



BENEFITS AT A GLANCE

STUDENT HEALTH INSURANCE PLAN | PLAN YEAR 2021/2022

DESIGNED EXCLUSIVELY FOR THE STUDENTS

MAINE COLLEGE OF ART & DESIGN

Portland, ME

("the Policyholder")

Policy Number: WI2122MESHIP83

Group Number: ST1507SH Effective: 9/1/2021 - 8/31/2022

UNDERWRITTEN BY:

Wellfleet Insurance Company | Fort Wayne, IN ("the Company")

ADMINISTERED BY:

Wellfleet Group, LLC



Table of Contents (Click on section title below to go to section in "Benefits at a Glance.")

| Welcome Students | |
|--|----|
| Where to Find Help | |
| Am I Eligible? | |
| How Do I Confirm Enrollment and/or Waive? | 4 |
| Effective Dates & Costs | 4 |
| Preferred Provider Organization (PPO) Network | 4 |
| Maine College of Art and Design Schedule of Benefits | 4 |
| Pre-Certification | 16 |
| Exclusions and Limitations | 16 |
| Value Added Services | 20 |

Welcome Students...

We are pleased to provide you with this summary of the 2021 – 2022 Student Health Insurance Plan ("Plan"), which is fully compliant with the Affordable Care Act. "Benefits at a Glance" includes effective dates and costs of coverage, as well as other helpful information. For additional details about the Plan, please consult the Plan Certificate and other materials at www.wellfleetstudent.com. If you have questions about Enrollment into the Plan, please call Cross Benefit Solutions at (800) 537-6444. For questions about medical benefits or claims, please call Wellfleet Student at (877) 657-5030, TTY 711.

Where to Find Help

| For Questions About: | Please Contact: |
|---|---|
| Servicing Agent CROSS BEREFIT SOLUTIONS | Cross Benefit Solutions 150 Mill Street, Suite 4 Lewiston, ME 04240 800-537-6444 www.crossagency.com/meca |
| Enrollment Insurance Benefits Claims Processing ID Cards Preferred Provider Listings Waiver Process | Wellfleet Group, LLC PO Box 15369 Springfield, Massachusetts 01115-5369 (877) 657-5030, TTY 711 www.wellfleetstudent.com |
| Waiver Process | https://www.studentinsurance.com/Client/1507 |
| Preferred PPO Provider Listings | Wellfleet Student www.wellfleetstudent.com or www.cigna.com Send Cigna claims to: |
| Cigna Claims | CIGNA PO Box 188061 Chattanooga, TN 37422 – 8061 Electronic Payor ID: 62308 |
| Prescription Drug Provider | For information about the Wellfleet Rx/ESI Prescription Drug Program, please visit www.wellfleetstudent.com Your plan includes Wellfleet Rx – offering over 40 generics at a \$0 copay. Please ask your health care provider to review our formulary to see if these medications are right for you. Click here http://wellfleetrx.com/students/formularies/_for more information. |
| Pediatric Dental and Vision Benefits Accidental Injury Dental Benefit | Note: This plan includes Pediatric Dental and Vision Benefits for Insured Persons to the end of the month in which they turn age 19, and Accidental Injury Dental Treatment for Insured Persons over age 18. This plan does not include dental insurance for Insured Persons after the month they turn 19. This plan does not include Vision Benefits for Insured Persons after the month they turn 19. |

Am I Eligible?

All registered full-time students are required to have health insurance coverage, either through this Student Health Insurance Plan (SHIP) or through another individual or family plan. Students are automatically enrolled in the Student Health Insurance Plan at registration and the premium is added to the student's tuition fees unless proof of comparable coverage is provided by completing the waiver.

How Do I Confirm Enrollment and/or Waive?

All registered full-time students will need to confirm enrollment or waive the Maine College of Art & Design SHIP. Eligible students are required to go to: https://www.studentinsurance.com/client/1507 by the deadline to make their selection. Students who would like to waive the Maine College of Art & Design SHIP need to have their current insurance information available to provide proof of comparable insurance. The fall waiver deadline is September 10, 2021 and the Spring (new students only) waiver deadline is January 21, 2022.

Effective Dates & Costs

| All time periods begin at 12:00 A.M. | I. local time and end at 11:59 P.M. local ti | ime at the Policyholder's address. |
|--------------------------------------|--|------------------------------------|
| | | |

| Coverage Period | Coverage Start Date | Coverage End Date | Enrollment/Waiver Deadline |
|--------------------------------------|---------------------|-------------------|----------------------------|
| Annual | 9/1/2021 | 8/31/2022 | 9/10/2021 |
| Spring/Summer (New Students Only) | 1/1/2022 | 8/31/2022 | 1/21/2022 |

| Plan Costs for Students | | |
|-------------------------|---------|--------------------------------------|
| | Annual | Spring/Summer (New Students Only) |
| Student* | \$2,725 | \$1,830 |

^{*}The above plan costs include an administrative service fee.

Preferred Provider Organization (PPO) Network

...providing access to quality health care at discounted costs!

By enrolling in this Student Health Plan, you have the Cigna PPO Network of participating Providers. To find a complete listing of the Network's participating Providers, go to www.cigna.com, or contact Wellfleet Student toll-free at (877) 657-5030, TTY 711, or www.wellfleetstudent.com for assistance.

