

Benefit summary

A Business Choice plan



This health plan meets **Minimum Creditable Coverage standards** and **will satisfy** the individual mandate that you have health insurance.

MASSACHUSETTS REQUIREMENT TO PURCHASE HEALTH INSURANCE:

As of January 1, 2009, the Massachusetts Health Care Reform Law requires that Massachusetts residents, eighteen (18) years of age and older, must have health coverage that meets the Minimum Creditable Coverage standards set by the Commonwealth Health Insurance Connector, unless waived from the health insurance requirement based on affordability or individual hardship. For more information call the Connector at 1-877-MA-ENROLL or visit the Connector website (www.mahealthconnector.org).

This health plan meets **Minimum Creditable Coverage standards** that are effective January 1, 2009 as part of the Massachusetts Health Care Reform Law. If you purchase this plan, you **will satisfy** the statutory requirement that you have health insurance meeting these standards.

This disclosure is for minimum creditable coverage standards that are effective January 1, 2009. Because these standards may change, review your health plan material each year to determine whether your plan meets the latest standards.

If you have questions about this notice, you may contact the Division of Insurance by calling 617-521-7794 or visiting its website at www.mass.gov/doi.



South End Community Health Center

This Benefit Summary is a general description of your coverage as a member of Neighborhood Health Plan (NHP). For more information about your benefits, visit www.nhp.org or call NHP's Customer Care Center at 800-462-5449 or TTY 800-655-1761.

NHP's Comprehensive Network applies. To find a provider, please visit www.nhp.org

All covered services must be medically necessary and some may require prior authorization. Please check with your PCP or treating provider to determine if a prior authorization is necessary. The NHP Member Handbook may include additional coverages and/or exclusions not listed on the Benefit Summary.

MEDICAL CARE DEDUCTIBLE AND OUT-OF-POCKET MAXIMUM

| | |
|--|------------------------------------|
| Deductible per Plan Year | \$1,000 Individual, \$2,000 Family |
| Out-of-Pocket Maximum per Plan Year (for indicated services) | \$2,000 Individual, \$4,000 Family |
| Plan year: July 1, 2011 to June 30, 2012 | |

OUTPATIENT MEDICAL CARE

COPAYMENT

| | |
|--|--------------------------|
| Primary Care for Preventive Services | No copayment |
| Annual Physical Exams..... | No copayment |
| Immunization Visits..... | No copayment |
| Well Child Visits..... | No copayment |
| Office Visits for Other Primary and Specialty Care | \$20 per office visit |
| Allergy Tests and Shots | Included in office visit |
| Annual Gynecological Exams..... | No copayment |
| Cardiac Rehabilitation Services..... | \$20 per office visit |
| Eye Exams (once every 12 months)..... | \$20 per office visit |
| Family Planning Services..... | \$20 per office visit |
| Hearing Exams | \$20 per office visit |
| Infertility Services* | Subject to deductible |
| Physical Therapy/Occupational Therapy (up to 90 consecutive days per condition)..... | \$20 per office visit |
| Prenatal and Postnatal Care..... | \$20 per office visit |
| Pediatric Care | \$20 per office visit |
| Speech Therapy | \$20 per office visit |
| Outpatient Surgery*..... | Subject to deductible |

OUTPATIENT LABORATORY AND IMAGING

| | |
|--|--------------------------|
| Routine Laboratory Tests | Included in office visit |
| Diagnostic Laboratory & X-ray* | Subject to deductible |
| Mammography..... | No copayment |
| Screening Colonoscopy..... | No copayment |
| High-technology Radiology (MRI, CT, PET Scan)* | Subject to deductible |
| Nuclear Cardiac Imaging* | Subject to deductible |

INPATIENT MEDICAL CARE

COPAYMENT

| | |
|--|-----------------------|
| Inpatient Medical Services* (semi-private room and board or private room, if medically necessary) | Subject to deductible |
| Inpatient Care in a Skilled Nursing Facility* (for up to 100 days per plan year) | Subject to deductible |
| Inpatient Care in a Rehabilitation Facility* (for up to 60 days per plan year) | Subject to deductible |
| Inpatient Maternity*..... | Subject to deductible |
| Routine Nursery and Newborn Care..... | No copayment |

