free number 24 hours a day, 365 days a year. These nurses are specially trained to offer prompt, confidential medical counseling to help you make informed decisions about your health and the medical care you receive. However, the nurses do not diagnose or provide treatment.

The benefits include:

- Toll-free, confidential availability to registered nurses 24 hours a day at 1-800-982-2401.
- Information and guidance for dealing with common symptoms.
- Explanations on what to expect during a medical test.
- Help from a registered nurse who can answer questions regarding:
  - diagnostic and surgical procedures
  - a recently diagnosed medical condition
  - prescription and over the counter medication information

### What does membership in the Online Wellness Improvement Plan give me?

Membership in the Online Wellness Improvement Plan is a separate benefit that you receive when you are enrolled in the BasicAdvantage Total Coverage. This benefit offers an online service that allows you access to daily wellness articles and health tips, personalized workout programs for all ages and fitness levels, guidance on nutrition, weight loss and exercise, access to health risk assessments and calculators, and disease prevention studies. You must have access to the Internet to take advantage of this benefit.

To use this benefit:

- You must first enroll in My E Wellness; visit [www.myewellness.com](http://www.myewellness.com) and click on the "New Member" button.
- You must enter your membership ID number (found on your BasicAdvantage Total Coverage ID card) as both your User ID and Password, then click "Continue".
- You will be prompted to provide additional information and to change your User ID & Password to something you can easily remember. Then click "Continue" and you will be taken to the MyEWellness.com Member Home Page.

If you have any questions regarding the Online Wellness Improvement Plan, please call the My E Wellness Customer Service Department at 1-800-308-0374.

### What does membership in the On Call Travel Assistance Plan give me?

Membership in the On Call Travel Assistance Plan is a separate benefit that you receive when you are enrolled in the BasicAdvantage Total Coverage. This benefit offers a 24-hour, toll-free service that provides a comprehensive range of information, referral, coordination and arrangement services designed to respond to most medical care situations and many other emergencies you may encounter when you travel. This benefit also provides pre-trip assistance, including passport/visa requirements, foreign currency and weather information. All services under this benefit are provided by On Call International (On Call).

When traveling more than 100 miles from home or in a foreign country, the following services are offered:

- |   |  |
|---|--|
| Pre-Trip Assistance                                       | Emergency Medical Transportation*                  |
| - Inoculation requirements information                    | - Emergency evacuation                             |
| - Passport/visa requirements                              | - Medically necessary repatriation                 |
| - Currency exchange rates                                 | - Visit by family member or friend                 |
| - Consulate/embassy referral                              | - Return of traveling companion                    |
| - Health hazard advisory                                  | - Return of dependent children                     |
| - Weather information                                     | - Return of vehicle                                |
| Emergency Personal Services                               | - Return of mortal remains                         |
| - Urgent message relay                                    | Medical Services Include:                          |
| - Interpretation/translation services                     | - Medical referrals for local physicians/dentists  |
| - Emergency travel arrangements                           | - Medical case monitoring                          |
| - Recovery of lost or stolen luggage/personal possessions | - Prescription assistance and eyeglass replacement |
| - Legal assistance and/or bail                            | - Convalescence arrangements                       |

\*Emergency Medical Transportation services are subject to a maximum combined single limit of \$250,000. Return of vehicle is subject to \$2,500 maximum limit.

To use this benefit at any time before or during a trip, you may contact On Call for emergency assistance services. In the U.S., call toll-free at 1-800-456-3893. Worldwide, call collect at 1-603-328-1966

### What does membership in the Vitamins & Nutritional Supplements Plan give me?

Membership in the Vitamins & Nutritional Supplements Plan is a separate benefit that you receive when you are enrolled in the BasicAdvantage Total Coverage. This benefit offers discounted prices on natural vitamins, nutritional supplements, bath, personal care products, and even healthy pet products.

To use this benefit, visit [www.HealthFitLabs.com](http://www.HealthFitLabs.com) and enter **MEMBER** as the coupon code at checkout to receive an additional 15% off your order. The online prices are already reduced 5-35%. You can also save up to 30% off catalog prices. Call 1-630-563-0199 to request a catalog or place an order. Mention **MEMBER** as your coupon code.

## COVERED DIAGNOSIS CODES FOR BASICADVANTAGE TOTAL COVERAGE PLANS 1 & 2

The hospital admission daily benefit varies based on the first diagnosis code listed on the claim form for the hospital admission, which will be an ICD-10 code. All ICD-10 diagnosis codes for which a benefit is payable are shown below. (All subcodes within a major code are included unless otherwise noted.)