Maine College of Art & Design Schedule of Benefits

This is only a brief description of coverage available under Certificate form ME SHIP CERT (2019). The Certificate will contain full details of coverage, coinsurance, limitations, exclusions, and termination provisions. If there are any conflicts between this document and the Certificate, the Certificate governs in all cases.

UNLESS OTHERWISE SPECIFIED BELOW THE MEDICAL PLAN DEDUCTIBLE (IF APPLICABLE) WILL ALWAYS APPLY.

SCHEDULE OF BENEFITS

Preventive Services:

In-Network Provider: The Deductible, Coinsurance, and any Copayment are not applicable to Preventive Services. Benefits are paid at 100% of the Negotiated Charge when services are provided through an In-Network Provider.

Out-of-Network Provider: Deductible, Coinsurance, and any Copayment are applicable to Preventive Services provided through an Out-of-Network Provider. Benefits are paid at 80% of the Usual and Customary Charge

Medical DeductibleIn-Network ProviderIndividual:\$100

Out-of-Network Provider Individual: \$100

Cost sharing You incur for Covered Medical Expenses that is applied to the Out-of-Network Deductible will not be applied to satisfy the In-Network Deductible. Cost sharing You incur for Covered Medical Expenses that is applied to the In-Network Deductible will not be applied to satisfy the Out-of-Network Provider Deductible.

Out-of-Pocket Maximum: In-Network Provider Individual: \$7,900

Out-of-Network Provider Individual: \$15,800

Cost sharing You incur for Covered Medical Expenses that is applied to the Out-of-Network Provider Out-of-Pocket Maximum will not be applied to satisfy the In-Network Provider Out-of-Pocket Maximum and cost sharing You incur for Covered Medical expenses that is applied to the In-Network Provider Out-of-Pocket Maximum will not be applied to satisfy the Out-of-Network Provider Out-of-Pocket Maximum.

Coinsurance Amounts:

In-Network Provider: 80% of the Negotiated Charge for Covered Medical Expenses unless otherwise

stated below.

Out-of-Network Provider: 60% of the Usual and Customary Charge (U&C) for Covered Medical Expenses unless

otherwise stated below.

Medical Benefit Payments for In-Network Providers and Out-of-Network Providers

The Certificate provides benefits based on the type of health care provider You select. The Certificate provides access to both In-Network Providers and Out-of-Network Providers. Different benefits may be payable for Covered Medical Expenses rendered by In-Network Providers versus Out-of-Network Providers, as shown in the Schedule of Benefits.

How You Can Request an Estimate for Proposed Covered Services

You may request an estimate of the costs you will have to pay when your health care provider proposes an inpatient admission, procedure, or other covered service. You can request this cost estimate by logging on to the www.wellfleetstudent.com website. Just follow the steps to request a cost estimate for health care services you are planning to receive. To request an estimate by phone, call the toll-free phone number shown on your ID card.

Dental and Vision Benefit Payments

For dental and vision benefits, you may choose any dental or vision provider.

For dental, different benefits may be payable based on the type of service, as shown in the Schedule of Benefits.

Preferred Provider Organization:

To locate an In-Network Provider in Your area, consult Your Provider Directory or call toll free 877-657-5030 or visit Our website at: www.wellfleetstudent.com or www.cigna.com.

THE COVERED MEDICAL EXPENSE FOR AN ISSUED CERTIFICATE WILL BE:

- 1. THOSE LISTED IN THE COVERED MEDICAL EXPENSES PROVISION;
- 2. ACCORDING TO THE FOLLOWING SCHEDULE OF BENEFITS; AND
- 3. DETERMINED BY WHETHER THE SERVICE OR TREATMENT IS PROVIDED BY AN IN-NETWORK OR OUT-OF-NETWORK PROVIDER.
- 4. UNLESS OTHERWISE SPECIFIED BELOW THE MEDICAL PLAN DEDUCTIBLE WILL ALWAYS APPLY.

| BENEFITS FOR COVERED INJURY/SICKNESS | IN-NETWORK PROVIDER | OUT-OF-NETWORK PROVIDER |
|---|---|--|
| | Inpatient Benefits | |
| Hospital Care Includes hospital room & board expenses and miscellaneous services and supplies. Subject to Semi-Private room rate unless intensive care unit is required. Room and Board includes intensive care. Pre-Certification Required | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Preadmission Testing | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Physician's Visits while Confined: Limited to 1 visit per day of Confinement per provider | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Inpatient Surgery: Pre-Certification Required Surgeon Services | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Anesthetist | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Assistant Surgeon | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Registered Nurse Services for private duty nursing while Confined | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |

| Dhysical Thorany while Confined | 200/ of the Negatisted Charge ofter | 60% of House and Customary Charge ofter |
|---|---|--|
| Physical Therapy while Confined | 80% of the Negotiated Charge after | 60% of Usual and Customary Charge after |
| (inpatient) | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses |
| | | |
| | | |
| Skilled Nursing Facility Benefit | 80% of the Negotiated Charge after | 60% of Usual and Customary Charge after |
| Pre-Certification required | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses |
| | | |
| Inpatient Rehabilitation Facility Expense | 80% of the Negotiated Charge after | 60% of Usual and Customary Charge after |
| Benefit | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses |
| | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses |
| Pre-Certification Required | | |
| | | |
| | ENTAL HEALTH DISORDER AND SUBSTANCE | |
| Mental Health Disorder and Substance | 80% of the Negotiated Charge after | 60% of Usual and Customary Charge after |
| Use Disorder Benefit | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses |
| Pre-Certification Required | | |
| In accordance with the federal Mental | | |
| Health Parity and Addiction Equity Act | | |
| of 2008 (MHPAEA), the cost sharing | | |
| requirements, day or visit limits, and | | |
| any Pre-certification requirements that | | |
| apply to a Mental Health Disorder and | | |
| Substance Use Disorder will be no more | | |
| restrictive than those that apply to | | |
| medical and surgical benefits for any | | |
| other Covered Sickness. | | |
| other covered sickness. | | |
| | | |
| | Outuationt Bonefits | |
| Outpatient Surgery | Outpatient Benefits | |
| Outpatient Surgery: | | |
| Pre-Certification required | 200/ of the Negations of Charge offer | 600/ of House and Customes in Chaire - ft - in |
| Surgeon Services | 80% of the Negotiated Charge after | 60% of Usual and Customary Charge after |
| | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses |
| Anesthetist | 80% of the Negotiated Charge after | 60% of Usual and Customary Charge after |
| | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses |
| Assistant Surgeon | 80% of the Negotiated Charge after | 60% of Usual and Customary Charge after |
| Assistant Surgeon | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses |
| | Deductible for covered infedical Expenses | Deductible for covered intention Expenses |
| | | |

| Outpatient Surgery Facility and Miscellaneous expenses for services & supplies, such as cost of operating | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
|---|--|--|
| room, therapeutic services, oxygen, oxygen tent, and blood & plasma | | |
| Physician's Office Visits | \$30 Copayment per visit per Policy Year then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Specialist/Consultant Physician Services | \$30 Copayment per visit per Policy Year then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses Deductible Waived | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Telemedicine or Telehealth Services | \$30 Copayment per visit per Policy Year then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses Deductible Waived | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Cardiac Rehabilitation | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Pulmonary Rehabilitation | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Rehabilitation Therapy including, Physical Therapy, and Occupational Therapy and Speech Therapy | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Pre-Certification Required | | |
| Habilitative Services including, Physical Therapy, and Occupational Therapy and Speech Therapy | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Pre-Certification Required | | |
| Emergency Services in an emergency department (includes Urgent Care for Emergency Medical Conditions). | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | Paid the same as In-Network Provider subject to Usual and Customary Charge. |
| Urgent Care Centers for non-life-threatening conditions | \$30 Copayment per visit per Policy Year then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| | Deductible Waived | |

| Diagnostic Imaging Services | 80% of the Negotiated Charge after | 60% of Usual and Customary Charge after |
|---|--|---|
| Pre-Certification Required | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses |
| CT Scan, MRI and/or PET Scans | 80% of the Negotiated Charge after | 60% of Usual and Customary Charge after |
| Pre-Certification Required | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses |
| Laboratory Procedures (Outpatient) | 80% of the Negotiated Charge after | 60% of Usual and Customary Charge after |
| | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses |
| Chemotherapy and Radiation Therapy | 80% of the Negotiated Charge after | 60% of Usual and Customary Charge after |
| Pre-Certification Required | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses |
| laftering Thousan | 200/ of the Negatistad Chause often | COOK of House and Customer Chause often |
| Infusion Therapy Pre-Certification Required | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| | · | · |
| Home Health Care Expenses | 80% of the Negotiated Charge after | 60% of Usual and Customary Charge after |
| Due Coutification no surjust | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses |
| Pre-Certification required | | |
| Hospice Care Coverage | 80% of the Negotiated Charge after | 60% of Usual and Customary Charge after |
| | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses |
| OUTPATIENT N | MENTAL HEALTH DISORDER AND SUBSTANCI | E USE DISORDER |
| Mental Health Disorder and Substance | | |
| Use Disorder Benefit | | |
| Pre-Certification Required except for | | |
| office visits | | |
| Physician's Office Visits including, but | \$30 Copayment per visit per Policy Year | 80% of Usual and Customary Charge after |
| not limited to, physician visits; | then the plan pays 100% of the | Deductible for Covered Medical Expenses |
| individual and group therapy; | Negotiated Charge for Covered Medical | |
| medication management | Expenses | |
| | | |
| | Deductible Waived | |
| All Other Outpatient Services including, | 80% of the Negotiated Charge after | 60% of Usual and Customary Charge after |
| but not limited to, Intensive Outpatient | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses |
| Programs (IOP); partial hospitalization; | | |
| Electronic Convulsive Therapy (ECT); | | |
| Repetitive Transcranial Magnetic | | |
| Stimulation (rTMS); psychiatric and | | |
| neuropsych testing | | |
| | | |
| In accordance with the federal Mental | | |
| Health Parity and Addiction Equity Act of 2008 (MHPAEA), the cost sharing | | |
| requirements, day or visit limits, and | | |
| any Pre-Certification requirements that | | |
| apply to a Mental Health Disorder and | | |
| Substance Use Disorder will be no more | | |
| restrictive than those that apply to | | |
| medical and surgical benefits for any | | |
| other Covered Sickness. | | |
| | | |
| | | |