*Applies to \$2,000 Individual/\$4,000 Family Out-of-Pocket Maximum per Plan Year.

| | |
|---|--|
| <i>MENTAL HEALTH AND SUBSTANCE ABUSE CARE—OUTPATIENT</i> | <i>COPAYMENT</i> |
| Mental Health | \$20 per office visit |
| Substance Abuse Care | \$20 per office visit |
| <i>MENTAL HEALTH AND SUBSTANCE ABUSE CARE—INPATIENT</i> | <i>COPAYMENT</i> |
| Mental Health Care | No copayment |
| Substance Abuse Detoxification | No copayment |
| Substance Abuse Rehabilitation | No copayment |
| <i>URGENT CARE</i> | <i>COPAYMENT</i> |
| Urgent Care provided at your primary care site or arranged by your NHP Provider | \$20 per office visit |
| <i>EMERGENCY CARE</i> | <i>COPAYMENT</i> |
| <i>If, in your judgement, you require emergency medical care, go to the nearest emergency room or call 911 or your local emergency number. When admitted to a hospital for emergency care, you or a family member should notify your PCP within 48 hours.</i> | |
| Care you receive in an emergency room, in or out of NHP Service Area* | \$100 per visit (waived if admitted to hospital) |
| <i>DENTAL CARE</i> | <i>COPAYMENT</i> |
| Emergency Dental Care immediately following accident or injury | \$20 for office visit \$100 for emergency room visit* (waived if admitted to hospital) |
| Extraction of Impacted or Infected Wisdom Teeth | \$20 per office visit |
| <i>PRESCRIPTION DRUGS</i> | <i>COPAYMENT</i> |
| With a valid prescription and purchased at a participating pharmacy for up to a 30-day supply | \$15 generic drugs \$30 preferred brand \$50 non-preferred brand |
| With a valid prescription for a maintenance medication and purchased through the mail order program for a 90-day supply | \$30 generic drugs \$60 preferred brand \$100 non-preferred brand |
| <i>OVER-THE-COUNTER DRUGS</i> | <i>COPAYMENT</i> |
| Select generic over-the-counter cough, cold and allergy medicines with a valid prescription and purchased at a participating pharmacy for up to a 30-day supply | \$0 to \$50 copayment (depending on drug prescribed) |
| <i>For a complete list of over-the-counter drugs, visit www.nhp.org or contact our Customer Care Center at 800-462-5449 or TTY 800-655-1761.</i> | |
| <i>ADDITIONAL SERVICES</i> | <i>COPAYMENT</i> |
| Ambulance Services* | Subject to deductible |
| Disposable Medical Supplies* | Subject to deductible |
| Durable Medical Equipment* | Subject to deductible then 20% coinsurance |
| Early Intervention (from birth up to age three) | No copayment |
| Fitness Club Reimbursement† | \$150 Individual, \$300 Family, per calendar year |
| Home Health Care | No copayment |
| Hospice | No copayment |

†NHP members enrolled in this plan are eligible to receive up to \$150 reimbursement, per individual, up to a maximum of \$300 per family, per calendar year toward health club membership at qualifying facilities. Reimbursement amounts may not exceed the amount paid for the membership. To be eligible, members must be enrolled in NHP for at least four months and submit their reimbursement requests by March 31 of the following calendar year. For additional information, please visit www.nhp.org or call our Customer Care Center at 800-462-5449.

About your NHP membership

Deductibles and Coinsurance Required for Certain Services

Before coverage begins for certain services, you pay a deductible each plan year.

Your Plan Deductible is an amount you pay for certain services each plan year. Refer to services marked "subject to a deductible." For Durable Medical Equipment (DME), once the deductible is satisfied, members are also required to pay 20% coinsurance.

All members are responsible for the individual deductible per plan year. Family member's deductible payments contribute toward the family deductible per plan year. The family deductible can be satisfied by combining the deductibles paid for by covered family members. Each family member's contribution will not exceed the amount set for an individual deductible.

For medical care services marked with an asterisk (*), the deductible and coinsurance amounts paid apply toward the out-of-pocket maximum. Once the individual out-of-pocket maximum is satisfied, these services are covered for the member in full through the remainder of the plan year. Copayments for services that do not count toward your medical care out-of-pocket maximum continue to apply.