### Covered Diagnosis Codes

Description	ICD-10 Code
<b>Accidental Injury (does not include poisoning)</b>	
FRACTURES	S02.0xxA – T14.8
DISLOCATIONS	S03.0xxA – M99.10
SPRAINS AND STRAINS OF JOINTS AND ADJACENT MUSCLES	S43.50xA – S03.1xxA
INTRACRANIAL INJURY, EXCLUDING THOSE WITH SKULL FRACTURE	S06.0x0A – S06.891A
INTERNAL INJURY OF THORAX, ABDOMEN, AND PELVIS	S27.0xxA – S36.90xA
OPEN WOUND	S01.111A – S88.111A
INJURY TO BLOOD VESSELS	S15.009A – S75.001A
SUPERFICIAL INJURY	S00.01xA – T07
CONTUSION WITH INTACT SKIN SURFACE (EXCLUDING 922.33)	S00.03xA – S70.10xA
CRUSHING INJURY	S07.0xxA – S77.20xA
EFFECTS OF FOREIGN BODY ENTERING THROUGH ORIFICE	T15.00xA – T19.00xA
BURNS	T26.50xA – T30.0
INJURY TO NERVES AND SPINAL CORD	S04.011A – S14.4xxA
CERTAIN TRAUMATIC COMPLICATIONS AND UNSPECIFIED INJURIES	T79.0xxA – S09.10xA
<b>Cancer (Malignant Neoplasm)</b>	
MALIGNANT NEOPLASM OF LIP	C00.0
MALIGNANT NEOPLASM OF TONGUE	C02.0
MALIGNANT NEOPLASM OF MAJOR SALIVARY GLANDS	C07
MALIGNANT NEOPLASM OF GUM	C03.0
MALIGNANT NEOPLASM FLOOR OF MOUTH	C04.0
MALIGNANT NEOPLASM OTHER & UNSPECIFIED PARTS OF MOUTH	C06.0
MALIGNANT NEOPLASM OF OROPHARYNX	C09.8
MALIGNANT NEOPLASM OF NASOPHARYNX	C11.0
MALIGNANT NEOPLASM OF HYPOPHARYNX	C13.0
MALIGNANT NEOPLASM OF OTHER AND ILL-DEFINED SITES WITHIN THE LIP, ORAL CAVITY, AND PHARYNX	C14.0
MALIGNANT NEOPLASM OF ESOPHAGUS	C15.3
MALIGNANT NEOPLASM OF STOMACH	C16.0
MALIGNANT NEOPLASM OF SMALL INTESTINE, INCLUDING DUODENUM	C17.0
MALIGNANT NEOPLASM OF COLON	C18.3
MALIGNANT NEOPLASM OF RECTUM, RECTOSIGMOID JUNCTION & ANUS	C19