| Prescription Drugs Retail Pharmacy No cost sharing applies to ACA Preventive Care medications filled at a participating network pharmacy | | |
|--|--|-------------|
| TIER 1 (Including Enteral Formulas) For each fill up to a 30-day supply filled at a Retail pharmacy See the Enteral Formula and Nutritional Supplements section of this Schedule for supplements not purchased at a pharmacy. | \$15 Copayment then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses Deductible Waived | Not covered |
| More than a 30-day supply but less than a 61-day supply filled at a Retail pharmacy | \$30 Copayment then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses Deductible Waived | Not covered |
| More than a 60- day supply filled at a Retail pharmacy | \$45 Copayment then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses Deductible Waived | Not covered |
| TIER 2 (Including Enteral Formulas) For each fill up to a 30-day supply filled at a Retail pharmacy See the Enteral Formula and Nutritional Supplements section of this Schedule for supplements not purchased at a pharmacy. | \$45 Copayment then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses Deductible Waived | Not covered |
| More than a 30-day supply but less than a 61-day supply filled at a Retail pharmacy | \$90 Copayment then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses Deductible Waived | Not covered |
| More than a 60-day supply filled at a Retail pharmacy | \$135 Copayment then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses Deductible Waived | Not covered |

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|--|---|--|
| TIER 3 | \$75 Copayment then the plan pays 100% | Not covered |
| (Including Enteral Formulas) | of the Negotiated Charge for Covered | |
| For each fill up to a 30-day supply filled | Medical Expenses | |
| at a Retail Pharmacy | | |
| | Deductible Waived | |
| See the Enteral Formula and Nutritional | | |
| Supplements section of this Schedule | | |
| for supplements not purchased at a | | |
| pharmacy. | | |
| More than a 30-day supply but less than | \$150 Copayment then the plan pays | Not covered |
| a 61-day supply filled at a Retail | 100% of the Negotiated Charge for | |
| pharmacy | Covered Medical Expenses | |
| priamacy | Covered Medical Expenses | |
| | Deductible Waived | |
| More than a 60-day supply filled at a | \$225 Copayment then the plan pays | Not covered |
| Retail pharmacy | 100% of the Negotiated Charge for | |
| , | Covered Medical Expenses | |
| | | |
| | Deductible Waived | |
| Zero Cost Generics | | |
| | 100% of the Negotiated Charge for | Not covered |
| | Covered Medical Expenses | |
| | 2posos | |
| | Deductible Waived | |
| Specialty Prescription Drugs | Deductible Walved | |
| Specialty Prescription Drugs | \$75 Copayment then the plan pays 100% | Not covered |
| For each fill up to a 30-day supply | of the Negotiated Charge for Covered | Not covered |
| For each fill up to a 50-day supply | | |
| | Medical Expenses | |
| | Deductible Waived | |
| More than a 30-day supply but less than | \$150 Copayment then the plan pays | Not covered |
| | 100% of the Negotiated Charge for | Not covered |
| a 61-day supply | | |
| | Covered Medical Expenses | |
| | Deductible Waived | |
| Marathan a CO day ayardy | | Not sovered |
| More than a 60-day supply | \$225 Copayment then the plan pays | Not covered |
| | 100% of the Negotiated Charge for | |
| | Covered Medical Expenses | |
| | Dadwatkla Wakad | |
| Orally administered anti-concer processing | Deductible Waived | |
| Orally administered anti-cancer prescript | | |
| Benefit | Greater of: | |
| | Chemotherapy Benefit; or | |
| | Infusion Therapy Benefit | |
| Diabetic Supplies (for Prescription suppli | l es purchased at a pharmacy) | |
| Benefit | · · · · · · · · · · · · · · · · · · · | y Prescription Drug Fill except that the |
| Benefit | Paid the same as any other Retail Pharmacy Prescription Drug Fill except, that the Insured Person's out-of-pocket costs for covered prescription insulin drugs will not | |
| | exceed \$35 per 30-day supply regardless of the amount or type of insulin that is | |
| | needed to fill the Insured Person's prescription. | |
| | heeded to fill the insured Person's prescrip | AUOII. |
| | | |
| | | |