The family out-of-pocket maximum is satisfied by combining the deductibles and coinsurance amounts paid by covered family members. Once the family out-of-pocket maximum is satisfied, these services are covered for all family members in full through the remainder of the plan year.

Primary Care Provider (PCP) and Obstetrical Rights

NHP generally requires the designation of a PCP. You have the right to designate any PCP who participates in our network and who is available to accept you or your family members. For children, you may designate a pediatrician as the PCP. Until you make this designation, NHP designates one for you.

You do not need prior authorization from NHP or from any other person (including a PCP) in order to obtain access to obstetrical or gynecological care from a health care professional in our network who specializes in obstetrics or gynecology. The health care professional, however, may be required to comply with certain procedures, including obtaining prior authorization for certain services, following a pre-approved treatment plan, or procedures for making referrals.

For information on how to select a PCP, or a list of the most up-to date provider information, or a list of participating health care professionals who specialize in obstetrics or gynecology, visit our website at www.nhp.org, or call our Customer Care Center at 800-462-5449 (or TTY 800-655-1761).

Your Primary Care Provider

Your PCP arranges your health care and is the first person you call when you need medical care.

Urgent Care

If you need urgent care, call your PCP to arrange where you will receive treatment. Examples of conditions requiring urgent care include, but are not limited to, fever, sore throat, earache and acute pain.

Emergency Care

In an emergency, go to the nearest emergency facility, or call 911, or your local emergency number. Please refer to your Benefit Summary for copayment amount. Your copayment is waived if you are admitted to the hospital.

All follow-up care must be arranged by your PCP. You, or someone on your behalf, should notify your PCP within 48 hours.

Customer Care Center

For questions or concerns about your NHP coverage, contact NHP's Customer Care Center at 800-462-5449 or TTY 800-655-1761, available Monday through Friday, 8:00 a.m.–6:00 p.m. (Thursday 8:00 a.m.–8:00 p.m.)

Utilization Management Program

The Utilization Management standards NHP uses were created to assure our members consistently receive high quality, appropriate medical care. To determine coverage, specific criteria is used to make Utilization Management decisions. This criteria is developed by physicians and meets the standards of national accreditation organizations. As new treatments and technologies become available, NHP updates its Utilization Management standards annually.

To make utilization decisions, NHP conducts, concurrent, and retrospective reviews of the health care services our members use.

Prospective Review

Determines if a procedure or treatment either you or your doctor is requesting is both medically appropriate and medically necessary.

Concurrent Review

During the course of treatment, such as hospitalization, concurrent review monitors the progress of treatment and determines for how long it will be deemed medically necessary.

Retrospective Review

After care has been provided, NHP reviews treatment outcomes to ensure that the health care services provided to you met certain quality standards.

Care Management

When members have a severe or chronic illness or condition, they may qualify for Care Management. NHP's care managers work one-on-one with members and their providers to find the most appropriate and cost-effective ways to manage a condition. Together, a treatment plan that best meets the member's needs is developed with the goal of promoting patient education, self-care, and providing access to the right kinds of health care services and options.

By completing the Health Needs Assessment that every new NHP member receives as part of their member kit, our care managers can identify any potential unmet needs that may benefit by care management assistance. Care managers then reach out to the member to see if they would be interested in joining one of our care management programs.

To learn more about Utilization Management or Care Management at NHP, please refer to your NHP Member Handbook or contact our Customer Care Center at 800-462-5449.

Exclusions

NHP does not cover the following services or supplies:

Acupuncture; Benefits From Other Sources; Biofeedback; Blood and Related Fees;* Chiropractic Care; Cosmetic Services and Procedures; Custodial Care; Dentures; Diet Foods; Educational Testing and Evaluations; Exams Required by a Third Party; Experimental Services and Procedures; Eyewear/Laser Eyesight Correction;* Foot Care;* Gender Re-Assignment Surgery; Hearing Aids; Massage Therapy; Non-Covered Providers; Personal Comfort Items; Reversal of Voluntary Sterilization; Self-Monitoring Devices*

*Except as specified in the NHP Member Handbook