MALIGNANT NEOPLASM OF LIVER & INTRAHEPATIC BILE DUCTS	C22.0
MALIGNANT NEOPLASM OF GALLBLADDER & EXTRAHEPATIC BILE DUCTS	C23
MALIGNANT NEOPLASM OF PANCREAS	C25.0
MALIGNANT NEOPLASM OF RETROPERITONEUM & PERITONEUM	C48.0
MALIGNANT NEOPLASM OF OTHER AND ILL-DEFINED SITES WITHIN THE DIGESTIVE ORGANS AND PERITONEUM	C26.0
MALIGNANT NEOPLASM OF NASAL CAVITIES, MIDDLE EAR & ACCESSORY SINUSES	C30.0
MALIGNANT NEOPLASM OF LARYNX	C32.0
MALIGNANT NEOPLASM OF TRACHEA, BRONCHUS, & LUNG	C33
MALIGNANT NEOPLASM OF PLEURA	C38.4
MALIGNANT NEOPLASM OF THYMUS, HEART, & MEDIASTINUM	C37
MALIGNANT NEOPLASM OF OTHER AND ILL-DEFINED SITES IN THE RESPIRATORY SYSTEM & INTRATHORACIC ORGANS	C39.0
MALIGNANT NEOPLASM OF BONE AND ARTICULAR CARTILAGE	C41.0
MALIGNANT NEOPLASM OF CONNECTIVE AND OTHER SOFT TISSUE	C47.0
MALIGNANT MELANOMA OF SKIN	C43.0
OTHER MALIGNANT NEOPLASM OF SKIN	C44.0
MALIGNANT NEOPLASM OF FEMALE BREAST	C50.011
MALIGNANT NEOPLASM OF MALE BREAST	C50.021
KAPOSI'S SARCOMA	C46.0
MALIGNANT NEOPLASM OF UTERUS, PART UNSPECIFIED	C55
MALIGNANT NEOPLASM OF CERVIX UTERI	C53.0
MALIGNANT NEOPLASM OF PLACENTA	C58
MALIGNANT NEOPLASM OF BODY OF UTERUS	C54.1
MALIGNANT NEOPLASM OF OVARY AND OTHER UTERINE ADNEXA	C56.1
MALIGNANT NEOPLASM OF OTHER AND UNSPECIFIED FEMALE GENITAL ORGANS	C52
MALIGNANT NEOPLASM OF PROSTATE	C61
MALIGNANT NEOPLASM OF TESTIS	C62.00
MALIGNANT NEOPLASM OF PENIS AND OTHER MALE GENITAL ORGANS	C60.0
MALIGNANT NEOPLASM OF BLADDER	C67.0
MALIGNANT NEOPLASM OF KIDNEY AND OTHER AND UNSPECIFIED URINARY ORGANS	C64.1
MALIGNANT NEOPLASM OF EYE	C69.40
MALIGNANT NEOPLASM OF BRAIN	C71.0
MALIGNANT NEOPLASM OF OTHER AND UNSPECIFIED PARTS OF NERVOUS SYSTEM	C72.20
MALIGNANT NEOPLASM OF THYROID GLAND	C73
MALIGNANT NEOPLASM OF OTHER ENDOCRINE GLANDS AND RELATED STRUCTURES	C74.00
MALIGNANT NEOPLASM OF OTHER AND ILL-DEFINED SITES	C76.0
SECONDARY AND UNSPECIFIED MALIGNANT NEOPLASM OF LYMPH NODES	C77.0
SECONDARY MALIGNANT NEOPLASM OF RESPIRATORY AND DIGESTIVE SYSTEMS	C78.00
SECONDARY MALIGNANT NEOPLASM OF OTHER SPECIFIED SITES	C79.00
MALIGNANT NEOPLASM WITHOUT SPECIFICATION OF SITE	C80.0
LYMPHOSARCOMA AND RETICULOSARCOMA AND OTHER SPECIFIED MALIGNANT TUMORS OF LYMPHATIC TISSUE	C83.30
HODGKIN'S DISEASE	C81.70
OTHER MALIGNANT NEOPLASMS OF LYMPHOID AND HISTIOCYTIC TISSUE	C82.00
MULTIPLE MYELOMA AND IMMUNOPROLIFERATIVE NEOPLASMS	C90.00
LYMPHOID LEUKEMIA	C91.00
MYELOID LEUKEMIA	C92.00
MONOCYtic LEUKEMIA	C93.00
OTHER SPECIFIED LEUKEMIA	C94.00
LEUKEMIA OF UNSPECIFIED CELL TYPE	C95.00
CARCINOMA IN SITU OF DIGESTIVE ORGANS	D00.00
CARCINOMA IN SITU OF RESPIRATORY SYSTEM	D02.0
CARCINOMA IN SITU OF SKIN	D04.00
CARCINOMA IN SITU OF BREAST AND GENITOURINARY SYSTEM	D05.00
CARCINOMA IN SITU OF OTHER AND UNSPECIFIED SITES	D09.20
NEOPLASM OF UNCERTAIN BEHAVIOR OF DIGESTIVE AND RESPIRATORY SYSTEMS	D37.030
NEOPLASM OF UNCERTAIN BEHAVIOR OF GENITOURINARY ORGANS	D39.0
NEOPLASM OF UNCERTAIN BEHAVIOR OF ENDOCRINE GLANDS AND NERVOUS SYSTEMS	D44.3
NEOPLASM OF UNCERTAIN BEHAVIOR OF OTHER AND UNSPECIFIED SITES AND TISSUES	D48.0
NEOPLASMS OF UNSPECIFIED NATURE	D49.0

### Childbirth

NORMAL DELIVERY	O80
OUTCOME OF DELIVERY	Z37.0
<b>Heart Attack (Myocardial Infarction) OR Heart Disease</b>	
ACUTE MYOCARDIAL INFARCTION	I21.09
ANEURYSM OF HEART	I25.3
ANEURYSM OF CORONARY VESSELS	I25.41
DISSECTION OF CORONARY ARTERY	I25.42
OTHER ANEURYSM OF HEART	I25.3
RHEUMATIC FEVER WITHOUT MENTION HEART INVOLV	I00
RHEUMATIC FEVER WITH HEART INVOLVEMENT	I01.0
RHEUMATIC CHOREA	I02.0
CHRONIC RHEUMATIC PERICARDITIS	I09.2
DISEASES OF MITRAL VALVE	I05.0
DISEASES OF AORTIC VALVE	I06.0
DISEASES OF MITRAL & AORTIC VALVES	I08.0
DISEASES OF OTHER ENDOCARDIAL STRUCTURES	I07.0
OTHER RHEUMATIC HEART DISEASE	I09.0
ESSENTIAL HYPERTENSION	I10