| Allergy Injections/Treatment 80% of the Negotiated Charge after Deductible for Covered Medical Expenses Emergency Ambulance Service ground and/or air, water transportation Non-Emergency Ambulance Service ground and/or air, water transportation Deductible for Covered Medical Expenses 80% of the Negotiated Charge after Deductible for Covered Medical Expenses Non-Emergency Ambulance Service ground and/or air, water transportation Non-Emergency Ambulance Service ground and/or air, water transportation Bariatric Surgery Bariatric Surgery Pre-Certification Required Covered Clinical Trials Same as any other Covered Medical Expenses Deductible for Covered Medical Expenses Deduct | Other Benefits | | | |
|--|---|------------------------------------|--|--|
| Emergency Ambulance Service ground and/or air, water transportation Non-Emergency Ambulance Service ground and/or air, water transportation Non-Emergency Ambulance Service ground and/or air, water transportation Non-Emergency Ambulance Service ground and/or air, water transportation Bariatric Surgery Bariatric Surgery Pre-Certification Required Covered Clinical Trials Same as any other Covered Medical Expenses Pre-Certification Required Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Pre-Certification Required Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible f | Allergy Testing | | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses | |
| and/or air, water transportation Deductible for Covered Medical Expenses Subject to Usual and Customary Charge after Deductible for Covered Medical Expenses Bariatric Surgery Bariatric Surgery Pre-Certification Required Covered Clinical Trials Same as any other Covered Medical Expenses Diabetic services and supplies (including equipment and training) Refer to the Prescription Drug provision for diabetic supplies covered under the Prescription Drug benefit. Baw of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Dialysis Treatment Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of Usual and Customary Charge after Deductible for Covered Medical Expenses Bow of Usual and Customary Charge after Deductible for Covered Medical Expenses Bow of Usual and Customary Charge after Deductible for Covered Medical Expenses Bow of Usual and Customary Charge after Deductible for Covered Medical Expenses Bow of Usual an | Allergy Injections/Treatment | | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses | |
| Bariatric Surgery Bariatric Su | | | Paid the same as In-Network Provider subject to Usual and Customary Charge | |
| Deductible for Covered Medical Expenses Durable Medical Equipment Deductible for Covered Medical Expenses Pre-Certification Required Diabetic services and supplies (including equipment and training) Refer to the Prescription Drug provision for diabetic supplies covered under the Prescription Drug benefit. Dialysis Treatment Dialysis Treatment Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Deductible for Cove | | | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses | |
| Durable Medical Equipment Pre-Certification Required Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Deductible for Covered Medical Expenses Bow of Usual and Customary Charge after Deductible for Covered Medical Expenses | | | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses | |
| Deductible for Covered Medical Expenses Pre-Certification Required Diabetic services and supplies (including equipment and training) Refer to the Prescription Drug provision for diabetic supplies covered under the Prescription Drug benefit. Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses | Covered Clinical Trials | Same as any other Covered Sickness | | |
| Refer to the Prescription Drug provision for diabetic supplies covered under the Prescription Drug benefit. Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of the Negotiated Charge after Deductible for Covered Medical Expenses Bow of Usual and Customary Charge after Deductible for Covered Medical Expenses Bow of Usual and Customary Charge after Deductible for Covered Medical Expenses Bow of Usual and Customary Charge after Deductible for Covered Medical Expenses Bow of Usual and Customary Charge after Deductible for Covered Medical Expenses Bow of Usual and Customary Charge after Deductible for Covered Medical Expenses Bow of Usual and Customary Charge after Deductible for Covered Medical Expenses Bow of Usual and Customary Charge after Deductible for Covered Medical Expenses Bow of Usual and Customary Charge after Deductible for Covered Medical Expenses Bow of Usual and Customary Charge after Deductible for Covered Medical Expenses Bow of Usual and Customary Charge after Deductible for Covered Medical Expenses Bow of Usual and Customary Charge after Deductible for Covered Medical Expenses Bow of Usual and Customary Charge after Deductible for Covered Medical Expenses Bow of Usual and Customary Charge after Deductible for Covered Medical Expenses Bow of Usual and Customary Charge after Deductible for Covered Medical Expenses Bow of Usual Amazer Charge after Deductible for Covered Medical Expenses Bow of Usual Amazer Charge after Deductible for Covered Medical Expenses Bow of Usual Amazer Charge after Deductible for Covered Medical Expenses Bow of Usual Amazer Charge after Deductible for C | | | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses | |
| Hearing Aids One hearing aid per affected ear every 36 months for an Insured age 18 years or under. Deductible for Covered Medical Expenses 80% of the Negotiated Charge after Deductible for Covered Medical Expenses 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses Deductible for Covered Medical Expenses | equipment and training) Refer to the Prescription Drug provision for diabetic supplies covered under the | | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses | |
| One hearing aid per affected ear every 36 months for an Insured age 18 years or under. Deductible for Covered Medical Expenses Deductible for Covered Medical Expenses | Dialysis Treatment | | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses | |
| Maternity Benefit Same as any other Covered Sickness | One hearing aid per affected ear every 36 months for an Insured age 18 years | = = | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses | |
| | Maternity Benefit | Same as any other Covered Sickness | | |

| Enteral Formulas and Nutritional Supplements | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses | |
|---|---|--|--|
| See the Prescription Drug section of this Schedule when purchased at a pharmacy. | | | |
| Prosthetic and Orthotic Devices Pre-Certification Required | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses | |
| Prosthetic Devices (Arm and Leg) Pre-Certification Required | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses | |
| Reconstructive Surgery Pre-Certification Required | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses | |
| Pediatric Dental and Vision Services | Refer to the Pediatric Vision Services a | and Pediatric Dental Services | |
| Pediatric Dental – preventive & diagnostic services, for Insured Persons (to the end of the month in which they turn age 19). | See the Pediatric Dental Care Benefit description in the Certificate for further information. | | |
| limited to 1 exam / prophylaxis every 6 month | 100% of Usual and Customary Charge Deductible Waived | | |
| Includes: • Topical fluoride treatment – 2 per 12 months • x-rays – bitewing – 1 set per 6 months • x-rays - full-mouth and panoramic – 1 per 60 months • sealants (as needed for permanent 1st and 2nd molars only, 1 per tooth every 36 months) • space maintainers • emergency palliative treatment of pain Claim forms must be submitted to us as soon as reasonably possible. Refer to Proof of Loss provision contained in the General Provisions. | | | |

Pediatric Dental – basic restorative 50% of Usual and Customary Charge services, for Insured Persons (to the end of the month in which they turn age 19) Includes: • fillings (amalgam, resin-based composite) • prefabricated stainless-steel crown -1 per tooth per 60 months • endodontics - therapeutic pulpotomy • periodontics - scaling and root planning, limited to 1 every 24 months • prosthodontics - denture repair, denture rebase/reline (1 per 36 months; 6 months after initial installation) • oral surgery Pediatric Dental – major and general 50% of Usual and Customary Charge services, for Covered Persons (to the end of the month in which the Insured Person turns age 19); Includes: • prosthodontics - crowns, bridges, and dentures - 1 per tooth/arch every 60 months • endodontics (root canals on permanent teeth limited to one per tooth per lifetime) • periodontics - gingivectomy or gingivoplasty, limited to 1 every 36 months for 4 or more teeth • occlusal guard – 1 in 12 months for ages 13 and older general anesthesia and IV sedation* – in conjunction with complex oral surgery • consultations, therapeutic drug injection, and treatment of post-surgical complications, except as Covered elsewhere in the Policy

| Pediatric Dental – Medically Necessary orthodontia services*, for Covered Persons up to age nineteen (19) with severe and handicapping malocclusion *Requires pre-authorization | 50% of Usual and Customary Charge | |
|--|--|--|
| Pediatric Vision Care Benefit (to the end of the month in which the Insured Person turns age 19) | 100% of Usual and Customary Charge after Deductible for Covered Medical Expenses per Policy Year | |
| Limited to 1 visit(s) per Policy Year and 1 pair of prescribed lenses and frames or contact lenses (in lieu of eyeglasses) per Policy Year Claim forms must be submitted to us as soon as reasonably possible. Refer to Proof of Loss provision contained in the General Provisions. | | |
| Abortion Expense | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Acupuncture Expense Benefit | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Accidental Injury Dental Treatment for Insured Person's over age 18 | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Chiropractic Care Benefit Pre-Certification Required | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Organ Transplant Surgery travel and lodging expenses a maximum of \$2,000 per Policy Year or \$250 per day, whichever is less while at the transplant facility. Pre-Certification Required | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Tuberculosis screening, Titers, Quantiferon B tests including shots (other than covered under preventive services) | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Sports Accident Expense - incurred as the result of the play or practice of Intercollegiate or club sports. Up to \$1,000 per Accident | 80% of the Negotiated Charge after Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after Deductible for Covered Medical Expenses |

| Non-emergency Care While Traveling | 60% of Actual Charge after Deductible for Covered Medical Expenses | | | |
|--|--|---|--|--|
| Outside of the United States | Subject to \$10,000 maximum per Policy Year | | | |
| Medical Evacuation Expense | 100% of Actual Charge for Covered Medical Expenses | | | |
| | Deductible Waived | | | |
| | Subject to \$50,000 maximum per Policy Year | | | |
| Repatriation Expense | 100% of Actual Charge for Covered Medical Expenses | | | |
| | Deductible Waived | | | |
| | Subject to \$25,000 maximum per Policy Year | | | |
| Mandated Benefits | | | | |
| Anesthesia and Facility Charges for | 80% of the Negotiated Charge after | 60% of Usual and Customary Charge after | | |
| Dental Procedures | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses | | |
| Autism Spectrum Disorders | Same as any other Covered Sickness | | | |
| Breast Cancer Treatment | Same as any other Covered Sickness | | | |
| Breast Reduction/Varicose Vein Surgery | Same as any other Covered Sickness | | | |
| Colorectal Cancer Screening | Same as any other Preventive Service | | | |
| Gynecological and Obstetrical Services | Same as any other Preventive Service | | | |
| Leukocyte Antigen Testing | Same as any other Preventive Service, subject to a maximum of \$150 per lifetime lab | | | |
| | fee and may not be applied to any deductible. | | | |
| Pap Tests | Same as any other Preventive Service | | | |
| Prostate Cancer Screening | Same as any other Preventive Service | | | |
| Screening Mammogram | Same as any other Preventive Service | | | |

ACCIDENTAL DEATH AND DISMEMBERMENT BENEFIT

Loss must occur within 365 days of the date of a covered Accident.

Only one benefit will be payable under this provision, that providing the largest benefit, when more than one (1) loss occurs as the result of any-one (1) Accident. This benefit is payable in addition to any other benefits payable under the Certificate.

Pre-Certification

Pre-Certification is required for inpatient hospital, surgery, and selected outpatient services. Pre-Certification is not required for an Emergency Medical Condition or for a Life-Threatening Condition or Urgent Care or Hospital Confinement for the initial 48/96 hours of maternity care. Additionally, no authorization requirement will apply to obstetrical or gynecological care provided by In-Network Providers.

Exclusions and Limitations

Exclusion Disclaimer: Any exclusion in conflict with the Patient Protection and Affordable Care Act will be administered to comply with the requirements of the Act.

The Certificate does not cover loss nor provide benefits for any of the following, except as otherwise provided by the benefits of the Certificate and as shown in the Schedule of Benefits.

 International Students Only - Eligible expenses within Your Home Country or country of origin that would be payable or medical Treatment that is available under any governmental or national health plan for which You could be eligible.

- Treatment, service or supply which is not Medically Necessary for the diagnosis, care or treatment of the Sickness or Injury involved. This applies even if they are prescribed, recommended, or approved by Your attending Physician or dentist.
- 3. Medical services rendered by a provider employed for or contracted with the Policyholder, including team physicians or trainers, except as specifically provided in the Schedule of Benefits.
- 4. Professional services rendered by an Immediate Family Member or anyone who lives with You.
- 5. Routine foot care, including the paring or removing of corns and calluses, or trimming of nails, unless these services are determined to be Medically Necessary because of Injury, infection or disease.
- 6. Infertility treatment (male or female)-this includes but is not limited to:
 - Procreative counseling;
 - Premarital examinations;
 - · Genetic counseling and genetic testing;
 - Impotence, organic or otherwise;
 - Injectable infertility medication, including but not limited to menotropins, hCG and GnRH agonists;
 - In vitro fertilization, gamete intrafallopian tube transfers or zygote intrafallopian tube transfers;
 - Costs for an ovum donor or donor sperm;
 - Sperm storage costs;
 - Cryopreservation and storage of embryos;
 - Ovulation induction and monitoring;
 - Artificial insemination;
 - Hysteroscopy;
 - Laparoscopy;
 - Laparotomy;
 - Ovulation predictor kits;
 - Reversal of tubal ligations;
 - Reversal of vasectomies;
 - Costs for and relating to surrogate motherhood (maternity services are Covered for Members acting as surrogate mothers);
 - · Cloning; or
 - Medical and surgical procedures that are experimental or investigational unless Our denial is overturned by an External Appeal Agent.
- 7. Expenses covered under any Workers' Compensation, occupational benefits plan, mandatory automobile no-fault plan, public assistance program or government plan, except Medicaid.
- 8. Charges of an institution, health service or infirmary for whose services payment is not required in the absence of insurance or services covered by Student Health Fees.
- 9. Any expenses in excess of Usual and Customary Charges except as provided in the Certificate.
- 10. Loss incurred as the result of riding as a passenger or otherwise (including skydiving) in a vehicle or device for aerial navigation, except as a fare paying passenger in an aircraft operated by a scheduled airline maintaining regular published schedules on a regularly established route anywhere in the world.
- 11. Loss resulting from war or any act of war, whether declared or not, or loss sustained while in the armed forces of any country or international authority.
- 12. Loss resulting from playing, practicing, traveling to or from, or participating in, or conditioning for, any Intercollegiate or club sports for which benefits are paid under another Sports Accident policy issued to the Policyholder; or for which coverage is provided by the National Collegiate Athletic Association (NCAA), National Association of Intercollegiate Athletic (NAIA) or any other sports association in excess of \$1,000.00 per Accident.
- 13. Loss resulting from playing, practicing, traveling to or from, or participating in, or conditioning for, any professional sport.
- 14. Treatment, services, supplies, or facilities in a Hospital owned or operated by the Veterans Administration or a national government or any of its agencies, except when a charge is made which You are required to pay.
- 15. Services that are duplicated when provided by both a certified Nurse-midwife and a Physician.
- 16. Expenses payable under any prior policy which was in force for the person making the claim.
- 17. Injury sustained as the result of Your operation of a motor vehicle while not properly licensed to do so in the jurisdiction in which the motor vehicle accident takes place.

- 18. Expenses incurred after:
 - The date insurance terminates as to an Insured Person, except as specified in the extension of benefits provision; and
 - The end of the Policy Year specified in the Policy.
- 19. Elective Surgery or Elective Treatment unless such coverage is otherwise specifically covered under the Certificate.
- 20. Weight management. Weight reduction. Nutrition programs. This does not apply to nutritional counseling or any screening or assessment specifically provided under the Preventive Services benefit, or otherwise specifically covered under the Certificate.
- 21. Treatment for obesity except surgery for morbid obesity (bariatric surgery). Surgery for removal of excess skin or fat.
- 22. Charges for hair growth or removal unless otherwise specifically covered under the Certificate.
- 23. Expenses for radial keratotomy.
- 24. Adult Vision unless specifically provided in the Certificate.
- 25. Charges for office visit exam for the fitting of prescription contact lenses, duplicate spare eyeglasses, lenses or frames, non-prescription lenses or contact lenses that are for cosmetic purposes.
- 26. Charges for hearing exams, hearing screening, or cochlear implants except as specifically provided in the Certificate.
- 27. Racing or speed contests, skin diving or sky diving, mountaineering (where ropes or guides are customarily used), ultra-light aircraft, parasailing, sail planing, hang gliding, bungee jumping, travel in or on ATV's (all terrain or similar type vehicles) or other hazardous sport or hobby.
- 28. Surgery or related services for cosmetic purposes to improve appearance, except to restore bodily function or correct deformity resulting from disease, or trauma.
- 29. Treatment to the teeth, including orthodontic braces and orthodontic appliances, unless otherwise covered under the Pediatric Dental Care Benefit.
- 30. Extraction of impacted wisdom teeth or dental abscesses.
- 31. Treatment of Temporomandibular Joint Dysfunction (TMJ) other than a surgical procedure for those covered conditions affecting the upper or lower jawbone or associated bone joints. Such a procedure must be considered Medically Necessary based on the Certificate definition of same.
- 32. You are:
 - o committing or attempting to commit a felony,
 - o engaged in an illegal occupation, or
 - o participating in a riot.
- 33. Custodial Care service and supplies.
- 34. Charges for hot or cold packs for personal use.
- 35. Braces and appliances used as protective devices during a student's participation in sports. Replacement braces and appliances are not covered.
- 36. Services of private duty Nurse except as provided in the Certificate.
- 37. Expenses that are not recommended and approved by a Physician.
- 38. Routine harvesting and storage of stem cells from newborn cord blood, the purchase price of any organ or tissue, donor services if the recipient is not an Insured Person under this plan, or services for or related to the transplantation of animal or artificial organs or tissues.
- 39. Cosmetic procedures related to Gender Reassignment including but not limited to rhinoplasty, face lift, facial bone reduction, lip enhancement or reduction, blepharoplasty, body contouring, reduction thyroid chondroplasty, hair removal, voice modification surgery, skin resurfacing, chin implants, nose implants.
- 40. Sleep Disorders, except for the diagnosis and treatment of obstructive sleep apnea.
- 41. Treatment of Acne unless Medically Necessary.
- 42. Experimental or Investigational drugs, devices, treatments, or procedures unless otherwise covered under Covered Clinical Trials or covered under clinical trials (routine patient costs). See the Other Benefits section for more information.
- 43. Under the Prescription Drug Benefit shown in the Schedule of Benefits:
 - any drug or medicine which does not, by federal or state law, require a prescription order, i.e. overthe-counter drugs, even if a prescription is written, except as specifically provided under Preventive Services or in the Prescription Drug Benefit section of the Certificate. Insulin and OTC preventive medications required under ACA are exempt from this exclusion;
 - drugs with over-the-counter equivalents except as specifically provided under Preventive Services;

- allergy sera and extracts administered via injection;
- any drug or medicine for the purpose of weight control;
- fertility drugs;
- sexual enhancements drugs;
- vitamins, and minerals, except as specifically provided under Preventive Services;
- food supplements, dietary supplements; except as specifically provided in the Certificate;
- cosmetic drugs or medicines, including but not limited to, products that improve the appearance of wrinkles or other skin blemishes;
- refills in excess of the number specified or dispensed after 1 year of date of the prescription;
- drugs labeled, "Caution limited by federal law to Investigational use" or Experimental Drugs;
- any drug or medicine purchased after coverage under the Certificate terminates;
- any drug or medicine consumed or administered at the place where it is dispensed;
- if the FDA determines that the drug is: contraindicated for the Treatment of the condition for which the drug was prescribed; or Experimental for any reason;
- bulk chemicals;
- non-insulin syringes, surgical supplies, durable medical equipment/medical devices, except as specifically provided in the Prescription Drug Benefit section of the Certificate;
- repackaged products;
- blood components except factors;
- immunology products.
- 44. Non-chemical addictions.
- 45. Non-physical, occupational, speech therapies (such as art, dance, drama, horticulture, music, writing, etc.).
- 46. Modifications made to dwellings.
- 47. General fitness, exercise programs.
- 48. Hypnosis.
- 49. Rolfing.
- 50. Biofeedback.

Value Added Services

The following are not affiliated with Wellfleet Insurance Company and the services are not part of the Plan Underwritten by Wellfleet Insurance Company. These value-added options are provided by Wellfleet Student.

VISION DISCOUNT PROGRAM

For Vision Discount Benefits please go to: www.wellfleetstudent.com

EMERGENCY MEDICAL AND TRAVEL ASSISTANCE

Wellfleet Student provides access to a comprehensive program that will arrange emergency medical and travel assistance services, repatriation services and other travel assistance services when you are traveling. For general inquiries regarding the travel access assistance services coverage, please call Wellfleet Student at (877) 657-5030, TTY 711. If you are traveling and need assistance in North America, call the Assistance Center toll-free at: (877) 305-1966 or if you are in a foreign country, call collect at: (715) 295-9311. When you call, please provide your name, school name, the group number shown on your ID card, and a description of your situation. If the condition is an emergency, you should go immediately to the nearest physician or hospital without delay and then contact the 24-hour Assistance Center.

24 HOUR NURSELINE

Students who enroll and maintain medical coverage in this insurance plan have access to the 24 Hour Nurseline. This 24-Hour Nurseline program provides:

- Phone-based, reliable health information in response to health concerns and questions; and
- Assistance in decisions on the appropriate level of care for an injury or sickness.

Appropriate care may include self-care at home, a call to a physician, or a visit to the emergency room.

Calls are answered 24 hours a day, 365 days a year by experienced registered nurses who have been specifically trained to handle telephone health inquiries.

This program is not a substitute for doctor visits or emergency response systems. The *Nurseline* does not answer health plan benefit questions. Health benefit questions should be referred to the Plan Administrator. The *24 Hour Nurseline* toll free number will be on the ID card.

(800) 634-7629



With CareConnect from Wellfleet Student, students have 24/7 access to professional assistance to help manage personal concerns, emotional issues, transition and adjustment concerns, academic stress, career development, and the demands of daily and family obligations.

Members in need of assistance simply call the behavioral health hotline on their ID card, (888) 857-5462, or via the Wellfleet Student mobile app for immediate access to a masters-level mental health professional. Students are run through a clinical assessment to determine if CareConnect counseling, health center referral, or other treatment is necessary. To access mobile features, students simply download their school's app in their device's app store.